



# Stakeholders' Management for Project Management

PIK132-1125 LON-2



**Place:** London (UK)

**Venue:**

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**PPP:** £5550



## **Stakeholders' Management for Project Management**

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**If you can't train them,  
you can't blame them!**

### **Short Description:**

In the days of the Pharaohs, projects were undertaken with probably only one or two objectives in mind. In the case of the pyramids, the primary objective was to effect a fitting monument to the house the Pharaoh after death, the longevity and quality of the building being paramount. There was a time constraint; it was important for the mausoleum to be completed before the Pharaoh's demise. Cost was of little significance and resources, especially manpower, were freely available in every sense. Since that time there has been a continual problem of completing projects, large or small, on time and within budget. In mediaeval times the unfortunate architect of Warwick castle was hanged for exceeding his budget by a small amount. Even though the terms 'stakeholder' was not used at that time, but maintaining a good and effective relationship with owners of the project and all parties with an interest in it has always been a necessity. Projects failures and success and in addition to overcoming its limitations, also relies much on satisfying and meeting stakeholders expectations. This training program will answer to this important element and will focus on needs and wants of stakeholders in Projects Management.

### **Course Overview:**

#### ***Who should attend?***

- New project managers.
- Operational staff with direct relationship with suppliers, government and the various stakeholders of the project.
- Project team members wishing to move into project management roles.
- Project planners.
- Technical and engineering staff wishing to develop skills in managing projects.

#### ***Learning Objectives:***

- To create a project plan for an effective relationship with your project's stakeholders.
- To set up and manage projects effectively.



- To scope out the objectives and deliverables for a project.
- To calculate the resources required for a project.
- To manage and motivate a project team.

## **Program Outline:**

### **Day 1: Role and functions of PM (Project Management)**

1. Introduction.
2. Summary of the role and function.
3. Aligning projects with business strategy.
4. The project roadmap.
5. Key challenges for project managers.

### **Day 2: Building, Managing and Motivating the Project Team**

1. Recruiting and developing the project manager.
2. Other project team roles.
3. Importance of role clarity.
4. Resolving team conflict.
5. Motivating team members.

### **Day 3: Resource Allocation**

1. Information from the project plan.
2. Resource storage.
3. Resource aggregation.
4. Multi-project planning.
5. Summary.

### **Day 4: Stakeholders' Relationship Building**

1. Defining your project's main clients and suppliers.
2. Become a trusted advisor to your clients and suppliers.
3. Using advanced influencing skills for an effective communication.
4. Selling across different cultures, code and practices.
5. Making a plan to increase loyalty and profitability.

### **Day 5: Role of the Procurement Function**

1. Key responsibilities.
2. Supporting operational requirements.
3. Managing supplier relationships.
4. Supporting strategic goals.
5. Detecting and preventing fraud.

### **Day 6: Managing the Purchasing Process**

1. Making the case to purchase.
2. Deciding the procurement strategy.
3. Advertising the contract.
4. Generating interest.
5. Running the competitive cycle.

### **Day 7: Managing Supplier Performance**

1. First steps to management after contract award.
2. Building the supplier relationship.
3. Developing KPIs to monitor your project.
4. Developing KPIs to improve your project.
5. Linking compensation to contract performance.

### **Day 8: Managing Tender Requests and Responses:**

1. Capturing user requirements.
2. Documenting the scope of work.



3. Output-based specifications.
4. Evaluating tender responses.
5. Further competitive activity.

### **Day 9: Creating appropriate Contract Documentation**

1. Principles of contract law.
2. Drafting your terms and conditions.
3. Managing risk through the contract.
4. What is a contract dispute?
5. Alternative dispute resolution methods.

### **Day 10: Government Relationship and CSR Perspectives**

1. The politics of CSR.
2. Crating shared value.
3. Ethical consumerism.
4. Government expectations and applying CSR in non-corporate organization.
5. Future requirements for CSR.