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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. ...

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

Accounts, Excuses, and Apologies: A Theory of Image Restoration Strategies G - Reference, Information and Interdisciplinary Subjects Series SUNY series in Communication Studies SUNY series in speech communication: Author: William L. Benoit: Edition: illustrated: Publisher: State University of New York Press, 1995: ISBN: 0791421864, 9780791421864: Length: 197 pages: Subjects

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

Link to Accounts, Excuses, and Apologies, Second Edition. Summary. "This book deals with a form of public discourse that also occurs in everyday interaction: image restoration. When one encounters certain messages (criticism, complaints, accusations, blame, censure, condemnation, rebukes, reproaches, objections) or is suspected of wrongdoing, failed obligations, mistakes, or embarrassments, one needs to know how to respond, both mentally and behaviorally.

Accounts, Excuses, and Apologies - SUNY Press

Accounts, excuses and apologies - bokus.com H ftad, 1994. Pris 257 kr. K p Accounts, Excuses and Apologies (9780791421864) av William L Benoit p Bokus.com. We have made sure that you find the PDF Ebooks without unnecessary research.

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Accounts, excuses, apologies designed to reframe what follows after them, designed to draw a line between deficiencies in what the author writes and deficiencies in himself, leaving him, he hopes, a little bet-ter defended than he

might otherwise be This sort of ritual work can certainly

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Accordingly, throughout life we are repeatedly faced with situations that impel us to explain or justify our behavior and offer excuses or apologies for those aspects of our behavior that offend and provoke reproach from those around us.

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

Accounts, Excuses, and Apologies integrates and extends. 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.

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

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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.

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