BLACKBIRD FOR TRAINING

Intensive Communication & PR for Public Sector Course

14 – 25 December 2026
Kuala Lumpur (Malaysia)



Intensive Communication & PR for Public Sector Course

Ref: 321641_166421 **Date:** 14 – 25 December 2026 **Location:** Kuala Lumpur (Malaysia) **Fees:** 8800 GBP

Why This Course

Effective communication is the backbone of public trust and organizational success in the public sector. This intensive 2-week program equips government professionals with advanced skills in media relations, crisis management, digital communication, and internal messaging. Through a mix of practical exercises, case studies, and real-world applications, participants will learn to enhance public engagement, manage reputation, and strengthen internal communication to improve overall government effectiveness.

What You'll Learn and Practice

By completing this program, participants will be able to:

- Develop strategic communication plans aligned with public sector objectives.
- Master media relations to engage citizens and stakeholders effectively.
- Implement crisis communication strategies to safeguard public trust.
- Leverage digital platforms for impactful government messaging.
- Craft compelling content tailored to diverse public audiences.
- Improve internal communications to drive organizational efficiency.

The Program Flow

Day 1: Foundations of Public Sector Communication

- Role of communication in governance
- Differences between public and private sector communication
- Ethical principles and transparency in government PR
- Stakeholder mapping and analysis

Day 2: Strategic Communication Planning

- Developing actionable communication strategies
- Setting SMART objectives for public initiatives
- Message development and framing
- Audience segmentation techniques



Day 3: Media Relations Mastery

- Building productive relationships with journalists
- Writing and distributing press releases
- Organizing and managing press conferences
- Handling challenging media interviews

Day 4: Crisis Communication and Reputation Management

- Planning for crises and unexpected events
- Managing public perception during emergencies
- Post-crisis recovery and reputation rebuilding
- Reputation management tools and strategies

Day 5: Digital Communication Strategies

- Social media management for government channels
- Content creation and digital storytelling
- E-government communication initiatives
- Measuring the impact of digital campaigns

Day 6: Internal Communications

- Strengthening interdepartmental communication
- Employee engagement and advocacy programs
- Change communication strategies
- Tools and platforms for effective internal messaging

Day 7: Public Affairs and Stakeholder Engagement

- Lobbying, advocacy, and policy influence techniques
- Community engagement strategies
- Public consultation and participatory processes
- Building partnerships with NGOs and the private sector

Day 8: Writing for the Public Sector

- Crafting clear, concise government documents
- Speechwriting for public officials
- Developing compelling policy briefs
- Writing for diverse public audiences



Day 9: Visual Communication and Branding

- Developing a consistent government brand identity
- Infographic and data visualization design
- Video content creation for public communication
- Communicating complex information visually

Day 10: Measuring Communication Effectiveness

- Setting KPIs for public sector PR initiatives
- Conducting communication audits and evaluations
- Measuring ROI of government communication programs
- Implementing continuous improvement strategies

Individual Impact

Participants will leave the course with:

- Skills to develop strategic, measurable communication plans.
- Expertise in media relations and crisis management tailored for government contexts.
- Ability to create engaging digital content and manage public sector campaigns.
- Enhanced internal communication strategies to boost organizational effectiveness.

Organizational Impact

Organizations will benefit from:

- Improved public trust and transparency through effective communication.
- Enhanced citizen engagement and stakeholder relationships.
- Stronger crisis preparedness and reputation management.
- Streamlined internal communication for better coordination and productivity.

Training Methodology

- Interactive workshops and hands-on exercises
- Real-world case studies and scenario simulations
- Group discussions and peer learning for practical application
- Role-play exercises in media interviews, speechwriting, and crisis response

Beyond the Course

By the end of the program, participants will be fully prepared to:



• Design and execute comprehensive crisis communication plans.
• Develop impactful digital communication strategies for government departments.
• Craft clear, persuasive speeches and policy briefs.
• Implement internal communication campaigns to engage and motivate employees.

