

Faculti Summary

<https://faculti.net/valujet-flight-592-crisis-communication-theory-blended-and-extended/>

This video discusses the Value Jet Flight 592 disaster, which occurred in 1996, highlighting its significance within crisis communication. Value Jet was a discount airline that emerged as part of a new segment promoted by the FAA, which aimed to make air travel more affordable. However, the flight from Miami to Atlanta faced an electrical disturbance, resulting in a tragic crash over the Florida Everglades, leading to the deaths of all 110 people on board. The fire burned so intensely that remnants of the aircraft were virtually non-existent, complicating recovery efforts, such as locating the black box.

The author utilizes this crisis as a case study to explore theories of crisis communication, emphasizing the three necessary criteria for a crisis: sudden occurrence, a threat to important values, and a short response time. Additionally, the text outlines four stages of a crisis according to Stephen Fink's stage theory: prodromal (warning signs), acute (the actual crisis event), chronic (investigation and reform), and crisis resolution.

The discussion also incorporates strategy theory, particularly William Benoit's strategies for managing reputation during a crisis, like denial, minimizing offensiveness, and corrective action. Furthermore, the narrative touches on the concept of focusing events—sudden occurrences that capture public attention and often lead to changes in perception or policy. The collapse of Value Jet serves as an emblematic case of poor safety oversight, illustrating how conflicting priorities within regulatory agencies can lead to tragic outcomes.

Ultimately, the text argues for a comprehensive understanding of crisis situations by combining insights from various theories, stressing the importance of preparedness and proactive crisis management, especially within organizations. The author advocates for the establishment of crisis communication managers and emergency preparedness plans to mitigate the impacts of future crises.