PRNews

MEDIA TRAINING GUIDEBOOK

2009 EDITION



Published by PR News Press • www.prnewsonline.com

TABLE OF CONTENTS

Chapter 1: Overview
Training for the Media Game, by John Fitzpatrick
Simple Secrets for Effective and Lasting Media Training, by Claire Gibbons
Surviving Bootcamp—Training in the New Media Universe, by Len Abbazia
Ten Common PR Mistakes and How to Avoid Them, by Lin Grensing-Pophal
2-4-6-8 How Do You Communicate? by Phillip Khan-Panni
Evolving Media Relations Strategists: Media Planning for the Future, by PR News Editors
PR Leaders Offer Hands-On Insight for Media Training Strategies, by PR News Editors
The Most Important Thing in PR That No One is Doing—Why Everyone Needs Media Training, by Rodger Roeser
Lessons from the 2008 Presidential Campaign Trail, by Mike Smith
Ready, Train, Fire: Preparing to Face Traditional & Citizen Journalists, by PR News Editors
Five Ways to Get Great ROI in Media Relations Research, by Mark Weiner
A New Day For America: The Next Great Communicator, by Jim Cameron & Amy Fond
Chapter 2: Pitching the Media
Life's a Pitchand Then You Interview, by Lisa Ekus-Saffer
Perfecting the Paradox, by Bill McGowan
Letters to the Editor: When, When Not—and How—to Use Them, by Lin Grensing-Pophal
Seven Ways to Get the Media Attention You Deserve, by Maggie Chamberlin Holben
When Not to Pitch, by Brooke Preston
Chapter 3: Messaging
Three Keys to Making Your Message More Memorable, by David Bartlett
Once Upon a Time: Be a Master Storyteller, by Andrea King Collier
Message Development That Drives Residual Value, by Lauren Eisbrenner
Five Tips to Make Your Message Matter on TV, by Amy Scharf Fond
Making Your Messages More Memorable for the Media, by Walt Parker and Liz Miklya
Sound Bites Don't Happen by Accident, by Nan Tolbert
The Art of the Sound Bite, by Betsy Goldberg and Dina Napoli
Chapter 4: Identifying Your Spokesperson65
Establishing and Promoting an Industry Expert, by Jennifer Manocchio
ldentifying the Right Spokesperson during a Complex Crisis, by Melanie Wilt
Making the CEO Media Ready, by Julia Montgomery Stewart
Mitigating Confusion Caused by Unofficial Spokespersons: Countering the 'Pluto Axiom,' by Merni Fitzgerald
Chapter 5: Prepping the C-Suite
Interview Training for CEOs: How to Make it Worth Their Time, by Gary Wells
How to Tell the Boss He Needs Media Training, by Ed Barks
Let's Go to the Videotape: More Than Media Training, by Dave Yewman
Chapter 6: Your Audience

Media UNTraining: Avoiding 'Overprocessed' Images, by Karen Berg
Take the 'Me' out of Media Interviews and Focus on Your Audience, by Cynthia Kasabian
Chapter 7: Before & During the Interview
The Art of Preparation, by Tami Kou
Media Relations Damage Control: How to Prevent Your Interview From Becoming a Mess
Thirteen Tips for Nailing Your Next Media Interview, by Arthur Germain
Tricks to Develop Your Delivery, by Amy Scharf Fond
How to be Sound-Bite Savvy, by Jody Hammond and Nancy Stern
Media Training: Key Practices for Taking Your Interview Skills to the Next Level, by Janet Jordan
The Questions Never Matter: How to Prepare for an Interview as You Would a Presentation, by Raleigh Mayer
Recorded vs. Live? by TJ Walker
The Good, the Bad and the Ugly: Keeping Control in the Media Maelstrom, by Eileen Winnick
Media Cents: Using the Media to Attract Customers, by Linda Talley
How to Prepare for a Media Interview, By Cindy Rakowitz
Build 'Brand You:' How to Make Your Time in Front of the Camera Pay Off, By Don Yaeger
Chapter 8: Relationship Building with Journalists
Relationship Training: Building a Media Network One Reporter at a Time and Make it Worth Your While, by Cosmo Macero
How to Forge Stronger Media Relations with Media Tours, by Kristin Duskin-Gadd
Ten Ways to Improve Your Media Relations Skills, by Peter Granat
Ten Mistakes in Media Relations, by Stephen Manallack
Case Study: Media Outreach Trains a Spotlight on a Law Firm and Its Efforts to Promote Women Lawyers, by PR News Editors
Chapter 9: Social Media
Tap into the Buzz of Social Media by Understanding Engagement, by Bill Bradley
Media Training Execs for Social Media Coverage, by Andrew Gilman
Don't Blame the Messenger, Train Him: Making the Most of Digital Media Tools, by Lynn Espinoza
The Always-On World of 'Social Media' Training, by Michael Parker
Media Training in the Blogosphere, by PR News Editors
Chapter 10: Crisis Management
How to Communicate with the Media during a Company Crisis: What Every CEO Should Plan—and Do, by Priss Benbow
When You Hear the Thunder, it's too Late to Build the Ark, by John Fitzpatrick
How to Meet Goals Listed in Your Communications Plan and Leverage Media Opportunities Effectively, by Jamie Miller
Hoax-Busting: Managing Gossip and Rumors Online, by Erik Mueller and Joshua Morton
Are You Ready to Tell Your Story? Crisis Planning in a 24/7 Media Environment, by Barbara Paynter
Dealing With Media in a Crisis: Preparing for Battle, by Jaime Sarachit
How to Handle a Shareholder Revolt? Develop an Active Media Relations Program, by Betsy Brod
Chapter 11: Conducting Training
In Media Training, a Little Realism Goes a Long Way, by Thomas J. Madden
The Value of a Videographer: A Smoother Media Training Ride, by Ed Barks
Making Your Message Count: Media Training for the Masses, by Jade Griffin
Speaking in Sound Bites: How to Train Executives to Change the Way They Communicate for Electronic Media, by Melissa Ross
Media Training for the Mind of the Engineer: Turn Those Answers Upside Down, by Dave Reddy
Inductive Learning as Effective Media Training That isn't Boring, by Brent Diggins

