It's Not If, It's When

TIPS AND TRICKS FOR WORKING WITH THE MEDIA DURING A CRISIS



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Master Builder Association of Western PA 631 Iron City Drive Pittsburgh, PA 15205



About me

Chris Martin



President/CEO of Altas Marketing since 2008

Served as spokesperson for PENNDOT, City of Pittsburgh, Zippo Manufacturing, Dow Chemical, Westinghouse, Flight 93 National Memorial

Managed crisis situations for clients in construction, nuclear, healthcare, natural gas and manufacturing industries



EXPECTATIONS

Communicating during a crisis offers opportunities for safety officers to strengthen corporate reputation and media relationships.

WHAT THIS MEANS

At the conclusion, you will feel confident in

- Preparing a response in the face of a crisis
- Speaking with the media with a goal in mind
- Managing the media conversation so your message is not misunderstood





CRISIS

What is a crisis?





A CRISIS IS ...

Stressful, because it creates

A disruption to an organization's daily operations

A potential brand damaging event

A media response, potentially

CRISIS

A potential brand damaging incident that requires a media response.







O1 Absorb information differently

O2 **Process** information differently

O3 Act on information differently

Why is this important?



INFORMATION IS CURRENCY

Understanding that people collect and review information differently allows for wider opportunities to inform and educate.

THAT CURRENCY AIDS DECISIONS

Decisions drive business and if you help your customers make easy decisions you are not only informing, but educating. This leads to opportunities that improve your corporate reputation.

CRISIS RESPONSE OFFERS

- Opportunities to strengthen our reputation
- Opportunity to share our messages/story
- Opportunity to influence the media coverage
- Opportunity to shape public perception



Corporate Reputation

Reputation has an impact on sales, revenues, the ability to attract better employees and increase profits.

HOW REPUTATIONS ARE MEASURED

Identity

Goodwill

Community leadership

Social media

Previous customers

Response to issues

EXAMPLES

Harvard University

Tylenol

The Catholic Church

The White House



PREPARATION



Preparation

How to prepare your company for the inevitable



Ask yourself several basic questions:

- Do I have a safety program in place?
 - Is my safety program up-to-date?
- Do I know what to do when a crisis hits?
 - How will my team respond to a crisis?
- Can my business survive a crisis on the job site?

Preparation

How to prepare your company for the inevitable



Steps to prepare your business

- Establish a crisis communications plan
- Review, practice and update the plan regularly
- Research the business ramifications such as lowering insurance premiums, the impact on health plans

Preparation

What should you include?



Typical Crisis Communications Plans include

- Crisis definition specific to your company
- Crisis response team members
 - Roles and responsibilities
- Messaging
- Policies and procedures
- Resources
 - Checklists and guidelines
 - Spokesperson guidelines



MEDIA EXPECTATIONS







Media Expectations



What the media expects

- Their job is to gather information
 - Interviews with multiple people, companies & entities
- They will ask the same question in a variety of formats

Your expectations

- Protect your business
- Follow your crisis communications plan
- Share your side of the story



Interview Bill of Rights

The Bill of Rights are useful tips to ensure your message is heard, understood and included in the coverage.

YOU OWN THE INFORMATION

Be confident

Be concise and clear

Be honest

Establish credibility

PERFECTLY ACCEPTABLE TO SAY

I don't know

I'll get back to you with an answer

TO ESTABLISH CREDIBILITY

One message, One voice - SINGLE VOICE

Repeat your message throughout - SIMPLE MESSAGE

No such thing as **NO COMMENT**

Be prepared!



SPEAKING WITH THE MEDIA



An interview is not an intellectual exercise; it is an OPPORTUNITY TO DELIVER SPECIFIC MESSAGES TO SPECIFIC AUDIENCES with the reporter as the conduit.



Key to speaking with a reporter SAY WHAT YOU WANT THE AUDIENCE TO KNOW



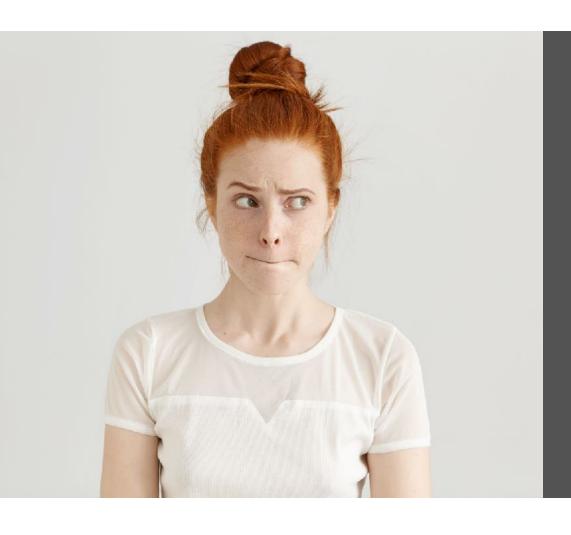
Before the interview, ask yourself ...

