

COURSE OVERVIEW SS0858-3D
Stakeholder Management (Advanced)

Course Title

Stakeholder Management (Advanced)

Course Date/Venue

Session 1: August 09-11, 2026/Sur Meeting Room, Royal Tulip Muscat, Muscat, Oman

Session 2: November 22-24, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE

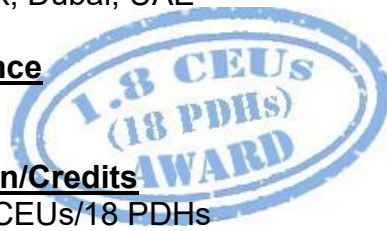


Course Reference

SS0858-3D

Course Duration/Credits

Three days/1.8 CEUs/18 PDHs



Course Description



70% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.



This course is designed to provide participants with a detailed and up-to-date overview of stakeholder management. It covers the importance of stakeholder management, stakeholder management in different contexts and stakeholder management lifecycle; the stakeholder identification techniques covering systematic stakeholder identification, tools for identification, hidden and indirect stakeholders and prioritization criteria; the stakeholder analysis and mapping comprising of power–interest grid, stakeholder salience model, stakeholder expectations and risk and opportunity assessment; and the stakeholder engagement plan, communication strategies, engagement techniques and measuring engagement effectiveness.



During this interactive course, participants will learn to manage conflict and build relationships by identifying the sources of stakeholder conflict; the conflict resolution techniques, building trust and credibility and managing difficult stakeholders; and the stakeholder management in change initiatives, crisis situations and ethical and governance considerations.

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 management
- Discuss the importance of stakeholder management, stakeholder management in different contexts and stakeholder management lifecycle
- Carryout stakeholder identification techniques covering systematic stakeholder identification
- Identify the tools for identification, hidden and indirect stakeholders and prioritization criteria
- Illustrate stakeholder analysis and mapping comprising of power–interest grid, stakeholder salience model, stakeholder expectations and risk and opportunity assessment
- Develop a stakeholder engagement plan and apply communication strategies, engagement techniques and measuring engagement effectiveness
- Manage conflict and building relationships by identifying the sources of stakeholder conflict
- Apply conflict resolution techniques, building trust and credibility and managing difficult stakeholders
- Carryout stakeholder management in change initiatives and crisis situations and ethical and governance considerations

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 management for executives and sponsors, project managers and program managers, team leaders and department heads, change management professionals, organizational development practitioners, business analysts, communication and engagement specialists, consultant and external advisors and other technical staff.

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.

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.

Accommodation

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



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:



Mr. Pan Kidis, MBA, BSc, is a Senior Project & Management Consultant with over 30 years of extensive experience in Project Scheduling & Cost Control, Project Planning, Scheduling & Cost Control Professional, Production Planning & Scheduling, Administration Skills, Project Management Essentials, Project Management Compliance, Strategic Planning, Mastering Contract Preparation, Contract and Risk Management, Value Engineering, Negotiation & Administration Techniques, Office Management

Skills, Survey Skills, Interviewing Skills, Interpersonal Skills, Communication Skills, Negotiation Skills, Presentation Skills, Manager Skills, Supervisory & Management Skills, Counselling Skills, Leadership Skills, Office Management, Code of Conduct, Train the Trainer, Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Cost Analysis, Database Design & Implementation, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping. Further, he is also well-versed in **Cash Flow Management, Decision Making Techniques, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation.** He is currently the **Business Analyst** of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Project Manager, Assistant Dyeing Manager, Production Supervisor, Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master's** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece.** Further, he is a **Certified Instructor/Trainer, a Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)** and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

Training Methodology

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

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

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 Program

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

Day 1

0730 - 0800	<i>Registration & Coffee</i>
0800 - 0815	<i>Welcome & Introduction</i>
0815 - 0830	PRE-TEST
0830 - 0930	Foundations of Stakeholder Management <i>Understanding Stakeholders • Importance of Stakeholder Management</i>
0930 - 0945	<i>Break</i>
0945 - 1030	Foundations of Stakeholder Management (cont'd) <i>Stakeholder Management in Different Contexts • The Stakeholder Management Lifecycle</i>
1030 - 1215	Stakeholder Identification Techniques <i>Systematic Stakeholder Identification • Tools for Identification</i>
1215 - 1230	<i>Break</i>
1230 - 1420	Stakeholder Identification Techniques (cont'd) <i>Hidden and Indirect Stakeholders • Prioritization Criteria</i>
1420 - 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day One</i>

Day 2

0730 - 0930	Stakeholder Analysis & Mapping <i>Power-Interest Grid • Stakeholder Salience Model</i>
0930 - 0945	<i>Break</i>
0945 - 1100	Stakeholder Analysis & Mapping (cont'd) <i>Understanding Stakeholder Expectations • Risk and Opportunity Assessment</i>

1100 – 1215	Stakeholder Engagement Planning <i>Developing a Stakeholder Engagement Plan • Communication Strategies</i>
1215 – 1230	Break
1230 – 1420	Stakeholder Engagement Planning (cont'd) <i>Engagement Techniques • Measuring Engagement Effectiveness</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	Lunch & End of Day Two

Day 3

0730 – 0930	Managing Conflict & Building Relationships <i>Sources of Stakeholder Conflict • Conflict Resolution Techniques</i>
0930 – 0945	Break
0945 – 1100	Managing Conflict & Building Relationships (cont'd) <i>Building Trust and Credibility • Managing Difficult Stakeholders</i>
1100 – 1230	Advanced Stakeholder Management & Real-World Application <i>Stakeholder Management in Change Initiatives • Stakeholder Management in Crisis Situations</i>
1230 – 1245	Break
1245 – 1345	Advanced Stakeholder Management & Real-World Application (cont'd) <i>Ethical and Governance Considerations • Practical Case Study & Workshop</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

70% of this highly-interactive course is practical sessions. Theory learnt (30%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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