

Stakeholders Engagement: Creating Values and Interpersonal Effectiveness

How to deliver organisation values to stakeholders in an organisation?

Do you know how to communicate values effectively?

Do you know the most efficient and effective ways to achieve optimum engagement between stakeholders? The nudging

Introduction

The program helps participants to discover the knowledge of the fundamental business process, concepts and tools. It aligns personal contribution with the strategic direction of the organisation and the goals of their team and increases the capability to reach performance excellence through achieving both individual and team goals. Participants learn to leverage personal emotional strength, limitations and demonstrate empathy to increase interpersonal effectiveness. It creates opportunities for innovative thinking and stretches beyond individual work scope to provide effective business solutions. Participants will learn to articulate and demonstrate sustainable business practices and aligning with stakeholder engagement.

Program Objectives

This program aims to:

- Enable leaders to communicate organisation values effectively
- Improve interpersonal communication skills among stakeholders.

Learning Outcomes

After completing this training, participants should be able to

- Identify and influence the stakeholders who can make or break your project
- Understand coaching processes and tools for effective stakeholder management
- Articulate leadership skills and behaviours for more successful project delivery through better stakeholder relationships.

Who should attend?

Middle management, senior management and anyone interested to develop leadership skills in their life

Methodology

Case studies, forum discussion, role-play, presentations, gamification

Program Outline

Time	Day One
9.00am– 10.30am	<p>Optimising Engagement in Business Setting</p> <p>The first module focuses on understanding the role of organisation engagement and productivity. The participants would appreciate the business process and ways to optimise engagement in the organisation. The participants would learn the coaching method to boost organisation engagement at the workplace.</p>
10.30am-11.00am	<p>Break and Networking</p>
11.00am-1.00pm	<p>Key Principles of Coaching as Stakeholders Engagement</p> <p>This is the practical session where the participants would learn how to conduct coaching at the workplace to boost up communication and increase engagement among employees at the workplace.</p>
1.00pm-2.00pm	<p>Lunch Break and Networking</p>
2.00pm-3.30pm	<p>Building Accountability and Sustainability through Stakeholders Engagement</p> <p>In module equips participants with the technical know-how to target and get the support of stakeholders that matters. By the end of this module, the participants should have ownership among your project stakeholders.</p>
3.30pm-4.00pm	<p>Break and Networking</p>
4.00pm-5.00pm	<p>Behavioural Intelligence in Employee Engagement</p> <p>The employees would learn the requirement of effective workplace engagement. The fundamental of behavioural intelligence is introduced in this module.</p>

Time	Day Two
9.00am– 10.30am	<p>Nudging in Stakeholders Engagement</p> <p>This module is the practical session where the participants would create strategies with nudging. The participants would create empathy and eliminate resistance in stakeholders engagement. With nudging, the participants would learn the strategy of how to build rapport and establish trust, harmony and cooperation in a relationship.</p>
10.30am-11.00am	Break and Networking
11.00am-1.00pm	<p>Effective Communication as Stakeholders Engagement</p> <p>In this module, the participants would learn the principle in verbal communication in maximising stakeholders' engagement. The participants would practice the listening skills, word of choice used to maximise stakeholder's engagement.</p>
1.00pm-2.00pm	Lunch Break and Networking
2.00pm-3.30pm	<p>Nonverbal Communication and Stakeholders Engagement</p> <p>Human applies more nonverbal communication than verbal communication. This module helps the participants to apply nonverbal such as eye contact, hand movement, leg behaviour, proxemics in engaging with stakeholders.</p>
3.30pm-4.00pm	Break and Networking
4.00pm-5.00pm	<p>Understand Yourself Better as Stakeholder Engagement</p> <p>The participants would undergo the personality and communication pattern evaluation to identify their communication patterns that suitable for them when engaging with different stakeholders.</p>