ESSENTIALS OF CORPORATE COMMUNICATION

Implementing practices for effective reputation management

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ACKNOWLEDGMENTS

The book you are holding is the record of a unique partnership spanning ten years. At the start of our cooperation, one of the authors (Charles) worked as a professor at Stern Business School, New York University while Cees was professor at Rotterdam School of Management, Erasmus University, Rotterdam in The Netherlands. Both of us had just finished a book. Cees wrote *Principles of Corporate Communication* in 1995 (Prentice-Hall) and one year later Charles published his book, *Reputation: Realizing Value from the Corporate Image* (Harvard Business Press). We joined forces immediately after one intense session in New York in which we learned that our visions were rather comparable and at least complementary. The first action we jointly took was to organize a conference to which we invited a diverse group of academic colleagues interested in the topics of "Reputation, Identity and Competitiveness." In 2006 we celebrated the tenth anniversary of this conference. We also established a specialized journal, *Corporate Reputation Review*. Above all, we created a platform, the Reputation Institute, where practitioners and academics regularly meet and exchange ideas (www.reputationinstitute.com). The goal of the Reputation Institute is to advance knowledge about reputations and to improve the practice of reputation management. We sincerely hope that this book will contribute towards that goal. We have integrated our past research and consultancy work as the key building blocks for the 11 chapters that comprise this volume. This book intends to serve three main goals:

1. to present an overview of the main theoretical models from around the world into one integrated framework;

2. to provide a clear vision about the reputation management style that will be most successful in creating and/or maintaining a positive reputation;
3. to build a framework that can be used to teach the basics of corporate communication at higher levels of education in business schools and executive reputation management programs.

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