

A Public Relations Disaster

How saving \$1,200 cost United Airlines 10,772,839 negative views on YouTube

It is a customer service nightmare. At the same time, it is a good lesson about how social media can impact your business.

Here's what happened:

A singer/songwriter named Dave Carroll was flying from Halifax, Nova Scotia to Omaha, Nebraska, with a layover at Chicago's O'Hare airport. As he was getting ready to get off the plane, he heard another passenger say, "My God! They're throwing guitars out there!"

As Dave and the other band members looked out onto the tarmac where the luggage was being unloaded, they recognized the guitars. Their reaction was a blend of terror and disbelief.

Later he indeed discovered that his \$3,500 Taylor guitar's neck had been broken.

What followed was a customer service nightmare. Dave tried for nine months to get a claim processed with United. The response was a firm and consistent "no." They claimed he had waited longer than 24 hours to process a claim, so he was out of luck.

He tried phone calls. He tried e-mails. He even went so far as to suggest that instead of money, United give him \$1,200 in flight vouchers to cover the cost of repairing the guitar. United held firm. They said "No."

So, what else could a singer-songwriter do?

That's right. He wrote a song and produced a music video. The song was titled "United Breaks Guitars." He put it up on YouTube and it went viral.

Now just in case you're not up on this particular piece of internet slang, "viral" means one person sends it to ten of their friends, who send it to ten of their friends, who send it to ten of their friends, and so on. It follows the same pattern of how a bad cold gets passed around. (Hence the name.)

It also means that pretty quickly very large numbers of people were singing along to "United Breaks Guitars."

As of this writeup, this video has had 10,772,839 views.

Public Relations Disasters

REDDI, C.V. NARASIMHA



Public Relations Disasters:

Public Relations Disasters Gerry McCusker, 2006 From Dow Corning breast implants to the McDonald's McLibel case this book entertainingly exposes some of the world's most infamous and also some unreported PR disasters and shows how crisis management helped or hindered *Public Relations Disasters: Behind-the-Scenes Revelations* Pasquale De Marco, In a world where reputation is everything public relations has become a high stakes game With the rise of social media and the 24 hour news cycle companies and organizations are constantly under scrutiny and a single misstep can lead to a full blown PR crisis In this eye opening book Pasquale De Marco takes an in depth look at some of the most infamous PR disasters in recent history From the Icarus Corporation's spectacular fall from grace to the Pepsi Kendall Jenner commercial debacle these case studies offer a cautionary tale about the dangers of complacency hubris and miscommunication Pasquale De Marco explores the anatomy of a PR catastrophe examining the factors that contribute to a crisis and the strategies that can be used to mitigate the damage Pasquale De Marco also discusses the role of ethics in PR the importance of authenticity and transparency and the challenges of managing reputation in the digital age With its insightful analysis and practical advice this book is essential reading for anyone who wants to understand the inner workings of public relations and protect their reputation in an unforgiving world Whether you're a PR professional a business leader or simply someone who wants to understand the role of PR in today's world this book has something for you In these pages you'll discover The domino effect of PR blunders and the importance of crisis preparedness The perils of miscommunication and the power of perception The role of influencers and celebrities in shaping public opinion The importance of authenticity and transparency in the digital age The art of damage control and the strategies for turning a crisis into an opportunity The benefits of crisis simulations and the importance of training and preparation The role of ethics in PR and the consequences of unethical behavior The changing landscape of PR and the rise of artificial intelligence The essential skills for PR professionals and the importance of networking With its in depth analysis and practical advice this book is an invaluable resource for anyone who wants to navigate the treacherous waters of PR and protect their reputation in an unforgiving world If you like this book write a review

Risk Issues and Crisis Management in Public Relations Michael Regester, Judy Larkin, 2008 First published in 1997 as Risk Issues and Crisis Management **Government Public Relations** Mordecai Lee, 2007-12-17 Much maligned in the past as wasteful and self serving government public relations provides several distinct services that can be used to advance the substantive mission of an agency in ways that save money time and effort In the same manner as budgeting HR strategic planning and performance assessment public relations must be included in t **New Media and Public**

