Haward Technology Middle East

COURSE OVERVIEW SS0858-1D
Stakeholder Management

Course Title
Stakeholder Management

Course Reference
SS0858-1D

Course Duration/Credits
One day/0.6 CEUs/06 PDHs

0.6 CEUs (06 PDHs) AWARD

H-STK© INCLUDED

Course Date/Venue

Session(s)	Date	Venue
1	June 11, 2026	Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
2	October 29, 2026	

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 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

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$ 1,750 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: -

- **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.

- **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 **0.6 CEUs** (Continuing Education Units) or **06 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:

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. He is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis.

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.

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.

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	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0900	***Foundations of Stakeholder Management*** *Understanding Stakeholders • Importance of Stakeholder Management • Stakeholder Management in Different Contexts • The Stakeholder Management Lifecycle*
0900 – 0930	***Stakeholder Identification Techniques*** *Systematic Stakeholder Identification • Tools for Identification • Hidden and Indirect Stakeholders • Prioritization Criteria*
0930 – 0945	*Break*
0945 – 1130	***Stakeholder Analysis & Mapping*** *Power–Interest Grid • Stakeholder Salience Model • Understanding Stakeholder Expectations •Risk and Opportunity Assessment*
1130 – 1215	***Stakeholder Engagement Planning*** *Developing a Stakeholder Engagement Plan • Communication Strategies • Engagement Techniques • Measuring Engagement Effectiveness*
1215 – 1230	*Break*
1230 – 1315	***Managing Conflict & Building Relationships*** *Sources of Stakeholder Conflict • Conflict Resolution Techniques • Building Trust and Credibility • Managing Difficult Stakeholders*
1315 – 1345	***Advanced Stakeholder Management & Real-World Application*** *Stakeholder Management in Change Initiatives • Stakeholder Management in Crisis Situations • Ethical and Governance Considerations • Practical Case Study & Workshop*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

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".

