



Stakeholder Engagement & Management Course

Achieving Results through Improved Relationships and Communication

► Upcoming Sessions

22-26 Apr 2024	Barcelona - Spain	\$5,950
10-14 Jun 2024	London - UK	\$5,950
09-13 Sep 2024	London - UK	\$5,950
02-06 Dec 2024	Dubai - UAE	\$5,950
17-21 Feb 2025	London - UK	\$5,950

► Training Details

Training Course Overview

Would you like to improve your ability to communicate, collaborate and engage with multiple stakeholders?

This highly interactive Anderson training course will introduce research and engagement skills to manage complex, challenging and difficult relationship such as negotiation, influencing, conciliation, convincing, compromising, concession and persuading the internal and external stakeholders such as client, contractors, consultants, vendors, cross functional teams are essential and critical for successful project and business as usual execution. It is a relationship game when it comes to engaging stakeholders from various cross functional layers of the organisation.

This popular Anderson training course will support you to develop practices and techniques to manage this pressure proactively, allowing you to meet deadlines and deliver against your objectives. You will also develop skills in working well with others to ensure success.

This Anderson training course will feature:

- Building effective and constructive rapport and connection with various layers of stakeholders
- Successful and meaningful communication when engaging teams of stakeholders
- SMART negotiation for effective working relationship with all stakeholders
- Positive energy to encourage positive work ethics
- Navigating workplace challenges seamlessly and flawlessly

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Enhance and improve cross-functional relationship and build rapport, as well as manage stakeholders' expectations and gain their buying in
- Negotiate, influence, conciliate, convince, compromise, concede and persuade the internal

- and external stakeholders with divergent interests
- ▶ Identify, plan and execute Good, Best and Right Communication strategy to the internal and external Stakeholders
- ▶ Navigate the organisational politics to manage and resolve conflicts due to competing priorities, needs and demands
- ▶ Track Stakeholders expectations achievement through effective status monitoring, control, reporting and meaningful progress meetings

Designed For

This Anderson training course is suitable to a wide range of professionals but will greatly benefit:

- ▶ Professionals who wants to learn techniques to work with other colleagues
- ▶ Team leaders, supervisors, section heads and managers
- ▶ Professionals who have an interest in a management position
- ▶ Project, purchasing, finance & production officers and personnel
- ▶ Technical professionals including those in Maintenance, Engineering & Production
- ▶ Secretaries, clerks, administrative and support staff

▶ Training Details

Day One: Stakeholders Engagement Process

- ▶ Essentials of Stakeholders Management – Skills and Competencies
- ▶ Cooperate, work together, join forces and team up – what is the strategy?
- ▶ Identifying, anticipating and analysing Stakeholder’s requirements, demands and needs
- ▶ Managing tricky, complex, complicated, challenged and difficult Stakeholders
- ▶ The Stakeholders Prioritisation Game – Ramping Up and Ramping Down
- ▶ How to manage stakeholders’ expectations that can’t be managed effectively
- ▶ Strong and confident stakeholders’ relationships to ensure increased success

Day Two: Building Strategic Relationships

- ▶ How to build and manage key relationships within a stakeholder group
- ▶ Qualifying and managing key influencers accurately
- ▶ Producing a ‘relationship matrix’ for each account quickly and easily
- ▶ How best to approaching and developing new contacts
- ▶ Developing a coach or advocate in every client site pro-actively

Day Three: Influence Skills when Working with Stakeholders

- ▶ How to integrate your business style and solutions with the stakeholder’s needs and processes
- ▶ Getting your message and strategy across to C-level contacts
- ▶ Being able to better anticipate, identify, create, and develop opportunities within a group.
- ▶ Knowing your personalised value message: Differentiating your solutions clearly and accurately with customer/client-matched value statements.
- ▶ Tools, techniques and principles of influence.

Day Four: Communication and Negotiation with Emotional Intelligence

- ▶ Effective Communication and Emotional Intelligence
- ▶ Emotional Manager instead of Program/Project/Functional/Capability Lead Manager
- ▶ Effective Convincing, Persuading and Influencing techniques
- ▶ Collaborative and Coordinated skills – achieving commitment and consistency
- ▶ Compromise and Concession middle point
- ▶ Win to Win and Win to Lose
- ▶ Stakeholders Relationship game and rapport

Day Five: Teamwork and Time Management for Stakeholder Relationship Building

- ▶ Working with other stakeholders inside and outside your organisation to achieve your account goals

- ▶ Managing and working with a virtual team and creating cross-departmental communication loops
- ▶ Managing your time and stakeholders effectively on a daily basis
- ▶ Setting priorities, goals and account objectives for stakeholder relationship building.
- ▶ Action plan

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

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