

BCS Stakeholder Engagement Course with Online Exam

Duration: 2 Days Course Code: BSHE

Overview:

The **Stakeholder Engagement** course is a game-changer for business analysts, project managers and IS consultants who want to build positive and productive relationships with stakeholders. Invaluable as a stand-alone course, it also counts towards the [BCS \(ISEB\) Advanced International Diploma in Business Analysis](#).

Target Audience:

Business analysts, project managers, business change practitioners and anyone in business who needs to engage with and manage stakeholders. Stakeholder Engagement is also a People Skills module on the BCS (ISEB) Advanced Diploma in Business Analysis.

Objectives:

- Being able to engage with and manage your stakeholders effectively is a vital skill for anyone in business, but especially for business analysts, project managers and IS consultants
 - Our **Stakeholder Engagement** course covers all the essential frameworks and principles you'll need to develop positive and productive relationships with your stakeholders. This includes working with stakeholder groups, creative problem solving, managing conflict and much more.
 - Presented to you by one of the expert training consultants pictured below. Each member of our Stakeholder Engagement training team brings substantial practical experience to the programme.
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Testing and Certification

During this two day course you'll receive all the training you need to prepare for the BCS Professional in Stakeholder Engagement certificate exam. A pass in this module will contribute to the BCS Advanced International Advanced Diploma in Business Analysis.

For delegates attending a classroom, virtual classroom or online course, the exam may be taken remotely using the BCS online proctoring service. This exam consists of 40 multiple-choice questions with a pass mark of 26/40.

Content:

During this course, you will cover:

Understanding stakeholders

- Analysing stakeholders
- Stakeholder planning
- Stakeholder perspectives

Communication

- The communication process
- Barriers to communication
- Active listening

Working with stakeholder groups

- Group development process
- Learning styles

Facilitated workshops - introduction

- The benefits of facilitated workshops
- Main workshop roles – facilitator, scribe, participants, sponsor
- Stages of a workshop
- Workshop preparation
- Conduct of the workshop
- Facilitation techniques
- Adaptability in the workshop

Rapport

- Rapport defined
- Making an impact
- Building rapport
- Body language

Creative problem solving

- A model for creative problem solving
- Techniques for generating ideas
- Rich pictures
- Mind-maps
- Fishbone diagrams
- Stimulating creative thinking
- Edward de Bono's 'Six Thinking Hats'

Managing expectations

- Sources of expectations
- Controllable expectation creators
- Uncontrollable expectation creators
- Process for managing expectations

Negotiation

- Negotiating positions
- Principled negotiation approach
- The people problem
- Principled negotiation stages – interests, options, criteria
- Blocks to creative options in negotiation
- Integrative and distributive negotiation

Managing conflict

- The difference between negotiation and conflict situations
- Root causes of conflict – goals, judgements, values
- Options for conflict resolution
- Conflict resolution process
- Handling conflict

Additional Information:

If this course is part of your BCS Advanced Diploma in Business Analysis programme you have a choice of further modules you can take including Business Architecture, Agile Business Analysis, Data Analysis, Advanced Requirements Engineering, Business Finance, Benefits Planning and Realisation and Team Leadership. The structure of the certification is shown [here](#).

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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