Training Course on Executive Communication in Cyber Crisis

Professional Development Training Course Outline

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

Course Introduction

In today’s high-risk digital environment, executive communication during a cyber crisis has become a critical leadership skill. The speed, clarity, and tone of communication from leadership can make or break public trust, investor confidence, and organizational recovery. Training Course on Executive Communication in Cyber Crisis is tailored to empower senior leaders and C-suite executives with the tools to lead with authority, empathy, and strategic intent during cyber incidents. Participants will gain insights into the dynamics of crisis communication, media relations, internal messaging, and stakeholder engagement in the context of real-time cyber threats.

With data breaches and ransomware attacks making global headlines, organizations are under more scrutiny than ever before. Executives must understand the cybersecurity landscape, regulatory consequences, and reputational risks associated with communication missteps. This course offers a practical, real-world framework for mastering high-pressure communication, building resilience, and protecting organizational reputation through informed, consistent, and confident messaging in cyber crisis scenarios.

Programme Curriculum

Training Course on Executive Communication in Cyber Crisis

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Course Objectives

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

1. Master real-time cyber crisis communication strategies.
2. Identify key stakeholders for incident response communication.
3. Develop effective executive messaging frameworks.
4. Communicate confidently across multi-channel platforms.
5. Enhance boardroom-level decision-making in crises.
6. Align communication with cybersecurity compliance standards.
7. Craft resilient post-breach recovery narratives.
8. Handle media and press briefings under high-stress scenarios.
9. Coordinate internal communication with IT and security teams.
10. Use reputation management tools during and after crises.
11. Evaluate the impact of public perception and trust.
12. Navigate legal and regulatory frameworks using risk-informed language.
13. Build executive presence and authority in cyber emergencies.

Target Audiences

1. C-Suite Executives (CEO, CIO, CISO)
2. Corporate Communication Directors
3. IT & Cybersecurity Leaders
4. Risk Management Professionals
5. Legal & Compliance Officers
6. PR and Media Strategists
7. Emergency Response Managers
8. Board Members and Governance Professionals

Course Duration: 5 days

Course Modules

Module 1: Foundations of Cyber Crisis Communication

- Understanding cyber crisis lifecycle
- Communication vs. technical response
- Role of executives in communication
- Identifying internal and external audiences
- Frameworks for effective communication
- **Case Study**: Equifax breach – executive communication analysis

Module 2: Stakeholder Communication Strategy

- Mapping stakeholders in crisis
- Prioritizing communication timelines
- Synchronizing cross-functional teams
- Maintaining message consistency
- Avoiding stakeholder alienation

- **Case Study**: Target's breach stakeholder fallout

Module 3: Crafting Executive Messaging

- Developing messaging templates
- Speaking with empathy and authority
- Language that aligns with legal boundaries
- Anticipating public and press reactions
- Messaging cadence and follow-up
- **Case Study**: Uber data breach CEO statement review

Module 4: Media and Press Management

- Engaging with journalists strategically
- Conducting press briefings with clarity
- Avoiding damaging soundbites
- Leveraging social media narratives
- Managing misinformation online
- **Case Study**: SolarWinds press communication breakdown

Module 5: Internal Communication Alignment

- Coordinating with IT/security teams
- Communicating with staff during downtime
- Training managers to cascade messages
- Using internal platforms effectively
- Managing morale and productivity
- **Case Study**: Maersk ransomware – internal messaging tactics

Module 6: Legal, Regulatory, and Compliance Messaging

- Communicating within legal guidelines
- Disclosure timing and obligations
- GDPR and data breach notifications
- Aligning with regulators and auditors
- Protecting sensitive data in statements
- **Case Study**: Marriott GDPR communication challenges

Module 7: Executive Presence in Crisis

- Crisis leadership communication traits
- Managing body language and tone
- Emotional regulation under pressure
- Coaching for high-stakes delivery
- Building credibility in real time
- **Case Study**: Facebook’s executive response to Cambridge Analytica

Module 8: Post-Crisis Recovery Messaging

- Rebuilding public trust
- Sharing lessons learned
- Communicating operational changes
- Engaging customers and partners
- Planning long-term communication strategy
- **Case Study**: Capital One recovery messaging success

Training Methodology

- Interactive expert-led sessions with real-world case discussions
- Simulated cyber crisis scenarios to build decision-making confidence
- Group exercises to craft and critique communication plans
- Role-play and media training with executive coaching feedback
- Downloadable toolkits and templates for real-time crisis use
- Ongoing assessment and personalized communication refinement

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
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

Start Date	End Date	Location	Price
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:

Register Online Now

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