



# دورة تدريبية حول التفاعل مع أصحاب المصلحة. إتقان أفضل الممارسات والاستراتيجيات



**AGILE LEADERS**  
Training Center

31 May - 11 Jun 2027  
كيب تاون



## دورة تدريبية حول التفاعل مع أصحاب المصلحة: إتقان أفضل الممارسات والاستراتيجيات

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### Course Overview

This intensive 10-day program is designed to equip professionals with the essential skills and knowledge for effective stakeholder engagement. Covering best practices in stakeholder management and advanced stakeholder identification techniques, the course ensures participants master various engagement methods, plan strategies, manage conflicts, and evaluate processes. The program delves into project lifecycle roles, practical engagement skills, and conflict resolution. Unlike other courses, it integrates complete stakeholder conflict resolution strategies and practical engagement skills into a single program. By blending theoretical knowledge with hands-on application, participants will be ready to implement stakeholder engagement strategies effectively in their professional contexts.

### Target Audience

- Project Managers
- Business Analysts
- Corporate Communication Officers
- Environmental Managers
- HR Managers
- Consultants
- Team Leaders

### Targeted Organizational Departments

- Project Management
- Corporate Communications
- Human Resources
- Environmental Management
- Corporate Strategy
- Public Relations

### Targeted Industries

- Environmental Management
- Corporate Consulting
- Public Sector
- Non-Governmental Organizations NGOs
- Healthcare
- Technology
- Education

## Course Offerings

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

- Implement best practices in stakeholder engagement
- Develop effective stakeholder management strategies
- Identify and prioritize stakeholders using advanced techniques
- Apply various methods for stakeholder engagement
- Plan and execute detailed stakeholder engagement strategies
- Manage conflicts with and between stakeholders
- Monitor and evaluate stakeholder engagement processes
- Communicate effectively with stakeholders across different industries

## Training Methodology

The course utilizes a blend of interactive methodologies to ensure a complete training experience. Participants will engage in case studies, group work, interactive sessions, and feedback sessions. Real-world examples and practical exercises enhance understanding and application of stakeholder engagement techniques. This approach ensures that participants can translate theoretical knowledge into practical skills, fostering a deeper comprehension and readiness to apply stakeholder engagement strategies in real-world scenarios.

## Course Toolbox

- Stakeholder Engagement Handbook
- Practical Methods Notes
- Checklists for Stakeholder Engagement
- Templates for Stakeholder Communication
- Online Resources for Stakeholder Management
- Case Study Workbooks

## Course Agenda

### Day 1: Introduction to Advanced Stakeholder Engagement

- Background and Context of Stakeholder Engagement
- Topic 1: How Does the Handbook Work?
- Topic 2: What Do We Mean by Engagement?
- Topic 3: What Is a Stakeholder?
- Topic 4: Why Is Stakeholder Engagement Beneficial?
- Topic 5: Challenges and Limits to Engagement
- Topic 6: Key Points to Consider for Effective Stakeholder Engagement
- Reflection & Review



## Day 2: Importance of Engaging with Stakeholders

- Why Engage with Stakeholders Topic 1: •
- Scope and Context of Stakeholder Engagement Topic 2: •
- General Information and Advice from BiodivERsA Topic 3: •
- Information from Other Researchers and Projects Topic 4: •
- Key Points to Consider for Effective Stakeholder Engagement Topic 5: •
- How BiodivERsA Can Help in Stakeholder Engagement Topic 6: •
- Reviewing the Importance and Scope of Stakeholder Engagement Reflection & Review: •

## Day 3: Identifying Stakeholders

- How to Identify Stakeholders Topic 1: •
- Stage 1: Who Are Your Stakeholders? Topic 2: •
- Stage 2: Assess, Analyze, and Prioritize Stakeholders Topic 3: •
- Stage 3: Understand Your Stakeholders Topic 4: •
- Summary of the Three Stages of Stakeholder Identification Topic 5: •
- Key Points from References on Stakeholder Identification Topic 6: •
- Reflecting on Stakeholder Identification Techniques Reflection & Review: •

## Day 4: Stakeholder Roles and Engagement Methods

- When to Engage with Stakeholders Topic 1: •
- Mapping Stakeholder Roles to Different Stages of the Project Lifecycle Topic 2: •
- Methods for Engagement Topic 3: •
- Types of Engagement Methods Topic 4: •
- Practical Methods Notes Topic 5: •
- Matching Methods to Levels of Engagement Topic 6: •
- Evaluating Methods and Timing of Stakeholder Engagement Reflection & Review: •

