



**HIGH
BRIDGE**
ACADEMY

Course Syllabus

STAKEHOLDERS MANAGEMENT

COURSE OVERVIEW

This course is designed for professionals seeking to enhance their leadership and management skills in a dynamic business environment.

The program delves into effective strategies for working with different managerial archetypes, team dynamics, personal development, stakeholder management, and conflict resolution.

It is tailored for those in the early to mid-stages of their careers, particularly in consulting or project management roles, offering insights into fostering productive workplace relationships and achieving career growth.

Learning Objective 1: Stakeholder Management

To master the art of identifying and managing various project stakeholders, tailoring communication and management techniques to their specific needs.

Key Takeaways	Example questions
<ol style="list-style-type: none">1. Identification: Identification of key stakeholders in projects, including clients, peers, and support staff.2. Communication: Customizing communication styles and strategies for different stakeholders.3. Management: Techniques for effective stakeholder engagement and management in project settings.	<ul style="list-style-type: none">• How to identify all key stakeholders in a project?• How to classify stakeholders according to their interest and influence over the project? How to manage each stakeholder accordingly?

Learning Objective 2: Understanding and Working with Managers

To equip participants with the skills to effectively understand and collaborate with various types of managers, enhancing workplace efficiency and career progression.

Key Takeaways	Example questions
<ol style="list-style-type: none">1. Types of Managers: Techniques for assessing and adapting to different managerial styles,	<ul style="list-style-type: none">• What are the pressures on the manager and how can this influence work?

<p>such as micromanagement and absent leadership.</p> <p>2. Perspective-Taking: Insights into the importance of understanding a manager's personal and professional background for improved team dynamics.</p> <p>3. Personal Pitching: Best practices in introducing oneself to the team and to clients</p>	<ul style="list-style-type: none"> • How to identify different types of managers? Why are they like that? • How to approach different types of managers to build trust and deliver value to them?
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Learning Objective 3: Personal Development and Feedback

To enhance self-awareness and resilience through effective feedback mechanisms, focusing on personal growth and adaptability in a professional setting.

Key Takeaways	Example questions
<p>1. Self-Awareness: The importance of self-awareness in career development and personal growth.</p> <p>2. Feedback: Best practices for receiving, interpreting, and applying feedback for professional improvement.</p> <p>3. Resilience: Developing resilience and adaptability to navigate changing work environments and challenges</p>	<ul style="list-style-type: none"> • How to see feedback always as a gift? • How to clarify and absorb feedback? • How to decide on which feedback points to focus on? • Why avoid pushing back on feedback?

Learning Objective 4: Conflict Resolution

To provide foundational skills in conflict resolution, focusing on navigating and resolving workplace conflicts effectively.

Key Takeaways	Example questions
<p>1. Conflict: Basic principles of conflict resolution in a professional setting.</p>	<ul style="list-style-type: none"> • What types of conflict are there? How to react to each one?

<p>2. Mediation: Strategies for mediating conflicts and facilitating constructive dialogue.</p> <p>3. Professionalism: Approaches for maintaining professional relationships during conflicts.</p>	<ul style="list-style-type: none">• What are the benefits and costs of different approaches to conflict?• What steps to take before approaching a conflict?
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