

Stakeholder Management: The People Challenge!

Duration

2 days

Instructor

Coral Trisko

Class Limit

20 students

Prerequisite

None

Price

On-site:

Please contact SPC
for pricing (contact
information on page 2)

Public Training:

\$995 (2 days)

*Discount available for
early registration

Materials Provided

- Student manual containing the course slides
- Student handouts with class exercises and class studies

Effective Stakeholder Management is one of the most critical aspects of project success. This course is designed to provide the project manager with a thorough understanding of the stakeholder management processes using proven tools, techniques and strategies to manage the stakeholder community throughout the life of a project.

- Stakeholder Identification
- Stakeholder Assessment
- Project Influence and Importance
- Stakeholder Management & Communications Planning
- Personal Communication Style Assessment
- Conflict Management
- Project Meeting Management

In this workshop you will learn how to:

- Identify and classify project stakeholders to develop an effective management plan
- Conduct detailed stakeholder analysis Using tools and techniques to assess project support, stakeholder influence and determine the level of stakeholder importance to the project
- Develop comprehensive communications strategies to deal with all aspects of project communications and focus in on the right stakeholders to achieve success.
- Plan and manage effective project team meetings, steering committee meetings

Intended Audience

Stakeholder Management is intended for both project managers and individual team members who want to better understand and manage project stakeholders.



TRAINING

Stakeholder Management

Instructor

Coral Trisko is a fully certified Project Management Professional (PMP) through the Project Management Institute, with over 20 years experience in Project Management. Ms. Trisko has a Graduate Certificate in Project Management from Royal Roads University in British Columbia, Canada.

She is the President of Enterprise Project Management, Ltd., which specializes in design, development and delivery of Project Management throughout private and public sector organizations internationally. Coral assists organizations to design and implement Project Management methodologies, Project Support Office environments, and provides senior Project Management Consulting services internationally. Coral has provided assessment, development and implementation of project management practices, tools, and methodologies for organizations worldwide.

Ms. Trisko has developed and facilitates the Graduate Certificate Program in Project Management and the MBA program for Royal Roads University. Coral's consulting and curriculum assignments have been for companies such as Microsoft, AT&T, ABB Sweden, Novartis Pharmaceuticals, Schindler Elevator, Syngenta Pharmaceuticals, Sprint Canada, Cominco, CANPAR, Lucent Technologies, Liberty Mutual Insurance, Cincinnati Bell, and for the government of British Columbia.

For more information on this or other SPC Springboard courses, please visit www.spcspringboard.com or e-mail SPC at info@spc.ca

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Outline

Day 1

Unit 1—Overview

- Define Stakeholder Management
- Understand Stakeholder Expectations
- Determine Stakeholder Roles and Responsibilities

Unit 2—Stakeholder Identification & Assessment

- Identify Project Stakeholders
- Assess Project Stakeholders
- Determine Sources of Stakeholder Power

Unit 3—Effective Communications

- Determine the value of effective communications for project success
- Understand risks associated with poor communications
- Identify personal communication style

Day 2

Unit 4—Communications Management

- Define the Project Communication Process
- Develop the Project Communication Plan
- Understand and use Communication Guidelines

Unit 5—Managing Conflict

- Managing Conflict
- Sources of Conflict

Unit 6—Managing Project Meetings

- Manage Effective Project Meetings

PMBOK Knowledge Areas Covered:

- Integration Management
- Scope Management
- Human Resources Management
- Communications Management
- Risk Management



TRAINING

