

Effective Stakeholders Management for Project, Program & PMO Managers

This unique 2-day practical workshop is designed to help project managers to successfully deliver project results by learning how to influence others, effectively communicate and sell their ideas to gain firm commitment from stakeholders in challenging and often difficult project and program environments.

March 14-15, 2016 | Hotel & Congress Center Antunovic Zagreb, Croatia



Workshop Focus:

Identify the tools and techniques that can be used to on-board team members

Gain the ability to become a problem-solver and how to use these skills

Understand that conflict is good in projects and that the role of the project manager is to manage it

Recognize the principles behind what a project leader is and how to implement it

Learn the skills to influence sponsors and team members alike in non-ideal situations

Understand how to effectively communicate project results and status

Absorb how to be proactive and reactive in managing project situations and conflict

Apply influence strategies to gain commitment and foster collaboration

Adjust dynamically your approach to others to gain buy-in

Achieve goals by enhancing trust and cooperation

Deal effectively with challenging behaviors to overcome resistance and inertia in others

Use knowledge and competence to influence others

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Overview:

Projects are not just about initiating, planning, controlling and closing. Successful project managers have the ability to react, manage problems, deal with conflict and influence others without direct or formal authority. This course will show you how to master these key stakeholder management skills.

The skills range from conflict resolution to how to gain the buy-in from project team members and sponsors. The project manager must have interchangeable skills to drive positive outcomes, which in the end deliver end-results on time and within budget & scope. This workshop will help participants master the following 'stakeholder management' skills to become more effective in their role:

- **Sponsor engagement** by ensuring the right results with the right people
- Ability to serve your team which is **Servant Leadership**
- Being a **Critical Thinker** to question and challenge, and adapt new ideas and frameworks to suit different contexts
- Be a **Sales Person** by focusing on achieving value and realizing benefits by thinking about what the project will achieve
- Think about others' **Communication Values** with the skills in developing and adapting project information and reporting
- Be a **Problem Solver** to structure problems, seek out facts, engage with others, be innovative and creative in developing solutions
- Develop and practice **Negotiation Skills** both within the project team and external to the team with other stakeholders, sponsors, contractors.
- Manage **YOUR development** and understand how to get the best from you as the Project Manager

During the **PMI Forum 2015**, organized by PMI Chapter Zagreb, a survey was conducted among all the conference participants. The topic that came on top was **Stakeholders Management**.

During the round table discussion at the PMI Forum 2015, **high-profile panelists** have stated that the key success factor for running an effective PMO and thus delivering successful projects was having a buy-in from the Management, the Customers and the Project Team Members, alike.

This seminar is brought to you to fulfill that need and show you how to successfully do that.



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Your Workshop Leader:

B.Tech., M.Eng.Sc., MPM, PMP®, PMI-ACP®, PMI-RMP®, PMI-SP®, PgMP®



Mr. Liam Dillon is a Senior Consultant and Managing Director of international training & consulting firm, Turlon & Associates.

Liam specializes in Project Management, Program Management, Agile Project Management, Project and Program Risk Management, Contract Management and Project, Program and Portfolio Leadership.

Liam holds a Master of Science degree in Project Management and is one of the few practitioners to hold multiple project and program management accreditation from the Project Management Institute (PMI®). Liam has over 23 years' professional experience. During that time, he has led some significant global IT and Infrastructure projects and programs for various industries.

Liam currently works across various industries with the following consultancy objectives:

- The management, development and delivery of an extensive range of project, program and portfolio management training programs for companies and colleges.
- Working with companies on delivering and developing and maintaining project, program and portfolio management excellence.
- Working with various blue-chip companies, on a consultancy basis, in growing levels of project and program management maturity

Coupled with his industrial experience, Liam spends time training and coaching in USA, Middle-East, Asia and Europe on the topics of project and program management and Lean-Agile implementations. Liam has served as the President of the Ireland Chapter of PMI and is currently a member PMI's Global Board Volunteer Advisory Group. Liam is a coveted speaker at international conferences of the topics of project, program and portfolio management, including 2014 PMI Global Congress EMEA in Dubai.

Starting in 2013, Liam has been delivering public seminars and in-house training courses working with KTC International. His recent assignments include a series of public workshops on the topic of Agile Project Management and Stakeholders Management, which Liam delivered with exceptional acclamation from the delegates in Belgrade, Bucharest, Budapest and Zagreb.



When passion, drive and energy meet knowledge, experience and expertise
you have a speaker that is yet to be matched! Liam is **that** speaker!



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Seminar Agenda:

This workshop will be of benefit to participants who want to effectively manage projects within a competitive and rapid environment. The workshop focuses on the leadership, communication and influencing skills a project manager must have to be able to effectively navigate a project roadmap and manage stakeholders effectively.

