

Contents

List of Tables and Figures	9
Acknowledgments and presentation.....	11
Foreword.....	13
<i>Arjen Boin and Paul 't Hart</i>	

CHAPTER 1	
Public organizations at stake. Introducing the challenges of learning after crisis	17
<i>Nathalie Schiffino, Laurent Taskin, Céline Donis and Julien Raone</i>	

PART I CONCEPTUALIZING CRISIS AND LEARNING

CHAPTER 2	
Crisis: Designing a method for organizational crisis investigation	29
<i>Edward Deverell and Jonatan Stiglund</i>	

CHAPTER 3	
Learning: Beyond the ideals of mindful learning. Generating actionable strategies for crisis management from organizational knowledge.....	55
<i>Shari Veil</i>	

CHAPTER 4	
Crisis management lessons from modeling.....	75
<i>Thomas Meszaros and Clément Morier</i>	

PART II CONTEXTUALIZING LEARNING FROM CRISIS: POLITICS AND GOVERNANCE

CHAPTER 5	
Learning in post-recession framing contests: Changing UK road policy.....	107
<i>Antje Witting and Stéphane Moyson</i>	

CHAPTER 6	
Crisis accountability and career management in The Netherlands.....	131
<i>Annika Brändström and Marij Swinkels</i>	
CHAPTER 7	
Learning and organizational vulnerability. A critical analysis of control and punishment in a Québec health center.....	159
<i>Carole Lalonde and Christophe Roux-Dufort</i>	
CHAPTER 8	
Health risks and political crises in Canada. A critical analysis of the public-private partnerships.....	181
<i>Gabriel Blouin Genest</i>	
 PART III	
INSIDE DYNAMICS OF LEARNING: CONNECTING THEORY AND PRACTICE	
CHAPTER 9	
Understanding organizational learning from societal risks. A typology for assessing organizational coherence	207
<i>Céline Donis, Julien Raone, Nathalie Schiffino and Laurent Taskin</i>	
CHAPTER 10	
Organizational and policy learning. Post crisis assessments	235
<i>Megan Warnement and Thomas Birkland</i>	
CHAPTER 11	
Bridging the crisis learning gap. From theory to practice	257
<i>Eric Stern</i>	
CHAPTER 12	
Conclusion: How do organizations learn from crisis and implement lessons ? Concluding remarks and perspectives	273
<i>Nathalie Schiffino, Laurent Taskin, Céline Donis and Julien Raone</i>	
 Index.....	279
 About the contributors	281