MERCURY

Internal Communication and Media Masterclass

8 – 12 August 2027
Amman (Jordan)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Internal Communication and Media Masterclass

Ref: 121802_1048329 **Date:** 8 – 12 August 2027 **Location:** Amman (Jordan) **Fees:** 3300 Euro

Introduction

The Internal Communication and Media masterclass develops advanced knowledge and practical understanding of communication strategies within modern organizations. It explores how internal communication systems support employee engagement, organizational alignment, and effective information flow. Participants will examine communication planning, corporate messaging, internal media channels, and approaches for strengthening workplace relationships. The program provides an overview of communication principles that help organizations improve collaboration and manage internal information effectively. It focuses on developing professional skills to craft clear messages, navigate communication challenges, and advance organizational goals through strategic internal communication practices.

Targeted Groups

This Internal Communication and Media masterclass targets professionals seeking knowledge and skills:

- Communication specialists manage internal communication activities.
- HR professionals improve employee engagement strategies.
- Corporate affairs teams develop organizational messages.
- Managers enhance workplace communication effectiveness.
- Media professionals supporting internal information channels.
- Team leaders improve communication within departments.
- Public relations professionals manage corporate communication processes.

Course Objectives

Participants will achieve the following objectives by completing the Internal Communication and Media course:

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- Understand the principles of effective internal communication systems.
- Identify communication strategies that improve employee engagement.
- Develop structured approaches for managing internal messages.
- Analyze communication channels used within organizations.
- Improve skills in corporate communication planning and execution.
- Recognize the role of internal media in organizational success.
- Evaluate communication challenges and create suitable solutions.
- Apply professional methods for improving workplace information flow.
- Understand audience analysis for targeted internal communication.
- Design clear and consistent organizational communication messages.
- Explore methods for measuring communication effectiveness and impact.
- Strengthen leadership communication practices across organizational levels.
- Develop approaches for managing communication during organizational changes.
- Enhance collaboration through effective communication frameworks.

Targeted Competencies

Participants will gain the following competencies during the Internal Communication and Media program:

- Ability to develop effective internal communication strategies.
- Skills in creating professional organizational messages.
- Understanding of employee communication needs.
- Capability to manage internal media platforms.
- Knowledge of communication planning methods.
- Ability to evaluate communication effectiveness.
- Skills in handling workplace communication challenges.
- Understanding of corporate communication principles.
- Capability to support organizational culture through communication.
- Ability to improve information-sharing processes.
- Skills in developing engaging internal content.

Studying Scenarios

In this Internal Communication and Media training, participants develop skills through the following scenarios:

- Managing communication challenges during organizational restructuring and internal changes.
- Developing employee communication plans for improving engagement and information sharing.
- Creating internal media strategies to support corporate culture and collaboration.
- Handling communication gaps between leadership teams and employees.
- Evaluating internal communication practices and improving message effectiveness.

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Course Content

Unit 1: Fundamentals of Internal Communication and Organizational Messaging

- Understanding the role of internal communication in modern organizations.
- Exploring the connection between communication strategy and business performance.
- Identifying key principles of effective workplace communication.
- Examining the importance of employee communication in organizational success.
- Understanding communication flows between management and employees.
- Exploring methods for building transparent communication environments.
- Analyzing the impact of communication culture on employee relationships.
- Reviewing the role of internal communication in organizational alignment.

Unit 2: Strategic Internal Communication Planning and Management

- Understanding the process of developing internal communication strategies.
- Identifying organizational communication objectives and priorities.
- Creating structured communication plans for different employee groups.
- Exploring audience analysis techniques for internal communication activities.
- Developing communication frameworks that support business objectives.
- Understanding methods for coordinating internal communication campaigns.
- Examining approaches for managing communication timelines and priorities.
- Evaluating factors influencing successful communication implementation.

Unit 3: Internal Media Channels and Content Development

- Exploring different internal communication channels and platforms.
- Understanding the role of digital communication in workplace environments.
- Developing effective internal newsletters and organizational updates.
- Creating engaging communication content for employees.
- Understanding principles of corporate storytelling and message design.
- Exploring the use of multimedia content in internal communication.
- Managing internal communication platforms for improved accessibility.
- Evaluating the effectiveness of different internal media formats.

Unit 4: Employee Engagement and Leadership Communication

- Understanding the relationship between communication and employee engagement.
- Exploring leadership communication techniques for organizational effectiveness.
- Developing approaches for improving communication between teams.
- Understanding managers' role in internal communication processes.
- Examining methods for creating interactive communication environments.
- Exploring strategies for improving employee feedback systems.
- Understanding communication approaches during workplace transformations.
- Analyzing the influence of leadership messages on organizational culture.

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Unit 5: Measuring Communication Performance and Managing Challenges

- Understanding methods for evaluating the effectiveness of internal communication.
- Identifying key indicators for measuring communication performance.
- Exploring feedback collection methods and employee communication analysis.
- Managing communication risks within organizational environments.
- Developing solutions for communication barriers and information gaps.
- Understanding crisis communication approaches for internal audiences.
- Improving communication processes through continuous evaluation.
- Creating sustainable practices to improve long-term internal communication.

Final Insights & Key Takeaways

This masterclass provides professionals with advanced knowledge to create effective communication systems that strengthen employee relationships and organizational performance. Participants will gain an understanding of strategic communication planning, internal media management, and methods to improve workplace collaboration through clear, impactful communication.