

DAY 1

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 2

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 3

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 4

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 5

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.