



COURSE OVERVIEW SS0539-3D **Stakeholder Engagement & Management**

Course Title

Stakeholder Engagement & Management

Course Date/Venue

September 28-30, 2026/TBA Meeting Room, Royal Rose Hotel Abu Dhabi, a Curio Collection by Hilton Affiliated Hotel, Abu Dhabi, UAE

Course Reference

SS0539-3D

Course Duration/Credits

Three days/1.8 CEUs/18 PDHs



Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using our software tools.

This course is designed to provide participants with a complete and up-to-date overview of stakeholder engagement skills. It will enhance the job competency for targeted Orpic employees and to improve the overall organizational capability and performance through competent workforce.



Most importantly, the course will develop competencies in customer focus; communication skills; effective working relationships; negotiation skills; developing positive work ethics; and teamwork.



Further, the course will also discuss the key elements of stakeholder management. The participants will learn practical skills that readily can be applied to their work environment and help to achieve team and personal goals. Moreover, the course will also cover the stakeholder's wants and needs; the long term stakeholder engagement assessment and planning; managing expectations and facilitating staff engagement and motivation; and how to run, measure and evaluate staff engagement;

During this interactive course, participants will learn the effective persuasion, influence techniques and collaborative skills; achieving goals by enhancing trust and cooperation; the stakeholder needs including the tools and methodologies to maximize impact of stakeholder management; the strong stakeholder relationships to ensure success; gain the stakeholder commitment and support; build trusting relationships and rapport; avoid the common mistakes in managing expectations; apply the performance measurement and impact of stakeholder management; mapping and designing of corporate actions based on prioritized stakeholder lists and the channels of engagement; apply the strategies to gain cooperation and support; deal effectively with challenging behaviors; and carryout SROI and stakeholder management outcome disclosures.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a good working knowledge on stakeholder engagement skills
- Build strong inter-department relationship
- Meet and exceed internal and external customer expectations
- Build trust and cooperation and apply influencing and gaining buy-in
- Achieve goals by enhancing trust and cooperation
- Discuss the stakeholder's wants and needs
- Carryout long term stakeholder engagement assessment and planning
- Manage expectations and facilitate staff engagement and motivation
- Explain how to run, measure and evaluate staff engagement
- Apply effective persuasion and influence techniques as well as collaborative skills
- Identify stakeholder needs including the tools and methodologies to maximize the impact of stakeholder management
- Clarify and manage expectations effectively and develop strong stakeholder relations
- Gain stakeholder commitment and support as well as build trusting relationships and rapport
- Avoid common mistakes in managing expectations
- Measure the performance and impact of stakeholder management
- Map and design corporate actions based on prioritized stakeholder lists and the channels of engagement
- Apply strategies to gain cooperation and support
- Deal effectively with challenging behaviors
- Carryout SROI and stakeholder management outcome disclosures

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes electronic version of the course materials conveniently saved in a Tablet PC.

Who Should Attend

This course provides an overview of all significant aspects and considerations of stakeholder engagement skills for line managers from all industry sectors, project and programme managers, business analysts and those who are dealing with stakeholders regularly.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

30% Lectures

70% Practical Exercises, Case Studies, Engaging Slides/Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities, Ice Breaking Activities, Group Activities and E-learning associated with the course topic is preferred

