

Engaging and Managing Stakeholders for Successful HR Plans (SFw HR)

Participants will be awarded the **Statement of Attainment for HRS-HRM-4036-1.1 Stakeholder Engagement and Management** upon successful completion of the course.

Course Objective

This course addresses the skills and competencies required to manage stakeholder expectations and relationships through effective communication, negotiation and alignment of their needs with the organisation's or human resource objectives.

Course Outline

- **Identification of stakeholders**
 - Types of stakeholders and opportunities for different stakeholders
 - Impact of stakeholders' influence and interest
 - Introduce Power-Importance Grid
 - Stakeholder influence profiling with the Power-Importance Grid
- **Analysis and positioning of stakeholders**
 - Introduce stakeholder engagement techniques
 - Introduce stakeholder matrix
 - Prioritisation of stakeholders using the stakeholder matrix
 - Facilitate the analysis of stakeholders
- **Design stakeholder engagement strategy**
 - Introduce stakeholder management strategies
 - Introduce engagement pitfalls and recovery approaches
 - Design engagement strategies and recovery plans
- **Engage stakeholders execution plan**
 - Identify and design networking opportunities
 - Develop an execution plan to engage stakeholders which includes the possible pitfalls identification and corresponding recovery plan(s)
 - Facilitate stakeholder engagements
 - Introduce and perform feedback collation, analysis and feedback responses techniques
- **Review engagement approaches**
 - Introduce reflection strategies
 - Recommend improvements
 - Improve engagement strategies

Methodology

It is a competency-based learning with assessment. Case studies, experiential learning, discussions and presentations.

Duration : 2 days, 9am to 7pm (18 hours)
 Course Venue : SNEF Corporate Learning Centre @ Tanglin

Register online at SNEF website www.snef.org.sg
 Click on 'Training' and Course Category '**Human Resource / Industrial Relation**'

- ❖ **50% Course Fee Subsidy, capped at \$15/hr (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$50/hr (SC aged ≥ 40/ SMEs)**
- ❖ **Absentee Payroll**
90% of hourly basic salary, capped at \$10/hr. Eligibility period: 1 May – 31 Dec 2020

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40		\$481.50	\$405.00	\$76.50
	- SC aged ≤ 39		\$481.50	\$225.00	\$256.50
	- All SPR		\$481.50	\$225.00	\$256.50

All prices stated are inclusive of 7% GST

SC : Singapore Citizen
SPR : Singapore Permanent Resident
 : Not Applicable
SMEs : Defined as companies with:
 (i) at least 30% local shareholding; AND
 (ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens or Permanent Residents (PR) of Singapore
2. Attain at least 75% course attendance
3. Successfully complete assessment & certified as competent
4. Has not enjoyed funding for the same course before.
5. For company-sponsored participants, training is fully sponsored by companies, which are registered or incorporated in Singapore

Enquiries:

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