

Stakeholder Profiling and Communication

For people who are required as part of their role to manage internal and/or external client expectations and delivery | **1 day**

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

Understanding 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.

Objectives

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.

Key Content

- Who are your stakeholders?
- Building rapport with stakeholders
- Translating their wants and needs into action
- Core values to guide you
- Communicating effectively
- Emotional intelligence and communication
- Working with different personalities
- Helping stakeholders through change
- Getting win-win outcomes
- Dealing with difficult people/situations

Comments by Participants

- Well presented, paced with adequate examples
- Program was useful and allowed me to look at my weak points and what I can improve
- Fantastic work. Thank you.
- The program covered topics far more than expected. It's a great program to improve one's skills.
- Beyond good content, the program seemed to get people who work on the same level to talk/interact more
- Excellent
- Great presenter. Humorous, excellent way of presenting; heaps to say.