Effective Stakeholders Management for Project Managers

This unique 2-day practical workshop is designed to help project managers to successfully deliver project results by learning how to influence others, effectively communicate and sell their ideas to gain firm commitment from stakeholders in challenging and often difficult project and program environments.

In-house workshop designed for group of up to 30 participants

16 PDUs

Presented by Liam Dillon PMP, PgMP

Workshop Focus:

Identify the tools and techniques that can be used to on-board team members

Gain the ability to become a problem-solver and how to use these skills

Understand that conflict is good in projects and that the role of the project manager is to manage it

Recognize the principles behind what a project leader is and how to implement it

Learn the skills to influence sponsors and team members alike in non-ideal situations

Understand how to effectively communicate project results and status

Absorb how to be proactive and reactive in managing project situations and conflict

Apply influence strategies to gain commitment and foster collaboration

Adjust dynamically your approach to others to gain buy-in

Achieve goals by enhancing trust and cooperation

Deal effectively with challenging behaviors to overcome resistance and inertia in others

Use knowledge and competence to influence others

KTC International
Success through Competitive Intelligence

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Overview:

Projects are not just about initiating, planning, controlling and closing. Successful project managers have the ability to react, manage problems, deal with conflict and influence others without direct or formal authority. This course will show you how to master these key stakeholder management skills.

The skills range from conflict resolution to how to gain the buy-in from project team members and sponsors. The project manager must have interchangeable skills to drive positive outcomes, which in the end deliver end-results on time and within budget & scope. This workshop will help participants master the following 'stakeholder management' skills to become more effective in their role:

➢ **Sponsor engagement** by ensuring the right results with the right people
➢ Ability to serve your team which is **Servant Leadership**
➢ Being a **Critical Thinker** to question and challenge, and adapt new ideas and frameworks to suit different contexts
➢ Be a **Sales Person** by focusing on achieving value and realizing benefits by thinking about what the project will achieve
➢ Think about others' **Communication Values** with the skills in developing and adapting project information and reporting
➢ Be a **Problem Solver** to structure problems, seek out facts, engage with others, be innovative and creative in developing solutions
➢ Develop and practice **Negotiation Skills** both within the project team and external to the team with other stakeholders, sponsors, contractors.
➢ Manage **YOUR development** and understand how to get to best from you as the Project Manager

About the Workshop Leader:

B.Tech., M.Eng.Sc., MPM, PMP®, PMI-ACP®, PMI-RMP®, PMI-SP®, PgMP®

Mr. Liam Dillon is a Senior Consultant and Managing Direction of international training & consulting firm, Turlon & Associates.

Liam specializes in Project Management, Program Management, Agile Project Management, Project and Program Risk Management, Contract Management and Project, Program and Portfolio Leadership.

Liam holds a Master of Science degree in Project Management and is one of the few practitioners to hold multiple project and program management accreditation from the Project Management Institute (PMI®). Liam has over 23 years' professional experience. During that time, he has led some significant global IT and Infrastructure projects and programs for various industries.

Liam currently works across various industries with the following consultancy objectives:

▪ The management, development and delivery of an extensive range of project, program and portfolio management training programs for companies and colleges.
▪ Working with companies on delivering and developing and maintaining project, program and portfolio management excellence.
▪ Working with various blue-chip companies, on a consultancy basis, in growing levels of project and program management maturity

Coupled with his industrial experience, Liam spends time training and coaching in USA, Middle-East, Asia and Europe on the topics of project and program management and Lean-Agile implementations. Liam has served as the President of the Ireland Chapter of PMI and is currently a member PMI's Global Board Volunteer Advisory Group. Liam is coveted speaker at international conferences of the topics of project, program and portfolio management, including 2014 PMI Global Congress EMEA in Dubai.

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Workshop Agenda

This workshop will be of benefit to participants who want to effectively manage projects within a competitive and rapid environment. The workshop focuses on the leadership, communication and influencing skills a project manager must have to be able to effectively navigate a project roadmap and manage stakeholders effectively.

Skill 1: Project Manager's Mind-set
- Topic 1: The Mind-Set of a Project Manager for Stakeholder Engagement
- Topic 2: What Makes a Good Leader for Stakeholders
- Topic 3: What are your Leadership Qualities
- Topic 3: Managing Virtual Teams

Skill 2: Managing Conflict
- Topic 1: Project Conflict
- Topic 2: Negotiation Skills
- Topic 3: Steps in Managing Conflict

Skill 3: Problem Solving and Prioritisation
- Topic 1: The Roller-Coaster of Change
- Topic 2: Define and Clarify the Issue
- Topic 3: Identify the Reason Why?
- Topic 4: Present the Options
- Topic 5: Solve the Problem?

Skill 4: Influencing the Crowd
- Topic 1: Influencing your Sponsor / Stakeholders
- Topic 2: Do you listen to your Stakeholders?

Skill 5: Servant Leadership Style
- Topic 1: Key Practices of Servant- Leaders
- Topic 2: Using Influence instead of Intimidation
- Topic 3: Creating and Communicating a Vision to your Stakeholders
- Topic 4: How to Coach Others and Gain Their Trust

Skill 6: Communication and Presentation Skills – High Impact Presentations
- Topic 1: What, When and How to Communicate?
- Topic 2: How to Present Information
- Topic 3: Presenting and Dealing with Bad News

Skill 7: The Project 'Sales' Manager
- Topic 1: Take up the new role
- Topic 2: Sell, Sell and Sell the Project or Program

Skill 8: Communication and Presentation Skills
- Topic 1: What, When and How to Communicate?
- Topic 2: Building Bridges
- Topic 3: Lessons Leared

Seminar starts each day at 8:30am and finishes at 4:30pm.

All participants will receive a Certificate of Attendance. The course is in line with PMBOK Guide 7th edition and provides 16 PDUs / Training Hours.