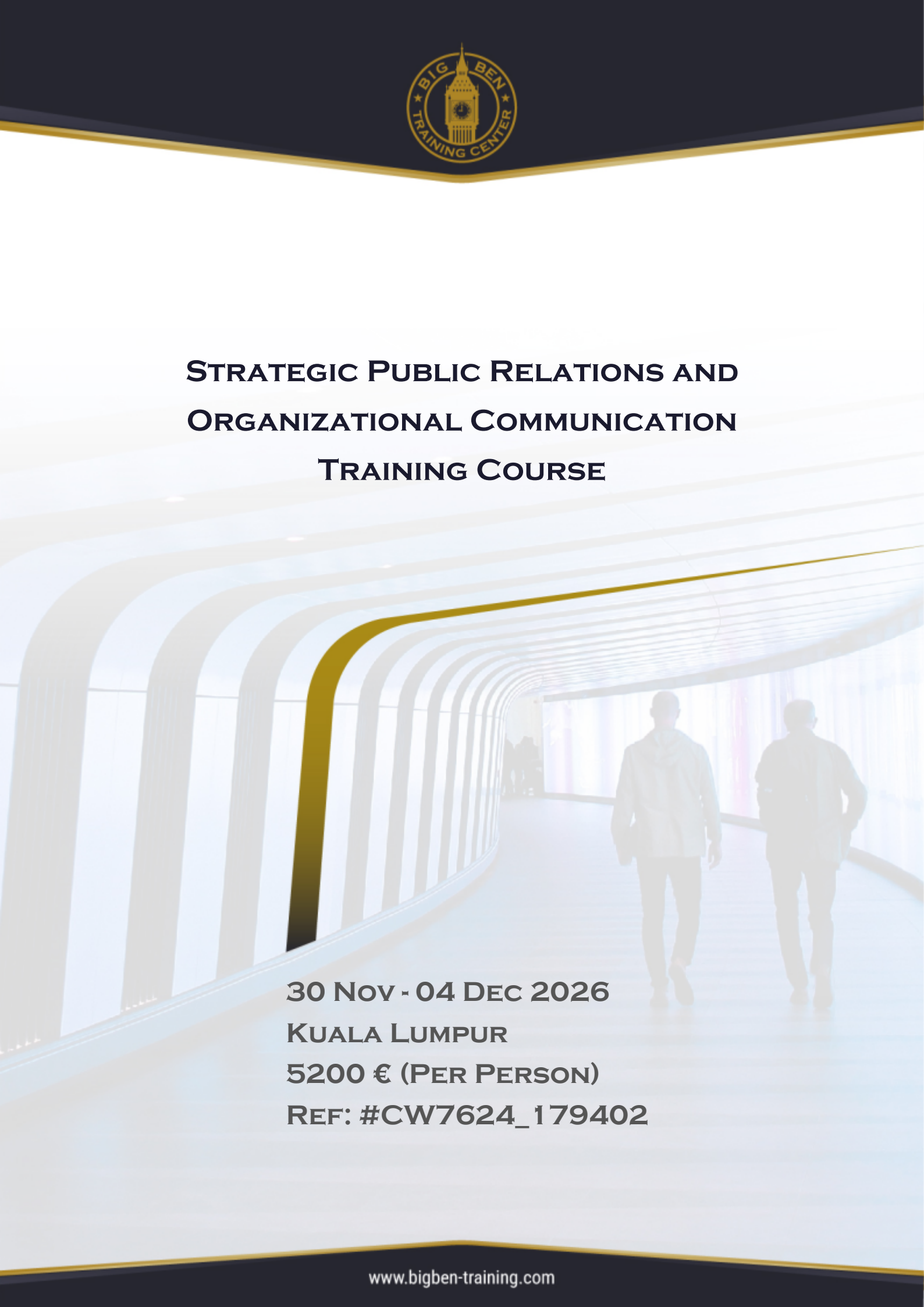
Strategic Public Relations and Organizational Communication Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #CW7624_179402

Course Introduction / Overview:

In today's hyper-connected and transparent business environment, the ability to manage public perception and foster effective organizational communication is no longer a support function but a core strategic imperative. This comprehensive training course is designed to equip professionals with the advanced skills and strategic mindset needed to excel in public relations and corporate communications. Drawing upon foundational theories from acclaimed academics like James E. Grunig, whose work "Excellence in Public Relations and Communication Management" revolutionized the field, this program moves beyond traditional tactics. It delves into the integration of communication with overall business objectives, ensuring that every message reinforces brand values and supports long-term growth. Participants will explore the complete communication lifecycle, from strategic planning and stakeholder analysis to crisis management and performance measurement. BIG BEN Training Center has developed this course to provide a holistic understanding, blending proven principles with contemporary digital strategies to build and protect organizational reputation in a complex and dynamic world.

