**14 PDUs**

# Managing Stakeholder Engagement

## People, Power and Influence

Project Stakeholder Management is a NEW KNOWLEDGE AREA found in the latest version of PMI Guide of PMI Guide to Project Management Body of Knowledge (PMBOK® Guide 5th Edition). It presents clearly the processes in managing stakeholders.

But good possesses require good judgement and skillful execution. In the real world project managers are faced with multiple challenges from stakeholders, and it seems like there is this huge chasm that divides one person from the next. Most of the divide is not just between people but often there is a great chasm with the Mental Models within a person's mind.

Participants will be able to explore various approaches to understanding more about the chasm that creates challenges within and between persons. Practice skills in crossing the human chasm and learn to manage the challenging stakeholders better.

**2 DAYS WORKSHOP**

## Administrative

### Duration

- 2 days hands on workshop

### PMI Professional Development Units

- 14 PDUs
  - 2 Strategic and Business Management
  - 2 Technical Project Management
  - 10 Leadership

### Sitting Arrangement

- Cluster of 5-7

### Target audience:

- Program or Project Team
- Team use their own project(s) for the case study
- Effective class size 10-20 pax

### Other logistics

- Projector, whiteboard, flip chart, markers with different colors per group, sticky notes, tapes, walls to tape workshop outputs during presentations

## Workshop Outline

1. Overview of PMI PMBoK® Guide on Project Stakeholder Management Processes
2. CASE STUDY
3. Stakeholders Situation Analysis
4. Communication role-play
5. Personality profiling
6. Managing conflicts
7. Transition coping
8. Stress and anger management
9. Debrief

## LEE NAN PHIN

has more than 18 years of experience in managing IT related projects in the financial services industry. He has experience in various environments, from the Government, Financial Services Industry to Conglomerates, System Integrators and Independent Software Vendors.

He co-founded I-Enterprise Online, a software company specializing in Java-based Internet enabled applications development and integration. He is an inventor of Fast Track Integration Methodology presented in the PMI Congress Asia Pacific 2005 and is currently involved in the Beijing Olympic 2008 Project Management Capability Improvement. To date he has trained more than 800 certified PMP®.

He was the Chairman of MNCC Open Source SIG and member of SIRIM TC4 Committee for E-Commerce, PSMB IT Sectorial Training Committee, and reviewer of the PMBOK® Guide 6th Ed.

He is the co-author of Project Simulation, Fast Tract to PMP®, Managing Complex IT Projects, Managing Stakeholders, Managing Contracts, Strategic PM and Adaptive Project Delivery Strategy 2.0 workshops. He also lectures for MSc. IT Programs in Universities and Colleges. His current involvement is in the area of Project Management and Business Intelligent.

**Lee Nan Phin, PMP®, CSM**

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