

Stakeholder Relationship Management Course

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Transforming
Business *for Good*



Course content

Why Choose this Course?

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

This highly interactive 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 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 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

By the end of this training course, participants 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

Who is this Training Course for?

This 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



Day One: Introduction to Stakeholder Relationship Management

Introduction to Stakeholder Management
Key Stakeholder management definitions
Identifying your Stakeholders likely needs and developing ongoing business relationships
Stakeholder analysis
The 3-step approach to effective Stakeholder Management
Anticipating your Stakeholder

Day Two: Understanding the Psychology of Communication with Stakeholders

Understanding the psychology of communication
The Barriers to Effective Communication and how to remove these barriers
Empathetic listening
Questioning skills
The Emotional Intelligence (EI) skills needed for Management
Adopting a win-win approach

Day Three: Core Skills for Stakeholder Management

Managing Stakeholders successfully
Practical people engagement with senior stakeholder
The power of empathy in creating positive relationships
Running effective Stakeholder meetings
The psychology of influence
Influencing Skills for improved rapport and understanding

Day Four: Negotiation Techniques and Practice for Improved Results

Coleman Raider "Bare-Bones" model
Negotiating styles assessment
Create the ideal BATNA
Introduction to reframing techniques
Cultural differences that affect negotiation
Negotiating styles, tactics and overcoming deadlock

Day Five: Dealing with Others - Conflict Management

The nature of workplace conflict
Resources for responding to conflict
Mediation as ADR
Recognizing and overcoming false consensus in groups
Groupthink
Personal action planning

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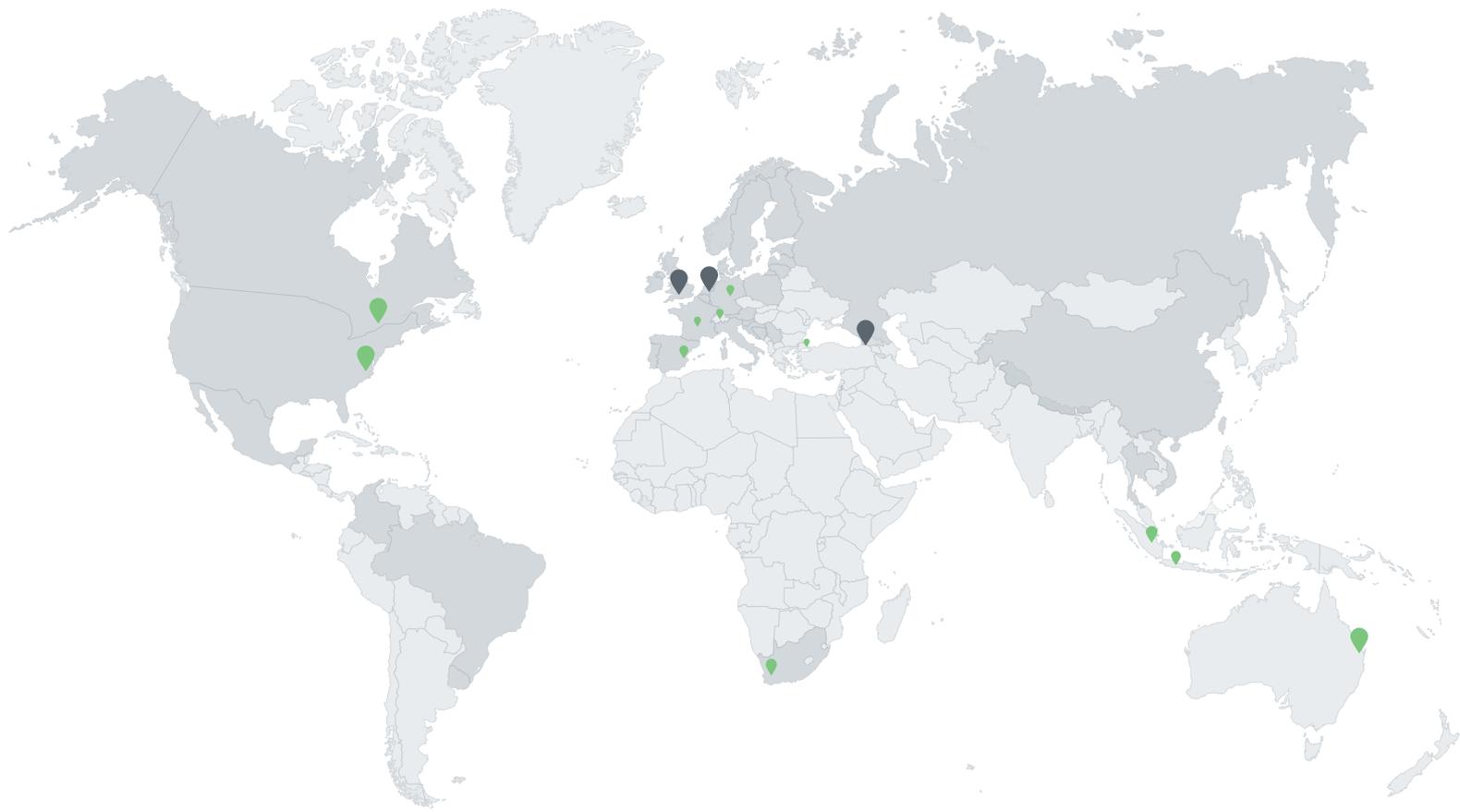
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