

PPP Stakeholder Engagement, Communication & Conflict Management

This course offers insight into identifying, analyzing, and managing stakeholders across the PPP lifecycle, from project conception and feasibility to contract execution and long-term operations. The curriculum explores tools and methodologies for mapping stakeholder interests, designing engagement plans, and crafting communication strategies that foster mutual understanding and alignment. Participants will examine both successful and failed PPP engagements to understand how effective communication and stakeholder participation can influence project acceptance, reduce risks, and ensure long-term sustainability.

WHO SHOULD ATTEND?

This course is designed for PPP unit officials, project managers, and government representatives involved in stakeholder coordination. It is equally high valuable for private sector sponsors, concessionaires, investor relations managers, social safeguards specialists, NGOs, development partners, legal advisors, mediators, conflict resolution specialists, policy analysts and consultants engaged in PPP development and implementation.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Identify and analyze key stakeholders involved in PPP projects.
- Establish frameworks for participatory decision-making and consultation.
- Manage stakeholder expectations and address concerns proactively.
- Anticipate and mitigate potential conflicts during PPP planning and implementation.
- Apply negotiation and mediation techniques to resolve disputes.
- Build institutional frameworks that support continuous stakeholder collaboration.
- Foster a culture of accountability and shared ownership in PPP projects.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- The principles and importance of stakeholder engagement in PPP success.
- The structure and components of a robust PPP communication strategy.
- Mechanisms for ensuring transparency, accountability, and public trust.
- Tools for designing participatory frameworks for stakeholder consultations.
- Practical approaches to negotiation, mediation, and dispute resolution.
- The role of public perception and media management in PPP sustainability.
- Institutional and legal frameworks supporting stakeholder engagement in PPPs.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded.