



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Manage Project Stakeholder Relations Effectively

Business, Commerce and Management Studies / Project Management

Unit Standard 243815 · NQF Level 5 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips project managers and team leaders with the skills to effectively manage stakeholder relations throughout the project lifecycle. Participants will learn to identify, analyze, and engage stakeholders to ensure their needs and expectations are met, thereby enhancing project success. The course focuses on building trust, managing communication, and resolving conflicts in a project context.

Category	Business, Commerce and Management Studies
Subfield	Project Management
Unit Standard	243815
Accreditation	SAQA Accredited · NQF Level 5 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Identify and analyze project stakeholders and their influence on project outcomes.
- Develop and implement a stakeholder engagement plan that aligns with project objectives.
- Apply communication strategies to manage stakeholder expectations and build trust.
- Evaluate and address stakeholder concerns and conflicts in a project setting.
- Demonstrate effective negotiation and influencing skills to gain stakeholder support.
- Monitor and review stakeholder relationships to ensure ongoing alignment with project goals.

WHO SHOULD ATTEND

- This course is designed for project managers, team leaders, and anyone involved in project coordination who needs to manage stakeholder relationships effectively.
- It is also suitable for professionals seeking to improve their stakeholder engagement skills in a project environment.

COURSE OUTLINE

Day 1: Introduction to Stakeholder Relations and Project Context

- Overview of stakeholder relations management
- Types of stakeholders: internal, external, primary, secondary
- Project lifecycle phases and stakeholder touchpoints
- Benefits of effective stakeholder relations
- Introduction to SAQA Unit Standard 243815

Day 2: Stakeholder Identification and Analysis

- Stakeholder identification techniques: brainstorming, interviews, checklists
- Stakeholder analysis tools: power/interest grid, influence-impact matrix
- Assessing stakeholder expectations and needs
- Stakeholder register development
- Prioritization criteria and methods

Day 3: Communication Planning for Stakeholders

- Elements of a communication plan
- Communication methods: meetings, reports, emails, presentations
- Tailoring communication styles and content
- Feedback loops and grievance mechanisms
- Communication plan template and documentation

Day 4: Building Trust and Managing Expectations

- Trust-building principles: consistency, reliability, empathy
- Expectation management techniques
- Conflict resolution and negotiation skills
- Dealing with difficult stakeholders
- Case studies on trust and expectation management

Day 5: Stakeholder Engagement and Participation

- Levels of stakeholder engagement: inform, consult, involve, collaborate
- Engagement techniques: workshops, focus groups, surveys
- Facilitation skills for stakeholder meetings
- Measuring engagement success
- Adaptive management of engagement plans

Day 6: Monitoring and Reporting on Stakeholder Relations

- Key performance indicators for stakeholder relations
- Feedback collection methods: surveys, interviews, suggestion boxes
- Data analysis and interpretation
- Reporting formats and frequency
- Integrating reports into project governance

Day 7: Managing Stakeholder Issues and Risks

- Stakeholder risk assessment
- Risk mitigation and contingency planning
- Issue management process: log, assign, resolve
- Complaint handling procedures

- Lessons learned and continuous improvement

Day 8: Cultural Sensitivity and Ethical Considerations

- Cultural dimensions and communication styles
- Ethical frameworks: transparency, fairness, respect
- Inclusivity and diversity in stakeholder engagement
- Legal requirements: POPIA, labour laws, environmental regulations
- Corporate social responsibility and stakeholder relations

Day 9: Integration, Review, and Assessment Preparation

- Consolidation of stakeholder management process
- Case study: developing a full stakeholder plan
- Mock assessment and feedback
- Action planning for real-world application
- Course evaluation and closure

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 5**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 35,000.00	R 35,000.00
1	In-House	R 45,500.00	R 45,500.00
1	On-Campus (Pretoria)	R 52,500.00	R 52,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	13 Aug 2026	On-Campus	Lagos, Nigeria
04 Aug 2026	14 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	17 Aug 2026	On-Campus	Mauritius
06 Aug 2026	18 Aug 2026	On-Campus	Cape Town, South Africa
07 Aug 2026	19 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	21 Aug 2026	On-Campus	Mauritius

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 243815) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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