

## Crisis Communication Think Tank (CCTT) at UGA

### Select Publications by CCTT Members & Affiliated Experts and Crisis Insights & Analytics Lab Researchers

#### Books

- **Yan Jin and Lucinda Austin** (2022). *Social Media and Crisis Communication, Second Edition* (Eds.), Routledge. <https://www.routledge.com/Social-Media-and-Crisis-Communication/Jin-Austin/p/book/9780367489007>
- **Yan Jin, Bryan Reber, and Glen Nowak** (2021). *Advancing Crisis Communication Effectiveness: Integrating Public Relations Scholarship with Practice* (Eds.), Routledge. <https://www.routledge.com/Advancing-Crisis-Communication-Effectiveness-Integrating-Public-Relations/Jin-Reber-Nowak/p/book/9780367353179>

#### Selected Articles

- **Yan Jin, Brittany Shivers, Yijing Wang, W. Timothy Coombs, and Toni G. L. A. van der Meer** (2024). "READINESS as A New Framework for Crisis Management: Academic-Industry Integrated Expert Insights from Practitioners and Scholars". *Journal of Communication Management*. <https://doi.org/10.1108/JCOM-02-2024-0034>
- **Yan Jin, W. Timothy Coombs, Yijing Wang, Toni G. L. A. van der Meer, and Brittany Shivers** (2024). "'READINESS': A Keystone Concept Beyond Organizational Crisis Preparedness and Resilience". *Journal of Contingencies and Crisis Management*, 32(1), e12546. <https://doi.org/10.1111/1468-5973.12546>
- **Wenqing Zhao, Xuerong Lu, Yan Jin and Toni G. L. A. van der Meer** (2024). "Pushing Hands and Buttons: The Effects of Corporate Social Issue Stance Communication and Online Comment (In)Civility on Publics' Responses." *Public Relations Review*, 50(4), 102488. <https://doi.org/10.1016/j.pubrev.2024.102488>
- **Youngji Seo, Sung In Choi, Youngjee Ko, and Yan Jin** (2024). "The Point of No Return: Crisis Management Lessons from U.S. Adults' Infectious Disease Risk (IDR) Perception and Response to the Flu-and-COVID Dual Threat". *Journal of Contingencies and Crisis Management*, 32(3), e12607. <https://doi.org/10.1111/1468-5973.12607>

- **Silvia Ravazzani**, Carmen Daniela Maier, and **Yan Jin** (2024). "Multimodal Sensemaking and Sensegiving Processes of Discursive Threat Appraisal in Environmental Crisis Communication." *Journal of Contingencies and Crisis Management*, 32(4), e70005. <https://doi.org/10.1111/1468-5973.70005>
- **Xuerong Lu** and **Yan Jin** (2024). "Optimizing Organizational Corrective Communication: The Effects of Correction Placement Timing, Refutation Detail Level, and Corrective Narrative Type on Combating Crisis Misinformation Narratives." *Public Relations Review*, 50(5), 102514. <https://doi.org/10.1016/j.pubrev.2024.102514>
- **Taylor S. Voges**, **Yan Jin**, Christen Buckley, **LaShonda L. Eaddy**, and **Xuerong Lu**. (2024). "A New Framework for Managing 'Crisis Spillover' as a Type of Sticky Crisis: Initial Insights from a Crisis Communication Expert Panel." *Public Relations Review*, 50(1), 102424. <https://doi.org/10.1016/j.pubrev.2024.102424>
- Jonathan Graffeo and **Yan Jin** (2024). "Attitude in a Crisis: A New Keystone Concept in Crisis Communication Leadership." *Journal of Contingencies and Crisis Management*, 32(1), e12552. <https://doi.org/10.1111/1468-5973.12552>
- **Elise Karinshak** (2024). "Simulations in Human-AI Crisis Management Systems." *Journal of Contingencies and Crisis Management*, 32(1), e12525. <https://doi.org/10.1111/1468-5973.12525>
- **Rodrigo A. Sierra**, Justin DeJong, Joshua Zembik, and Joel Hood (2024). "The Art and Science of De-Weaponizing Disinformation for the Public Good." *Journal of Contingencies and Crisis Management*, 32(1), e12526. <https://doi.org/10.1111/1468-5973.12526>
- **Lila Miolo** (2024). "Levi's and Lalaland.ai Collaboration Crisis." *Journal of Contingencies and Crisis Management*, 32(1), e12527. <https://doi.org/10.1111/1468-5973.12527>
- **NaYoung Song** (2024). "Higher Education Crisis: Academic Misconduct with Generative AI." *Journal of Contingencies and Crisis Management*, 32(1), <https://doi.org/10.1111/1468-5973.12532>
- **Elise Karinshak**, **Taylor Voges**, and **Yan Jin** (2024). "Expectation Versus Reality: How Crisis Statement Essentials Are Evaluated by Gen Z Stakeholders and Crisis Communication Practitioners." *Journal of Contingencies and Crisis Management*, 32(1), e12554. <https://doi.org/10.1111/1468-5973.12554>
- **Brooke Liu**, **Yan Jin**, **Wenqing Zhao**, **Andreas Schwarz**, Olivia Truban, and Matt Seeger (2024). "Building the New Architecture of Crisis Management: Global Experts' Insights on Best and Worst Practices for Securing External Funding." *Journal of Contingencies and Crisis Management*, 32(1), e12539. <https://doi.org/10.1111/1468-5973.12539>
- **Sung In Choi**, **Sungsu Kim**, **Yan Jin**, **Chiara Valentini**, Mark Badham, Elanor Colleoni, and Stefania Romenti (2024). "Effects of Individuals' Cultural Orientations and Trust in Government Health