Understanding the Audience to Effectively Deliver the Message, by Patrick R. Riccards

Talking Business: Audiences are not Analysts, by Suzanne Bates

www.prnewsonline.com



Guidebook Editor & Group Editor:

Iris Dorbian, idorbian@accessintel.com

PR News Editor: Courtney M. Barnes, cbarnes@accessintel.com

Managing Editor: Greer Jonas, gjonas@accessintel.com

Editorial Director: Steve Goldstein, sqoldstein@accessintel.com

Director of Marketing Comms: Amy Jefferies, 301.354.1699, ajefferies@accessintel.com

Director of Circulation Marketing: Carol Bray, 301.354.1763, cbray@accessintel.com

Design: Christina Barnard

PR News VP/Group Publisher: Diane Schwartz,

Division President, Heather Farley President & CEO, Don Pazour

PR News ADVISORY BOARD

Paul A. Argenti - Tuck School of Business

Ned Barnett - Barnett Marketing Communications

Carol Cone - Cone Inc Peter Debreceny - Allstate Chris Hammond - Wells Fargo

Neal Cohen - APCO

Mike Herman - Epley Associates Mike Paul - MGP & Associates PR Deborah Radman - CKPR

Brenda C. Siler - United Negro College Fund Helene Solomon - Solomon McCown & Co. Mark Weiner - North America, PRIME Research

Mary Wong - Office Depot

PR News BOARD OF CONTRIBUTORS

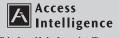
Dave Armon - PR Newswi Andy Gilman - CommCore Consulting Bruce Jeffries-Fox - Jeffries-Fox Associates Angela Jeffrey - VMS

Richard Laermer - RLM Public Relations Richard Levick - Levick Strategic Comms lan Lipner - Lewis PR/YoungPRpros Katie Paine - KDPaine & Partners

Lou Thompson - National Investor Relations Institute

Tom Martin - College of Charleston

Rodger Roeser - Justice & Young



Published weekly by Access Intelligence, LLC 4 Choke Cherry Road, Second Floor, Rockville, MD 20850 USA 888,707,5814

FAX: 301.309.3847 Telex: 358149; e-mail: clientservices@accessintel.com

New York Editorial Office: 110 William St., 11th Floor, New York, NY 10038 Phone: 212.621.4875 Fax: 212.621.4879

Order Multiple Copies

To order additional copies of this guidebook call 888.707.5814 or clientservices@accessintel.com

Article Reprints

To order Article Reprints from this guidebook call 888.707.5814 or clientservices@accessintel.com

This publication has been printed on recycled paper

LETTER FROM THE EDITOR

Dear Reader,



Remember when you were growing up, your mother or well-intentioned elder would tell you, "If you haven't got anything nice to say, don't say it?" That's a wise old adage that gets a lot of mileage in etiquette books but is it really applicable in the harried, often thorny world of media relations? The answer (sorry mom) is a resounding no.

For instance, suppose your company is embroiled in a major crisis or under attack by a competitor making lots of noise in the marketplace, are you, as a seasoned corporate communicator or media professional going to sit back...

and say nothing? Of course not. To do so would be tantamount to committing professional suicide as far as your company's reputation goes.

This is why media training is so critically important to communications practitioners. Your company can be stellar in terms of product, cachet and personnel, but without effective media communication skills, your message will be lost or ignored.

In the latest edition of PR News Media Training Guidebook, top media trainers and PR professionals offer a smorgasbord of tips and best practices designed to hone your media skills and make your C-suite execs media-ready and rippling with pithy sound bites. From pitching the media and identifying your spokesperson to handling an interview and building relationships with journalists, this Guidebook provides a wealth of information that should steer you to the top of the pyramid when it comes to mastering the nuances of media relations.

Mom might have meant well with her heartfelt advice to maintain silence rather than voice ill will. However, in the high-octane, corporate jungle, you will need a far more pro-active, strategic approach to communicate with the media. Reading this Guidebook is guaranteed to do just that. Please let me know what you think, off the record.

Best Wishes,

Iris Dorbian **Group Editor**

PR News

www.prnewsonline.com