



*Training Course:
Identity and Reputation Management and
Developing Communication Strategies in a
Changing Environment
3 - 7 March 2025
Kuala Lumpur (Malaysia)
Royale Chulan Kuala Lumpur*

Training Course: Identity and Reputation Management and Developing Communication Strategies in a Changing Environment

Training Course code: SC235418 From: 3 - 7 March 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur
Training Course Fees: 5775 € Euro

Introduction:

In today's fast-paced and ever-evolving business environment, maintaining a strong corporate identity and reputation is crucial. This training program is designed to equip professionals with the skills and knowledge necessary to manage their organization's identity and reputation effectively. Participants will learn how to develop and implement communication strategies that adapt to changing environments and stakeholder expectations.

Target Audience:

- Public Relations Officers
- Marketing Professionals
- Corporate Affairs
- Graphic Designers
- Brand Managers
- Seniors and Decision Makers
- Anyone responsible for managing an organization's reputation and communication strategies

Objectives:

By the end of this training program, participants will be able to:

1. Understand the fundamental concepts of identity and reputation management.
2. Analyze the impact of a changing environment on corporate identity and reputation.
3. Develop strategic communication plans that align with organizational goals.
4. Implement effective reputation management techniques.
5. Monitor and evaluate the effectiveness of communication strategies.
6. Navigate crises and manage corporate reputation under pressure.

Outlines:

Day 1:

Understanding Identity and Reputation Management

- Introduction to Corporate Identity and Reputation
 - Definitions and importance
 - Key components of corporate identity
 - Factors influencing corporate reputation
- The Role of Corporate Identity and Reputation in Business Success
 - Case studies of successful identity and reputation management
 - Consequences of poor identity and reputation management
- Branding and Image Building
 - Building a strong brand identity
 - Techniques for maintaining brand consistency

Day 2:

Analyzing the Changing Environment

- Environmental Scanning and Analysis
 - Tools and techniques for environmental scanning
 - Identifying key environmental factors affecting reputation
- Stakeholder Analysis and Management
 - Identifying and prioritizing stakeholders
 - Understanding stakeholder expectations and perceptions
- Adapting to Change
 - Strategies for maintaining reputation in a changing environment
 - Case studies of organizations that have successfully adapted

Day 3:

Developing Strategic Communication Plans

- Principles of Effective Communication Strategy
 - Components of a strategic communication plan
 - Aligning communication strategy with organizational goals
- Message Development and Delivery
 - Crafting clear and consistent messages
 - Choosing the right communication channels
- Engaging Internal and External Stakeholders
 - Techniques for engaging employees, customers, and other stakeholders
 - Building a culture of open communication within the organization

Day 4:

Implementing Reputation Management Techniques

- Proactive Reputation Management
 - Building and maintaining a positive reputation
 - Techniques for enhancing corporate reputation
- Reactive Reputation Management
 - Identifying potential reputation risks
 - Developing a crisis communication plan
- Crisis Communication and Management
 - Steps to manage a corporate crisis
 - Communicating effectively during a crisis
 - Case studies of crisis management

Day 5:

Monitoring and Evaluating Communication Strategies

- Measuring Communication Effectiveness
 - Key performance indicators for communication strategies

- Tools and techniques for monitoring communication efforts
- Continuous Improvement in Communication Strategies
 - Gathering and analyzing feedback
 - Adapting communication strategies based on evaluation results
- Workshop: Developing and Presenting a Strategic Communication Plan
 - Group exercise on creating a strategic communication plan
 - Presentation and feedback session

Registration form on the Training Course: Identity and Reputation Management and Developing Communication Strategies in a Changing Environment

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