Advanced Social Media Governance and Corporate Policy Training Course



28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #MED6256_193497

Course Introduction / Overview:

In today's hyper-connected digital landscape, a reactive approach to social media is a significant corporate liability. This course provides a comprehensive roadmap for establishing proactive social media governance and robust corporate policy frameworks. We move beyond basic platform management to address the critical intersection of digital communication, risk management, brand reputation, and legal compliance. As highlighted by communications expert Dr. Deirdre K. Breakenridge, the integration of social media into corporate strategy requires a structured and governed approach to be effective and safe. This program is designed to empower organizations to harness the power of social media while mitigating potential threats. Participants will learn to build and implement governance models that protect the organization, empower employees with clear guidelines, and ensure consistent brand messaging across all digital touchpoints. BIG BEN Training Center has developed this curriculum to provide actionable strategies for creating a resilient digital presence, ensuring your corporate policies are not just documents, but active components of your risk management and communications strategy.

Target Audience / This training course is suitable for:

- Social Media Managers and Strategists.
- Corporate Communications and Public Relations Professionals.
- Marketing Directors and Managers.
- Legal and Compliance Officers.
- Human Resources Managers and Business Partners.
- Digital Marketing Specialists.
- Brand Managers.
- IT Security and Governance Professionals.
- Executive Leadership and Department Heads.

Target Sectors and Industries:

- Financial Services and Banking.
- Healthcare and Pharmaceuticals.
- Technology and Telecommunications.
- Retail and Consumer Goods.
- Government Agencies and Public Sector Organizations.
- Education and Academic Institutions.
- Energy and Utilities.
- Media and Entertainment.
- Professional Services and Consulting.

Target Organizations Departments:

- Marketing and Communications.
- Legal Department.
- Human Resources.
- Compliance and Risk Management.
- Public Relations.
- Information Technology and Security.
- Customer Service and Support.
- Corporate Strategy and Development.
- Internal Audit.

Course Offerings:

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

- Develop a comprehensive social media governance framework from the ground up.
- Draft and implement clear, effective, and legally sound corporate social media policies.
- Identify, assess, and mitigate legal, reputational, and security risks associated with social media.
- Establish clear roles, responsibilities, and workflows for social media management and oversight.
- Create and manage a social media crisis communication plan.
- Ensure compliance with data privacy regulations like GDPR and CCPA in a social media context.
- Train employees on social media best practices and policy adherence.
- Measure the effectiveness of social media governance and policies through audits and analytics.
- Align social media strategy with broader corporate objectives and governance standards.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that participants can immediately apply their learning within their organizations. This course moves beyond theoretical lectures to focus on real-world application through a blend of expert-led instruction, in-depth case study analysis of corporate successes and failures, and collaborative group workshops. Participants will engage in hands-on exercises, such as drafting policy clauses, developing risk assessment matrices, and simulating crisis communication scenarios. Team-based activities encourage peer-to-peer learning and the exchange of diverse industry perspectives. We foster a dynamic learning environment where open discussions and Q&A sessions are encouraged, allowing for tailored advice and problem-solving. Continuous feedback is provided by the instructor to refine skills and deepen understanding. This practical, hands-on approach ensures that attendees leave not just with knowledge, but with the confidence and tools to build and manage effective social media governance frameworks.

Course Agenda (Course Units):

Unit One: The Foundations of Modern Social Media Governance

- The Strategic Imperative for Social Media Governance.
- Understanding the Digital Risk Landscape.
- Key Components of a Governance Framework.
- Aligning Social Media with Corporate Objectives.
- The Role of Leadership and Executive Buy-in.
- Distinguishing Between Policy, Strategy, and Governance.
- Global Best Practices and Governance Models.

Unit Two: Crafting a Comprehensive Corporate Social Media Policy

- The Anatomy of an Effective Social Media Policy.
- Defining Employee Guidelines and Acceptable Use.
- Establishing Brand Voice and Content Standards.
- Protocols for Engagement and Customer Service.
- Addressing User-Generated Content and Third-Party Interactions.
- Legal Review and Stakeholder Consultation Process.
- Developing Policies for Specific Platforms and Use Cases.

Unit Three: Risk Management, Compliance, and Legal Frameworks

- Identifying and Categorizing Social Media Risks.
- Reputational, Legal, Security, and Operational Threats.
- Navigating Data Privacy Regulations (GDPR, CCPA).
- Intellectual Property, Copyright, and Defamation Laws.
- Compliance Requirements for Regulated Industries.
- Developing a Social Media Crisis Communication Plan.
- Escalation Procedures and Incident Response Protocols.

Unit Four: Implementation, Training, and Operationalization

- Rolling Out Your Social Media Policy and Governance Plan.
- Designing and Delivering Effective Employee Training Programs.
- Establishing a Social Media Governance Committee or Council.
- Selecting and Utilizing Social Media Management and Monitoring Tools.
- Content Moderation Workflows and Community Management.
- Processes for Policy Enforcement and Violation Handling.
- Conducting Regular Social Media Audits and Reviews.

Unit Five: Advanced Strategy and Future-Proofing Governance

- Measuring the ROI and Impact of Social Media Governance.
- Integrating Social Media Governance with Broader Digital Strategy.
- Adapting Policies for Emerging Technologies and Platforms.
- Managing Influencer Marketing and Partnership Risks.
- The Ethical Dimensions of Social Media Management.
- Future Trends in Digital Governance and Corporate Communications.
- Capstone Project: Developing a Governance Action Plan for a Case Study.

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:

As generative AI increasingly blurs the line between human and machine-created content, how must corporate social media policies evolve to address the ethical and reputational risks of inauthentic engagement?

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

This course distinguishes itself by moving beyond the tactical aspects of social media management to focus on the strategic, high-level discipline of governance. While many courses teach platform-specific skills, we provide a holistic framework for integrating social media into the core risk management and corporate strategy functions of an organization. Our curriculum is built on a foundation of practical application, emphasizing the development of tangible assets like policy documents, risk matrices, and crisis communication plans that participant can adapt directly for their own companies. The content is uniquely structured to address the needs of a cross-functional audience, fostering critical dialogue between legal, HR, marketing, and communications professionals. Rather than focusing on fleeting trends or specific software, we teach enduring principles of digital governance, compliance, and ethical communication. This strategic, risk-focused approach equips leaders not just to manage social media, but to govern it effectively, ensuring long-term brand protection and sustainable digital growth.