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Meet the People: Why Businesses Must Engage with Public Opinion to Manage and Enhance Their Reputations

By James Frayne

Harriman House Publishing. Paperback. Book Condition: new. BRAND NEW, Meet the People: Why Businesses Must Engage with Public Opinion to Manage and Enhance Their Reputations, James Frayne, The power of the public. A revolution has taken place in corporate communications in recent years. Democracy has arrived. The ongoing expansion of the web - and above all social media - means the public have the power to shape the image and reputation of businesses in giant public conversations. On social media platforms, blogs, consumer websites, web forums and comment threads, ordinary people are taking the lead in defining how businesses are seen by the outside world. The entire corporate communications model has been turned on its head. Since its inception as a recognised industry in the 1920s, corporate communications has relied on major advertising and marketing campaigns, as well as traditional media relations and public affairs, to create the desired images of businesses. In short, corporate communications was conducted by elites, amongst elites, at arms length from consumers. Now this approach lies redundant. The challenges posed by the new power of the public mean corporate communications increasingly resembles political campaigning. In this world, as in politics, businesses must put the public...



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