

Nurturing Project Stakeholder Relationships

Duration: 5 Days

Language: en

Course Code: MG2-151

Objective

Upon completion of this course, participants will be able to:

- Establish and foster cross-functional relationships while managing stakeholder requirements and expectations and building trust.
- Employ negotiation, influence, persuasion, and conciliation techniques to address diverse stakeholder interests and levels of influence.
- Develop and implement effective communication strategies tailored to internal and external stakeholders, leveraging change management principles.
- Navigate organisational politics adeptly to resolve conflicts arising from competing priorities and demands.
- Monitor stakeholder expectations through robust status surveys, control mechanisms, reporting, and meaningful progress meetings.
- Shape stakeholder expectations through transparent project communication.

Audience

This course is suitable for a diverse range of professionals, including but not limited to:

- Individuals seeking to enhance their teamwork skills.
- Team leaders, supervisors, section heads, and managers.
- Professionals aspiring to management positions.
- Project, purchasing, finance, and production officers.
- Technical professionals in maintenance, engineering, and production.
- Secretaries, clerks, administrative, and support staff.

Training Methodology

Participants will engage in lectures, group discussions, and role-playing activities to practice negotiation, persuasion, and conflict-resolution techniques. Real-world case studies and simulations will provide hands-on experience managing stakeholder relationships and navigating organisational politics. The course will incorporate continuous feedback sessions and reflective practices to reinforce learning and enable participants to apply their new skills effectively in their professional environments. This approach aims to create an immersive and supportive learning environment, fostering the development of effective stakeholder management strategies.

Summary

Embark on an interactive journey to enhance your skills and understanding of stakeholder management with this immersive course. Delving into the intricacies of stakeholder engagement, this programme equips participants with research-backed strategies to navigate complex relationships effectively. From negotiation to persuasion, delegates will master managing internal and external stakeholders crucial for project success. Additionally, the course expands beyond traditional stakeholder management, encompassing communication strategies, project leadership, governance, and change management principles.

Course Content & Outline

Section 1: Fundamentals of Stakeholder Management

- Defining and identifying stakeholders, both internal and external.
- Understanding the psychology of stakeholder communication and identifying potential barriers.
- Developing Emotional Intelligence (EI) skills essential for effective stakeholder management.
- Utilising a 3-Step Approach to conduct comprehensive stakeholder analysis.
- Anticipating stakeholders' needs and cultivating enduring business relationships.
- Evaluating power, interest, and influence dynamics within stakeholder relationships.
- Exploring project governance and effective leadership strategies.

Section 2: Advanced Stakeholder Engagement Techniques

- Implementing negotiation and delegation practices to maximise outcomes.
- Harnessing the power of empathy in fostering positive business relationships.
- Understanding stakeholder salience and its implications for project success.
- Developing persuasion skills to enhance stakeholder affinity and cooperation.
- Effectively giving and receiving constructive criticism.
- Conducting risk assessment and implementing risk management strategies.

Section 3: Effective Stakeholder Communication and Management

- Leading impactful stakeholder meetings to drive project alignment and engagement.
- Incorporating change management principles to navigate project transformations.
- Exploring lean project management methodologies for streamlined project execution.
- Understanding the differences between traditional and iterative project management approaches.
- Leveraging project branding to enhance stakeholder buy-in and project visibility.

Section 4: Project Monitoring and Control

- Assessing project status through effective monitoring mechanisms.
- Implementing Earned Value Management techniques to evaluate project performance.
- Developing a benefits plan to track project outcomes and achievements.
- Conducting post-project reviews to capture lessons learned and drive continuous improvement.
- Celebrating project milestones and successes with stakeholders.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

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Tags

Communications, Stakeholders, management

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