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Fee

US\$ 3,750 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Chris Le Roux, PhD, M.Com, B.Com (Hons), PMP, Industrial Psychologist (HPCSA Reg.), PMI-ATP Instructor PMI-PMP, PMI-CAPM Instructor is a **Senior Management Consultant & Project Management Professional** with over **30 years** of combined engineering, managerial, consulting, counseling, and international training experience across Africa, the Middle East, the Gulf region, and Europe. His expertise lies extensively in the areas of **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling, Cost Control, and Earned Value Management, **Project** Management (**Predictive, Agile, and Hybrid**), **PMO** setup and governance, **Project** Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Risk** and **Contract** Management (including contract development, tendering, dispute resolution, and claims), **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Stakeholder** Management and **Communication**, **Performance Coaching** and **Difficult Conversations**, **Project** Management Processes, **Project** Integration Management, **Project** Management Plan, **Project** Work Monitoring & Control, **Project** Scope Management, **Project** Time Management, **Project** Cost Management, **Project** Quality Management, **Quality** Assurance, **Project** Human Resource Management, **Project** Communications Management, **Leadership** Orientation Programme, **Leadership & Team** Development, **Psychology** of **Leadership**, **Interpersonal** Skills & **Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Leadership & Performance** Management, **Leadership** Communication, **Leadership** Excellence for Senior Management, **Supervisory**, **Leadership**, **Coaching & Mentoring**, **Leadership**, **Communications & Interpersonal** Skills, **Administrative** Leadership Skills, **Office** Management & **Administration** Skills, **Contract** Management, **Tender** Development, **Contract** Standards & **Laws**, **Dispute** Resolution & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal** Motivation, **Model Based** Interviewing, **Coaching & Motivation**, **Creative** Thinking & **Problem-Solving** Techniques, **Emotional** Intelligence and **Resilience**, **Presentation** Skills, **Communication & Interpersonal** Skills, **Effective** Communication & **Influencing** Skills, **Effective** Business Writing Skills, **Writing** Business Documents, **Business** Writing (Memo & Report Writing), **Controlling** Your Time & **Managing** Stress, **Crisis** Management and **Decision-Making** Under Pressure; and **Customer** Experience, **Service** Excellence, and **Negotiation** Skills, **Strategic** Human Resources Management, **Change** Management and **Organizational** Development, **Human** Capital and **Talent** Management (succession planning, performance management, competency frameworks, and behavioral assessment), **Strategic** Planning and **Execution**, **Project** Risk Analysis & Risk Management, **Global** Diverse & **Virtual** Teams Operation, **Exceeding** Customer Expectations, **Corporate** Governance Best Practice, **Business** Performance Management & Improvement, **Building** Environment of **Trust & Commitment**, **Win-Win** Negotiation Strategies, **Quality** Improvement & **Resource** Optimization, **Neuro** Linguistic Programming (**NLP**), **Personal** Resilience Developing, **Effective** Role Modelling & Development, **Managing** Dynamic Work Environments, **Organizational** Development, **Career** Management, **Situation & Behaviour** Analysis, **Interpersonal** Motivation Skills, **Inventory** Management and **Financial** Administration. Further, he has also led or supported Training Needs Analyses (**TNA**), large-scale capability development programs, and leadership pipelines for technical, operational, and graduate employees.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Training & Development** General Manager, **Departmental** Head (**Electrical**), **Project** Manager, **Account** Manager, **Commercial** Sales Manager, **Manager**, **Sales** Engineer, **Project** Specialist, **Psychology** Practitioner, **Senior** Consultant/Trainer, **Business** Consultant, **Assistant** Chief Education Specialist, **ASI** Coordinator, **Part-time** Lecturer/Trainer, **PMP & Scrum** Trainer, **Assessor & Moderator**, **Team** Leader, **Departmental** Head, **Senior** HR Consultant, **Senior** Lecturer / **Academic** Supervisor, **Technical** Instructor/Qualifying Technician, **Apprentice** Electrician: **Signals**, **International** Trainer, and **Part-Time** Electrician from various companies and universities such as the **South** African Railway (**SAR**), **Department** of Education & Culture, **ESKOM**, **Logistic** Technologies (Pty. Ltd), **Human** Development: Consulting Psychologies (**HDCP**) & **IFS**, **Mincon**, **Eagle** Support Africa, **Sprout** Consulting, **UKZN**, **Grey** Campus, **Classis** Seminars and **CBM** Training.