Mind map

Word

Mindview Software

Visio Software

ChatGPT Software

PMI Infinity
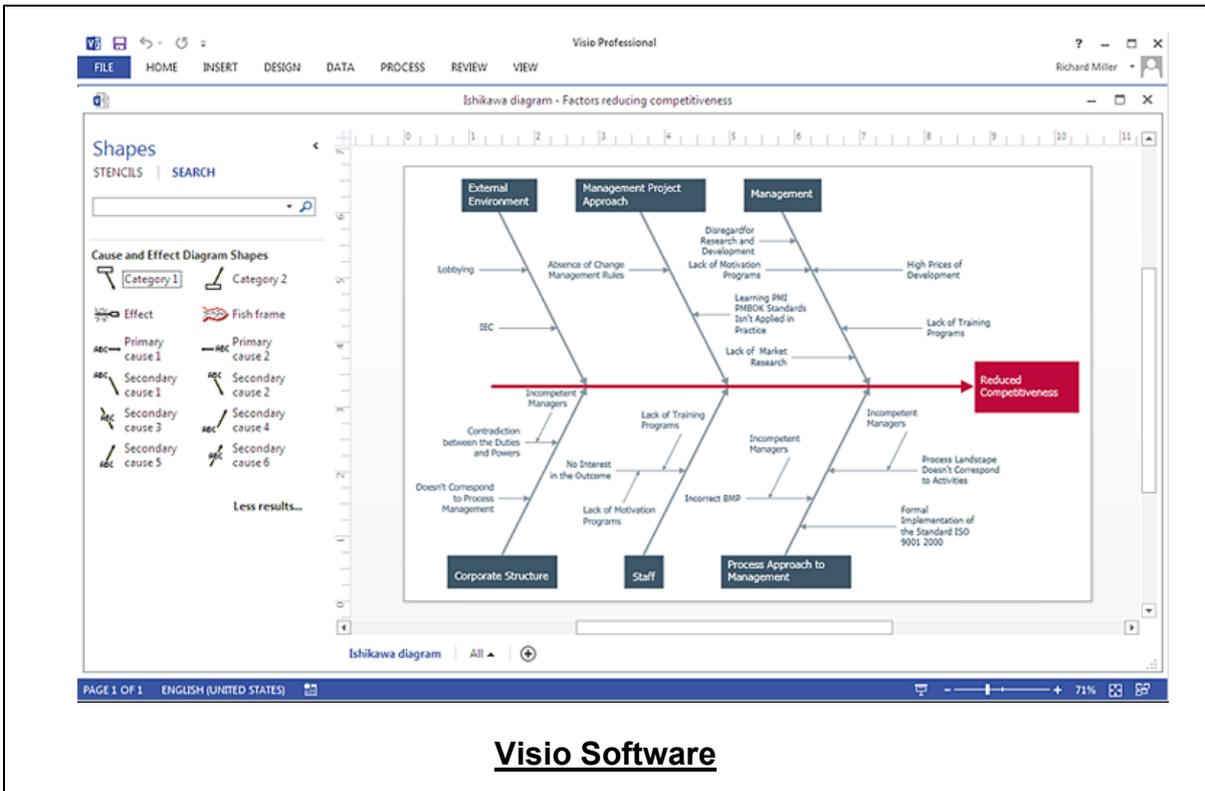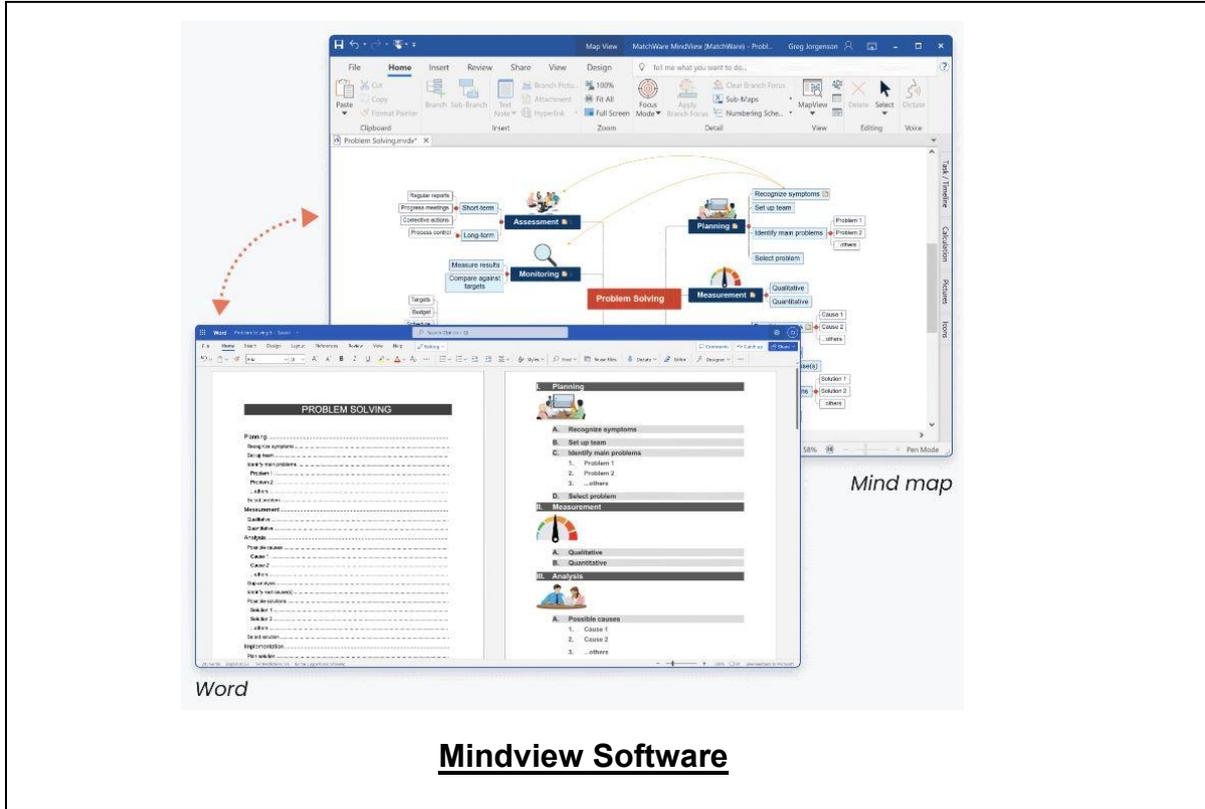