



Managing Stakeholder Relationships– 1 Day Workshop

This one day workshop is designed for those who want to improve working relationships with stakeholders within and outside the organisation. The day provides an opportunity to explore what you currently do to build good working relationships with stakeholders and to action plan to improve the way we behave and interact with stakeholders in the workplace.

CONTENT

Exploring Stakeholders?

Who are my stakeholders?
What is important to my stakeholders?
How am I treating my stakeholders?

Service Excellence

Moments of magic and misery
What do high performing companies do?
Service Excellence behaviours explored
How do we move forward?

Managing your stakeholder relationships

Rapport – 1st impressions count
All relationships start with a conversation.....
The use of language, neutral, positive and negative

Dealing with Challenging Stakeholders

Agreeing actions and timescales
Saying No and managing expectations
Catching bullets

Action Plan

Reflect on learning and plan how to implement learning