Dr. Le Roux has a **PhD** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human** Resource Management, a **Bachelor's** degree (with Honours) in **Industrial** Psychology, a **National** Higher Diploma and a **National** Technical Diploma in **Qualified** Electrical & **Mechanical** Engineering from **Germiston** College, **South** Africa. Further, he is a **Certified** Project Management Professional (**PMP**), a **PMI** Authorized Training Partner (**ATP**) Instructor, a **Certified** Associate in Project Management (**PMI-CAPM**), a **Certified** Scrum Master Trainer by the **VMedu**, a **Certified** Instructor/Trainer and a **Certified** Internal Verifier/Assessor/Trainer by the **Institute** of Leadership & Management (**ILM**). Moreover, he is a **Registered** Industrial Psychologist by the **Health** Professions Council of **South** Africa (**HPCSA**), a **Registered** Educator by the **South** African Council for Educators (**SACE**) and a **Registered** Facilitator, **Assessor & Moderator** with Education, Training and Development Practices (**ETDP**) **SETA**. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 28th of September 2026

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	PRE-TEST
0830 – 0900	Understanding Stakeholder's Wants & Needs
0900 – 0930	Long Term Stakeholder Engagement Assessment & Planning
0930 – 0945	Break
0945 – 1100	Managing Expectations
1100 – 1130	Staff Engagement Facilitation
1130 – 1215	Staff Engagement & Motivation
1215 – 1230	Break
1230 – 1330	How to Run a Staff Engagement
1330 – 1420	How to Measure & Evaluate Staff Engagement
1420 – 1430	Recap
1430	Lunch & End of Day One

Day 2: Tuesday, 29th of September 2026

0730 – 0830	Effective Persuasion & Influence Techniques
0830 – 0900	Collaborative Skills
0900 – 0930	Achieve Goals by Enhancing Trust & Cooperation
0930 – 0945	Break
0945 – 1100	Identify & Understand Stakeholder Needs
1100 – 1130	Tools & Methodologies to Maximize the Impact of Stakeholder Management
1130 – 1215	Clarify & Manage Expectations Effectively
1215 – 1230	Break
1230 – 1330	Developing Strong Stakeholder Relationships to Ensure Success
1330 – 1420	Gaining Stakeholder Commitment & Support
1420 – 1430	Recap
1430	Lunch & End of Day Two

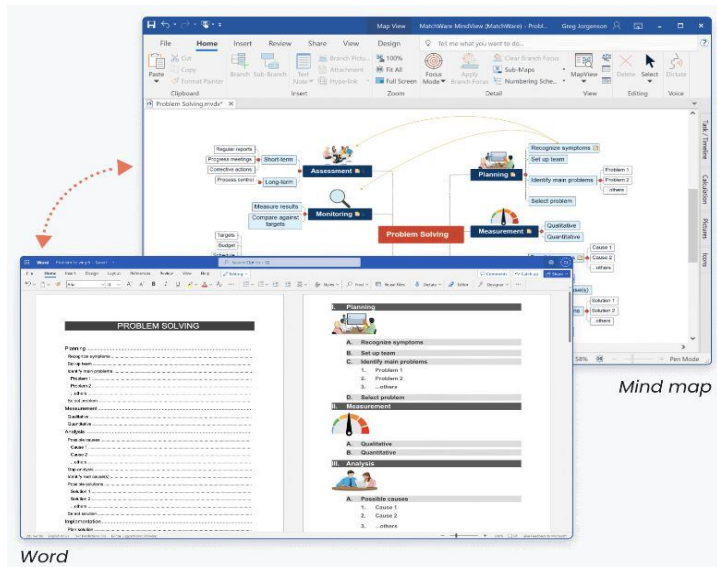
Day 3: Wednesday, 30th of September 2026

