

PUBLIC RELATIONS | COURSE BROCHURE

Press Office Management and Media Monitoring

5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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Course content

Why attend

A professional press office manages media enquiries, proactive news and monitoring efficiently. This course covers press office structure and processes, enquiry handling, media lists, proactive planning, approvals, monitoring and analysis tools, and reporting.

Slow or inconsistent media responses harm relationships and reputation. This course helps you run an effective press office.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses press office simulations, process design workshops, monitoring tool demonstrations and case studies.

Course objectives

By the end of this course, participants will be able to:
• Organise press office roles and processes
• Handle media enquiries professionally
• Plan proactive media activity
• Manage approvals and messaging consistency
• Monitor and analyse media coverage
• Report press office performance

Target audience

This course is suitable for:
• Press officers and media relations staff
• Communications managers
• PR professionals
• Public sector communicators
• Spokespeople



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Target competencies

Participants will develop competencies in:

- Press office operations
- Enquiry handling
- Media planning
- Approval workflows
- Media monitoring
- Coverage analysis

Course outline

Day 1: Press Office Role

09:00–09:54	Purpose and structure
09:54–10:48	Roles
10:48–11:00	Media relationships
11:00–11:30	**Coffee break**
11:30–12:12	Media relationships (continued)
12:12–13:06	Standards
13:06–14:00	Exercise: Press office review

Day 2: Handling Enquiries

09:00–09:54	Enquiry process
09:54–10:48	Deadlines
10:48–11:00	Holding lines
11:00–11:30	**Coffee break**
11:30–12:12	Holding lines (continued)
12:12–13:06	Escalation
13:06–14:00	Simulation: Enquiry handling



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Day 3: Proactive Planning

09:00–09:54	News grid
09:54–10:48	Media lists
10:48–11:00	Story development
11:00–11:30	**Coffee break**
11:30–12:12	Story development (continued)
12:12–13:06	Events
13:06–14:00	Workshop: Proactive plan

Day 4: Monitoring

09:00–09:54	Monitoring tools
09:54–10:48	Social listening
10:48–11:00	Sentiment
11:00–11:30	**Coffee break**
11:30–12:12	Sentiment (continued)
12:12–13:06	Alerts
13:06–14:00	Demonstration: Monitoring

Day 5: Reporting

09:00–09:54	Coverage analysis
09:54–10:48	Reporting to leadership
10:48–11:00	Evaluation
11:00–11:30	**Coffee break**
11:30–12:12	Evaluation (continued)
12:12–13:06	Improvement
13:06–14:00	Capstone: Press office plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



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sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,650.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Amsterdam Confirmed dates	23 Nov 2026	27 Nov 2026	**£2,540.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Singapore Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,820.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
London Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	11 Jan 2027	15 Jan 2027	**£3,150.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.-**
Vienna Confirmed dates	18 Jan 2027	22 Jan 2027	**£2,940.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
Frankfurt Confirmed dates	25 Jan 2027	29 Jan 2027	**£2,650.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,450.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Paris Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,860.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.-**
Istanbul Confirmed dates	8 Mar 2027	12 Mar 2027	**£2,650.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.-**
Rome Confirmed dates	15 Mar 2027	19 Mar 2027	**£2,450.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.-**
Amsterdam Confirmed dates	22 Mar 2027	26 Mar 2027	**£2,540.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.-**
Singapore Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,820.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
London Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,450.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Dubai Confirmed dates	10 May 2027	14 May 2027	**£3,150.-**
Online Confirmed dates	10 May 2027	14 May 2027	**£1,250.-**
Cape Town Confirmed dates	17 May 2027	21 May 2027	**£1,890.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
Frankfurt Confirmed dates	24 May 2027	28 May 2027	**£2,650.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,450.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
Paris Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,860.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.–**
Istanbul Confirmed dates	12 Jul 2027	16 Jul 2027	**£2,650.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**£1,250.–**
Rome Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,450.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.–**
Amsterdam Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,540.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Singapore Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,820.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**£2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,890.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Dubai Confirmed dates	13 Sept 2027	17 Sept 2027	**£3,150.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Frankfurt Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,450.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.–**
Paris Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,860.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.–**
Istanbul Confirmed dates	8 Nov 2027	12 Nov 2027	**£2,650.–**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**£1,250.–**
Barcelona Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,840.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.–**



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Dates, venues and fees (continued)

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Amsterdam Confirmed dates	22 Nov 2027	26 Nov 2027	**£2,540.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**£1,250.-**
Singapore Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,820.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
London Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,450.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**



Course content

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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