Critical Conversations in Stakeholder Management

Course Duration: 2-day; Instructor-led
Time Schedule: 9am-5pm
Lunch: 1:00pm- 2:00pm
Morning Tea-break: 10:30am-10:45am
Afternoon Tea-break: 3:30pm -3:45pm

> "To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others."
>
> - Anthony Robbins -

PROGRAM OBJECTIVES

Stakeholder management is a process where people organize, monitor and improve relationships with the relevant stakeholders. However, in reality, when things do not run smoothly according to plans, relationships are put at risk. If left unchecked, not only will the specific projects be at risk but relationships, as well as careers, may also be jeopardized. How can we manage relationships when progress is not running up to expectations? How can we turn breakdowns and crises into opportunities of growth and excellence? How can we collaborate and prosper as a team despite the challenges faced as we execute our tasks?

This program starts with presenting a business improvement initiative or ideas and the crucial buy-in process. It also deals with the subsequent process in managing the outcome of the implementation through an in-depth understanding of stakeholders' expectations and what happens when these are not met. We will explore multiple ways in receiving and giving feedback. We will also be providing various strategies in how we can apply influencing principles to change stakeholders' perspective and their behaviors. By providing you with a rigorous training environment, your active participation in our program will enable you to apply and sustain your learning to a point of forming winning habits. You will have the ability to create the greatest positive impact at every given opportunity when facing difficult or challenging conversations in managing stakeholders every time.

Critical Conversations In Stakeholder Management focuses on the following areas:

- Art of the buy-in
- Communication
- Feedback
- Influence
- Managing conflicts

LEARNING OUTCOMES

After completing the training, you should be able to:

- Applying influence principles
- Build and maintain winning relationships

- Get the buy-in effortlessly
- Resolve conflicts professionally
- Use persuasive language effectively

METHODOLOGY

However long ago you learnt to ride a bicycle, it's likely an experience you've never forgotten. The skill remains with you today. When was your last corporate training program? How much of what was learnt is actively applied in your business today? Are all that remains the workshop manuals left on your shelf?

Our programs are initiatives that last. They encourage new ways of thinking. They open up ways to create extraordinary achievements. We believe individual behavior and attitude contribute significantly to the overall excellence of your organization. So we focus on what really matters.

Our unique methodology of combining experiential, instructional and discovery learning, and supported by modern coaching technology, creates powerful shifts in attitudes and behavior that will encourage sustainable change in your organization. These changes make an impact on results where it matters.

In our programs, you can expect an extensive use of case studies, debriefing, dyads, facilitated coaching, feedback, games and activities, group discussions, lectures, psychodramas, simulations, story-telling and structured instruments.

FRAMEWORK AND IMPLEMENTATION

Our unique experiential framework and implementation empowers you to:

- Apply persuasive language techniques in conversations
- Become more effective with stakeholders
- Build winning relationships with stakeholders
- Communicate clearly and concisely
- Employ effective communication skills to different types of stakeholders
- Increase productivity and performance
- Influence people
- Listen generously and question skillfully
- Manage expectations professionally
- Receive and offer constructive feedback
- Resolve conflicts amiably
- Work with powerful nonverbal communication

COURSE CONTENTS

Day 1:

Module 1: Communication In Rapport Building
- Applying learning in stakeholder management
- What others say and do and what is important to them
- What we do more of when managing others
- What we avoid doing when managing others
- Revealing our blind spots

Module 2: Key Pillars In Communication
- Discovery questioning
- 6 types of questioning
- 3 techniques in discovery questioning
- Active listening
- 6 techniques in active listening

Module 3: State The Idea
- Creating the idea
- Considerations, Pros & Cons Model
- Persuasive language techniques
- Managing expectations
- What If

Module 4: Art Of Feedback
- What is feedback
- Giving and receiving feedback
- Feedback models
- Feedback in coaching
- Feedback scenarios

Day 2:

Module 5: Handling Resistance
- Definition of resistance
- Sources of resistance
- Common reactions to resistance
- The Merry-Go-Round Model
- Techniques in handling resistance

Module 6: Principles Of Influence
- Reciprocity
- Scarcity
- Authority
- Consistency
- Liking
- Social proof

Module 7: Conflict Resolution Models
- People, issue and actions
- Conflict resolution approaches
- Thomas Kilmann Instrument Model
- Style assessment
- PACE Model

Module 8: The 4 Flags
- The Red Flag
- The White Flag
- The Yellow Flag
- The Blue Flag
- Situational conflict resolution