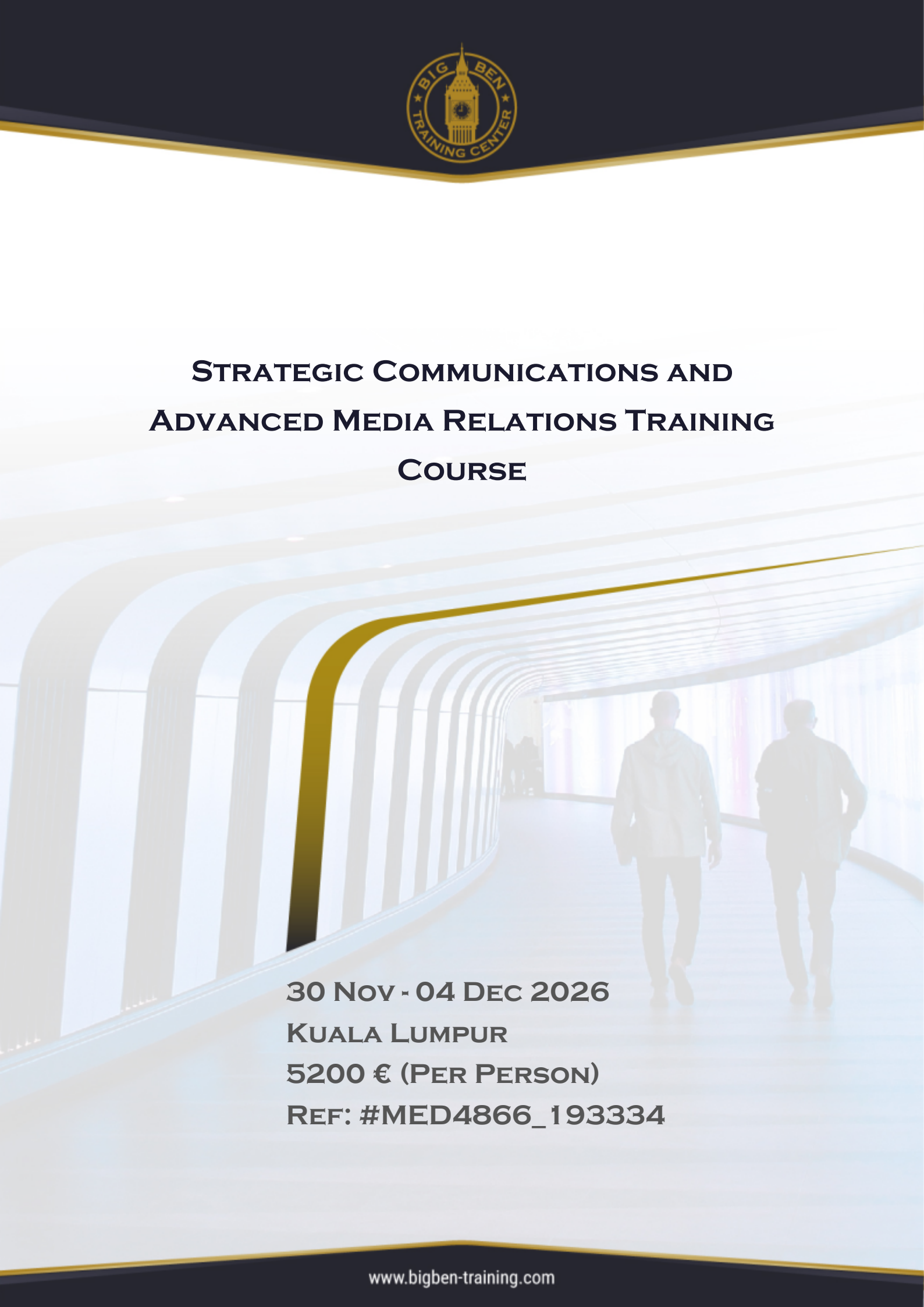
Strategic Communications and Advanced Media Relations Training Course



30 Nov - 04 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #MED4866_193334

Course Introduction / Overview:

In today's hyper-connected and rapidly evolving business environment, the ability to manage corporate communications and media relations strategically is no longer a support function but a core driver of organizational success. This intensive training course is designed to elevate the skills of communication professionals, moving beyond tactical execution to strategic leadership. The curriculum delves into the sophisticated frameworks that govern public perception, brand reputation, and stakeholder engagement. We will explore the foundational theories of scholars like James E. Grunig, particularly his models of public relations, to understand the shift towards ethical, two-way symmetrical communication. The principles discussed in influential texts such as "The New Rules of Marketing and PR" by David Meerman Scott will be integrated to bridge traditional media relations with the demands of the digital age. BIG BEN Training Center has developed this program to provide a comprehensive A-to-Z roadmap, covering everything from crafting a compelling corporate narrative and managing high-stakes media interviews to navigating complex crises and measuring the tangible impact of communication efforts. Participants will leave equipped not just with new techniques, but with a strategic mindset to lead their organization's communication function with confidence and foresight.

Target Audience / This training course is suitable for:

- Public Relations Managers and Specialists.
- Corporate Communications Directors and Officers.
- Media Relations Professionals.
- Marketing and Brand Managers.
- Spokespersons and Public Affairs Officers.
- Investor Relations Professionals.
- Senior Executives and Business Leaders involved in communication.
- Internal Communications Managers.
- Social Media and Digital Content Managers.

