



## MANAGE STAKEHOLDER ENGAGEMENT

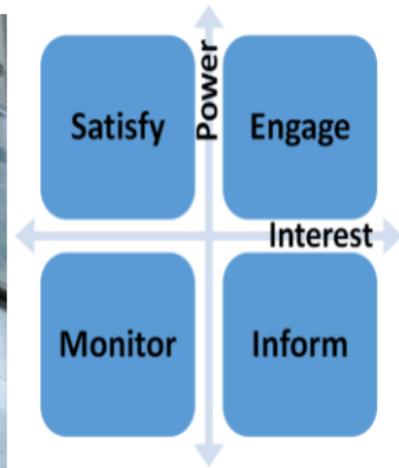
### Eliminating the risk of project failure

Why was **Project Stakeholder Management** introduced as a NEW KNOWLEDGE AREA to the latest version of PMI Guide to Project Management Body of Knowledge (PMBOK® Guide 5th Edition)?

Why is **Leadership** now a pillar in the PMI Talent Triangle?

The reason is obvious: most projects fail and not due to technical issues. Instead, it is caused by the failure to engage stakeholders to balance their conflicting demands.

If you have these challenges in your project, come to this workshop and explore various approaches to understanding more about your stakeholders, the nature of the conflicts and how to manage these conflicts better.



#### BENEFITS

By the end of this workshop, you should be better able to:

- Identify types of stakeholders and influencing tactics;
- Understand different communication styles that often are the cause of conflict;
- Become more self-aware of personal conflicts and hot buttons that are unique to each person;
- Learn your anger styles that feed conflicts and find alternatives to channel it positively so as to influence and motivate stakeholders towards more effective conflict resolution.

#### WHO SHOULD ATTEND?

Project, Program, Portfolio, Functional Managers, Product Owner, Business Analysts or Consultants who find it challenging to manage project stakeholders demands and their expectations.

Date : 17 – 18 November 2016 (Thurs – Fri)

Time : 9.00am - 5.30pm

Venue : Menara PKNS, 15th Floor, Menara PKNS,  
Jalan Yong Shook Lin, 46050 Petaling Jaya, Selangor.

Inquiry: [oneil@mpc.org.my](mailto:oneil@mpc.org.my) | 016 419 4343

#### OUTLINE

- Define stakeholder management and conflict
- Stakeholders conflict analysis with case simulation
- Share experiences of conflicts and challenges, identify key factors contributing to the conflict situation
- Assessment of conflict dynamics and anger styles
- Anger management and conflict resolution
- Experience highly interactive sessions with assessments, activities and role plays that will enhance your abilities to manage stakeholder conflicts for a successful project



LEE NAN PHIN  
MSC, PMP®, CSM

LEE NAN PHIN has more than 20 years of experience in managing projects and consulting in various environments; ranging from the Government, Financial Services Industry to the Conglomerates, System Integrators and Independent Software Vendors.

He was the Chairman of Malaysia National Computer Confederation Open Source Special Interest Group and members of SIRIM/TC4 committee. He is the co-author of 'Foundation IT Project Management' and 'Managing Complex IT Project' seminar. He also lectures for MSc. IT Programs in Universities and Colleges.

In the Project Management Training and consultancy services, NAN PHIN has chalked in more than 10 years experience and successfully delivered more than 800 PMP®.



VALERIE JAUQUES

Consultant Psychologist  
Managing Director / Psychologist, Integrated Psychology Network S/B

VALERIE JAUQUES has worked in the area of growing people and leaders for more than 25 years. Besides her own consultancy practice she has been an associate with organizations that coach leaders since 2005, working with both local and multi-national organizations. She is well-trained in executives coaching using various assessment tools to help executives to manage their conflicts, integrate their work situations and organizational culture.

Valerie is also active in the area of outplacement services resulting from mergers and acquisitions. She has helped numerous organizations and their employees to successfully manage issues related to both internal and external changes as well as transitions.

Valerie is certified in Critical Incident Stress Management (CISM) both from the CISM Institute as well as the UN Department of Safety and Security. She is currently pursuing a PhD in Clinical Psychology focusing on Personality Pathology Traits.