

MKTG 2005 ISSUES, RISK AND CRISIS COMMUNICATION

Credit Points 10

Legacy Code 102064

Coordinator Vanessa Campbell (<https://directory.westernsydney.edu.au/search/name/Vanessa.Campbell/>)

Description This subject explores the principles and practice of issues management in order to avoid crises, manage when one arises, and seek opportunities to learn and benefit from a crisis where possible, using effective communication. It investigates the development of crisis management plans, and the testing and implementing of these plans. Dealing with the media and pressure groups is covered, along with training a crisis communication team and organising a response to a crisis situation.

School Humanities & Comm Arts

Discipline Public Relations

Student Contribution Band HECS Band 4 10cp

Check your fees via the Fees (https://www.westernsydney.edu.au/currentstudents/current_students/fees/) page.

Level Undergraduate Level 2 subject

Pre-requisite(s) MKTG 1009

Equivalent Subjects LGYA 1068 - Issues in Corporate Public Relations

Assumed Knowledge

Basic knowledge of public relations theory and current public relations practice.

Learning Outcomes

On successful completion of this subject, students should be able to:

1. Identify issues and crisis communication management as a strategic organisational activity
2. Demonstrate an understanding and apply leadership skills needed to be an effective communicator in issues and crisis situations
3. Critically review the literature on risk, crises and issues management
4. Consider issues and crises management in communication ethics and best practice in relations with stakeholders, including government and the media.

Subject Content

1. Communication and issues management
2. Reputation, image and impression management
3. The nature of crises and preparing for a crisis
4. How governments and organisations respond to environmental challenges
5. Corporate social responsibility, also key publics and their needs
6. Media management and media training of key executives
7. Group behaviour in a crisis
8. Critical path management, and
9. Ways of preventing a crisis in the first place

Assessment

The following table summarises the standard assessment tasks for this subject. Please note this is a guide only. Assessment tasks are regularly updated, where there is a difference your Learning Guide takes precedence.

Type	Length	Percent	Threshold	Individual/ Group	Mandatory Task
Presentation	5 minutes	20	N	Group	Y
Case Study	2,500 words	40	N	Individual	Y
Simulation	1,500 words equivalent + 10 minute presentation	40	N	Group	Y

Prescribed Texts

- Fearn-Banks, K (2011) Crisis Communications : A Casebook Approach. 4th ed. Online. New York: Routledge.

Teaching Periods

Sydney City Campus - Term 1 (2025)

Sydney City

On-site

Subject Contact Ming Diao (<https://directory.westernsydney.edu.au/search/name/Ming.Diao/>)

View timetable (https://classregistration.westernsydney.edu.au/odd/timetable/?subject_code=MKTG2005_25-SC1_SC_1#subjects)

Spring (2025)

Online

Online

Subject Contact Vanessa Campbell (<https://directory.westernsydney.edu.au/search/name/Vanessa.Campbell/>)

View timetable (https://classregistration.westernsydney.edu.au/odd/timetable/?subject_code=MKTG2005_25-SPR_ON_2#subjects)

Parramatta - Victoria Rd

On-site

Subject Contact Vanessa Campbell (<https://directory.westernsydney.edu.au/search/name/Vanessa.Campbell/>)

View timetable (https://classregistration.westernsydney.edu.au/odd/timetable/?subject_code=MKTG2005_25-SPR_PS_1#subjects)