

Kwelanga | TRAINING
engage | inspire | elevate

Stakeholder Management and Business Partnering (3 Days)

A Specialised Kwelanga Training Programme

INTRODUCTION

In today's interconnected business environment, success depends on managing stakeholders effectively, collaborating across functions and building trusted partnerships that drive business impact.

Professionals need the tools, confidence and strategic mindset to influence outcomes, navigate complexity and build lasting relationships across organisational boundaries.

This practical, interactive programme equips participants with the frameworks, behaviours and techniques to move beyond transactional interactions and become trusted business partners. Through facilitated learning and workplace application, participants develop the ability to engage stakeholders with empathy, influence without authority and collaborate confidently across teams.

Delegates will be better equipped to manage resistance, navigate power dynamics, communicate clearly and foster ownership and alignment, contributing to stronger performance and greater business value.

TARGET AUDIENCE

This programme is designed for employees across functions, business units, and commercial teams who engage with a wide range of internal and external stakeholders. It is particularly suited to individuals who want to strengthen their ability to manage relationships, navigate complexity, negotiate priorities, and partner more strategically across the organisation.

It is also relevant for employees who are required to build influence in cross-functional contexts, align stakeholder interests with organisational goals, and contribute to stronger collaboration in high-pressure or rapidly evolving environments.

RECOMMENDED APPROACH

The programme comprises three 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 relationship building to cross-functional collaboration and influence, and finally to negotiation, emotional intelligence, empathy and shared ownership.

Each module is supported by a Workplace Practical Application (WPA), encouraging delegates to apply their learning to real workplace situations between sessions. These activities reinforce key concepts, strengthen practical skills and support the transfer of learning into improved workplace relationships, collaboration and business partnering effectiveness.

COURSE CONTENT

Section 1: Reframing Stakeholder Management for Strategic Engagement (1 Day)

Purpose: To shift stakeholder management from a transactional activity to a strategic, trust-based process that builds meaningful engagement and lays the foundation for effective business partnering.

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

Module 2: 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

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Section 2: Cross-Functional Collaboration and Influence (1 Day)

Purpose: To equip participants with the skills and tools to influence without authority and build cross-functional capability in managing and partnering across boundaries.

Module 3: Cross-Functional Collaboration

- Understand what makes cross-functional collaboration succeed or fail
- Recognise assumptions and breakdowns in how we engage other departments
- Case study: the hidden breakdowns of cross-functional execution

Module 4: Influencing Without Authority

- Influence vs manipulation: choosing ethical influence
- Cialdini's principles in workplace context
- Push vs Pull styles of influence
- BRAIN model: analyse influencing styles

Section 3: Strengthening Business Partnering through Negotiation, Empathy and Ownership (1 Day)

Purpose: To equip participants to take ownership of shared outcomes and communicate with empathy and emotional intelligence in fast-paced, complex environments, enabling more resilient, accountable and value-driven business partnering.

Module 5: Negotiation fundamentals

- Negotiation definition, process and techniques
- The role of emotional intelligence in negotiation
- Practical tips for using EI in negotiation

Module 6: Advanced emotional intelligence (EI)

- EI's impact on projects
- Linking EI domains and competencies to business partnering
- Techniques for developing EI competencies

Module 7: Enhancing empathy in business relationships

- Tips for enhancing empathy for business partnering
- Empathy as a strategic tool
- Empathy mapping

Module 8: Ownership in collaborative projects

- Ownership for business partnering defined
- Initiative linked to accountability
- The benefits of ownership in collaboration
- Strategies for promoting ownership in others

A Way Forward – Personal Elevation Plan

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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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