Communication Sources on Behavioral Intentions During a Pandemic: A Cross-Country Study.” *Health Communication*. 39(1), 107-121. <https://doi.org/10.1080/10410236.2022.2159975>

- Shafiq Ahmad Kamboh, Muhammad Ittefaq, and **Yan Jin** (2023). “Crisis Communication for Public Organizations: Examining Pakistan Railways’ Use of Information Technology and Social Media for Image Repair.” *Journal of Contingencies and Crisis Management*. <https://doi.org/10.1111/1468-5973.12496>
- **Yan Jin** (2023). “How to Debunk Misinformation Attacks” [Expert interview with Dan Laufer]. *The National Business Review Online*, New Zealand. <https://www.nbr.co.nz/risky-business/how-to-debunk-misinformation-attacks/>
- **Elise Karinshak** and **Yan Jin** (2023). “AI-driven Disinformation: A Framework for Organizational Preparation and Response.” *Journal of Communication Management*, 27(4), 539-562. <https://doi.org/10.1108/JCOM-09-2022-0113>
- **Wenqing Zhao**, **Yan Jin**, and **Elise Karinshak** (2023). “Effects of Risk Disclosure and Call to Action on Young Adults’ Responses to Dietary Supplement Advertising.” *International Journal of Pharmaceutical and Healthcare Marketing*, 17(3), 249-264. <https://doi.org/10.1108/IJPHM-01-2023-0006>
- **Yan Jin** (2023). “The Best of Both Worlds: The Crisis Communication Think Tank (CCTT) Approach to The Quest for Crisis Management Keystone.” *Journal of Contingencies and Crisis Management*. <https://doi.org/10.1111/1468-5973.12469>
- **Augustine Pang**, **Yan Jin**, and **Glen T. Cameron** (2023). “The Contingency Theory of Strategic Conflict Management: Review from Three Decades of Theory Development, Extension and Application.” *Journalism and Communication Monographs*, 25(2), 193–214. <https://doi.org/10.1177/15226379231167141>
- **Sungsu Kim**, **Sung In Choi**, **Chiara Valentini**, Mark Badham, and **Yan Jin**. (2023). “How Motivation to Reduce Uncertainty Predicts COVID-19 Behavioral Responses: Strategic Health Communication Insights for Managing an Ongoing Pandemic.” *American Behavioral Scientist*. <https://doi.org/10.1177/00027642231164051>
- **Sung In Choi**, Jingyu Zhang, and **Yan Jin** (2023). “The Effects of Threat Type and Gain-Loss Framing on Publics’ Responses to Strategic Environmental Risk Communication.” *Corporate Communications: an International Journal*, 28(3), 363-380. <https://doi.org/10.1108/CCIJ-09-2022-0109>
- **Yen-I Lee**, **Xuerong Lu**, **Taylor Voges**, and **Yan Jin** (2023). “Fending off Unverified Accusation with Narratives: The Role of Primary and Secondary Narratives in Organizational Response Effectiveness in an Ongoing Crisis.” *Journal of International Crisis and Risk Communication Research*, 6(1), 33-64. <https://doi.org/10.30658/jicrcr.6.1.2>
- **Lucinda Austin**, **Yan Jin**, **Brooke Liu**, and Seoyeon Kim (2023). “Coping with Outbreaks: Towards an