0730 – 0830	Building Trusting Relationships & Rapport
0830 – 0930	Avoiding Common Mistakes in Managing Expectations
0930 – 0945	Break
0945 – 1100	Measuring the Performance & Impact of Stakeholder Management
1100 – 1130	Mapping & Designing Corporate Actions Based on Prioritized Stakeholder Lists & the Channels of Engagement
1130 – 1215	Apply Strategies to Gain Cooperation & Support

1215 – 1230	Break
1230 – 1300	<i>Deal Effectively with Challenging Behaviors</i>
1300 – 1345	<i>SROI & Stakeholder Management Outcome Disclosures</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	<i>POST-TEST</i>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

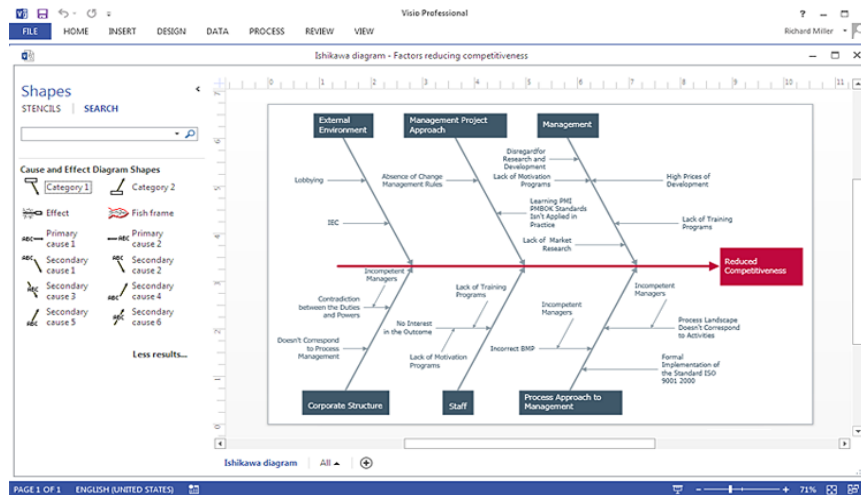
Software Tools Demonstration

Practical sessions will be demonstrated through software tools during the course for delegates. Delegates will have an opportunity to understand the exercises using the “Mindview Software”, “Visio Software”, “ChatGPT” and “PMI Infinity”.

