Foundation

STAKEHOLDER MANAGEMENT EXCELLENCE

COURSE OVERVIEW

Building political savvy and influence skills for HR professionals to navigate the organization effectively.

COURSE OBJECTIVES

- Map stakeholders by power and interest.
- Build credibility and trust with line managers.
- Manage conflicting expectations and "manage up."

SKELETON OUTLINE

- The Trust Equation in HR.
- Power/Interest Grid Mapping.
- Influencing Styles: Push vs. Pull.
- **Activity:** Completing a Stakeholder Influence Matrix.

DIFFICULT CONVERSATIONS & FEEDBACK

COURSE OVERVIEW

Equipping HR to handle the emotional and tactical aspects of sensitive conversations.

COURSE OBJECTIVES

- Apply the SBI (Situation-Behavior-Impact) model.
- Use Non-Violent Communication (NVC) techniques.
- Manage emotional reactions during performance/misconduct talks.

SKELETON OUTLINE

- The Neuroscience of Feedback (Fight or Flight).
- Feedback Frameworks: SBI and STAR.
- Radical Candor: Caring Personally while Challenging Directly.
- **Simulation:** The Disciplinary Conversation.

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