Infectious Disease Threat (IDT) Appraisal Model for Risk Communication.” *Health Communication*, 38(7), 1305-1317. <https://doi.org/10.1080/10410236.2021.2006394>

- **Taylor Voges, Yan Jin, LaShonda Eaddy**, and Shelley Spector (2023). “Effective Communication Management in a Public Health Crisis: Lessons Learned about COVID-19 Pandemic through the Lens of Health Communication Executives.” *Journal of Communication Management*, 27(1), 64-83. <https://doi.org/10.1108/JCOM-12-2021-0137>
- Seoyeon Kim, **Lucinda Austin, Brooke Liu**, and **Yan Jin** (2022). “Exploring Differences in Crisis Literacy and Efficacy on Behavioral Responses during Infectious Disease Outbreaks.” *Public Relations Review*, 48(3), 102204. <https://doi.org/10.1016/j.pubrev.2022.102204>
- **Taylor Voges, Yan Jin**, Xianyan Chen, and **Bryan Reber** (2022). “What Drives a Tough Call: Determining the Importance of Contingency Factors and Individual Characteristics in Communication Executives’ Stance Decision-Making through a Conjoint Analysis.” *Public Relations Review*, 48(1), 102141. <https://doi.org/10.1016/j.pubrev.2021.102141>
- **Xuerong Lu**, Santosh Vijaykumar, **Yan Jin**, and Daniel Rogerson (2022). “Think Before You Share: Beliefs and Emotions that Shaped COVID-19 (Mis)information Vetting and Sharing Intentions among WhatsApp Users in the United Kingdom.” *Telematics and Informatics*, 67, 101750. <https://doi.org/10.1016/j.tele.2021.101750>
- Santosh Vijaykumar, Daniel Rogerson, **Yan Jin**, and Mariella Silva de Oliveira Costa (2022). “Dynamics of Feedback Behaviours to Social Peers Sharing COVID-19 Misinformation on WhatsApp in Brazil.” *Journal of the American Medical Informatics Association*, 29(1), 33-42. <https://doi.org/10.1093/jamia/ocab219>
- **Augustine Pang, Yan Jin, Youngji Seo, Sung In Choi**, Hui-Xun Teo, Phuong D. Le, and **Bryan Reber** (2022). “Breaking the sound of silence: Explication in the use of strategic silence in crisis communication.” *International Journal of Business Communication*, 59(2), 219-241. <https://doi.org/10.1177/23294884211046357>
- Elise Karinshak (12/2/2021). “Gen Z and Social Media: What PR and Marketing are Overlooking”. *PR News*. <https://www.prnewsonline.com/genz-social-tips-stereotypes/>
- **Sarah McRae** (3/2/2021). “Bon Appetit’s Reckoning: A Lesson in Managing Gen-Z Stakeholders.” *PR News*. <https://www.prnewsonline.com/bon-appetits-reckoning-a-lesson-in-managing-gen-z-stakeholders/>
- **Youngji Seo, Silvia Ravazzani, Hyoyeun Jun, Yan Jin**, Alfonsa Butera, **Alessandra Mazzei**, and **Bryan Reber** (2021). “Unintended Effects of Risk Communication: Impacts of Message Fatigue, Risk Tolerance, and Trust in Public Health Information on Psychological Reactance.” *Journal of International Crisis and Risk Communication Research*, 4(3), 517-544. <https://doi.org/10.30658/jicrcr.4.3.3>
- **Yen-I Lee, Xuerong Lu**, and **Yan Jin** (2021) “Uncertainty Management in Organizational Crisis

Communication: The Impact of Crisis Responsibility Uncertainty and Attribution-based Emotions on Publics' Further Crisis Information Seeking." *Journal of Communication Management*, 25(4), 437-453. <https://doi.org/10.1108/JCOM-02-2021-0018>

