



Consulting and Training | Reach New Heights

Course Name

Project Stakeholder Management and Communication

Sector Name

Project & Contract Management

Document Type

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Project Stakeholder Management and Communication

Course Introduction

Building and maintaining strong stakeholder relationships is key to organizational success. Engaging stakeholders effectively requires a unique skill set, strategic thinking, and the ability to adapt to different perspectives.

This course equips you with practical tools and techniques to identify, analyze, and manage stakeholders while aligning their expectations, needs, and level of influence. You will learn how to:

- ✓ Adapt your communication style for different stakeholders
- ✓ Resolve conflicts of interest with confidence
- ✓ Enhance your emotional intelligence for better relationship management
- ✓ Influence key stakeholders and gain their support
- ✓ Overcome barriers to project success

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Target Audience

- ✓ Managers of projects, programmes, and portfolios.
- ✓ Anyone interested in improving and modifying their communication skills with various stakeholders.
- ✓ Supervisors, team leaders, managers in the middle to upper levels of management, and project teams.
- ✓ Professionals who frequently interact with stakeholders, regardless of job title or industry sector.

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Learning Objectives

- ✓ Identify your stakeholders after completing this course.
- ✓ Create trust by involving stakeholders.
- ✓ Engage your stakeholders in proactive change acceptance.
- ✓ When stakeholders have questions, issues, or suggestions, listen actively.
- ✓ Promote the value of the organisation by working with stakeholders.
- ✓ Deal with the conflicting stakeholder requirements.

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Course Outline

✓ Day 01

Stakeholder History

- ✓ Management/Engagement of stakeholders
- ✓ Who are the stakeholders?
- ✓ Stakeholder Identification
- ✓ Why is Stakeholder Management necessary?

Communication: An Issue of Viewpoint

- ✓ Styles of Communication
- ✓ Keeping in touch with projects
- ✓ Self-evaluation of leadership
- ✓ Emotional intelligence
- ✓ Planning Obstacles to Communication
- ✓ Using Questions to Communicate on a Project
- ✓ Listening

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Course Outline

✓ Day 02

Assertiveness

- ✓ Describe assertiveness.
- ✓ How Can You Be Assertive?
- ✓ Taking Action with Assertion
- ✓ Saying "NO"
- ✓ Breaking Bad News
- ✓ Conflict Resolution

Negotiation Identification

- ✓ Alternatives such as negotiation
- ✓ Preparation for Negotiations
- ✓ Win/Win
- ✓ Negotiation Techniques Negotiation Advice

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Course Outline

✓ Day 03

Identification of Stakeholders

- ✓ Identifying Stakeholders
- ✓ Determine Stakeholders
- ✓ Relationship-Based Identification
- ✓ Alternative Methods of Identification

Stakeholder Analysis

- ✓ Participant Register
- ✓ Classification of Stakeholders
- ✓ Participant Map
- ✓ Model for Stakeholder Salience
- ✓ Participant Culture

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Course Outline

✓ Day 04

Stakeholder Participation

- ✓ Effectiveness of Stakeholder Engagement
- ✓ Plan Engagement Levels for Stakeholders
- ✓ Engagement Rules of Stakeholder Engagement
- ✓ Plan for Communication with Stakeholders

Strategy for Stakeholder Communication

- ✓ Tools for Project Management
- ✓ Defining Expectations for Stakeholders

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Course Outline

✓ Day 05

Continual Development

- ✓ Engaging Stakeholders Continuously
- ✓ Managing Difficult Stakeholders
- ✓ Maturity of Stakeholder
- ✓ Management Compromise
- ✓ Why Is Engagement With Stakeholders Important?
- ✓ What Issues Exist?
- ✓ Instructions for Success

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 28, 2027	July 2, 2027	5 days	4250.00 \$	UAE , Dubai
Oct. 26, 2026	Oct. 30, 2026	5 days	4250.00 \$	UAE , Abu Dhabi
Jan. 10, 2027	Jan. 14, 2027	5 days	4250.00 \$	KSA , Riyadh
Aug. 15, 2027	Aug. 19, 2027	5 days	4250.00 \$	KSA , Riyadh
Nov. 29, 2026	Dec. 3, 2026	5 days	2150.00 \$	Virtual , Online
July 19, 2027	July 23, 2027	5 days	5950.00 \$	USA , Los Angeles

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