

PUBLIC RELATIONS | COURSE BROCHURE

Communicating with Regulators

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Constructive relationships with regulators help organisations stay compliant and influence rules that affect them. This course covers understanding regulators' roles, regulatory communication principles, consultation responses, meetings and inspections, reporting incidents to regulators and building credibility over time.

Poor regulator communication can turn minor issues into enforcement actions. You will learn to communicate openly and effectively.

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

Consultation response writing, mock regulator meetings, incident notification exercises and case studies.

Course objectives

By the end of this course, participants will be able to:
• Understand regulators' objectives and powers
• Apply principles of regulatory communication
• Write effective consultation responses
• Prepare for meetings and inspections
• Report incidents to regulators appropriately
• Build credibility with regulators

Target audience

This course is suitable for:
• Regulatory affairs managers
• Compliance officers
• Government relations staff
• Legal advisors
• Senior managers



Course content

Target competencies

Participants will develop competencies in:

- Regulatory understanding
- Consultation writing
- Meeting preparation
- Incident reporting
- Relationship building

Course outline

Day 1: Regulators

09:00–10:08	Roles and powers
10:08–11:00	Regulatory culture
11:00–11:30	**Coffee break**
11:30–11:45	Regulatory culture (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Principles

09:00–10:08	Transparency
10:08–11:00	Accuracy
11:00–11:30	**Coffee break**
11:30–11:45	Accuracy (continued)
11:45–12:53	Timeliness
12:53–14:00	Workshop

Day 3: Consultations

09:00–10:08	Consultation responses
10:08–11:00	Evidence
11:00–11:30	**Coffee break**



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11:30–11:45	Evidence (continued)
11:45–12:53	Writing
12:53–14:00	Drafting practice

Day 4: Meetings and Inspections

09:00–10:08	Preparation
10:08–11:00	Conduct
11:00–11:30	**Coffee break**
11:30–11:45	Conduct (continued)
11:45–12:53	Follow-up
12:53–14:00	Mock meeting

Day 5: Incidents and Credibility

09:00–10:08	Incident notification
10:08–11:00	Ongoing dialogue
11:00–11:30	**Coffee break**
11:30–11:45	Ongoing dialogue (continued)
11:45–12:53	Credibility
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

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

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,890.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
London Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Barcelona Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,840.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Istanbul Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,650.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Rome Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,890.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Paris Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,860.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,840.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	17 May 2027	21 May 2027	**€3,150.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,450.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Vienna Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,940.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,890.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,540.-**
Online Confirmed dates	23 Aug 2027	27 Aug 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.-**
Rome Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Dubai Confirmed dates	25 Oct 2027	29 Oct 2027	**€3,150.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,940.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
London Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

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 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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View the latest course details online