



*Training Course:
Strategic Internal Communication Skills*

*4 - 8 November 2024
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Strategic Internal Communication Skills

Training Course code: SC235139 From: 4 - 8 November 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5775 € Euro

Introduction

Effective internal communication is a cornerstone of organizational success in today's fast-paced and interconnected business landscape. It serves as the glue that binds teams, aligns goals, and propels innovation. However, the mere exchange of information is no longer sufficient; organizations need strategic internal communication that is purposeful, results-oriented, and adaptable. To equip professionals with the knowledge and skills necessary for mastering this critical aspect of modern business, we present a 5-day training program on Strategic Internal Communication Skills.

Objectives

By the end of this training program, participants will:

- **Understand the Significance:** Recognize the pivotal role of internal communication in achieving organizational goals and fostering a healthy work environment.
- **Develop Communication Plans:** Construct comprehensive strategic communication plans that encompass objectives, target audiences, key messages, and channel selection.
- **Craft Compelling Messages:** Master the art of creating impactful and memorable messages that resonate with internal stakeholders.
- **Execute and Measure:** Implement communication strategies effectively and measure their impact through key performance indicators KPIs.
- **Adapt and Improve:** Cultivate the ability to adapt communication strategies based on feedback, evolving organizational needs, and changing dynamics.

Target Audience

This training program is designed for professionals at all levels within organizations who wish to enhance their strategic internal communication skills. It is particularly beneficial for:

- **Managers and Team Leaders:** Those responsible for guiding teams and ensuring alignment with organizational objectives.
- **Human Resources Professionals:** Individuals involved in employee engagement, change management, and internal culture development.
- **Communication Specialists:** Professionals in communication and public relations roles seeking to deepen their strategic capabilities.
- **Executives and Leaders:** Senior leaders and executives interested in fostering a culture of effective communication within their organizations.
- **Any Professional:** Anyone interested in improving their ability to communicate effectively within their teams and across their organization.

Program Outline

Day 1: Introduction to Strategic Internal Communication

- Welcome and program overview.
- Understanding the importance of internal communication in organizations.
- The role of strategic internal communication in achieving organizational goals.
- Key components of effective internal communication.
- Case studies of successful internal communication strategies.
- Identifying communication challenges within organizations.

Day 2: Building a Strategic Internal Communication Plan

- The strategic communication planning process.
- Setting clear communication objectives and goals.
- Identifying target audiences and their needs.
- Developing key messages and content.
- Selecting appropriate communication channels.

Day 3: Crafting Compelling Messages

- Principles of effective message crafting.
- Techniques for making messages impactful.
- Message development exercises and examples.
- Delivering messages effectively.
- Feedback and peer discussion.

Day 4: Implementing and Measuring Success

- Strategies for executing communication plans.
- Overcoming common implementation challenges.
- Introduction to key performance indicators KPIs.
- Methods for measuring communication impact.
- Group discussion on measurement strategies.

Day 5: Adapting and Evolving Communication Strategies

- The importance of feedback and continuous improvement.
- Techniques for adapting strategies based on feedback.



- Group presentations: Sharing communication plans and measurement strategies.
- Peer feedback and discussion on improvement opportunities.
- Closing remarks and certificates of completion.

Registration form on the Training Course: Strategic Internal Communication Skills

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