



Managing Stakeholder Expectations and Relationships HL252S

This 2-days course focuses on a stakeholder-based approach in projects and examines what it takes to actively and successfully build and manage relationships with our stakeholders, focusing on identifying and meeting their needs, requirements and priorities. Several key organizational issues around stakeholder management are also examined: power, influence and authority.

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Links to local schedules, pricing and registration

[US/Canada](#)
[Mexico/Latin America](#)
[Brazil](#)

HP course # HL252S

Category Project Management

Duration 2 days

Special note

Thank you for considering HP Education Services for your Project Management/Business Analysis (PM/BA) training needs. We provide the following delivery options:

If you are an individual interested in attending this course, you may do so by clicking on the schedule link for Unites States/Canada. This will take you to the Management Concepts site where you can register for the class. You may also use your HP Care Pack Credits to pay for the class, in addition to standard payment options.

If your organization is interested in conducting a class at your location, or a virtual instructor led delivery for one of the listed courses, please [contact us](#) to obtain a quote based on your delivery requirements. (Note: Must have a minimum of 8 individuals for onsite deliveries)

Audience

- This course is intended for project managers interested in best practices that apply to diverse projects in multiple industries. It is especially suited for people seeking project management certification

Prerequisites

- A comprehensive introductory Project Management course such as Project Management Fundamentals (HC577S)

Course objectives

By the end of this course, the student will be able to:

- Recognize the benefits of using a stakeholder-centric approach in projects
- Conduct a stakeholder analysis
- Create a stakeholder management plan
- Tailor a communication plan to meet the diverse needs of different stakeholder types
- Manage stakeholder expectations and relationships
- Create an on-the-job action plan

Benefits to you

- Understand the essential concepts and techniques to Manage the expectations and business relationships with stakeholders

Certifications/exams

- Successful completion of this course earns 14 PDUs which may be applied to meet PMI® education requirements. Successful completion of this course earns 16 CPEs

Course outline

Stakeholder Management Overview

- Identifying project stakeholders
- The important role of stakeholders
- A stakeholder-centric approach to projects

Stakeholder Analysis

- Stakeholder analysis process
- Stakeholder interests and needs
- Stakeholder power and interest levels
- Assessing a stakeholder's impact
- Stakeholders' expected support
- Stakeholder analysis matrix

Stakeholder Management Planning

- Building stakeholder support
- Gaining stakeholder trust
- Influence strategies for project stakeholders
- Stakeholder management plan

Stakeholder Communications

- The role of communication in stakeholder management
- Techniques for effective stakeholder communications
- Produce a tailored communication plan

Stakeholder Expectations & Relationships

- Implementing a stakeholder-centric model
- Managing expectations and relationships throughout the project cycle

Learn more at

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