- Santosh Vijaykumar, **Yan Jin**, Daniel Rogerson, **Xuerong Lu**, Swati Sharma, Anna Maughan, Bianca Fadel, Mariella Silva de Oliveira Costa, Claudia Pagliari, and Daniel Morris (2021). "How Shades of Truth and Age Affect Responses to COVID-19 (Mis)information: Randomized Survey Experiment among WhatsApp Users in UK and Brazil." *Humanities and Social Sciences Communications*, 8, 88. <https://doi.org/10.1057/s41599-021-00752-7>
- **Hyoyeun Jun** and **Yan Jin** (2021). "The Conceptualization of Risk Tolerance and Scale Development for Measuring Publics' Tolerance of Individual Health Risks." *Journal of International Crisis and Risk Communication Research*, 4(1), 29–72. <https://doi.org/10.30658/jicrcr.4.1.2>
- **Yan Jin**, **Yen-I Lee**, **Brooke Liu**, **Lucinda Austin**, and Seoyeon Kim (2021). "How College Students Assess the Threat of Infectious Diseases: Implications for University Leaders and Health Communicators." *Journal of International Crisis and Risk Communication Research*, 4(1), 129-164. <https://doi.org/10.30658/jicrcr.4.1.5>
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- **Sungsu Kim**, **Yan Jin**, and **Bryan Reber** (2020). "Assessing an Organizational Crisis at the Construal Level: How Psychological Distance Impacts Publics' Crisis Responses." *Journal of Communication Management*, 24(4), 319-337. <https://doi.org/10.1108/JCOM-11-2019-0148>
- **Yan Jin**, **Toni van der Meer**, **Yen-I Lee**, and **Xuerong Lu** (2020). "The Effects of Corrective Communication and Employee Backup on the Effectiveness of Fighting Crisis Misinformation." *Public Relations Review*, 46(3), 101910. <https://doi.org/10.1016/j.pubrev.2020.101910>
- **Brooke Liu**, **Lucinda Austin**, **Yen-I Lee**, **Yan Jin**, and Seoyeon Kim (2020). "Telling the Tale: The Role of Narratives in Helping People Respond to Crises." *Journal of Applied Communication Research*, 48(3), 328-349. <https://doi.org/10.1080/00909882.2020.1756377>
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- **Toni van der Meer** and **Yan Jin** (2020). "Seeking Formula for Misinformation Treatment in Public Health Crises: The Effects of Corrective Information Type and Source." *Health Communication*, 35(5), 560-575. <https://doi.org/10.1080/10410236.2019.1573295>
- **Youngji Seo**, **Marilyn Primovic**, and **Yan Jin** (2019). "Social Media Strategies for Overcoming Stakeholder Social Media Fatigue: A Triologue Approach." *Journal of Business Strategy* (Special

Issue of Corporate Communication – Transformation of Strategy), 40(6), 40-48.

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- **Yan Jin**, **Lucinda Austin**, Santosh Vijaykumar, **Hyoyeun Jun**, and **Glen Nowak** (2019). “Communicating about Infectious Disease Threats: Insights from Public Health Information Officers.” *Public Relations Review*, 45(1), 167-177. <https://doi.org/10.1016/j.pubrev.2018.12.003>
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- **Yen-I Lee**, **Yan Jin**, and **Glen Nowak** (2018). “Motivating Influenza Vaccination among Young Adults: The Effects of Public Service Advertising Message Framing and Text versus Image Support.” *Social Marketing Quarterly*, 24(2), 89-103. <https://doi.org/10.1177/1524500418771283>
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- **Yan Jin**, **Augustine Pang**, and Joshua Smith (2018). “Crisis Communication and Ethics: The Role of Public Relations.” *Journal of Business Strategy*, 39(1), 43-52. <https://doi.org/10.1108/JBS-09-2016-0095>
- Santosh Vijaykumar, **Glen Nowak**, Itai Himelboim, and **Yan Jin** (2018). “Virtual Zika Transmission After the First US Case: Who Said What and How It Spread on Twitter.” *American Journal of Infection Control*, 46(5), 549-557. <https://doi.org/10.1016/j.ajic.2017.10.015>