

## The Art of Stakeholders Management Effectively

*Geneva (Switzerland)*

*2 - 6 December 2024*

UK Traininig

# PARTNER



# The Art of Stakeholders Management Effectively

Code: OC28 From: 2 - 6 December 2024 City: Geneva (Switzerland) Fees: 5400 Pound

## Introduction

A Stakeholder is an individual or group, with an interest in what you provide or do. If you are going to influence your Stakeholders, you must take the time to develop and build support. Whether this is for a Project or a major Change initiative, without the support of people, you will fail. Research has shown that Project and Programme Management Specialists spend much more time dealing with people and people issues than the average respondent.

This exciting and innovative Stakeholder Management training course will focus on the practical and theoretical aspects of Influencing, Negotiating & Communicating. You will learn how to build an ongoing relationship with people to ensure success in all you do. You will learn the essential ingredients of engagement and practical skills in human communication, influence, and negotiation.

## Course Objectives

- Understand stakeholder interests.
- Recognize the difference between influence, persuasion, and negotiation.
- Develop a management plan for stakeholder participation.
- Evaluate participation using the evaluation matrix.
- Implement your plan for the project charter.
- Take advantage of the change control plan.
- Build trust with stakeholders.
- Contain domain crawl using negotiation and persuasion.
- Managing policies.
- procedures for registration.
- participant engagement.

## Course Outline

### Day 1

#### Essential Communication Skills for Stakeholder Management

- Introduction to Stakeholder Management.
- Understanding the Psychology of Communication.
- The Seven Largest Barriers to Effective Communication.
- How to remove these barriers?
- Why listening is more important than talking?
- Develop a communication plan.
- The Emotional Intelligence EI Skills needed for Management.
- Bend your contact method using a 5-spoke model.
- Understanding the Psychology of Communication with Stakeholders and How to Use Influence with Power.



- The Seven Largest Barriers to Effective Communication and Dealing with Conflict.
- How to Remove the Barriers to Effective Communication and Stakeholder Engagement.

## Day 2

### Stakeholder Management

- Key Stakeholder Management Definitions.
- Identifying Your Stakeholders.
- Stakeholder Analysis.
- The 3-Step Approach to Effective Stakeholder Management.
- Anticipating Your Stakeholder Likely Needs.
- Developing Ongoing Business Relationships.
- Identifying your Stakeholder using powerful Stakeholder Analysis Tools and a proven 3-step Approach to Effective Stakeholder Management.
- Anticipating your Stakeholder's likely Needs, Managing Expectations, and Developing Ongoing Business Relationships.
- Influencing and Persuasion skills -What They Are and How to Use.

## Day 3

### Influencing Skills

- The Tools of Influence.
- Neuro-scientific Communication.
- Reciprocity: Give and Take.
- The Importance of Commitment & Consistency.
- How does Social Proof influence behavior?
- Liking, Authority & Scarcity.

## Day 4

### Negotiation Techniques and Practice

- 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.
- Negotiating Styles Assessment - Building on your Strengths and Improving your Negotiation Skill-set.
- Using Proven Negotiation Techniques, including the five modes, BATNA, and various Planning and Analysis Tools.
- Planning, Managing, and Concluding a Staged or Long-Term Negotiation with Multiple Stakeholders.

## Day 5

### Essential Skills for Stakeholder Management

- 10 key principles of stakeholder engagement.



- Managing Stakeholders Successfully.
- The Power of 'Agile'.
- Practical People Engagement.
- The Power of Empathy.
- Running Effective Stakeholder Meetings and record-keeping.
- Run more effective virtual meetings.
- Building trust with stakeholders remotely.
- Apply lessons learned and obtain feedback from stakeholders.



# Blackbird Training Cities

## Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



# Blackbird Training Cities

## USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

## Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)



## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**





## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



**BLACKBIRD**  
FOR TRAINING



International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom



+44 7401 1773 35  
+44 7480 775526



Sales@blackbird-training.com



www.blackbird-training.com

UK Training

**PARTNER**

