



STAKEHOLDER ENGAGEMENT



“GREAT THAT THE PROGRAM WAS SPECIFICALLY TAILORED FOR OUR SETTINGS. I FELT THE FACILITATORS REALLY UNDERSTOOD THE PRESSURES FACED BY THOSE OF US THAT ENGAGE WITH OUR STAKEHOLDERS DAY IN, DAY OUT.”

INDUSTRY PROFESSIONAL, WIND FARM OPERATOR



▶ ENROL TODAY TO ARM YOURSELF WITH THE KNOWLEDGE REQUIRED TO CONSTRUCTIVELY ENGAGE WITH KEY STAKEHOLDERS!





TESTIMONIALS

“GREAT SUMMARY ON HOW TO COMMUNICATE IN DIFFERENT SITUATIONS. REALLY INTERACTIVE AND A NEW WAY OF LEARNING. SIMULATION SITUATIONS WERE VERY REAL AND VERY HELPFUL.”

INDUSTRY PROFESSIONAL

“GREAT COURSE. WOULD RECOMMEND TO ANYONE THAT ENGAGES WITH STAKEHOLDERS OR THE GENERAL PUBLIC. THE COURSE AND ITS SIMULATIONS ARE VERY VALUABLE.”

INDUSTRY PROFESSIONAL

“SIMULATIONS WERE EXCELLENT!!!!!!”

INDUSTRY PROFESSIONAL

RESULTS

2.4-4.2



2.4 – 4.2 Stars in Product Review Ratings

METRICON HOMES PTY LTD



92% client satisfaction for training programs

MASTER BUILDERS OF VICTORIA



91% of participants reported that the learned skills will improve performance

MONASH UNIVERSITY

WELCOME TO THE STAKEHOLDER ENGAGEMENT PROGRAM

Effective stakeholder engagement is a critical component in the successful delivery of any project. At its core, stakeholder engagement is the ability to create and maintain positive relationships through the appropriate management of individual needs, wants and expectations. Stakeholder engagement is a process that works best when planned and guided by underlying principles.

This course aims to help identify key project stakeholders, determine their importance and establish a communication engagement plan. In a highly immersive and interactive learning environment, participants will enhance their ability to have a positive influence on stakeholder engagement, improve 'buy-in' and maintain commitment to their project.

Participants will:

- ▶ Learn the key aspects of stakeholder management and stakeholder engagement;
- ▶ Understand the key principles of stakeholder engagement;
- ▶ Learn the key questions to help identify and understand stakeholder needs, wants and expectations;
- ▶ Learn techniques to measure and monitor stakeholder engagement levels.
- ▶ Understand the importance of monitoring and reassessing stakeholder engagement levels.

DELIVERY

This course is delivered utilising our unique combination of classroom style learning, feedback workshops and allows participants to practice in a fully immersive simulated building site. Participants are given the opportunity to practice and apply newly learnt skills and knowledge when confronted with everyday challenges and personalities experienced on site.

Learning is reinforced and enhanced in our simulation sessions with a team of highly trained specialist actors. Participants are given the opportunity to negotiate, problem solve, communicate and provide advice to site personnel, management and subcontractors.

In our safe learning environment, participants will be challenged to demonstrate the importance of effective communication, negotiation skills and their understanding of stakeholder needs, wants and expectations.

WHO WILL BENEFIT?

This program is designed for project managers, team leaders and supervisors. It is particularly relevant for anyone who needs to build their understanding of how to engage and manage stakeholders affected by organisational change, projects or programs of work and service delivery.

COURSE DETAILS:

DURATION:

8 hours over 1 day

DATE:

Expression of Interest

COST (INC. GST):

\$ 705 Master Builders Member & Incolink Contributor
 \$ 1,055 Master Builders member
 \$ 925 Incolink Contributor
 \$ 1,255 Non-Member



OUR CLIENTS

CONSTRUCTION

- John Holland
- Hickory Group
- Lendlease
- Becon Construction
- Thiess
- AMCA
- VOS
- WATPAC
- Schiavello
- Grocon
- Australand
- Probuild
- Leighton Holdings
- Brookfield Multiplex
- Acciona
- Cockram
- Boulderstone
- Qanstruct

GOVERNMENT

- Metro Trains
- Australian Government
- Level Crossing Removal Authority
- WorkSafe Victoria
- Whittlesea Council

EDUCATION

- RMIT University
- Swinburne TAFE
- Deakin University
- Monash University
- Chisholm

SALES & RETAIL

- Higgins Coatings
- Bunnings Group
- Boutique Homes
- Metricon Homes
- Winslow Group
- Bowens Timber and Hardware

THE UNIQUE BUILDING LEADERSHIP SIMULATION CENTRE PROCESS

Session 1 – Consultation

Focusing on the challenges associated with consultation. This simulation session presents participants the opportunity to engage with disgruntled stakeholders open to creative solutions and frustrated stakeholders who fear change will have an impact on their livelihoods.

Session 2 – Engagement

Focusing on the challenges surrounding frustrated stakeholders. This simulation session presents participants the opportunity to work with a series of stakeholders who will be directly impacted by proposed changes. This session allows participants to deal directly with stakeholders to work with and through a number of appropriate solutions.

Session 3 – Stakeholder Consultation

Focusing on the challenges surrounding engaging with a group of disgruntled stakeholders. This simulation session presents participants the opportunity to provide feedback, listen to stakeholder issues and provide potential solutions in a constructive manner.



The BLSC's unique learning process combines elite training material, the latest in learning techniques and processes, state of the art technology and fully immersive simulation exercises with professionally trained actors and observers.

The Training Intervention Process:

1. Awareness
2. Desire
3. Skill
4. Practice
5. Feedback
6. Measurement
7. Maintenance