

**MSS SUCCESS SPACES**

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PROJECT STAKEHOLDER MANAGEMENT TRAINING IN THE PHILIPPINES

Building Strong Relationships, Effective Communication, and Stakeholder Commitment for Successful Project Delivery

TRAINING OVERVIEW

Projects rarely fail because of technical issues alone. More often, they encounter delays, resistance, misunderstandings, conflicts, scope changes, budget overruns, or even complete failure because stakeholders are not properly identified, engaged, informed, or managed throughout the project lifecycle.

Project stakeholders—including sponsors, clients, customers, executives, regulators, suppliers, contractors, project team members, and end users—have different expectations, interests, priorities, and levels of influence. Successfully managing these relationships is essential to gaining support, reducing resistance, resolving conflicts, improving communication, and increasing the likelihood of project success.

Our **Project Stakeholder Management Training in the Philippines** equips participants with practical knowledge and tools for identifying stakeholders, understanding their expectations, assessing their influence, planning stakeholder engagement, communicating effectively, and maintaining productive relationships throughout the project. Participants will also learn how to handle difficult stakeholders, manage competing expectations, and build trust even in complex project environments.

Delivered using MSS Corporation's **EnterTRAINment®** approach, this highly interactive program combines discussions, stakeholder mapping exercises, case analyses, simulations, and action planning to help participants confidently manage project stakeholders and strengthen collaboration across the entire project lifecycle.

TRAINING GOAL

To equip participants with the knowledge, practical skills, and professional attitude necessary to effectively identify, engage, communicate with, and manage project stakeholders in order to improve collaboration, reduce project risks, and increase project success.

TRAINING OBJECTIVES

By the end of the training, participants will be able to:

- Explain the importance of stakeholder management in successful project delivery.
- Identify and analyze project stakeholders based on their influence, interest, and impact.
- Develop practical stakeholder engagement and communication strategies.
- Apply appropriate techniques for managing stakeholder expectations and resolving concerns.
- Demonstrate confidence in building productive stakeholder relationships throughout the project lifecycle.

- Develop an action plan for improving stakeholder management within their own projects.

ONE-DAY PROJECT STAKEHOLDER MANAGEMENT TRAINING PROGRAM OUTLINE

Recommended Schedule: 8:00 AM – 5:00 PM

Time	Modules and Topics	Activities and Outputs
8:00 AM – 10:00 AM	MODULE 1: Understanding Project Stakeholders • Who Are Project Stakeholders? • Types of Internal and External Stakeholders • Stakeholder Roles, Influence, and Expectations • Why Stakeholder Management Matters	Activity: Stakeholder Identification Exercise Participants identify stakeholders involved in a sample or actual project. Outputs: • Stakeholder Identification Worksheet • Initial Stakeholder List
10:00 AM – 10:15 AM	Morning Break	
10:15 AM – 12:00 NN	MODULE 2: Stakeholder Analysis and Engagement Planning • Stakeholder Analysis • Stakeholder Prioritization and Mapping • Planning Stakeholder Engagement • Choosing Appropriate Engagement Strategies	Activity: Stakeholder Mapping Workshop Participants analyze stakeholders according to their influence and interest and determine appropriate engagement approaches. Outputs: • Stakeholder Map • Stakeholder Engagement Plan
12:00 NN – 1:00 PM	Lunch Break	
1:00 PM – 3:00 PM	MODULE 3: Communicating and Managing Stakeholder Expectations • Effective Stakeholder Communication • Managing Expectations Throughout the Project • Handling Difficult Stakeholders • Resolving Stakeholder Concerns and Conflicts	Activity: Stakeholder Communication Role Play Teams practice communicating with stakeholders in challenging project situations. Outputs: • Stakeholder Communication Plan • Communication Improvement Tips
3:00 PM – 3:15 PM	Afternoon Break	
3:15 PM – 5:00 PM	MODULE 4: Sustaining Stakeholder Commitment for Project Success	Activity: Project Stakeholder Action Planning Participants develop practical actions to

Time	Modules and Topics	Activities and Outputs
	- Monitoring Stakeholder Engagement - Building Long-Term Stakeholder Relationships - Lessons Learned and Continuous Improvement - Personal Action Planning	strengthen stakeholder management in their current or future projects. Outputs: - Personal Stakeholder Management Action Plan - Commitment Pledge

THE A.L.I.G.N.™ FRAMEWORK

The MSS Framework for Effective Project Stakeholder Management

To help project professionals build stronger stakeholder relationships and improve project outcomes, Making Strong Success (MSS) Corporation developed the **A.L.I.G.N.™ Framework**.

A — Assess Stakeholders

Identify everyone who can influence or be affected by the project.

