

PROJECT MANAGEMENT | COURSE BROCHURE

Stakeholder Engagement for Major Projects

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Major projects affect communities, regulators, investors, unions and many internal groups, any of whom can delay or derail delivery. This course teaches systematic stakeholder engagement: identifying and analysing stakeholders, planning engagement, managing expectations and opposition, consulting effectively and monitoring relationships throughout the project.

Many large projects are delayed by stakeholders rather than technical issues. You will learn to engage early and turn potential opponents into supporters.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Stakeholder mapping exercises, engagement plan workshops, consultation role plays and case studies of major projects.

Course objectives

By the end of this course, participants will be able to:
• Identify and analyse project stakeholders
• Prioritise stakeholders by influence and interest
• Develop stakeholder engagement plans
• Manage expectations and resistance
• Run consultations and public engagement
• Monitor stakeholder relationships and adjust plans

Target audience

This course is suitable for:
• Project and programme managers
• Stakeholder and community relations managers
• Infrastructure and energy project teams
• Government project officers
• Communication professionals



Course content

Target competencies

Participants will develop competencies in:

- Stakeholder analysis
- Engagement planning
- Consultation
- Conflict management
- Relationship monitoring

Course outline

Day 1: Stakeholders in Major Projects

09:00–10:08	Why stakeholders matter
10:08–11:00	Types of stakeholders
11:00–11:30	**Coffee break**
11:30–11:45	Types of stakeholders (continued)
11:45–12:53	Lessons from troubled projects
12:53–14:00	Case study

Day 2: Analysis

09:00–10:08	Stakeholder identification
10:08–11:00	Power-interest mapping
11:00–11:30	**Coffee break**
11:30–11:45	Power-interest mapping (continued)
11:45–12:53	Concerns and motivations
12:53–14:00	Workshop: stakeholder map

Day 3: Engagement Planning

09:00–10:08	Engagement levels
10:08–11:00	Methods and channels
11:00–11:30	**Coffee break**



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11:30–11:45	Methods and channels (continued)
11:45–12:53	Timing
12:53–14:00	Exercise: engagement plan

Day 4: Managing Opposition

09:00–10:08	Understanding resistance
10:08–11:00	Negotiation and compromise
11:00–11:30	**Coffee break**
11:30–11:45	Negotiation and compromise (continued)
11:45–12:53	Community consultation
12:53–14:00	Role play: public meeting

Day 5: Monitoring

09:00–10:08	Relationship tracking
10:08–11:00	Grievance mechanisms
11:00–11:30	**Coffee break**
11:30–11:45	Grievance mechanisms (continued)
11:45–12:53	Reporting
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Amsterdam Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,540.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**£3,150.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**£1,250.–**
Barcelona Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,840.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,450.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
Cape Town Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,890.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Paris Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,860.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**£3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**£1,250.–**
Vienna Confirmed dates	12 Apr 2027	16 Apr 2027	**£2,940.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**£1,250.–**
London Confirmed dates	3 May 2027	7 May 2027	**£2,450.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Rome Confirmed dates	24 May 2027	28 May 2027	**£2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.-**
Barcelona Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,840.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Rome Confirmed dates	28 Jun 2027	2 Jul 2027	**£2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Frankfurt Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,650.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Rome Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Cape Town Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,890.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Vienna Confirmed dates	13 Sept 2027	17 Sept 2027	**£2,940.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**£1,250.-**
Istanbul Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,650.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.-**
Cape Town Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,890.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	15 Nov 2027	19 Nov 2027	**£3,150.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
London Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online