



*Training Course:  
Certified Public Relations Officer*

*9 - 13 September 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Certified Public Relations Officer

Training Course code: RR5005 From: 9 - 13 September 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 4950 € Euro

### Introduction

PR and Communications are at the heart of the business performance. Modern methods, tools, and channels have greatly increased the speed at which communications can be experienced, from local to global. In this program you will learn:

- The tools and techniques required to manage reputation in a complex media environment
- How to manage knowledge within the business for effective media management
- How to shape external perceptions of your organization by first-class corporate internal communications
- How to develop a strategic approach and a clear plan of action

### Course Objectives of Certified Public Relations Officer

- To set Corporate Affairs in strategic anticipatory and effective context
- To develop an understanding of stakeholder programs for regular, focused communication
- Examine the development of Corporate Affairs tools
- Understanding the development of strategy/plans/tactics and coordinating these
- Evaluation and the use of research

### Course Methodology of Certified Public Relations Officer

This program is an intensive, updating program illustrated throughout with practical examples. It concentrates on practitioner skills, tools, and techniques for the effective management of these important business functions.

### Course Summary of Certified Public Relations Officer

The program looks at a variety of corporate communications tools and models before examining in detail the potential value and role of key stakeholders in the corporate affairs/PR process. It looks at approaches that will permeate the whole organization as well as the specialist disciplines within PR and communications. Firmly establishing the place of PR in the company, the program looks at the contributions that can be measured. Participants will pull together all of the program content into an action plan which can be discussed with top management.

### Course Outlines of Certified Public Relations Officer

#### DAY 1 - Introduction and Welcome: The Power of Communication

- Introduction and welcome
- Course programmed, design and options
- Opening exercise: Goal setting
- Corporate Affairs and Public Affairs approaches
- Corporate identity and image
- Corporate communications overview and strategy

- External reputation management Communication as a change agent
- Communication as a goal for all managers

#### DAY 2 - From the Inside Out: Crafting Consistent Messages

- Internal communications
- Family and friends as Stakeholder
- Measuring emotional capital
- Communications channels mapping and monitoring
- Setting internal communications goals
- New media for rapid interaction
- Champions, opinion formers, and incentivization
- The place of the company magazine/newsletter
- The multinational internal communications program
- Commitment from internal decision-makers

#### DAY 3 - Risks and Threats: Their Identification and Management

- Single issue politics
- Special interest groups
- Whistleblowers and the rules of disclosure
- External opinion formers
- Cause-related PR and core values
- Campaigns, their design, and planning
- A crisis management toolkit
- Stakeholder interest inventories
- Opinion former networks

#### DAY 4 - Corporate Affair/PR in the Corporate Mix

- PR in the communications mix
- PR in the marketing mix
- Direct response PR
- Financial PR
- PR and strategy
- Brand PR
- Persuasion measurement techniques
- Integrating PR/Communications and marketing plans
- The art of leveraging
- Corporate affairs and customer relations

#### DAY 5 - Powerful and Persuasive Action Planning

- Measurement of performance: bottom-line impact
- Translating strategy to tactics
- Horizons for PR and corporate affairs development
- Tools and Techniques summary: a tactical inventory
- Recruiting allies: a networking approach
- Justifying the plan and convincing top management
- Making the most of other disciplines to maximize results
- Individual and group consultancy
- Further sources of help and information



## Registration form on the Training Course: Certified Public Relations Officer

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Company Information

Company Name: .....  
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### Person Responsible for Training and Development

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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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