High-Performance Creative Leadership in Media Training Course

02 - 06 Nov 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

Leading creative teams in the dynamic world of media and advertising agencies requires a unique blend of artistic sensibility and strategic management. This course is meticulously designed to transform talented managers into inspirational leaders who can cultivate environments where creativity thrives and high-performance is the norm. Unlike generic leadership programs, this training delves into the specific challenges and opportunities within media agencies, from managing diverse creative personalities to navigating high-stakes client presentations. We will explore concepts championed by leaders like Ed Catmull in his seminal work, "Creativity, Inc.", focusing on how to build a culture of candor and trust that fuels innovation. Participants will learn to master the art of the creative brief, optimize workflows for efficiency, and provide feedback that elevates work without discouraging talent. BIG BEN Training Center has developed this program to equip leaders with the practical tools and strategic mindset needed to drive award-winning campaigns, foster team cohesion, and ensure sustainable agency growth in a competitive landscape. This is a comprehensive journey into the heart of creative leadership, designed to unlock the full potential of your team and your agency.

Target Audience / This training course is suitable for:

- Creative Directors.
- Art Directors and Senior Designers.
- Copywriting Leads and Senior Copywriters.
- Account Directors and Managers.
- Project and Production Managers.
- Heads of Digital and Social Media.
- Agency Team Leaders and Supervisors.
- Aspiring leaders within creative departments.
- Marketing Managers who oversee creative teams.

Target Sectors and Industries:

- Advertising Agencies.
- Digital Marketing and Social Media Agencies.
- Public Relations Firms.
- Branding and Design Studios.
- Media Production Companies.
- In-house Corporate Marketing and Creative Departments.
- Publishing and Media Houses.
- Governmental and Public Sector Media and Communications Departments.
- Entertainment and Broadcasting Companies.

Target Organizations Departments:

- Creative Services.
- Account Management and Client Services.
- Project Management Office (PMO).
- Strategy and Planning.
- Digital and Content Production.
- Marketing and Communications.
- Brand Management.
- Public Relations.

Course Offerings:

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

- Develop leadership styles that foster psychological safety and inspire creative risk-taking.
- Implement structured processes for brainstorming and ideation that generate breakthrough concepts.
- Master the art of delivering constructive feedback to elevate creative output.
- Optimize creative workflows and project management to meet deadlines without compromising quality.
- Build and maintain strong, collaborative relationships with clients and stakeholders.
- Present creative concepts persuasively and handle client feedback with confidence.
- Mentor and develop creative talent to build a resilient, high-performing team.
- Implement strategies to prevent creative burnout and maintain team morale.
- Align creative team goals with broader agency business objectives for profitability and growth.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. This course moves beyond theoretical lectures to immerse participants in the real-world scenarios of a media agency. The learning experience is built upon a foundation of interactive workshops, collaborative group exercises, and in-depth case study analysis of successful and challenging advertising campaigns. Participants will engage in role-playing simulations for client pitches and feedback sessions, allowing them to practice new skills in a supportive environment. We emphasize peer-to-peer learning, where attendees share experiences and solve problems collectively. Facilitated discussions will explore complex topics like managing creative conflict and fostering innovation under pressure. Each module includes practical tools, templates, and frameworks that can be immediately implemented back in the workplace. Our expert facilitators provide personalized coaching and feedback throughout the five days, ensuring that each leader leaves with a clear, actionable plan to enhance their team's performance and creativity.

Course Agenda (Course Units):

Unit One The Modern Creative Leader

- The shift from manager to inspirational leader.
- Understanding the psychology of creative professionals.
- Building a foundation of psychological safety and trust.
- Key leadership styles for creative environments.
- Defining your personal leadership philosophy.
- Communicating vision and purpose to your team.
- Setting clear goals and expectations for creative work.

Unit Two Cultivating a Culture of Innovation

- Designing and facilitating effective brainstorming sessions.
- Techniques for overcoming creative blocks as a team.
- Building a culture where constructive feedback thrives.
- Managing and resolving creative conflicts productively.
- Fostering cross-departmental collaboration.
- Encouraging experimentation and learning from failure.
- Keeping the team inspired and motivated.

Unit Three Mastering the Creative Workflow

- Deconstructing the creative brief for maximum clarity.
- Implementing agile principles for creative projects.
- Effective resource allocation and timeline management.
- Leveraging technology to streamline creative operations.
- Establishing quality control and review processes.
- Managing multiple projects without sacrificing quality.
- Balancing creative exploration with project constraints.

Unit Four Excelling in Client and Stakeholder Management

- Building trust and partnership with clients.
- Mastering the art of the creative pitch and presentation.
- Translating creative concepts into business value.
- Navigating and negotiating client feedback effectively.
- Managing scope creep and unrealistic expectations.
- Proactively communicating project progress and challenges.
- Turning difficult clients into agency advocates.

Unit Five Nurturing Talent and Driving Agency Growth

- Identifying and nurturing high-potential creative talent.
- Strategies for effective mentoring and career development.
- Recognizing and preventing creative burnout.
- Defining and tracking meaningful performance metrics for creatives.
- Aligning team efforts with agency profitability goals.
- Strategic thinking for long-term agency success.
- Anticipating and adapting to future trends in media and advertising.

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:

How can a leader balance the need for creative freedom with the commercial pressures of deadlines and client budgets without stifling innovation?

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

This course distinguishes itself by moving beyond generic leadership theory to address the specific, nuanced ecosystem of media agencies. While other programs teach management, we focus on the art of leading creative minds, a fundamentally different challenge. We tackle the real-world pressures unique to the industry, such as tight deadlines, subjective feedback, and the constant need for groundbreaking ideas. The curriculum is built not on abstract concepts but on actionable strategies and a deep understanding of the creative process, from interpreting a client brief to delivering a compelling pitch. Participants will learn how to foster psychological safety, a critical element for risk-taking that is often overlooked in standard leadership training. The course emphasizes practical application through simulations and case studies directly relevant to agency life, ensuring that leaders return to their teams with a toolkit they can implement immediately. It is designed for those who understand that leading a creative team is less about command and control and more about cultivating the conditions for brilliance to emerge.