

"Excellent Service – Excellent Delivery"



STAKEHOLDER ENGAGEMENT & MANAGEMENT COURSE

Achieving Results through Improved
Relationships and Communication

23-25 July 2025
Southern Sun Hotel
Sandton
Johannesburg



STAKEHOLDER ENGAGEMENT & MANAGEMENT COURSE

Achieving Results through Improved Relationships and Communication

WHY CHOOSE THIS TRAINING COURSE?

Today's successful managers and leaders must build strong relationships with stakeholders. This is essential for successful running of projects, plans and events. Your stakeholder relationships can best develop by improving your ability to communicate, collaborate and engage with multiple stakeholders, across all communication channels.

This highly interactive training course will help to your skills in negotiating, influencing, communicating and persuading all the many internal and external stakeholders you might have to deal with. It is an ideal course for those who work in a busy professional organisation and are seeking more responsibility.

This training course will feature:

- Effective contact and communication with internal and external stakeholders
- Successful and meaningful engagement with individuals and teams of stakeholders
- Developing a strategic approach to stakeholder relationships
- Effective communication and emotional intelligence for stakeholder engagement
- Techniques for creating win-win outcomes through better negotiation
- Collaborative and coordination skills, plus Convincing, Persuading and Influencing techniques

WHO IS THIS TRAINING COURSE FOR?

This training course is suitable to a wide range of professionals but will greatly benefit:

- Professionals who want to learn techniques to work with other colleagues
- Team leaders, supervisors, section heads and managers
- Professionals who have an interest in a management position
- Project, purchasing, finance & production officers and personnel
- Technical professionals including those in Maintenance, Engineering & Production
- Secretaries, clerks, administrative and support staff

WHAT ARE THE GOALS?

By the end of this training course, participants will be able to:

- Enhance and improve cross-functional relationship and build rapport, as well as manage stakeholders' expectations and gain their buying in
- Negotiate, influence, conciliate, convince, compromise, concede and persuade the internal and external stakeholders with divergent interests
- Identify, plan and execute Good, Best and Right Communication strategy to the internal and external Stakeholders
- Navigate the organisational politics to manage and resolve conflicts due to competing priorities, needs and demands
- Track Stakeholders expectations achievement through effective status monitoring, control, reporting and meaningful progress meetings



HOW WILL THIS TRAINING COURSE BE PRESENTED?

This training course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented.

This includes individual and group activities, role-plays, small-group activities, short videos, and case studies. Enjoyable but learning based activities will be offered to the participants. This is a very practical course with many team and individual activities.

THE COURSE CONTENT

Day One: Stakeholders Engagement Process

- Essentials of Stakeholders Management – Skills and Competencies
- Cooperate, work together, join forces and team up – what is the strategy?
- Identifying, anticipating and analysing Stakeholder's requirements, demands and needs
- Managing tricky, complex, complicated, challenged and difficult Stakeholders
- The Stakeholders Prioritisation Game – Ramping Up and Ramping Down
- How to manage stakeholders' expectations that can't be managed effectively
- Strong and confident stakeholders' relationships to ensure increased success

Building Strategic Relationships

- How to build and manage key relationships within a stakeholder group
- Qualifying and managing key influencers accurately
- Producing a 'relationship matrix' for each account quickly and easily
- How best to approaching and developing new contacts
- Developing a coach or advocate in every client site pro-actively

Day Two: Influence Skills when Working with Stakeholders

- How to integrate your business style and solutions with the stakeholder's needs and processes
- Getting your message and strategy across to C-level contacts
- Being able to better anticipate, identify, create, and develop opportunities within a group.
- Knowing your personalised value message: Differentiating your solutions clearly and accurately with customer/client-matched value statements.
- Tools, techniques and principles of influence

Communication and Negotiation with Emotional Intelligence

- Effective Communication and Emotional Intelligence
- Emotional Manager instead of Program/Project/Functional/Capability Lead Manager
- Effective Convincing, Persuading and Influencing techniques
- Collaborative and Coordinated skills – achieving commitment and consistency
- Compromise and Concession middle point
- Win to Win and Win to Lose
- Stakeholders Relationship game and rapport

Day Three: Teamwork and Time Management for Stakeholder Relationship Building

- Working with other stakeholders inside and outside your organisation to achieve your account goals
- Managing and working with a virtual team and creating cross-departmental communication loops
- Managing your time and stakeholders effectively on a daily basis
- Setting priorities, goals and account objectives for stakeholder relationship building.
- Action plan

STAKEHOLDER ENGAGEMENT & MANAGEMENT COURSE

ACHIEVING RESULTS THROUGH IMPROVED RELATIONSHIPS AND COMMUNICATION

DATE	VENUE	FEES
23-25 July 2025	Sandton	R 8,999
REGISTER NOW		

**This fee is inclusive of Documentation, Lunch and Refreshments*

**Complete & send by fax/mail to address given below.
PLEASE USE BLOCK CAPITALS.**

REGISTRATION DETAILS

FAMILY NAME: _____

FIRST NAME: _____

POSITION: _____

COMPANY: _____

MAILING ADDRESS: _____

TELEPHONE: _____

MOBILE: _____

AUTHORISATION

AUTHORISE BY: _____

POSITION: _____

EMAIL: _____

TELEPHONE: _____

FAX: _____

POSTAL ADDRESS: _____

MODE OF PAYMENT

- ☐ Please invoice my company
☐ Please invoice me

Hotel Accommodation

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least 3 weeks prior to the commencement of the course.

Event Disclaimer

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

Cancellation & Substitution

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a 50% handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

4 Ways to Register

Telephone: + 27 87 808 2509

Fax Number: + 27 73 882 2609

Email Address: michael@luthandoskills.co.za

Visit our website: www.luthandoskills.co.za

An Luthando Skills Certificate of Completion will be given to the delegates who attended and completed the training course.