

StakeholdersPM – Managing Critical Stakeholders` Relationships

Duration:

1 day

Points:

PDU: 8

Stakeholder management is one of the areas typically have the least amount of thought and planning in projects due to limited understanding and agreement on who are the stakeholders and their role in the project. Stakeholders are all the people who have an interest in the project; they are the most critical element to define the success of a project.

Managing Critical Stakeholders` Relationships teaches you how to manage internal and external stakeholders such communicating, managing conflict, and negotiating with stakeholders for beneficial outcomes.

Course objectives:

By the end of this course, you will be able to:

- Identify project key stakeholders.
- Develop effective plans for managing critical project stakeholders` relationships.
- Communicate effectively with critical project stakeholders.
- Manage conflict, and resolve issues for mutual gain in critical project relationships.
- Use techniques and tools you can immediately apply to your work.

Course Topics:

1. Identifying Stakeholders

- Discuss the critical success factor of relationship management in the contemporary business and VUCA environment.
- Discuss different types of stakeholders involved in critical relationships

2. Identifying Stakeholders

- Analyse your stakeholders to determine their level of power, interest, and support and their most important issues.
- Analyse the quality of the relationship between you and each critical stakeholder and between stakeholders themselves.
- Prepare a stakeholders map to analyse power dynamics between critical stakeholders and you.
- Create an engagement plan customized to each stakeholder.

3. Communicating with Stakeholders

- Identify your primary and secondary communication styles.

- Use conversational cues to better identify the other person's communication style.
- Employ different strategies to promote more beneficial dialogue.
- Discuss and apply different types of conflict resolution techniques.

Certification:

After the training, the participant receives a certificate of its completion.

Management Training & Development Center

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