



Workshop Overview

This highly-interactive and practical course will enable you to analyse, plan and manage your key stakeholders to maximum effect. Through understanding what drives their behaviour, you will learn how to adjust your communication style and influencing approach to make sure your projects come in on budget and on time. A full-set of practical techniques and case studies will ensure that you always exceed the expectations of everyone involved in your project.



Benefits

This workshop will help you develop effective techniques to manage and influence stakeholders. You will gain the ability to create a stakeholder map personally tailored to your project and attain the skills and behaviours you need to, manage and influence others.



Who should attend ?

This workshop is applicable for roles that require influence and negotiation skills both to internal and external customers, so customer facing roles like sales, account management as well as internal cross-function roles at all levels of seniority.

Outcomes & Content

- ✓ Stakeholder mapping
- ✓ Analysis models and tools
- ✓ Who to influence?
- ✓ Creating your own stakeholder mapping model
- ✓ Considerations from stakeholder mapping
- ✓ Use of position, knowledge, or personal power
- ✓ How to influence others & Influencing Strategies
- ✓ Road map to successful influencing
- ✓ Push & pull type behaviours
- ✓ Tools, skills and behaviours of effective influencing
- ✓ Effective communication preferences
- ✓ Managing conversations with stakeholders
- ✓ Selecting communication methodologies