## Day 5: Planning and Implementing Engagement Strategies

- Planning the Detail of the Engagement Topic 1: •
- Practicalities, Feasibility, and Implementation of Engagement Plans Topic 2: •
- Managing Stakeholder Conflict Topic 3: •
- Conflicts with and Between Stakeholders: Types and Causes Topic 4: •
- Conflict Management Tools and Constructing a Conflict Timeline Topic 5: •
- Monitoring and Evaluating the Engagement Topic 6: •
- Complete Review and Future Strategies for Stakeholder Engagement Reflection & Review: •

## Day 6: Effective Communication Strategies

- Key Communication Skills for Stakeholder Engagement Topic 1: •
- Developing a Communication Plan Topic 2: •
- Using Technology for Effective Communication Topic 3: •
- Cross-Cultural Communication Challenges Topic 4: •
- Feedback Mechanisms Topic 5: •
- Case Studies on Effective Communication Topic 6: •
- Improving Communication Techniques Reflection & Review: •

## Day 7: Utilizing Stakeholder Analysis Tools

- Overview of Stakeholder Analysis Tools Topic 1: •
- Using Stakeholder Mapping Topic 2: •
- Power/Interest Grid Analysis Topic 3: •
- Stakeholder Influence Diagram Topic 4: •
- Practical Application of Analysis Tools Topic 5: •
- Case Study Exercises Topic 6: •
- Analyzing Stakeholder Dynamics Reflection & Review: •

## Day 8: Strategic Stakeholder Engagement Planning

- Developing Strategic Engagement Plans Topic 1: •
- Setting Objectives and Key Results OKRs Topic 2: •
- Resource Allocation for Stakeholder Engagement Topic 3: •
- Risk Management in Stakeholder Engagement Topic 4: •
- Monitoring and Adjustment of Strategies Topic 5: •
- Best Practices for Implementation Topic 6: •
- Strategic Plan Evaluation Reflection & Review: •

## Day 9: Measuring and Evaluating Stakeholder Engagement

- Importance of Evaluation Topic 1: •
- Key Performance Indicators KPIs for Stakeholder Engagement Topic 2: •
- Data Collection Methods Topic 3: •
- Analyzing Engagement Data Topic 4: •
- Reporting and Feedback Topic 5: •
- Continuous Improvement Strategies Topic 6: •
- Evaluating Engagement Effectiveness Reflection & Review: •

## Day 10: Future Trends and Innovations in Stakeholder Engagement

- Emerging Trends in Stakeholder Engagement Topic 1: •
- The Role of AI and Technology in Engagement Topic 2: •
- Sustainable Engagement Practices Topic 3: •
- Integrating Social Responsibility Topic 4: •
- Future Challenges and Opportunities Topic 5: •
- Final Case Study and Group Project Topic 6: •
- Summarizing Course Learnings and Future Applications Reflection & Review: •

## How This Course is Different from Other Stakeholder Engagement Courses

This course is exceptional because it provides a holistic and practical approach to stakeholder engagement. Unlike other courses, it combines complete stakeholder conflict resolution strategies, and practical engagement skills into a single comprehensive program. Participants benefit from a unique blend of theoretical knowledge and hands-on application, ensuring they can effectively implement stakeholder engagement strategies in their professional contexts. The course also includes innovative methodologies, real-world examples, and interactive sessions that provide a dynamic and engaging learning experience.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السيبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



اسطنبول - تركيا



أمستردام - هولندا



أنقرة - تركيا



أثينا - اليونان



الرياض - المملكة العربية السعودية



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



باريس - فرنسا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



براغ - جمهورية التشيك



بانكوك - تايلاند



بالي - جمهورية إندونيسيا



باكو - أذربيجان

## مدن التدريب



جاكرتا - جمهورية اندونيسيا



تيليسي - جورجيا



بوكيت - تايلاند



برشلونة - اسبانيا



روما - ايطاليا



دبي - الامارات العربية المتحدة



جوهانسبرغ - جنوب افريقيا



جنيف - سويسرا



شهر الشيخ - مصر



سيول - كوريا الجنوبية



سان دييغو - الولايات المتحدة  
الامريكية



زنبار - تنزانيا



طوكيو - اليابان



طشقند - اوزبكستان



طرابزون - تركيا



شيكاغو - الولايات المتحدة  
الامريكية

## مدن التدريب



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



عمان - المملكة الأردنية الهاشمية



ماربيا - اسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



كيب تاون - جنوب إفريقيا



ميلان - إيطاليا



مونترنو - سويسرا



مسقط - سلطنة عمان



مدريد - إسبانيا



نيس - فرنسا



نيروبي - كينيا



ميونخ - ألمانيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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