

Duration 1 or 2 Days

TC1107

## OVERVIEW



The ability to effectively read, understand and build rapport with your stakeholders provides you with a distinct advantage when it comes to managing expectations, negotiating and dealing with difficult situations.

Understanding your stakeholders' communication and personal styles, body language & mannerisms as well as what ultimately motivates them, lays the groundwork for committed and results driven business relationships.

## WORKSHOP OBJECTIVE

To provide participants with the skills, tools and techniques for effective and enduring stakeholder relationships as well as those for minimising potential problems and misunderstandings.

## TARGET AUDIENCE

This workshop is designed for:

- People who are required as part of their role to manage internal and/or external client expectations and delivery.

## PREREQUISITES

There are no prerequisites for attending this workshop.

## PRE-COURSE WORK

Participants may be required to complete a pre-course self appraisal and to consider particular areas for development.

## LEARNING OUTCOMES & FACILITATION

Successful completion of this workshop will enable participants to:

- Identify Communication and Personality Styles
- Build rapport, empathy and mutual understanding
- Extract important information through effective listening and questioning techniques
- Perceive, translate and act upon body language signals
- Deliver persuasive stakeholder presentations
- Use assertiveness in stakeholder negotiation to reach mutually beneficial outcomes

Facilitators of this workshop will use a scenario-based delivery approach to provide participants with a 'hands-on', multi-faceted and challenging learning experience.

## 7 OR 14 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED

PM-Partners is a Global PMI (Project Management Institute) Registered Education Provider.



Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn between 7 and 14 PDUs for their participation in this workshop (depending upon workshop duration).

Duration 1 or 2 Days

TC1107

## DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction. Training is provided through a combination of theoretical and experiential exercises and the provision of a participant handbook containing training materials, tools, templates and checklists, ready for immediate use back in the workplace.

Our participants are also entitled to complimentary telephone consultation/advice within 60 days of workshop completion.

## ASSESSMENT/ASSIGNMENTS

Assessment of competence is established by observation of contribution and participation during case study exercises and group discussion.

Follow-up assignments are not part of this workshop offering, but may be estimated, designed and conducted upon request.

## CUSTOMISATION OPTIONS

The following customisation options are available for this programme:

- Additional day/s to explore more advanced aspects of stakeholder management; communication, presentation, business requirements gathering and expectations management.
- A condensed one day format based upon selected modules.
- A workshop customised to your business environment using a current scenario or project.

## Workshop Content Summary

(CONTENT INCLUDES INDIVIDUAL PRACTISE AND FEEDBACK SESSIONS)

- Gauging Personal Communication and Leadership Styles
  - Identifying personal pitfalls and 'blind spots'
  - Understanding key personal differences and their significance in strategic relationships
  
- Building Rapport
  - Taking the time to actively listen
    - Tips and tricks for maintaining interest – yours and theirs
  - Asking the right questions, the right way, and getting them answered
  - Decoding and Using Body Language
    - Reading Verbal & Non Verbal Cues
    - Responding to specific body language
    - Avoiding 'over-reading' pitfalls
  
- Communicating Assertively
  - Ensuring that your needs are communicated and met
  
- Conducting Persuasive Stakeholder Presentations
  
- Reaching Mutually Beneficial Outcomes through Principled Negotiation
  - Stakeholder Mapping Techniques
  - Using the 'Negotiation Planner'
  - Managing Conflict
    - Handling Emotions, Games, Tactics and Bullying Techniques
  - Concluding the Negotiation and Affirming Commitment