



Confidence and Influence in Stakeholder Management

April 7 – 11, 2025, 1st Run: Lagos & Port Harcourt

September 1 – 5, 2025, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: Lagos: N300, 000, Abuja / Port Harcourt: N350, 000 per Participant

Delivery Mode: In-person / Live Virtual / Hybrid

Online course fee: N250, 000 per Participant

Available for In-plant Training

10% Discount for 5 and above nominations

Program overview:

Effective stakeholder management is critical for achieving project goals, driving organizational change, and building strategic partnerships. This training course empowers professionals with the confidence, communication techniques, and influencing skills needed to navigate complex stakeholder environments.

Through a blend of practical exercises, real-world scenarios, and evidence-based frameworks, participants will learn how to build trust, manage expectations, and influence without authority. Whether you're leading a project, working cross-functionally, or engaging external partners, this course will enhance your ability to connect with stakeholders, gain buy-in, and drive outcomes with confidence.

For Whom:

This program is designed for Project and Program Managers, Business Analysts and Consultants, Team Leaders and Department Heads, Change Managers and Communication Specialists. Anyone seeking to strengthen their stakeholder engagement capabilities will benefit from this program.

Learning Objectives:

At the end of the program, participants will be able to:

- build personal confidence in stakeholder interactions and high-stakes conversations;
- identify and map stakeholder interests, power dynamics, and engagement strategies;
- apply principles of emotional intelligence and persuasive communication;
- influence decision-making even without formal authority;
- manage resistance, resolve conflicts, and foster long-term stakeholder relationships; and
- tailor messages for different audiences to ensure clarity and impact.

Course Outline:

Day 1: Overview of Stakeholder Management & Self-Confidence

Stakeholder management: why it matters

- Identifying and categorizing stakeholders (Power-Interest Matrix)

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

Website: www.hcaglobalconsult.com; Email: info@hcaglobalconsult.com, hcaglobalconsult@gmail.com

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24/7 Lines: +234-8068933608 (WhatsApp), +234-8029170491 & +234-8145745664(WhatsApp) & +234-9112830607

- Understanding your role and value as a stakeholder manager
- Self-assessment: Confidence baseline and communication style
- Overcoming imposter syndrome and fear of conflict
- **Case study:** Project gone wrong—what failed in stakeholder engagement?

Day 2: Building Personal Influence & Communication Impact

- The psychology of influence and persuasion (Cialdini's principles)
- Credibility, clarity, and confidence in communication
- Active listening, assertiveness, and body language
- Adapting communication for different stakeholder types
- Class Activities: Role-play: Handling difficult conversations

Day 3: Engaging Stakeholders and Managing Expectations

- Stakeholder engagement strategies
 - Stakeholder engagement plan creation
- Setting and negotiating expectations
- Managing resistance and hidden agendas
- Techniques for inclusive decision-making
- Activities: Peer coaching: Giving and receiving constructive feedback

Day 4: Influencing Without Authority

- Leading through influence: tools and techniques
- Building alliances and leveraging networks
- Influence mapping and stakeholder empathy
- Storytelling as a leadership and persuasion tool
- Activities: Storytelling lab: Craft and deliver a strategic message

Day 5: Conflict Resolution, Feedback, and Sustainable Stakeholder Relationships

- Understanding conflict styles and managing stakeholder tension
- Feedback models (e.g., SBI, DESC)
- Long-term relationship building and trust maintenance
- Creating a personal stakeholder engagement action plan
- Activities: Wrap-up: Confidence and influence commitment roadmap

Training Methodology:

Class lectures, Case studies, practical exercises, breakout discussions, and role-play simulations to ensure transfer of learning.

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 – FAB By Toprank Hotel, Opposite Old Federal Secretariat Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

In-plant Fee Negotiable

WORKSHOP FEE:

Lagos: N300, 000 per Participant. VAT – N22, 500

Abuja & P/ H: N300, 000 per participant, VAT –N26, 250

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
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