Relations Sandra C. Duhé, 2007 From Web sites to wikis from podcasts to blogs Internet based communication technologies are changing the way today's public relations campaigns are conceived and carried out New Media and Public Relations charts this exciting new territory with real life case studies that explore some of the ways new media practices challenge and

expand conventional thinking in public relations This comprehensive new volume charts the leading edge of public relations research drawing on insights from both scholars and practitioners to question outdated models discuss emerging trends and provide numerous examples of how organizations navigate the uncertainties of building mediated relationships Global in scope and exploratory in nature New Media and Public Relations is an indispensable reference for contemporary research and practice in the field and essential reading for undergraduate and graduate students in public relations and mediated communication

Handbook of Public Relations Robert L. Heath, Gabriel M. Vasquez, 2001 This is a comprehensive and detailed examination of the field which reviews current scholarly literature This contributed volume stresses the role PR plays in building relationships between organizations markets audiences and the public

A Critical Public Relations Approach to Crisis Communication and Management Huabin Wang, 2022-10-19 This book proposes a critical public relations approach to analyzing crisis communication with Malaysia Airlines flight 370 MH370 disappearance 2014 2018 as a case study It examines the discursive process of Malaysia's crisis response and image building tracing Malaysia Airlines during the immediate response and the Malaysian establishment until the official suspension of the underwater search The study features a critical discourse analysis of 84 national media texts and 85 response statements focusing on three aspects the national media representations of Malaysia's image the national carrier and the government's rhetorical strategies of delivering stances and actions and the dynamic process of image reconstruction and national recovery The present project contributes to the current research area by integrating both linguistic and public relations perspectives and more importantly by highlighting the ideological impact instead of merely behavioral effectiveness in modern communication research Target readers may find their interest in corporate crisis communication critical inquiry about political public relations and the MH370 incident in general

The Impact of Public Relations on Crisis Management at Health Institutions Sandra Lombe, 2019-10-09 Bachelor Thesis from the year 2016 in the subject Communications Public Relations Advertising Marketing Social Media grade B Merit course Public Relations and Communications language English abstract The study investigates the impact of Public Relations in Crisis Management at health institutions A case study of University Teaching Hospital UTH in Lusaka Zambia Literature was reviewed for information on the impact of PR on crisis management at health institutions and specific attention was given to UTH In this study conducted in March 2016 personal interviews questionnaires and direct observations were used to collect the data Both qualitative and quantitative data analysis methods were employed

Public Relations in Japan Tomoki Kunieda, Yamamura Koichi, Junichiro Miyabe, 2018-09-21 Despite its rapid economic development Japan lacks a large public relations industry and its role is viewed very differently from its Western counterparts PR functions are handled predominantly in house and a degree in a PR field is not a hiring requirement for those agencies which do operate Mainstream PR history focusses entirely on its organizational aspects and there are no Japanese PR gurus defining the field

Talespin Gerry McCusker, 2005 Praise and Reviews Talespin is an excellent book

for corporate business executives and students of communications Gerry McCusker takes us on an international journey through an enormous variety of public relations disasters showing us with clarity and insight how they can happen to big corporations and individuals alike The lessons learnt at the end of each section should be required reading for all PR consultants Alan Capper Adjunct Professor Culture and Communications Department New York University and Former Chairman Rowland Worldwide Many PR practitioners believe that the obsessive reporting of the concept of spin has unfairly tainted the entire PR discipline But others believe that PR people themselves make the catastrophic errors of judgement that create PR disasters From the top celebrities who have publicly slated their sponsor's products to corporate photo calls that were disasters waiting to happen Talespin reveals why PR consultants are so often accused of sexing up information As each tale unfolds and spins out of control the perpetrators of shoddy PR practice are exposed Gerry McCusker gives us an amusing yet shocking peek behind the scenes of 79 real life public relations disasters from around the globe Documenting both the infamous and the unreported PR disasters from the worlds of branding business media music politics and sport he asks the question How can these catastrophes continue to happen While Talespin makes for a compelling and entertaining read its message is deadly serious malpractice misjudgement and the media's own agenda are the combustibles that combine to cause PR mayhem Anyone working in the media related industries will learn unforgettable lessons from these real life PR horror stories