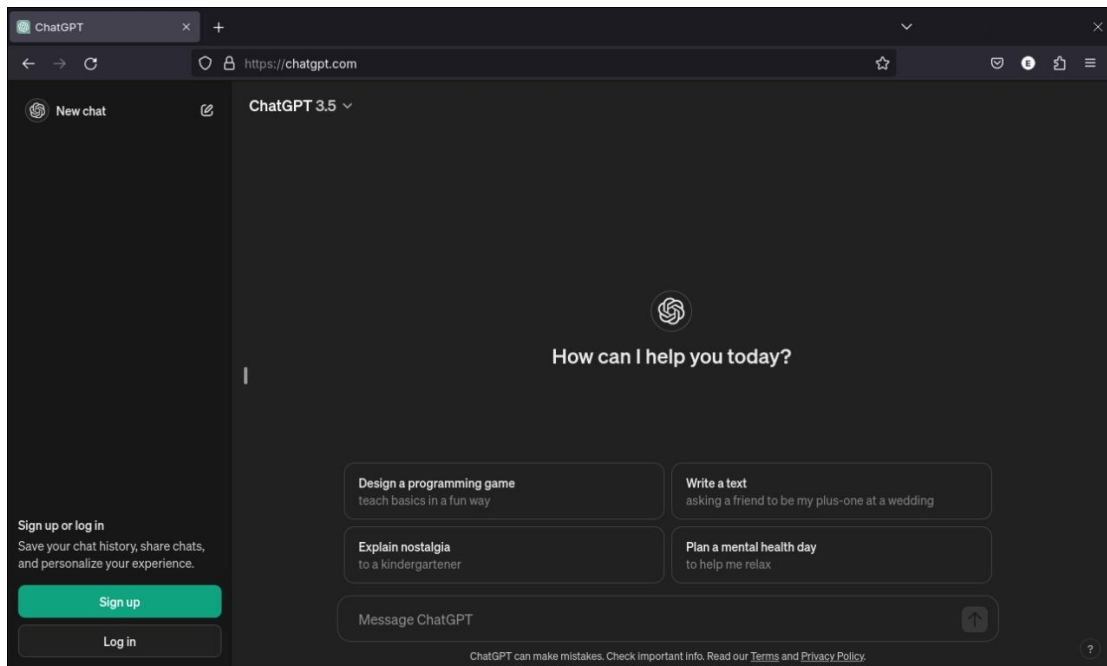


The screenshot displays the Mindview Software interface. The top window shows a mind map titled "Problem Solving" with branches for "Assessment", "Planning", "Measurement", and "Monitoring". The bottom window shows a Word document titled "PROBLEM SOLVING" with a table of contents and a list of topics. A red dashed arrow points from the mind map to the Word document. The text "Mind map" is written next to the top window, and "Word" is written next to the bottom window.

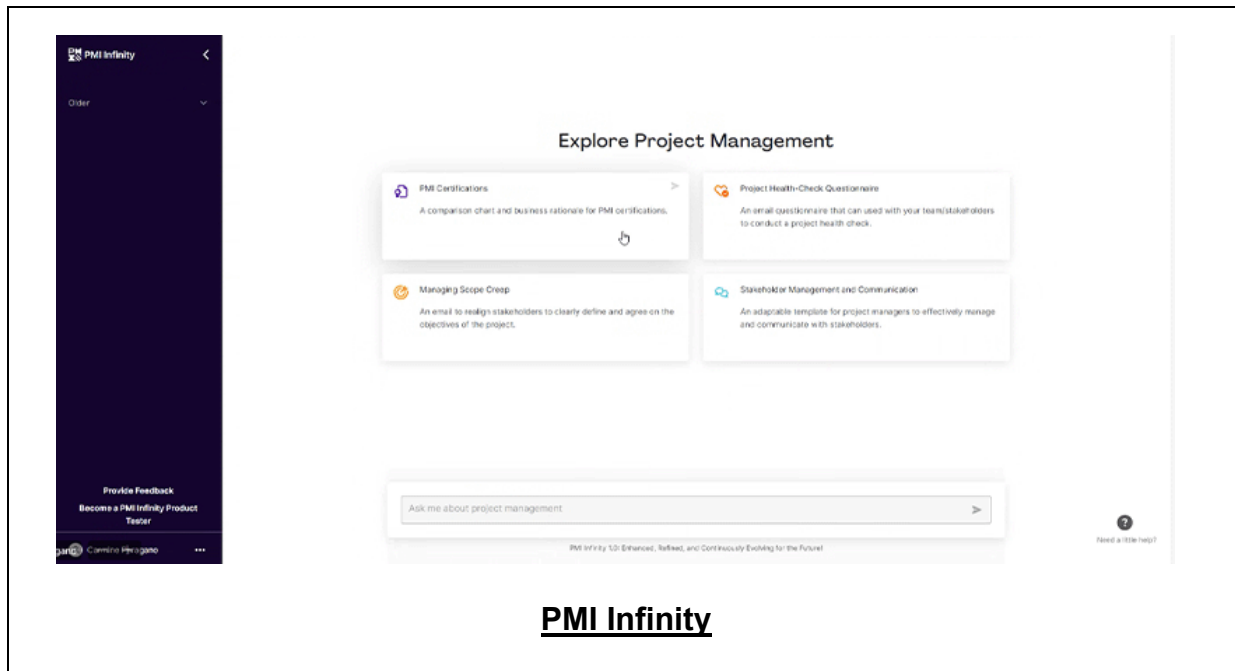
Mindview Software



Visio Software



ChatGPT Software



Course Coordinator

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