

Advocacy Skills and Stakeholder Engagement

1 day

Ensure that your Stakeholders are fully engaged, plan and deliver positive advocacy and build organisational reputation. An interactive day that is built around meeting organisational challenges, it suits learners who prefer to participate.

Introduction and Objectives: What the course can achieve for individual participants, and their companies. This section includes a brief presentation by each delegate to put the course in context.

How Good Advocacy Works: The components of positive advocacy. What it takes to build a great organisation, and the impact of negative advocacy.

Engaging with Stakeholders: Stakeholder analysis, simulations and dealing with differences of opinion. Influencing behaviours, emotional intelligence and delivering positive outcomes. Application of The Human Element® in delivering improved human outcomes.

Dealing with differences: Understanding the impact of different outcomes to a complaint. Dealing with people who are upset or aggrieved. Resolving differences and managing conflict.

Summary and Individual Plan of Action: To provide participants with a practical framework for putting it into practice.



To find out more or book a course call Mike on 07812 596943 or email mike@makingthelink.co.uk

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