Target Audience / This training course is suitable for:

- Public Relations Managers and Specialists.
- Corporate Communication Executives.
- Marketing and Brand Managers.
- Human Resources Professionals involved in internal communications.
- Public Affairs and Government Relations Officers.
- Investor Relations Coordinators.
- Senior Managers and Business Leaders.
- Entrepreneurs and Business Owners.
- Non-Profit Organization Leaders.
- Anyone aspiring to a career in communications or public relations.

Target Sectors and Industries:

- Technology and Telecommunications.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Energy, Oil, and Gas.
- Retail and Consumer Goods.
- Hospitality and Tourism.
- Real Estate and Construction.
- Governmental agencies and public sector institutions.
- Non-profit organizations and educational institutions.
- Media and Entertainment.

Target Organizations Departments:

- Public Relations Department.
- Corporate Communications Department.
- Marketing and Advertising Department.
- Human Resources Department.
- Investor Relations Department.
- Corporate Social Responsibility (CSR) Department.
- Executive Management and Leadership Offices.
- Internal Communications Department.
- Public Affairs and Lobbying Department.
- Customer Service and Relations Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement integrated strategic communication plans.
- Master media relations techniques for positive coverage.
- Manage and mitigate reputational risks effectively.
- Create compelling brand stories and corporate narratives.
- Enhance internal communication to boost employee engagement and alignment.
- Leverage digital and social media platforms for public relations campaigns.
- Plan and execute a robust crisis communication response.
- Measure the impact and return on investment of PR activities.
- Conduct thorough stakeholder analysis and mapping.
- Ensure ethical considerations are at the core of all communication practices.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. This course adopts a blended learning approach that combines expert-led presentations with interactive, hands-on activities. We believe that adult learning is most effective when participants are actively involved in the process. Therefore, the program is rich with real-world case studies, allowing participants to analyze successful and unsuccessful communication strategies from various industries. Group discussions and collaborative workshops encourage peer-to-peer learning and the exchange of diverse perspectives. Practical exercises, such as drafting press releases, developing a crisis communication plan, and role-playing media interviews, provide a safe environment to practice and refine new skills. Our experienced instructors facilitate sessions that are not just informative but also transformative, providing personalized feedback and guiding participants to connect theoretical concepts to their specific professional challenges. The focus is on equipping attendees with actionable tools and strategies they can implement immediately upon returning to their organizations.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Public Relations

- The evolution and role of public relations in modern organizations.
- Key theories of communication and public opinion.
- Ethical principles and professional standards in public relations.
- Distinguishing between public relations, marketing, and advertising.
- Conducting comprehensive stakeholder analysis and mapping.
- The research, planning, implementation, and evaluation (RPIE) model.
- Aligning communication objectives with organizational goals.

Unit Two: Media Relations and Content Development

- Understanding the modern media landscape and journalist relations.
- Crafting compelling press releases, media kits, and pitch letters.
- Developing a powerful brand narrative and key messages.
- Techniques for effective storytelling across multiple platforms.
- Preparing for and conducting successful media interviews.
- Organizing and managing press conferences and media events.
- Monitoring media coverage and analyzing its impact.

Unit three: Internal Communication and Employee Engagement

- The strategic importance of internal communication for organizational success.
- Developing an effective internal communication strategy and plan.
- Utilizing various channels for internal messaging, from intranets to town halls.
- Communicating organizational change and transformation effectively.
- Fostering a positive corporate culture through communication.
- Boosting employee morale, productivity, and advocacy.
- Measuring the effectiveness of internal communication initiatives.

Unit Four: Digital PR and Online Reputation Management

- Integrating digital strategies into traditional PR campaigns.
- Leveraging social media for brand building and community engagement.
- Fundamentals of content marketing for public relations.
- Managing online reviews and feedback proactively.
- Strategies for online crisis monitoring and response.
- Collaborating with influencers and digital brand ambassadors.
- Enhancing online visibility for key corporate messages.

Unit Five: Crisis Communication and Strategic Leadership

- Proactive crisis preparedness and vulnerability assessment.
- Developing a comprehensive crisis communication plan.
- Forming and managing a crisis communication team.
- Executing an effective and empathetic crisis response.
- Post-crisis recovery and reputation rebuilding strategies.
- Measuring the effectiveness of PR campaigns using key performance indicators (KPIs).
- Presenting communication results and value to executive leadership.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of rapid misinformation, how can organizations balance transparency with the need to protect their reputation during a crisis?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on communication, viewing it not as a set of isolated tasks but as a critical leadership function that drives business success. While many programs focus narrowly on tactical skills like writing press releases, this training course integrates both internal and external communication disciplines, recognizing that a strong reputation is built from the inside out. We emphasize the crucial link between employee engagement and external brand perception, a connection often overlooked in standard PR training. Furthermore, the curriculum is built around a strategic framework that aligns every communication activity with core organizational objectives, empowering participants to demonstrate tangible value and ROI to senior management. The content moves beyond theory by immersing participants in complex, real-world case studies and simulation exercises that challenge them to manage crises, engage diverse stakeholders, and navigate the digital landscape. It is designed for the modern communication leader who must be a strategist, a storyteller, a crisis manager, and a trusted advisor.