Introduction

Post-crisis communication incorporates the framework of renewal which “focuses on the provisional responses of organizational leaders to devastating disasters, such as fires and floods, and the leaders’ natural impulse to rebuild and move beyond crisis” (Ulmer, Seeger, & Sellnow, 2007, p. 131). When crisis occurs, citizens expect their leaders to provide verbal reassurance (Bostdorff, 2003). Crisis not only has connotations of threat, but opportunity as well. However, the aftermath of crisis needs to be communicated effectively and efficiently so all involved and affected understand verbal reassurance when received.

The 2008 financial crisis stemmed from a lack of corporate ethics, causing the financial services industry to crash and burn (Lewis, Kay, Kelso, & Larson, 2010). Ramifications from the financial crisis included an initial approval from congress for $700 billion and the Federal Reserve for $1.3 trillion in an attempt to bailout markets and institutions (Murphey, 2008). The automobile industry collapsed greatly during the financial crisis of 2008, with car sales declining at the very beginning and paving the way for what was to come. As a result of the automobile industry collapse, the government provided “subsidies to firms and direct involvement in industry restructuring plans” (Haugh, Mourougane, & Chatal, 2010, p.6). Of the major companies within the automobile industry (Chrysler, General Motors, Ford), Ford was the only one who did not accept a bailout loan during the process of renewal.

Objectives

This study aims to answer the following question:

RQ1: How did the Ford Motor Company renew itself without the use of government bailouts offered after the financial crisis of 2008?

Findings

- **Ford’s Discourse of Renewal**
  - In November of 2006 just before the financial crisis hit, Ford’s chief executive Alan R. Mullaly pitched to the nation’s biggest banks that in turn for billions of dollars of loans to re-build the company, he would mortgage all of the company’s assets.
  - Mr. Mullaly explained that the loans would give Ford a cushion just in case a recession were to occur.
  - In total, Ford Motor Company received a total of $23.6 billion in loans.
  - Actions taken by Ford leadership before the financial crisis were the stepping stones for their renewal and success. In 2010, Ford brought in a net income of $6.5 million, and the yearly report for 2017 showed a net income of $7.6 trillion.

- **General Motors and Chrysler Bailouts**
  - General Motors (GM) received $17.2 billion from Obama’s administration, and $5 billion from the departing Bush administration.
  - After 42 days of bankruptcy, Chrysler accepted a $4 billion bailout and a merger with Fiat Automobiles, creating Fiat-Chrysler Automobiles (FCA).

References


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