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## Rachel Miller Recognised as CSCE Fellow for Transformative Contributions to Internal Communication

The **Centre for Strategic Communication Excellence (CSCE)** proudly announces the induction of **Rachel Miller** as a **CSCE Fellow**, recognising her extraordinary contributions to the communication profession. A strategist, educator, and thought leader, Rachel has shaped the way organisations communicate, engage and align their people, setting the benchmark for excellence.



CSCE co-founder **Sia Papageorgiou FRSA, FCSCE, SCMP** underscored Rachel's influence, stating, *"Rachel Miller is a force in internal communication. Her influence extends beyond frameworks and strategy into the very DNA of how organisations engage, inspire and align their people. Her thought leadership, unwavering commitment to elevating the profession and impact on communication professionals worldwide make her a truly deserving recipient of the CSCE Fellow recognition. Rachel's work continues to set the standard for excellence, shaping the future of internal communication with every insight she shares."*

Rachel's career spans over 25 years, beginning as a journalist before transitioning into internal communication, where she quickly became a leading voice in the field. In 2013, she founded All Things IC, a consultancy that has transformed how communication professionals learn, grow, and lead. She has advised some of the world's most recognisable brands, including BBC, NHS, Lego, Coca-Cola, Nestlé, and Vodafone, helping them develop strategic, employee-centred communication approaches.

Beyond consultancy, Rachel is a passionate mentor and educator, having personally trained over 3,500 communication professionals. Her All Things IC Live events provide immersive learning experiences that fuel collaboration, best-practice discussions, and professional development at the highest level.

CSCE co-founder **Adrian Cropley OAM, FRSA, IABC Fellow, SCMP, GCSCE** highlighted Rachel's role as a trailblazer, saying, *"Rachel Miller is a true leader in internal communication, shaping the profession through her expertise, mentorship, and thought leadership. Her ability to make complex communication strategies accessible and actionable has had a profound impact on organisations and individuals alike. Her dedication to ethical, strategic, and effective communication embodies the values of a CSCE Fellow. We are delighted to recognise her exceptional contributions and welcome her into this esteemed community of communication leaders."*

Rachel is the author of the highly regarded textbook, *Internal Communication Strategy: Design, Develop and Transform Your Organizational Communication*, with a second book, *Successful Change Communication*, set for publication in 2026. She also developed the MILLER Framework, a widely adopted tool for internal communication planning, helping organisations create structured, strategic communication approaches.

Her commitment to knowledge-sharing extends across multiple platforms. As the host of the Candid Comms podcast, she delivers expert insights and real-world case studies, while her All Things IC blog, featuring over 1,500 articles, is one of the profession's most widely read resources. A sought-after speaker, Rachel regularly delivers keynotes at major industry conferences, shaping the global conversation on internal communication.

Her contributions have earned her numerous accolades, including the CIPR President's Medal for distinguished service to the profession. As a Fellow of the Institute of Internal Communication (FIIC) and the Chartered Institute of Public Relations (FCIPR), Rachel's leadership and dedication to elevating internal communication are widely recognised.

Rachel Miller's work embodies the values of a CSCE Fellow – a commitment to strategic communication excellence, ethical leadership, and continuous learning. Her contributions continue to elevate internal communication as a strategic function, leaving a lasting impact on professionals and organisations worldwide.

#### **About the Centre for Strategic Communication Excellence:**

The Centre for Strategic Communication Excellence (CSCE) is a global leader in strategic communication management. Headquartered in Melbourne, Australia, with senior faculty members found on six continents, we build communication capability in organisations by:

1. Developing strategic communication professionals.
2. Building the communication capability of leaders.
3. Building the communication skills of employees.

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#### **Note to editors:**

Rachel Miller FCSCE is available for interviews

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