

## Accounts Excuses And Apologies A Theory Of Image Restoration Strategies Suny Sieres In Speech Communication Suny Series Speech Communication

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### Accounts Excuses And Apologies A

However, these studies tend to take a narrow focus. For example, some scholars study apologies and excuses in everyday talk. Others look at public apologies in speeches. Accounts, Excuses, and Apologies integrates and extends existing work on this concept into a general theory. The resulting theory of image restoration is then tested through application to several instances of defensive discourse.

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Because responding to complaints is such an important part of human relations, this type of discourse has been studied in various disciplines. However, these studies tend to take a narrow focus. For example, some scholars study apologies and excuses in everyday talk. Others look at public...

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Accounts, Excuses, and Apologies integrates and extends existing work on this concept into a general theory. The resulting theory of image restoration is then tested through application to several instances of defensive discourse. "It is well written, comprehensive, and articulate in building a case of a general theory of image restoration.

### Accounts, Excuses, and Apologies - SUNY Press

Accounts, Excuses, and Apologies: A Theory of Image Restoration Strategies - William L. Benoit - Google Books. Because responding to complaints is such an important part of human relations, this...

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The Paperback of the Accounts, Excuses, and Apologies, Second Edition: Image Repair Theory and Research by William L. Benoit at Barnes & Noble. FREE Due to COVID-19, orders may be delayed.

### Accounts, Excuses, and Apologies, Second Edition: Image ...

Accounts, Excuses, and Apologies: A Theory of Image Restoration Strategies. Albany: State University of New York. Benoit (1995) brings a rhetorical perspective to crisis communication by asserting that, similarly to individuals, organizations and institutions enact image restoration attempts when they perceive that their reputation/image/face ...

### Benoit, W.L. (1995). Accounts, Excuses, and Apologies: A ...

Accounts, Excuses, and Apologies integrates and extends existing work on this concept into a general theory. The resulting theory of image restoration is then tested through application to several instances of defensive discourse.

### Accounts, Excuses, and Apologies: A Theory of Image ...

Image repair theory is a component of crisis communication, which is a sub-specialty of public relations. Its purpose is to protect an individual, company, or organization facing a public challenge to its reputation. Benoit outlines this theory in Accounts, Excuses, and Apologies: A Theory of Image Restoration Strategies.

### Image restoration theory - Wikipedia

In his first chapter, Prof. Benoit establishes the problem that "apology/excuse/account behavior is a common feature of human behavior." Two following chapters review the apologia and account literatures respectively. The fourth chapter proposes the general theory and is followed by four brief case study illustrations (Chapters 5-8) and a ...

### Accounts, Excuses, and Apologies

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Accounts, excuses, and apologies : image repair theory and research. [William L Benoit] -- "In our constantly plugged-in and connected world, image is everything. People, groups, organizations, and countries frequently come under suspicion of wrongdoing and sometimes require defense.

### Accounts, excuses, and apologies : image repair theory and ...

A South Pasadena city councilwoman apologized Saturday, Aug. 15, for making fake email accounts to attack her critics and then announced she will step down Aug. 18. In a statement, Councilwoman ...