

Kwelanga | TRAINING
engage | inspire | elevate

Stakeholder Management (2 Days)

A Specialised Kwelanga Training Programme

INTRODUCTION

Effective stakeholder management is essential for building productive relationships, navigating competing priorities and achieving successful business outcomes. In today's interconnected workplace, professionals need to engage confidently with people across different functions, levels and areas of influence, often without direct authority.

This practical, interactive programme equips participants with the tools, insights and interpersonal skills to identify and understand key stakeholders, navigate power dynamics and develop appropriate engagement strategies. It moves beyond simply communicating information to building meaningful relationships based on trust, empathy and shared understanding.

Through facilitated discussions, practical activities and workplace application, delegates will develop the confidence to manage stakeholder expectations, address resistance constructively and strengthen relationships across organisational boundaries.

The programme enables delegates to adopt a more strategic and proactive approach to stakeholder engagement, contributing to improved collaboration, stronger relationships and more effective business outcomes.

TARGET AUDIENCE

This programme is designed for employees, supervisors, team leaders, managers and professionals who engage with internal and external stakeholders as part of their responsibilities.

It is particularly suited to individuals who need to build productive working relationships, manage competing stakeholder expectations, influence outcomes without direct authority and navigate challenging stakeholder interactions.

The programme is relevant across business functions and organisational levels, particularly where successful outcomes depend on effective stakeholder engagement, collaboration and relationship management.

COURSE CONTENT

Module 1: Strategic Stakeholder Engagement

- Reframing stakeholder management
  - Strategic, business partnering rooted in trust, listening, and shared outcomes
- Identifying key stakeholders
  - Informal influencers and quiet resisters
  - Use influence mapping tools
- Exploring power dynamics
  - Understand the drivers of stakeholder resistance
- Applying influence models and empathy-driven insights
  - Address resistance constructively
- Selecting the right engagement strategies
  - Different personalities, positions, and contexts
  - From one-way communication to co-creation

Building Relationship Capital

- Build trust
  - Active listening, clear communication, empathetic engagement
- Create psychological safety
  - Encouraging openness, speaking up and reducing fear
- Navigate conflict and resistance without damaging long-term relationships
- Explore how mindset, assumptions, and cultural factors influence engagement
- Shift perspective – improve interpersonal effectiveness and trust
- Plan real-world application of stakeholder engagement strategies

Putting Stakeholder Management into Practice

- Reflect on key insights gained throughout the programme
- Identify opportunities to strengthen stakeholder engagement and relationships
- Commit to practical actions to improve stakeholder management in the workplace

A Way Forward – Personal Elevation Plan

RECOMMENDED APPROACH

The programme comprises two full-day, facilitator-led learning sessions, ideally scheduled one to two weeks apart. This spaced learning approach provides delegates with opportunities to apply new concepts, tools and techniques in their everyday roles, reflect on their experiences and build on their learning between sessions.

Each session combines focused concepts, practical tools, interactive discussions, workplace scenarios and opportunities for reflection and skills practice. The programme follows a progressive learning journey, moving from strategic stakeholder engagement and understanding stakeholder dynamics to building trust, managing expectations and strengthening stakeholder relationships.

A Workplace Practical Application (WPA) between sessions encourages delegates to apply their learning to a real stakeholder situation, reflect on the outcomes and share their experiences during the second session. This reinforces key concepts, strengthens practical skills and supports the transfer of learning into more effective stakeholder engagement and workplace relationships.

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TRAINING METHODOLOGY



Our training methodology is designed with a core focus: to ensure that the knowledge acquired translates into tangible results, adding substantial value and visibly improving performance within the workplace.

We employ an outcomes-based approach, fostering active engagement through highly interactive, facilitator-led sessions.

WHAT WE OFFER

- Public Courses vs Closed Group Training
- Face-To-Face Training (F2F)
- Virtual Instructor-Led Training (VILT)
- Customisation
- Impact Compass

POST COURSE ASSISTANCE

Contact the Coach" – Bridging Learning for Business Results



We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can 'Contact the Coach' for support, Information or assistance with additional questions regarding the application of theory covered during the course.

Personal Elevation Plan – Bridging the Gap from Training to Workplace Application

The Personal Elevation Plan isn't just a takeaway – it's a structured, practical guide that helps delegates seamlessly transition their learning into real-world action.



Sustained Development and Accountability: By tracking progress and engaging with their managers, delegates stay committed to their growth, making learning an active part of their professional journey.

A Tool for Measurable Impact: Rather than training being a one-time event, this plan enables organisations to see tangible results by embedding new skills into everyday work.

A Catalyst for Meaningful Conversations: Ideal for one-on-one coaching and performance discussions, the plan encourages ongoing development dialogues between delegates and their managers

OUR COMMITMENT TO YOU …

Kwelanga Training's Commitment

To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.

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