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And Apologies A

Accounts, Excuses, and Apologies
integrates and extends existing work
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The resulting theory of image

restoration is then tested through

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"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

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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 better 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.

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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.

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Image repair theory is a component of crisis communication, which is a subspecialty 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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