Strategic Planning for Public Relations Ronald D. Smith, 2004-09-15 First published in 2004 Routledge is an imprint of Taylor Francis an informa company *Basics of Public Relations in Marketing* Cybellium Ltd, 2024-10-26 Designed for professionals students and enthusiasts alike our comprehensive books empower you to stay ahead in a rapidly evolving digital world Expert Insights Our books provide deep actionable insights that bridge the gap between theory and practical application Up to Date Content Stay current with the latest advancements trends and best practices in IT AI Cybersecurity Business Economics and Science Each guide is regularly updated to reflect the newest developments and challenges Comprehensive Coverage Whether you're a beginner or an advanced learner Cybellium books cover a wide range of topics from foundational principles to specialized knowledge tailored to your level of expertise Become part of a global network of learners and professionals who trust Cybellium to guide their educational journey www.cybellium.com **The**

Practice of Government Public Relations Mordecai Lee, Grant Neeley, Kendra Stewart, 2021-07-20 In addition to traditional management tools government administrators require a fundamental understanding of the tools available to address the ever changing context of government communications Examining the ins and outs of the regulations influencing public information The Practice of Government Public Relations unveils novel ways to integrate cutting edge technologies including Web 2.0 and rapidly emerging social media to craft and maintain a positive public image Expert practitioners with extensive government communications experience address key topics of interest and provide an up to date overview of best practices They examine the specifics of government public relations and detail a hands on approach for the planning

implementation and evaluation of the wide ranging aspects of government public relations including how to respond during a crisis In addition to the tools provided on the accompanying downloadable resources most chapters include a Best Practice Checklist to help you successfully utilize the communication strategies outlined in the book Focusing on the roles of government managers enacting policies adopted by elected officials and politicians this book is ideal for program managers seeking innovative and inexpensive ways to accomplish their programs missions While no manager can be an expert in all aspects of public administration this book helps you understand the external communications tools available to advance the mission and results of your agency

Public Relations and Communications Aoife O'Donnell, 2023-07-13 This book provides an introduction to public relations PR that employs pedagogical experiential learning models to assist students in developing the skills and competencies required by the PR industry The book takes the reader on a journey from the theory and origins of PR through to the structure of the PR profession and the more practical elements of how PR is practiced today It devotes attention to the common competencies necessary for success as a communications professional such as communication skills critical thinking skills and business acumen while giving due focus to the rapidly evolving new technologies and media that impact how organisations communicate Featuring example cases from around the world each chapter includes discussion topics and scenario based questionnaires to encourage learning and assist students in developing key competencies This book is ideal for undergraduate PR modules particularly those with experiential and or blended learning pedagogical approaches It will also be useful to those in business seeking to gain a deeper understanding of communications

Situational Judgement Tests and sample press releases presented as online resources also accompany the book Please visit www.routledge.com/9781032170435

EFFECTIVE PUBLIC RELATIONS AND MEDIA STRATEGY, THIRD EDITION REDDI, C.V. NARASIMHA, 2019-09-01 The author with over five decades of professional and academic experience has considerably revised and updated every chapter of the book to present contemporary diverse public relations and media practices As a result the new edition contains the best of previous editions and at the same time replaces all the dated material with new figures and advanced information Subjects like Mass Communication Public Relations Journalism Advertising Media Studies Event Management PR 2.0 New Model and eight case studies including Mahatma Gandhi World's Greatest Communicator all in one make this edition truly unique and the only textbook of this type in India The other key topics that have been given attention in the book include PR as a Strategic Management Function Communication Models History of Indian PR Standards and Ethics in PR Corporate Communications PR in Government Public Sector and NGOs Global PR Internet and Social Media Multimedia PR Campaign and PR into the Future Learning Tools Students learning tools such as Chapter Opening Preview Relevant Case Problems in the Text End of the Chapter Summary for quick understanding Review Questions for practice the Glossary and traits needed for success in PR career are added value to this edition The text is a must read for every student faculty and practitioners of Mass Communication Media Relations Journalism PR Advertising and all management disciplines