L — Learn Expectations

Understand stakeholder needs, priorities, concerns, and success criteria.

I — Involve Strategically

Engage stakeholders using appropriate communication, consultation, and participation strategies.

G — Gain Commitment

Build trust, manage expectations, resolve issues, and encourage active stakeholder support.

N — Nurture Relationships

Maintain open communication, monitor engagement, and strengthen relationships throughout the project lifecycle.

TRAINING METHODOLOGY

Consistent with MSS Corporation's **EnterTRAINment®** philosophy, this highly interactive program emphasizes practical application through:

- Interactive Facilitator-Led Discussions
- Individual Reflection Activities
- Group Discussions
- Stakeholder Mapping Workshops
- Project Case Studies

- Communication Role Plays
- Small Group Activities
- Team Presentations
- Action Planning
- Facilitator Coaching and Feedback

FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is Project Stakeholder Management?

Project Stakeholder Management is the process of identifying, analyzing, engaging, communicating with, and managing individuals, groups, or organizations that can influence or are affected by a project. Effective stakeholder management helps build support, minimize resistance, improve communication, and increase the likelihood of project success.

2. Who should attend this Project Stakeholder Management Training?

This program is ideal for:

- Project Managers
- Project Coordinators
- Project Engineers
- Construction Professionals
- IT Project Teams
- Business Analysts
- Program Managers
- Operations Managers
- Department Heads
- Team Leaders
- Change Management Professionals
- PMO Personnel
- Functional Managers
- Anyone involved in planning, implementing, or supporting projects

3. Why is stakeholder management important in project management?

Projects involve people with different interests, expectations, priorities, and levels of influence. Without effective stakeholder management, projects may experience communication breakdowns, conflicts, resistance to change, scope changes, delays, cost overruns, and reduced stakeholder satisfaction. Managing stakeholders proactively helps keep projects aligned, supported, and moving toward successful completion.

4. Is this training based on project management best practices?

Yes. The training incorporates globally recognized project management principles and stakeholder management best practices while translating them into practical workplace applications that participants can immediately use in their own projects. The program is designed to complement organizations that follow PMBOK®, Agile, PRINCE2®, or other project management methodologies.

5. Can this training be customized for our projects and industry?

Absolutely. The program can be customized using your organization's actual projects, stakeholders, communication challenges, and industry-specific scenarios. Whether your organization operates in construction, manufacturing, information technology, healthcare, banking, government, engineering, logistics, education, or other industries, the training can be tailored to your environment.

6. Will participants learn how to deal with difficult stakeholders?

Yes. Participants will learn practical techniques for managing difficult conversations, addressing stakeholder concerns, handling resistance, managing conflicting expectations, and maintaining productive working relationships throughout the project lifecycle.

7. Is this training available onsite or online?

Yes. MSS Corporation offers this program through:

- Face-to-Face Classroom Training
- Virtual Instructor-Led Training
- Hybrid Learning
- Customized In-House Corporate Training

8. What practical outputs will participants produce during the training?

Throughout the program, participants will develop practical tools that they can immediately apply in their projects, including stakeholder identification worksheets, stakeholder maps, stakeholder engagement plans, communication plans, and individual stakeholder management action plans.

RELATED TRAINING PROGRAMS

Organizations seeking to strengthen their project management capabilities may also be interested in the following MSS Corporation training programs:

- Project Management Fundamentals Training
- Project Planning and Scheduling Training
- Project Risk Management Training
- Project Communication Management Training
- Project Scope Management Training
- Project Cost Management Training
- Project Quality Management Training
- Agile Project Management Training
- Change Management Training
- Leadership for Project Managers
- Conflict Management and Resolution Training
- Effective Business Communication Training

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WHY CHOOSE MSS CORPORATION?

At **Making Strong Success (MSS) Corporation**, we believe that successful projects are built not only on sound planning and technical expertise but also on strong relationships with the people who influence or are affected by the project.

Our **Project Stakeholder Management Training in the Philippines** is designed using our **EnterTRAINment®** approach, combining practical learning, engaging discussions, stakeholder mapping workshops, role-playing activities, and real-world project scenarios. Participants leave the program with practical tools and strategies they can immediately apply to improve stakeholder engagement, communication, collaboration, and project outcomes. Every program is customized to reflect the organization's industry, project environment, stakeholder landscape, and business objectives. Rather than focusing solely on project management theory, we emphasize practical application, relationship building, and effective communication—helping participants gain stakeholder commitment, reduce project risks, and deliver projects more successfully.

Whether your organization is managing internal initiatives, client projects, digital transformation programs, construction projects, engineering work, or organizational change, MSS Corporation is committed to helping your project teams build the confidence and capability to engage stakeholders effectively and drive project success.

With MSS, We Make Strong Success.