

A coaching approach to stakeholder management

90-minute online training

Overview

This course will provide you with the skills to foster more collaborative, supportive, and productive stakeholder relationships by adopting a coaching mindset.

Learning objectives

By the end of this training, attendees will:

- Understand the value of a coaching approach in stakeholder management.
- Identify key coaching skills that can improve stakeholder collaboration.
- Learn techniques to foster a supportive and collaborative relationship with stakeholders.
- Apply coaching principles to real-world stakeholder scenarios.

What you will learn

1. Coaching fundamentals:

- Understand what coaching is and how it differs from directive management.
- Explore the key benefits of a coaching approach in stakeholder management.

2. Essential coaching skills:

- Develop active listening and empathy.
- Learn how to ask open-ended questions that encourage good communication.
- Master the art of providing constructive feedback.

3. Techniques for coaching conversations:

- Use the GROW Model to guide stakeholder conversations:
 - Goal: Clarify what the stakeholder wants to achieve.
 - Reality: Understand the current situation.
 - Options: Explore possible solutions.
 - Will: Agree on actionable steps.

Interactive activities

This course includes interactive activities to embed learning and allow sharing of ideas and experiences.

Why attend?

- Build stronger relationships: learn how to foster trust and collaboration with stakeholders.
- Enhance problem-solving skills: use coaching techniques to facilitate mutual solutions.
- Boost confidence: equip yourself with practical tools to handle difficult stakeholder interactions.