Workshop Outline

CIKI

LEARNING CENTRE

OVERVIEW

Mastering Internal and External Client Relationships

Highly skilled IT Professionals are increasingly required to proactively manage complex stakeholder relationships as technology increasingly becomes a strategic driver across the organization. Managing competing demands from the business can be a daunting task for IT Professionals without the tools, practice and support to do so.

In this hands on, and highly interactive workshop you will build a strategic and values based foundation to support healthy stakeholder and client relationships. A central theme of this workshop is the development of models of stakeholder value and the ability to connect your functional expertise to the real value outcomes your clients and stakeholders are seeking. You will practice understanding and articulating the value of your work in ways that are relevant to your clients and other stakeholders while setting precedents for healthy relationships.

AUDIENCE

This workshop is intended for IT Professionals who are serving internal and external stakeholders and clients. The workshop is very interactive hence it is recommended to limit to a maximum of 16 participants.

BENEFITS

- Increased confidence in managing client and stakeholder relationships
- Ability to set early, healthy relationship precedents
- Improved ability to gain stakeholder support
- Enhanced communication skills for difficult situations
- Better understanding of your client's and stakeholder's motivations

- Ability to articulate your role in a way that is meaningful to your clients and stakeholders
- Ability to lead and persuade audiences by speaking to their needs
- Enhanced professional esteem
- Ability to advance your organization's objectives in a way that is relevant to your clients and stakeholders

FORMAT

This is a very interactive workshop. For each module a theory will be presented in the context of an actual case, followed by class discussion, a project and then a class learning debrief session.

TAKE-AWAYS

- Workshop Manual
- Certificate of Completion
- Website & Book References

COURSE CONTENT

Introduction

- Workshop Guidelines
- Introductions
- Workshop Objectives, Format & Agenda

Building a Foundation for Healthy Stakeholder Relationships

- Mind-set
- Ethics
- Non-Negotiables
- Strategy
- Mission

Courageous Communications

- Expectation Management
- Feedback
- Communication Precedents
- Difficult Conversations

Achieving Relevancy

- Understanding what Stakeholders Really Want
- Understanding your Stakeholders Information Needs
- Understanding Different Kinds of Stakeholders and Their Needs
- Strategies for Client Relevant Communications

Diving Deep on Value

- Understanding Multiple Dimensions of Value
- Capturing the Value you Create
- Articulating the Value you Create

Advocating for your Organization

- Networking Principals
- Tools to Discover and Develop Opportunities for your Organization

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Customized Workshop
Solutions

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If your business requires confidentiality or a tailored approach to your business, a customized approach is available. Call us at 604-461-0104, or email learning@ciki.ca.