



**SCANDINAVIAN ACADEMY**  
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# Course: Public Relations & Corporate Communications (Professional Public Relations Officer)

Code	City	hotel	Start	End	price	Hours
308	Zagreb (Croatia)	Hotel Meeting	2024-10-07	2024-10-11	4950 €	25

## INTRODUCTION

**PR and Communications are at the heart of business performance. Modern methods, tools and channels have greatly increased the speed in which communications can be experienced, from local to global. In this programme 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 organisation by first class corporate internal communications
- How to develop a strategic approach and a clear plan of action

## PROGRAMME OBJECTIVES

- To set Corporate Affairs in strategic anticipatory and effective context
- To develop an understanding of stakeholder programmes for regular, focused communication
- Examine the development of Corporate Affairs tools



- Understanding the development of strategy/plans/tactics and co-ordinating these
- Evaluation and the use of research

## **TRAINING METHODOLOGY**

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

## **PROGRAMME SUMMARY**

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

## **PROGRAMME OUTLINE**

### **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 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 incentivisation
- The place of the company magazine/newsletter
- The multinational internal communications programme
- 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 maximise results
- Individual and group consultancy
- Further sources of help and information



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include buffet sessions for light meals during lectures.