Target Sectors and Industries:

- Technology and Telecommunications.
- Banking, Finance, and Insurance.
- Healthcare and Pharmaceuticals.
- Energy, Oil, and Gas.
- Retail and Consumer Goods.
- Real Estate and Construction.
- Hospitality and Tourism.
- Governmental bodies and public sector agencies.
- Non-profit and non-governmental organizations.
- Consulting and Professional Services.

Target Organizations Departments:

- Corporate Communications Department.
- Public Relations (PR) Department.
- Marketing Department.
- Corporate Affairs Department.
- Investor Relations Department.
- Human Resources (for internal communications).
- Executive Leadership Offices.
- Legal and Compliance Departments.
- Customer Service and Relations Departments.

Course Offerings:

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

- Develop and implement an integrated corporate communications strategy aligned with business objectives.
- Master advanced media relations techniques, including proactive pitching and story placement.
- Craft compelling corporate narratives and key messages for diverse audiences.
- Manage media interviews and press conferences with confidence and control.
- Design and execute a robust crisis communication plan to protect brand reputation.
- Leverage digital and social media platforms for strategic public relations.
- Measure and report on the effectiveness and ROI of communication campaigns.
- Enhance internal communication strategies to foster employee engagement and advocacy.
- Build and maintain strong relationships with key stakeholders, including journalists and influencers.
- Provide strategic communication counsel to senior leadership.

Course Methodology:

The training methodology at BIG BEN Training Center is grounded in the principle of active, experiential learning to ensure that theoretical knowledge is translated into practical, applicable skills. This course moves beyond traditional lectures to create a dynamic and immersive learning environment. A significant portion of the program is dedicated to hands-on workshops, real-world case study analysis, and interactive group discussions where participants can dissect complex communication challenges and co-create effective solutions. We will utilize role-playing and simulation exercises, such as mock press conferences and crisis management scenarios, to provide a safe space for participants to practice and refine their skills under realistic pressure. Peer-to-peer learning is highly encouraged, allowing professionals from diverse industries to share insights and best practices. Throughout the course, our expert instructors provide personalized feedback and coaching, ensuring that each participant can identify areas for growth and build confidence in their strategic communication capabilities. The methodology is designed to be engaging, practical, and directly relevant to the challenges participants face in their professional roles.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Corporate Communications

- The modern corporate communications landscape.
- Aligning communication strategy with organizational goals.
- Stakeholder mapping and analysis for effective engagement.
- Developing a powerful corporate narrative and key messaging framework.
- The role of research and data in communication planning.
- Ethical considerations and transparency in corporate communications.
- An introduction to Integrated Marketing Communications (IMC).

Unit Two: Advanced Media Relations in the Digital Age

- Building and nurturing relationships with journalists and influencers.
- Crafting compelling press releases and media pitches that get noticed.
- Mastering the art of the media interview and spokesperson duties.
- Organizing and managing successful press conferences and media events.
- Techniques for proactive and reactive media engagement.
- Utilizing media monitoring tools for intelligence and analysis.
- Navigating the global media environment.

Unit Three: Digital PR and Content Strategy

- Integrating social media into your overall PR strategy.
- Developing a content strategy that supports communication objectives.
- The power of corporate storytelling across digital platforms.
- Managing online communities and engaging with digital audiences.
- Leveraging influencer marketing for brand credibility.
- Search engine visibility for corporate announcements.
- Creating and distributing multimedia content like video and infographics.

Unit Four: Crisis Communication and Reputation Management

- Proactive crisis prevention and preparedness planning.
- The anatomy of a crisis and the first critical hours of response.
- Developing a crisis communication team and protocols.
- Crafting clear, empathetic, and effective crisis messaging.
- Managing social media and online reputation during a crisis.
- Post-crisis analysis and reputation recovery strategies.
- Case studies of major corporate crises and communication responses.

Unit Five: Leadership, Measurement, and Future Trends

- The role of communication in executive leadership and thought leadership.
- Strategies for effective internal and change communications.
- Measuring the ROI and business impact of communications.
- Introduction to the Barcelona Principles of Measurement.
- The future of corporate communications, including AI and automation.
- Developing a personal action plan for strategic leadership.
- Final course project presentations and feedback session.

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 rampant misinformation, how can corporate communicators ethically balance transparency with the need to protect brand reputation?

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

This course distinguishes itself by focusing on the cultivation of a strategic mindset rather than merely teaching tactical execution. While many programs may cover how to write a press release or post on social media, our curriculum is designed to answer the critical "why" behind these actions, embedding every tool and technique within a larger strategic framework. We bridge the gap between established academic theories of public relations and the practical demands of the contemporary digital media landscape, ensuring participants receive a holistic and intellectually robust education. The program's emphasis on interactive simulations, particularly in high-stakes areas like crisis management and media interviews, provides a level of practical experience that is difficult to replicate. Unlike courses that offer a one-size-fits-all approach, this training encourages deep analysis of real-world case studies, fostering critical thinking and adaptability. The focus is on empowering participants to become trusted advisors to their leadership, capable of navigating complex reputational challenges and demonstrating the tangible value of the communication function to the organization's bottom line.