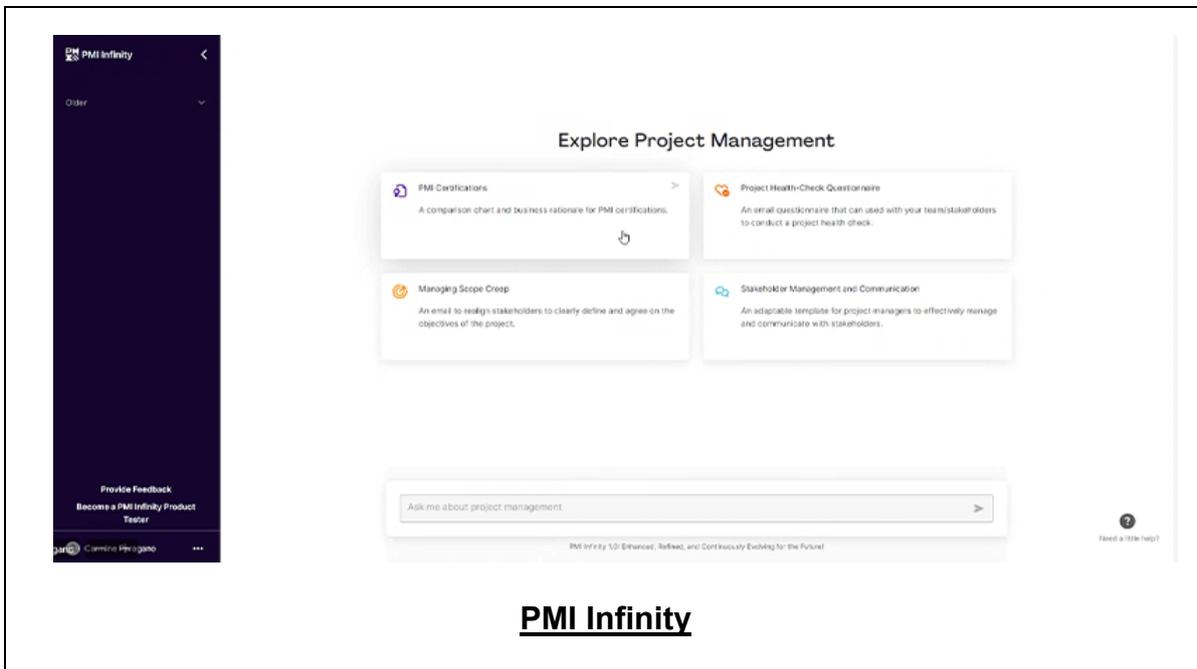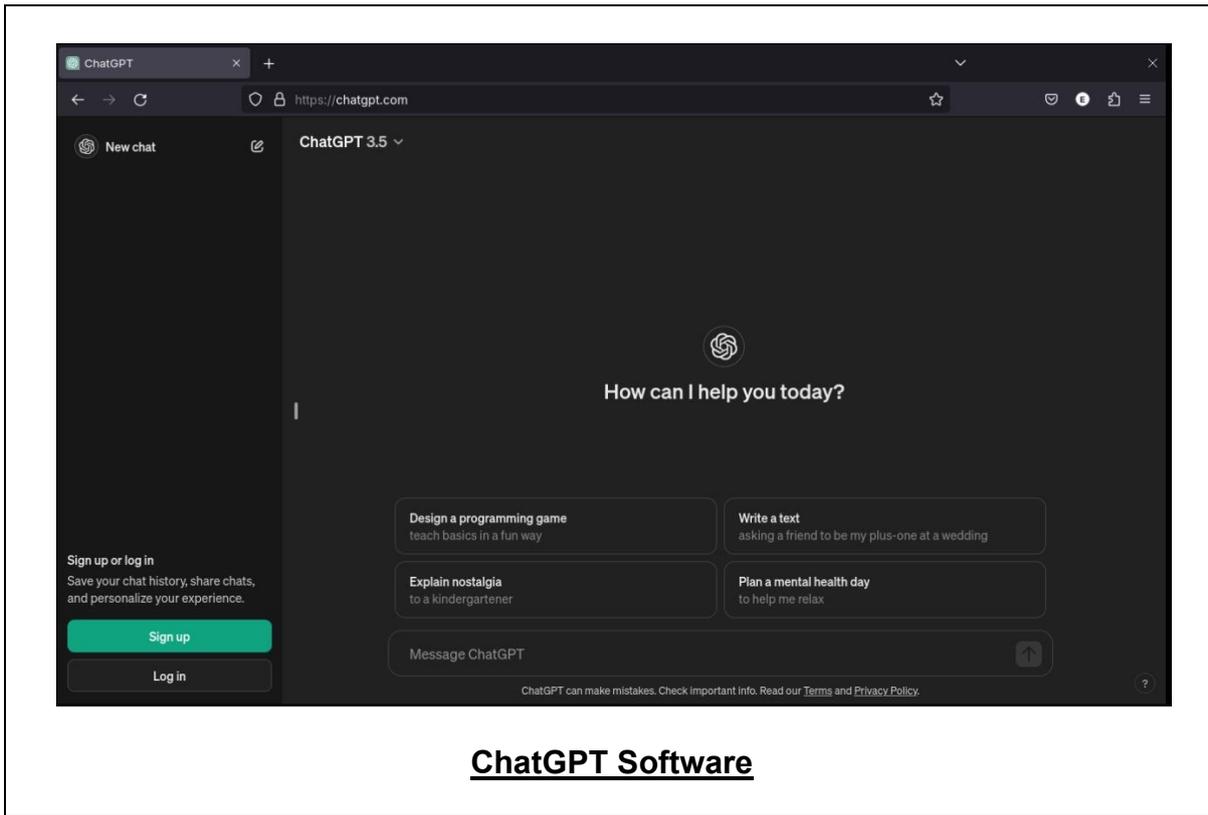
Course Coordinator
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