



**ZING365**  
Learning without limits

# INFLUENCING AND MANAGING STAKEHOLDERS

## WHAT WE WILL COVER

- Managing expectations
- Sources of expectations
- Controllable and uncontrollable expectation creators
- Assessing the preference of key stakeholders and understanding motivations for goals
- Influencing strategies to support conversation and achievement of tasks
- Techniques for negotiation

## SUMMARY

At the heart of managing change successfully, is the ability to manage and influence stakeholders successfully, whether they are clients, leaders, external partners or suppliers.

This workshop will help delegates to understand how to manage expectations, use influencing techniques and adapt styles to suit stakeholder preferences, learn to negotiate win-win strategies with stakeholders to help execute plans successfully and use key frameworks and techniques when working with stakeholders.

## PRE/POST WORK

- None

## OBJECTIVES

**By the end of this course you will;**



Discover how to use and implement key frameworks and techniques when working with stakeholders



Understand influencing techniques to use and adapt



Learn skills to negotiate win-win strategies with stakeholders



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