Operational Social Media Training and Understanding Course

22 – 26 March 2027
Singapore (Singapore)



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Ref: 3255686_348625 **Date:** 22 – 26 March 2027 **Location:** Singapore (Singapore) **Fees:** 5400 GBP

Social media training and understanding is the practical study of digital channel ecosystems, network behaviours, and daily publication workflows required to manage organizational touchpoints effectively. This one-week course equips cross-functional practitioners with immediate execution techniques to build an Operational Social Media Channel Playbook. Delegates evaluate platform mechanics, draft engaging assets, manage incoming community discussions, run entry-level paid promotions, and extract operational analytics across corporate accounts.

Introduction

Operational social media management requires structured processes rather than ad-hoc posting. This foundational course grounds daily channel operations in Forrester Research's POST Methodology People, Objectives, Strategy, Technology, PR Smith's SOSTAC Planning Framework, and the AMEC Integrated Evaluation Framework. Delivered through interactive walkthroughs and desktop publishing labs, the curriculum focuses on immediate operational execution over one week, contrasting directly with strategic multi-week executive programmes. Delegates learn how digital channels function, master asset formatting across networks, handle daily audience dialogue, configure introductory paid campaigns, and evaluate engagement metrics to support organizational objectives without requiring prior technical public relations expertise.

Course Objectives

- Distinguish between organic engagement reach and paid amplification models across primary consumer and enterprise networks.
- Select appropriate asset formats, video lengths, and editorial voice guidelines matching specific stakeholder segments.
- Apply structured community moderation protocols to address negative stakeholder feedback and escalate operational risks.
- Compare native network analytics dashboards versus third-party reporting tools to assess publication performance accurately.
- Interpret engagement metrics, click-through data, and conversion rates to refine ongoing publication schedules.
- Justify daily resource allocation and content calendar priorities using structured scheduling workflows.



Target Audience

- Staff coordinating departmental public updates who must choose between text announcements and short-form video formats.
- Customer service officers fielding incoming digital enquiries who must decide when to respond publicly or migrate to private direct messages.
- Internal communications coordinators sharing company news who must select appropriate network channels for corporate announcements.
- Marketing assistants running campaign distributions who must allocate modest budgets between boosted posts and standalone advertising sets.
- Public relations officers monitoring brand mentions who must evaluate whether commentary requires formal crisis escalation or routine community management.

Course Outline

Day 1: Platform Ecosystems and Channel Dynamics

- POST Methodology: Categorising Stakeholder Groups By Platform Usage And Behaviours
- Broadcast Channels vs Discussion Networks: Evaluating Platform Structural Differences For Message Distribution
- Profile Architecture Optimisation: Structuring Bio Copy, Imagery, And Contact Links Uniformly
- Network Community Guidelines: Operating Within Digital Platform Publishing Standards And Policies
- Audience Journey Mapping: Tracking Follower Progression From Initial Discovery To Active Engagement

Day 2: Operational Asset Production and Video Packaging

- Canva Asset Assembly: Applying Corporate Brand Typography And Visual Layout Guidelines Consistently
- Ephemeral Stories vs Permanent Grid Feeds: Structuring Asset Formats For Different Feed Lifespans
- Short-Form Video Production: Scripting, Capturing, And Subtitling Vertical Clips For Mobile Consumption
- Message Copywriting Principles: Drafting Compelling Captions With Clear Operational Calls To Action
- Hashtag Taxonomy Systems: Tagging Updates For Search Discovery And Thematic Categorisation

Day 3: Editorial Calendars and Multi-Channel Scheduling

- Editorial Calendar Construction: Organising Themes, Dates, And Publishing Windows In Spreadsheets
- Native Schedulers vs Third-Party Dashboards: Evaluating Workflow Efficiency Across Multi-Channel Publishing Tools
- Content Repurposing Workflows: Adapting Single Press Releases Into Distinct Micro-Assets Across Networks
- Publishing Cadence Optimization: Determining Posting Frequencies Based On Active Stakeholder Time Windows
- Asset Repository Management: Archiving Approved Imagery, Copy Snippets, And Resubscription Systematically



Day 4: Community Moderation, Response Protocols, and Paid Promotion

- Interaction Triage Matrices: Categorising Mentions, Direct Inquiries, Praise, And Trolling Accurately
- Public Replies vs Private Escalations: Determining Resolution Pathways For Complex Customer Service Problems
- Negative Feedback Playbooks: Responding Calmly To Public Dissatisfaction Using Pre-Approved Templates
- Paid Boost Setup: Defining Geotargeting, Demographics, And Budgets Within Channel Ad Managers
- Sponsored Posts vs Native Organic Updates: Balancing Budget Spend Against Free Algorithmic Reach

Day 5: Engagement Analytics and Operational Channel Playbook Execution

- Network Native Analytics: Interpreting Impressions, Engagements, Video Retention Rates, And Link Clicks
- UTM Tracking Codes: Appending Campaign Parameters To Links For Web Traffic Measurement
- Manual Reporting Dashboards vs Automated Dashboards: Selecting Reporting Tools For Weekly Stakeholder Summaries
- Influencer Outreach Criteria: Evaluating Micro-Creator Fit Using Engagement Rates And Audience Authenticity
- Operational Channel Playbook: Finalising Day-To-Day Publishing, Moderation, And Reporting Guidelines

Skills You Will Gain

- Digital Asset Formatting
- Editorial Calendar Management
- Community Moderation Protocol Design
- Short-Form Mobile Video Packaging
- Entry-Level Ad Manager Setup
- UTM Campaign Tracking
- Audience Engagement Metric Interpretation
- Multi-Network Profile Optimisation

Why Attend This Course

- From unpredictable, impromptu posting to maintaining a systematic, forward-looking monthly publishing calendar.
- From uncertainty when handling negative user feedback to applying structured community moderation triage protocols.
- From unverified guesswork on reach to presenting evidence-based engagement metrics using platform reporting dashboards.
- From disjointed account management to producing a consolidated Operational Social Media Channel Playbook.



Conclusion

Social media training and understanding enables professionals to transition from spontaneous online posting to reliable, structured channel stewardship. The curriculum clarifies the operational differences between organic engagement and paid distribution, broadcast updates and participatory community dialogue, and vanity metrics and actionable analytical indicators. It is the appropriate investment for cross-functional staff tasked with daily channel operations, asset creation, and community moderation who require practical competence without enrolling in extended corporate strategy programmes.

Course FAQs

What is social media training and understanding?

Social media training and understanding is a practical discipline covering how network platforms operate, how audiences interact online, and how organisations publish assets, manage customer dialogue, and evaluate digital reach systematically across channels.

What is the difference between organic reach and paid amplification?

Organic reach relies on platform algorithms showing unpaid updates to followers and network users naturally, whereas paid amplification guarantees targeted placement by committing financial budget to boost specific updates or run dedicated advertising campaigns.

Which frameworks does this social media training and understanding course apply?

The course applies Forrester Research's POST Methodology to match content with user groups, PR Smith's SOSTAC framework for workflow planning, and the AMEC Integrated Evaluation Framework to measure engagement and click performance accurately.

Is this social media training and understanding course suitable for communications coordinators?

Yes. Communications coordinators managing daily notices, team achievements, and public service announcements learn how to format visual assets, schedule updates across channels, and handle public comments using standardised response workflows.

What deliverable is produced during this social media training and understanding course?

Delegates build an Operational Social Media Channel Playbook. This practical document contains platform profile specifications, monthly editorial calendars, community response matrices, basic advertising parameters, and weekly metric reporting templates for immediate workplace deployment.

