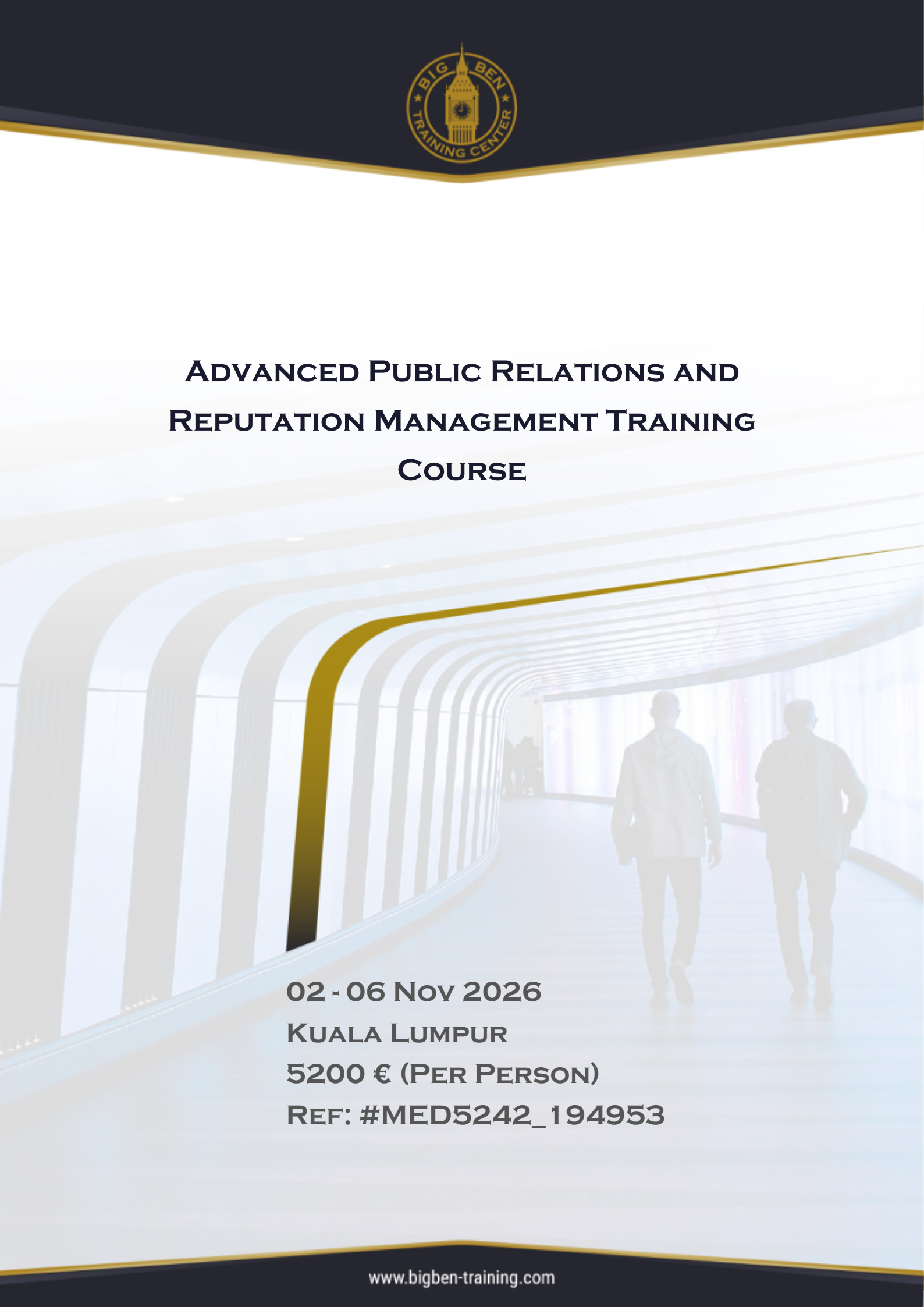
Advanced Public Relations and Reputation Management Training Course



02 - 06 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #MED5242_194953

Course Introduction / Overview:

This comprehensive training course provides a deep dive into the dynamic fields of public relations and strategic reputation management. In today's hyper-connected world, an organization's reputation is its most valuable asset, yet it is also its most vulnerable. This program is meticulously designed to equip participants with the advanced skills and strategic foresight needed to build, protect, and enhance corporate reputation in a complex media landscape. Drawing upon foundational principles and contemporary practices, the course navigates the intersection of communication theory and real-world application. We will explore concepts championed by pioneers like Scott M. Cutlip, whose work has shaped modern public relations, and discuss frameworks from influential texts such as "The New Rules of Marketing and PR" by David Meerman Scott. Participants will move beyond tactical execution to become strategic advisors capable of managing stakeholder relationships, mitigating reputational risks, and leading effective crisis communication. At BIG BEN Training Center, we are committed to fostering a learning environment that transforms communication professionals into indispensable strategic leaders who can steer their organizations through any challenge with confidence and integrity. This course is the definitive guide for mastering the art and science of reputation management.

