Strategic CSR and Media Engagement for Corporate Image Training Course

30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #MED4526_193712

Course Introduction / Overview:

This course provides a comprehensive framework for integrating Corporate Social Responsibility (CSR) into the core of business strategy to enhance media visibility and build a resilient corporate image. In today's transparent world, stakeholders demand more than just profits; they expect organizations to be ethical, sustainable, and socially accountable. This training moves beyond theoretical concepts to offer practical tools for creating, implementing, and communicating impactful CSR initiatives. Drawing on foundational principles like R. Edward Freeman's Stakeholder Theory, the program explores how authentic social engagement can become a powerful driver of brand loyalty and reputation. Participants will learn to navigate the complex media landscape, transforming their CSR efforts into compelling narratives that resonate with the public, investors, and employees. As detailed in works like "Strategic Corporate Social Responsibility" by David Chandler, aligning social good with business objectives is no longer optional but essential for long-term success. BIG BEN Training Center has designed this course to empower professionals to lead these critical functions, ensuring their organization's social contributions are recognized, valued, and effectively communicated to a global audience.

Target Audience / This training course is suitable for:

- Corporate Social Responsibility (CSR) Managers.
- Public Relations (PR) Professionals and Specialists.
- Corporate Communications Directors.
- Marketing and Brand Managers.
- Corporate Affairs and Public Affairs Officers.
- Sustainability Officers.
- Investor Relations Professionals.
- Human Resources Managers involved in corporate culture.
- Executives and Senior Leaders.

Target Sectors and Industries:

- Banking, Finance, and Insurance Services.
- Energy, Oil, Gas, and Utilities.
- Technology and Telecommunications.
- Retail and Consumer Goods.
- Healthcare and Pharmaceuticals.
- Manufacturing and Industrial Sectors.
- Hospitality and Tourism.
- Governmental bodies and public sector agencies.
- Non-profit organizations and foundations.

Target Organizations Departments:

- Corporate Communications and Public Relations.
- Marketing and Brand Management.
- Sustainability and Environmental Affairs.
- Corporate Social Responsibility (CSR) Units.
- Human Resources.
- Investor Relations.
- Legal and Compliance.
- Executive Management and Strategy.

Course Offerings:

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

- Develop a strategic CSR framework aligned with core business objectives.
- Craft compelling CSR narratives and stories for various media platforms.
- Build and maintain positive relationships with journalists and media outlets.
- Design effective communication plans to maximize the visibility of CSR initiatives.
- Manage potential reputational risks and navigate crisis situations related to CSR.
- Measure the impact of CSR activities on brand perception and corporate image.
- Identify and engage key stakeholders to ensure CSR program relevance and success.
- Avoid common pitfalls like greenwashing through authentic and transparent communication.
- Prepare and deliver effective media interviews on sensitive social and environmental topics.
- Integrate CSR and ESG reporting into the overall corporate communication strategy.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring participants can immediately apply their learning in a professional context. This course moves beyond traditional lectures by incorporating a dynamic blend of real-world case study analysis, collaborative group workshops, and hands-on simulation exercises. Participants will deconstruct successful and unsuccessful CSR campaigns from leading global companies to understand the strategic decisions behind them. Interactive sessions will facilitate peer-to-peer learning and brainstorming, allowing attendees to share challenges and co-create solutions. A significant portion of the course is dedicated to practical application, including workshops on writing effective CSR press releases, developing a crisis communication plan, and crafting digital storytelling content. Role-playing scenarios, such as mock media interviews and stakeholder negotiation sessions, will provide a safe environment to practice new skills and receive constructive feedback from expert facilitators. This immersive, action-learning approach ensures a deep and lasting understanding of how to strategically manage CSR and media visibility.

Course Agenda (Course Units):

Unit One: Foundations of Strategic CSR and Corporate Image

- The evolution of Corporate Social Responsibility (CSR).
- The business case for CSR: from cost center to value driver.
- Understanding Stakeholder Theory and its practical applications.
- The direct link between CSR, public perception, and corporate reputation.
- Ethical considerations and the risk of greenwashing.
- Global CSR standards and guiding principles.
- Analyzing the CSR strategies of industry leaders.

Unit Two: Developing an Impactful CSR Strategy

- Conducting a materiality assessment to identify key social and environmental issues.
- Aligning CSR goals with the company's mission, vision, and values.
- Integrating CSR into the overall business and brand strategy.
- Establishing governance structures and cross-functional CSR teams.
- Setting clear objectives, key performance indicators (KPIs), and targets.
- Budgeting and resource allocation for CSR programs.
- Engaging employees as ambassadors for CSR initiatives.

Unit Three: Mastering CSR Communication and Storytelling

- Crafting an authentic and compelling CSR narrative.
- Identifying the right communication channels for different stakeholders.
- Techniques for powerful digital storytelling: video, blogs, and social media.
- Developing a comprehensive CSR communication plan.
- The role of the corporate website and annual reports in CSR communication.
- Internal communication strategies to foster a culture of social responsibility.
- Ensuring transparency and authenticity in all CSR messaging.

Unit Four: Media Relations and Visibility for Social Impact

- Building and nurturing relationships with key journalists and media influencers.
- Writing persuasive press releases, media advisories, and pitches for CSR stories.
- Organizing successful press conferences and media events for CSR announcements.
- Proactive versus reactive media engagement strategies.
- Preparing executives and spokespeople for media interviews on CSR topics.
- Managing negative press and crisis communication in a CSR context.
- Leveraging partnerships with NGOs and community groups for enhanced media reach.

Unit Five: Measurement, Reporting, and the Future of CSR

- Frameworks for measuring the social and business impact of CSR (ROI and SROI).
- Introduction to global reporting standards (GRI, SASB, IFRS).
- Integrating CSR metrics into mainstream financial and corporate reporting.
- Creating transparent and engaging CSR and sustainability reports.
- Understanding the rise of Environmental, Social, and Governance (ESG) criteria.
- Future trends in CSR: brand activism, circular economy, and purpose-driven business.
- Developing a long-term vision for corporate citizenship and social impact.

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 increasing stakeholder scrutiny, how can a company authentically balance genuine social impact with the strategic need for positive media visibility without being perceived as opportunistic?

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

This course distinguishes itself by providing a deeply integrated and practical approach that bridges the critical gap between CSR strategy development and media execution. While many programs focus on either the theory of social responsibility or the tactics of public relations, this training course synthesizes them into a single, cohesive framework. Participants will not only learn how to design meaningful CSR initiatives but will also master the art of communicating them effectively to build a powerful and positive corporate image. The curriculum is uniquely focused on the nuances of ethical storytelling and authentic communication, equipping professionals with the skills to navigate the complexities of public perception and avoid the pitfalls of "greenwashing." Through intensive, hands-on workshops and real-world case studies, the course moves beyond abstract concepts to provide actionable tools for managing media relations, handling crises, and measuring the true impact of social investments. It is designed for the modern professional who understands that in today's market, a company's reputation is inextricably linked to its demonstrated commitment to social good.