The Media Relations Training Handbook J. Suzanne Horsley, Peter M. Macías, 2023-03-27 The Media Relations Training Handbook provides a step by step guide for students and early career professionals to develop a robust and comprehensive media training program Written by authors with extensive experience working with media and conducting training sessions this handbook provides real world insights into the demands of preparing spokespersons subject matter experts and organizational leaders to deliver successful media interviews Each chapter presents defined learning objectives followed by action steps that take the reader through development of all the components from developing a philosophy and strategic plan for media relations to implementing realistic training sessions and everything in between Once completed the worksheets writing prompts checklists and templates will generate an actionable training plan for media relations teams that is informed by research and connected to organizational strategy This handbook allows instructors and teams to easily customize their approach based on their media relations goals the team's composition skillsets use of subject matter experts budgets available training resources and personnel and connections with industry partners Recommendations are given for a variety of financial and personnel considerations to help teams be equipped for a successful media training experience The Media Relations Training Handbook makes an excellent companion text to On Deadline Managing Media Relations Sixth Edition guiding students from classroom learning to hands on activities A template of all Action Steps is available for download here

The Public Relations Strategic Toolkit Alison Theaker, Heather Yaxley, 2012-08-21 The Public Relations Strategic Toolkit provides a structured approach to understanding public relations and corporate communications The focus is on professional skills development as well as approaches that are widely recognised as best practice Original methods are considered alongside well established procedures to ensure the changing requirements of contemporary practice are reflected Split into four parts covering the public relations profession campaign planning corporate communication and stakeholder engagement this textbook covers everything involved in the critical practice of public relations in an accessible manner Features include definitions of key terms contemporary case studies insight from practitioners handy checklists practical activities and assignments Covering the practicalities of using traditional and social media as well as international considerations ethics and PR within contexts from politics to charities this guide gives you all the critical and practical skills you need to introduce you to a career in public relations

Handbook of Crisis and Emergency Management Ali Farazmand, 2001-06-22 Including contributions from sixty international authors this book examines emergency responses to environmental dangers such as chemical fires hazardous material and oil spills nuclear reactor accidents and earthquakes and crises in the environment global public service and politics It covers a wide range of international issues and topics using various analyses including critical descriptive empirical quantitative and normative methods The book discusses approaches to natural disasters resolutions to cultural religious and political tensions terrorism and the potential use of biological chemical and nuclear weapons the role of crisis public relations and more

Crisis Communications Kathleen

Fearn-Banks, Kevin Kawamoto, 2024-06-20 Now in its sixth edition this book provides engaging practice oriented case studies analyzing communication professionals crisis preparation and responses illustrating key considerations for communicating with both internal and external stakeholders during and after a crisis This edition continues its strength as a student friendly text that demonstrates how to craft target and deliver messages during crises in order to mitigate further controversy and distress Classic cases lay the foundation while contemporary cases shed light on cutting edge practices in use today Many cases from previous editions have been updated and new cases added including the COVID 19 crisis and U S vaccination campaign Starbucks and racial discrimination at a Philadelphia branch Will Smith and the Academy Awards slap Gander Newfoundland in supporting stranded tourists after the attacks of September 11 2001 and a look at how schools can prepare communication responses to school shootings Each case pays particular attention to the actual and ideal use of social media in the crisis and there is a new section on the important issues of misinformation and disinformation Crisis Communications 6th Edition is intended for courses in crisis communication crisis management disaster response corporate communications and public relations Student and instructor online support materials feature selected previous editions case studies no longer in this edition as well as an Instructor s Manual with suggested activities discussion questions and sample quizzes www.routledge.com/9780367894450

Research Anthology on Managing Crisis and Risk Communications Management Association, Information Resources, 2022-07-01 In times of crisis it is crucial that information is disseminated quickly and accurately to the appropriate channels In today s technological world there is a plethora of misinformation that can negatively sway individuals and provide them with false reports To ensure information is distributed appropriately organizations must implement a plan to ensure their communication is effective Further study on the best practices and challenges of managing crisis and risk communications is required to ensure organizations are prepared The Research Anthology on Managing Crisis and Risk Communications discusses strategies and tactics to effectively manage communication in times of crisis and considers the difficulties associated with maintaining a clear line of information The book also provides an overview of the potential future directions for this field to improve communications moving forward Covering key topics such as misinformation technology leadership and human health this major reference work is ideal for managers business owners organization leaders industry professionals government officials policymakers researchers academicians scholars practitioners instructors and students

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