

# Project Communications and Stakeholder Management

## COURSE OVERVIEW

This course provides participants with the knowledge and skills to effectively manage project communications and engage stakeholders throughout the project lifecycle. It focuses on planning, executing, and monitoring communication strategies that align with project goals and stakeholder expectations. Participants will learn to identify key stakeholders, analyze their needs, develop engagement plans, and apply tools to ensure clear, consistent, and timely communication. The course equips professionals to handle conflicts, manage feedback, and foster stakeholder support to enhance project success.

## WHO SHOULD ATTEND?

This course is ideal for project managers, coordinators, and team leaders who are responsible for planning and executing communication strategies within projects. It also benefits program managers and business analysts who engage with diverse stakeholders and need to ensure alignment between project objectives and stakeholder expectations. Communication officers and stakeholder engagement specialists will gain practical tools for fostering collaboration and managing feedback. Additionally, professionals involved in change management or project support roles will enhance their ability to build stakeholder trust, resolve conflicts, and contribute to successful project delivery through effective communication.

## COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Identify stakeholders.
- Plan project communications.
- Communicate project information effectively.
- Identify and apply conflict resolution techniques.
- Evaluate closing phase communications.

## KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- Communication planning
- Stakeholder identification
- Stakeholder analysis
- Engagement strategies
- Information distribution
- Feedback mechanisms
- Conflict resolution
- Communication tools
- Reporting techniques
- Performance evaluation

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