Target Audience / This training course is suitable for:

- Public Relations Managers and Directors.
- Corporate Communications Specialists.
- Brand and Marketing Managers.
- Media Relations Officers.
- Crisis Management Team Members.
- Public Affairs and Government Relations Professionals.
- Senior Executives and Business Leaders.
- Social Media Managers.
- Investor Relations Professionals.
- Internal Communications Managers.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Technology and Telecommunications.
- Energy and Utilities.
- Government Agencies and Public Sector Bodies.
- Non-Profit and Non-Governmental Organizations.
- Retail and Consumer Goods.
- Professional Services and Consulting.
- Hospitality and Tourism.

Target Organizations Departments:

- Public Relations Department.
- Marketing and Communications Department.
- Corporate Affairs Department.
- Executive Leadership and C-Suite Offices.
- Human Resources Department.
- Legal and Compliance Department.
- Investor Relations Department.
- Customer Service Department.

Course Offerings:

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

- Develop and implement a comprehensive strategic public relations plan.
- Master the principles of proactive and reactive reputation management.
- Design and execute effective crisis communication strategies.
- Build and maintain strong relationships with key media contacts and influencers.
- Leverage digital PR and social media to enhance brand reputation.
- Measure the impact and return on investment of PR campaigns using advanced analytics.
- Craft compelling corporate narratives and key messages for diverse audiences.
- Manage complex stakeholder relationships and expectations.
- Integrate Corporate Social Responsibility (CSR) into communication strategies.
- Provide strategic counsel to senior leadership on reputational matters.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical. We believe that adult learning is most effective when it combines theoretical knowledge with hands-on application. This course moves beyond traditional lectures to create a dynamic learning environment where participants actively engage with the material. The program is built around a blend of expert-led presentations, in-depth case study analyses of real-world PR successes and failures, and collaborative group workshops. Participants will work in teams on practical exercises, such as developing a crisis communication plan, drafting a strategic press release, and simulating a media interview. These activities are designed to build practical skills and foster critical thinking. Interactive sessions, Q&A panels, and peer-to-peer feedback are integral components of each module, ensuring that diverse perspectives are shared and explored. Our approach ensures that participants not only understand the concepts of advanced public relations and reputation management but can also confidently apply them within their own organizational contexts immediately upon returning to their roles.

Course Agenda (Course Units):

Unit One: The Strategic Foundations of Modern Public Relations

- The evolution of public relations from publicity to strategic management.
- Ethical frameworks and professional standards in public relations.
- Developing a strategic PR plan aligned with business objectives.
- Advanced stakeholder mapping and analysis techniques.
- Integrating PR with marketing, HR, and corporate strategy.
- Understanding the global media and communication landscape.
- The role of research and data in shaping PR strategy.

Unit Two: Proactive Reputation Building and Management

- Defining and building a strong corporate identity and brand voice.
- The art of corporate storytelling and narrative development.
- Implementing and communicating Corporate Social Responsibility (CSR) initiatives.
- Building thought leadership and executive branding programs.
- Managing online reputation and digital footprint.
- Techniques for securing positive media coverage and endorsements.
- Measuring and benchmarking corporate reputation effectively.

Unit Three: Advanced Media Relations and Digital Engagement

- Crafting compelling press releases, media kits, and pitch letters.
- Building and nurturing relationships with journalists, bloggers, and influencers.
- Mastering the press conference and media interview techniques.
- Developing a content strategy for digital PR success.
- Leveraging social media for community building and reputation enhancement.
- Managing online reviews and user-generated content.
- Understanding the legal aspects of digital communication.

Unit Four: Crisis Communication and Issues Management

- The anatomy of a crisis and the lifecycle of reputational threats.
- Developing a proactive crisis communication plan.
- Establishing a crisis management team and protocols.
- Crafting effective holding statements and key messages under pressure.
- Managing social media during a crisis.
- Post-crisis analysis and reputation recovery strategies.
- Interactive crisis simulation and role-playing exercises.

Unit Five: Measurement, Leadership, and the Future of PR

- Advanced PR measurement, analytics, and reporting (ROI).
- Demonstrating the value of public relations to the C-suite.
- The PR professional as a strategic counselor to leadership.
- Navigating internal communications and employee advocacy.
- Exploring future trends in PR, including AI and data-driven communication.
- Developing personal leadership skills for communication professionals.
- Final project presentation on a comprehensive PR and reputation strategy.

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 deepfakes and rapid misinformation, how can a public relations manager ethically balance transparency with the imperative to protect corporate reputation?

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

This course distinguishes itself by moving beyond tactical PR skills to cultivate true strategic leadership in communication. While many programs focus on the "how-to" of writing press releases or managing social media, our curriculum is built on a foundation of critical thinking and strategic foresight. We emphasize the integration of public relations with core business objectives, transforming participants from communication functionaries into trusted C-suite advisors. A key differentiator is our intensive, hands-on crisis communication simulation, which provides a safe yet realistic environment to test and refine decision-making skills under pressure. Furthermore, the course content is forward-looking, addressing the impact of emerging technologies like artificial intelligence on the PR landscape and preparing participants for the challenges of tomorrow. We delve into the complex ethics of modern reputation management, fostering a deep understanding of how to navigate the gray areas of digital communication and stakeholder engagement. The focus is on mastering the strategic art of reputation management, ensuring that every communication effort is purposeful, measurable, and directly contributes to organizational resilience and success.