Skill 1: Project Manager's Mind-set

- Topic 1: The Mind-Set of a Project Manager for Stakeholder Engagement
- Topic 2: What Makes a Good Leader for Stakeholders
- Topic 3: What are your Leadership Qualities
- Topic 3: Managing Virtual Teams

Skill 2: Managing Conflict

- Topic 1: Project Conflict
- Topic 2: Negotiation Skills
- Topic 3: Steps in Managing Conflict

Skill 3: Problem Solving and Prioritisation

- Topic 1: The Roller-Coaster of Change
- Topic 2: Define and Clarify the Issue
- Topic 3: Identify the Reason Why?
- Topic 4: Present the Options
- Topic 5: Solve the Problem?

Skill 4: Influencing the Crowd

- Topic 1: Influencing your Sponsor / Stakeholders
- Topic 2: Do you listen to your Stakeholders?

Skill 5: Servant Leadership Style

- Topic 1: Key Practices of Servant- Leaders
- Topic 2: Using Influence instead of Intimidation
- Topic 3: Creating and Communicating a Vision to your Stakeholders
- Topic 4: How to Coach Others and Gain Their Trust

Skill 6: Communication and Presentation Skills – High Impact Presentations

- Topic 1: What, When and How to Communicate?
- Topic 2: How to Present Information
- Topic 3: Presenting and Dealing with Bad News

Skill 7: The Project 'Sales' Manager

- Topic 1: Take up the new role
- Topic 2: Sell, Sell and Sell the Project or Program

Skill 8: Communication and Presentation Skills

- Topic 1: What, When and How to Communicate?
- Topic 2: Building Bridges
- Topic 3: Lessons Learned

Seminar starts on Monday, March 14 at 8:30am and finishes on Tuesday, March 15 at 4:30pm.

All participants will receive the Certificate of Attendance. The course is in line with PMBOK® Guide 5th edition and awards 16 PDUs / Training Hours.

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To reserve your participation please complete the registration form and send it to operations@ktcintl.com

PARTICIPANTS' INFORMATION		EVENT DETAILS – Please choose your event!	
Name		Effective Stakeholders Management for Project, Program & PMO Managers	
Job Title		March 14-15, 2016	
e-mail		Hotel & Congress Center Antunovic	
Name		Zagreb, Croatia	
Job Title		REGISTRATION FEES	Please mark the appropriate box!
e-mail		Standard single delegate fee	€ 995 / delegate
Name		PMP/PMI-Member fee with 10% off	€ 895 / delegate
Job Title		Group 4+1 fee with 20% discount	€ 3,980 for 5 delegates (€ 796 average)
e-mail		INDIVIDUAL EARLY-BIRD DISCOUNT AVAILABLE UNTIL JANUARY 29, 2016	
Name		Register now and receive 20% off	€ 796 / delegate
Job Title		GROUP EARLY-BIRD DISCOUNTS AVAILABLE UNTIL JANUARY 29, 2016	
e-mail		3+1 Free seat: Register 4 delegates now and save € 995 (25% discount)	€ 2,985 for 4 delegate (€ 746 average)
Name		4+2 Free seats: Register 6 delegates now and save € 1,990 (33% discount)	€ 3,980 for 6 delegate (€ 663 average)
All above listed fees are gross . Discounts & Promotional Offers cannot be combined. In case of multiple discounts availability, the higher discount applies.			
REGISTERING ORGANIZATION		AUTHORIZATION	
Name		I certify that the above information is correct. I am aware of the prerequisites of the registration.	
EU VAT No.		Name	
Street		Job Title	
City		Signature	
Country	Post Code	Date	
TERMS & CONDITIONS			
Hotel Accommodation & Airport Transfer			
Accommodation is not included in the training participation fee. To arrange accommodation at the conference venue, you will receive a reservation form with our Special Corporate Rate. Please arrange the room reservation and airport transfer directly with the hotel.			
SALES CONTRACT			
This registration form constitutes a legally binding sales contract between the Executor and the Client. All terms are mutually accepted and agreed in good faith.			
1. Fees: Registration fees are inclusive of program materials, luncheons and refreshments, but exclude accommodation and travel expenses.			
2. Payment terms: Following the receipt of the registration form, all payments are due within 5 (five) business days. All payments must be received before the commencement of the event. After registration all payments must be executed within the terms herewith irrespective of attendance. Should a portion of the Contract price be subject to state, federal, or local taxation, or VAT if applicable, the Executor reserves the right to add such charges to the final invoice or recover such sums from the Client at the time when they become due.			
3. Cancellation/Substitution: Substitution is allowed by providing a written notice given to the Executor, not later than 2 working days before the event. Otherwise all registrations carry a 50% cancellation liability of the contract value immediately after an authorized registration form has been received by The Executor. By signing this registration form the client agrees that in case of any dispute or cancellation The Executor will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason The Executor decides to postpone or cancel the event, The Executor is not responsible for covering airfare, hotel or any other cost incurred by the clients. Any cancellation received in less than 10 working days before the event carries 100% payment liability. No refund, partial refund or any alternative offer shall be made.			
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5. Copyright: All intellectual property rights in all materials produced and distributed by the Executor are expressly reserved and any unauthorized duplication, publication or distribution is prohibited without written permission of the Executor.			