Cyber Crisis Communication Training Course

Professional Development Training Course Outline

Category	General Training	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s hyper-connected digital ecosystem, organizations face escalating threats such as cyberattacks, ransomware incidents, data breaches, deepfake misinformation, and social media escalation crises. A single security incident can rapidly evolve into a reputational meltdown if communication is delayed or poorly managed. Cyber Crisis Communication Training Course equips professionals with advanced strategies to manage real-time cyber incident messaging, stakeholder communication, media response, and digital reputation protection using modern crisis frameworks and AI-supported monitoring tools.

This program is designed to build high-performance capability in cyber risk communication, incident response coordination, executive messaging, and multi-channel crisis containment strategies. Participants will learn how to respond effectively during the “golden hour” of a cyber-crisis, control narrative flow across platforms, and restore trust through structured communication recovery plans aligned with global cybersecurity standards and ESG-driven corporate transparency expectations.

Programme Curriculum

Cyber Crisis Communication Training Course

Introduction

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to respond effectively during the “golden hour” of a cyber-crisis, control narrative flow across platforms, and restore trust through structured communication recovery plans aligned with global cybersecurity standards and ESG-driven corporate transparency expectations.

Course Duration

5 days

Course Objectives

1. Master cyber crisis communication lifecycle management
2. Develop rapid-response strategies for data breach communication
3. Strengthen reputational risk mitigation frameworks
4. Apply AI-driven social media monitoring for crisis detection
5. Build executive-level incident communication playbooks
6. Handle ransomware attack public disclosure protocols
7. Improve stakeholder trust using transparent communication models
8. Manage misinformation and deepfake crisis amplification risks
9. Execute multi-channel crisis messaging strategies
10. Integrate cybersecurity teams with PR and communication units
11. Design real-time media response strategies during cyber incidents
12. Implement global compliance in data privacy breach notifications
13. Establish long-term digital reputation recovery frameworks

Target Audience

1. Corporate Communication Managers
2. Cybersecurity Analysts & Incident Responders
3. Public Relations (PR) Professionals
4. IT Security Leaders & CISOs
5. Risk Management Officers
6. Government & Regulatory Communication Officers
7. Digital Marketing & Brand Managers
8. Crisis Management Consultants

Course Modules

Module 1: Cyber Crisis Communication Foundations

- Understanding cyber crisis typologies
- Crisis communication lifecycle in digital environments
- Role of communication in cyber incident containment
- Mapping stakeholders in cyber emergencies
- Aligning IT security and PR response teams
- **Case Study:** *Equifax Data Breach Communication Breakdown Analysis*

Module 2: Incident Response Communication Strategy

- Building incident response communication frameworks
- Defining escalation protocols for cyber events
- First-hour communication tactics
- Internal vs external messaging alignment

- Communication chain-of-command in cyber crises
- **Case Study:** *Colonial Pipeline Ransomware Communication Response*

Module 3: Media Management During Cyberattacks

- Handling press inquiries during active breaches
- Crafting official statements under pressure
- Preventing narrative distortion in media cycles
- Building media holding statements
- Spokesperson readiness training
- **Case Study:** *Yahoo Data Breach Media Fallout Analysis*

Module 4: Social Media Crisis Amplification Control

- Monitoring real-time social sentiment shifts
- Managing viral misinformation outbreaks
- Crisis response on X (Twitter), LinkedIn, TikTok
- Influencer-driven narrative risks
- AI tools for social listening and alerts
- **Case Study:** *Twitter Security Breach & Platform Communication Crisis*

Module 5: Stakeholder & Executive Communication

- Communicating with board members during cyber crises
- Investor relations messaging strategies
- Customer trust restoration communication
- Regulatory notification best practices
- Internal employee crisis briefings
- **Case Study:** *Target Data Breach Stakeholder Communication Response*

Module 6: Legal, Compliance & Regulatory Communication

- GDPR, HIPAA, and global breach notification laws
- Legal constraints in public communication
- Coordination with legal and compliance teams
- Timelines for breach disclosure
- Risk of non-compliance messaging
- **Case Study:** *British Airways GDPR Fine Communication Breakdown*

Module 7: AI, Deepfakes & Misinformation Risks

- Detecting AI-generated misinformation attacks
- Managing synthetic media crises
- Digital forensics in communication validation
- Real-time fact-checking systems
- Crisis containment against misinformation campaigns
- **Case Study:** *Deepfake CEO Fraud Incident (Corporate Wire Fraud Case)*

Module 8: Cyber Reputation Recovery & Resilience

- Post-crisis communication rebuilding strategies
- Brand trust recovery frameworks

- Long-term stakeholder reassurance planning
- Reputation scoring and monitoring tools
- Crisis simulation and preparedness drills
- **Case Study:** *Sony PlayStation Network Outage Recovery Strategy*

Training Methodology

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com