IF THE INTERVIEWER USES ONLY A 12-SECOND SOUND BITE, WHAT WOULD MY MESSAGE BE?



Speaking with the Media

Packaged answers

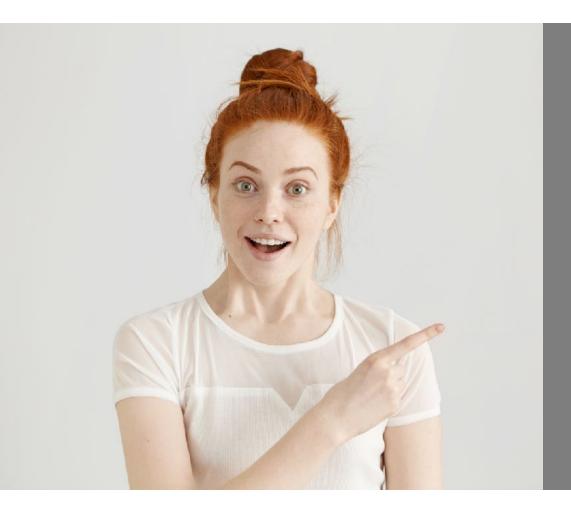


This is done via packaged answers

- Lead with key message
- Reinforce message with facts, examples or statistics
- Close by reiterating key message

Speaking with the Media

Packaged answers

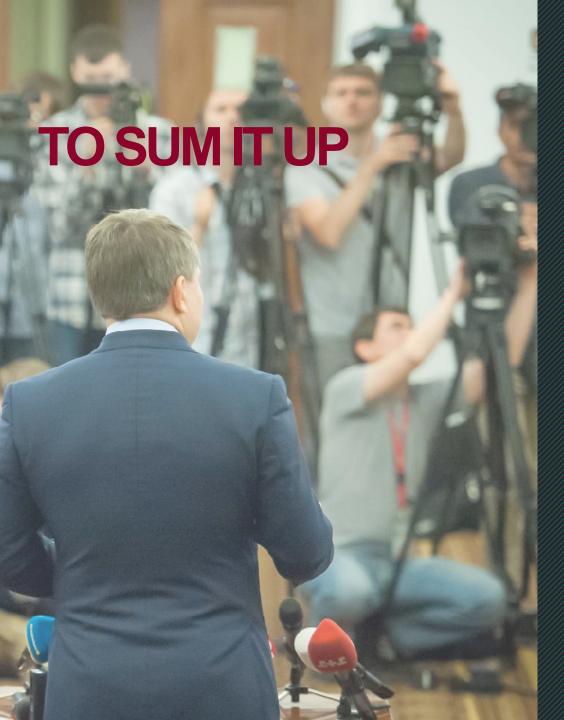


Packaged answers -

Challenge is to **ALWAYS** close with key message

Reinforces what you want the reporter to share with the audience

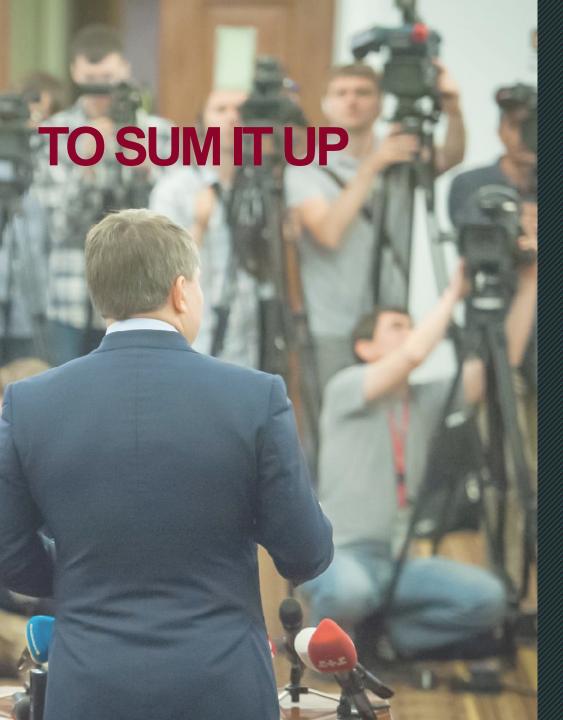
Ensures that the reporter knows its importance



O1 Establish your Crisis
Communications Plan

Understand the media expectations

03 Know your rights



O4 Package your answers for the media

O5 PRACTICE PRACTICE



"There is no harm in hoping for the best, as long as you are prepared for the worst."

- Stephen King



Feel free to reach out with questions.

Chris@AtlasStories.com
Or
Connect on LinkedIn



(412) 749-9299 AtlasStories.com

