

MANAGING CHALLENGING STAKEHOLDERS

CROSSING THE HUMAN CHASM



Project Stakeholder Management is a NEW KNOWLEDGE AREA found in the latest version of PMI Guide to Project Management Body of Knowledge (PMBOK® Guide 5th Edition). It presents clearly the processes in managing stakeholders.

But good processes require good judgment and skillful execution. In the real world project managers are faced with multiple challenges from stakeholders, and it seems like there is this huge chasm that divides one person from the next. Most of the divide is not just between people but often there is a great chasm with the Mental Models within a person's mind.

If you have these challenges in your projects where there are gaps between the various stakeholders that can jeopardize your project, come to this workshop and explore various approaches to understanding more about the chasm that creates challenges within and between persons. Practice skills in crossing the human chasm and learn to manage your challenging stakeholders better.

BENEFITS

By the end of this workshop, you should be better able to:

- Identify types of stakeholders and influencing tactics
- Know your communication style and how to use it effectively to influence stakeholders
- Use observations to identify challenging situations at the onset
- Influence and motivate stakeholders towards better working relationship
- Assess yourself in times of change and review your transition coping styles that enhance or reject growth opportunities
- Practice using positive influencing tactics in crossing the chasm

WHO SHOULD ATTEND?

Project, Program, Portfolio, Performance Managers, Business Analysts or Consultants who find it challenging to cross the chasm in managing stakeholders.

Date : 26th – 27th Nov 2013

Time : 9.00am - 5.30pm

Venue : Grand Dorsett Subang Hotel
Jalan SS12/1, Subang Jaya
47500 Subang Jaya Malaysia

OUTLINE

- Stakeholders Analysis with Simulation Exercise
- Gap Analysis between and within the stakeholders
- Communication Styles assessment to bridge the gaps
- Identify challenges in times of change
- Understand the various Transition Coping Styles
- Border crossing
- Experience highly interactive sessions with assessments, activities and role plays that will enhance your abilities in managing the stakeholders better and crossing the chasm into new life.



LEE NAN PHIN

MSC, PMP®, CSM

LEE NAN PHIN has more than 20 years of experience in managing projects and consulting in various

environments; ranging from the Government, Financial Services Industry to the Conglomerates, System Integrators and Independent Software Vendors.

He was the Chairman of Malaysia National Computer Confederation Open Source Special Interest Group and members of SIRIM/TC4 committee. He is the co-author of 'Foundation IT Project Management' and 'Managing Complex IT Project' seminar. He also lectures for MSc. IT Programs in Universities and Colleges.

In the Project Management Training and consultancy services, NAN PHIN has chalked in more than 10 years experience and successfully delivered more than 650 PMP®.



VALERIE JAQUES

Consultant Psychologist

Managing Director, Integrated Psychology Network S/B

VALERIE JAQUES has worked in the areas of leadership coaching and counseling for more than 20 years. She has been an associate with the Centre for Creative Leadership since 2005, working with both local and multi-national organizations. She is well-trained in executives coaching using various assessment tools to help executives to manage their conflicts, integrate their work situations and organizational culture.

Valerie is also active in the area of outplacement services resulting from mergers and acquisitions. She has helped numerous organizations and their employees to successfully manage issues related to both internal and external changes as well as transitions.

Valerie is certified in Critical Incident Stress Management (CISM) both from the CISM Institute as well as the UN Department of Safety and Security. She is currently pursuing a PhD in Clinical Psychology focusing on Personality Assessment and Development of Character Strengths.