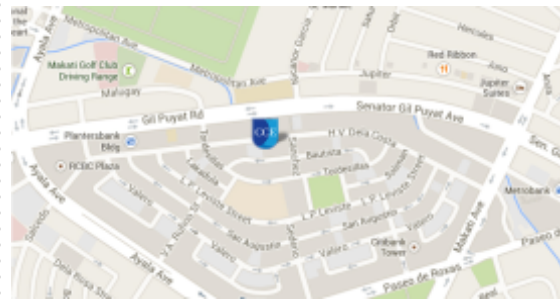## Project Stakeholder Satisfaction

Package inclusions:

- Program fee
- Soft copies of the materials only
- AM/PM snacks
- Lunch
- Certificate of course completion

Venue:
Ateneo de Manila University - Salcedo Campus
3/F Ateneo Professional Schools Bldg.,
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DATES
May 15 - 16, 2020
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Project Stakeholder Satisfaction

PMI Registered Education Provider
Project Management Institute

CCE CENTER FOR CONTINUING EDUCATION

Actual project management will tell us that stakeholder management is one of the most crucial areas in managing overall project success. This course provides a perspective on stakeholder satisfaction that challenges, or supplements and improve existing practices.

Aligned with the *PMBOK® Guide,* PMs and non-PMs alike will benefit from this course as it defines stakeholder management and satisfaction methods that lead to successful project delivery or a successful initiative. Practical methods and techniques are discussed as well.

Project Stakeholder Satisfaction

objectives

After the course, you will:

1. Understand the value of stakeholders and the need for to manage them;
2. Learn variety of tools and techniques on stakeholder management; and
3. Be aware of actual practices vs. recommended stakeholder management techniques.

professional development units

As a Registered Education Provider (REP), the Ateneo Center for Continuing Education (CCE) can award professional development units (PDUs) to Project Management Professionals (PMP)®.

As a PMP®, PMI® requires you to attend sixty (60) hours of professional development activities within three (3) years.

By attending the *Project Stakeholder Satisfaction*, you get to learn from the experts, exchange ideas with fellow classmates, and earn 13 PDUs.

PMI, PMBOK, and PMP are registered marks of the Project Management Institute, Inc.

who should attend

Upcoming or existing project managers or any individuals (ex. project sponsors, program manager, product owner or developer) who collaborate and work with other employees, groups or individuals. Those who are interested in strengthening their project management skillas as weel as enabling others to be effective in stakeholder management.

resource person

MS. CLARINDA DE LA PAZ is currently a freelance Consultant, Facilitator, and Trainer working with different facilitation and learning companies. She was formerly with AXA Philippines as Head of the Continuous Improvement team under the Transformation and Operations Division. Her team was composed of five units namely Data Analytics, Process Management, Training & Development, Quality, and the Project Management Office (PMO).

Prior to this leadership role, she worked as the head for Customer Experience that focuses on transformation initiatives specifically for the customer, and the PMO where she was tasked to educate the PM Discipline as well as execute projects herself.

Her last stint in Globe Telecom's Corporate Project Management group allowed her to handle portfolio mix of both mobile and broadband services. Her primary task was to ensure on time delivery of products and services based on customer requirements within the allowed budget.

Prior to performing Project Management work, she was in the Corporate Sales department initially handling telesales accounts and thereafter doing Partner Management work which included, ensuring achievement of sales targets, managing partner accounts, product briefing and process training, and partner assessment and feedback.

Ms. Dela Paz earned her Bachelor's degree in Economics from the University of the Philippines.

program content

I. **Stakeholder Management**
    A. As part of overall project management
    B. Definition of common terms

II. **Stakeholder Identification Tools and Techniques**
    A. Charter
    B. Communications management plan
    C. Stakeholder register

III. **Planning Stakeholder Engagement**
    A. Engagement plan
    B. Resource management plan
    C. Risk management

IV. **Managing Stakeholder Engagement**
    A. Feedback
    B. Interpersonal and team skills
    C. Change management

V. **Monitor Stakeholder Engagement**
    A. Logs and registers
    B. Data analysis
    C. Updates and reports

complementary courses

The Accidental Project Manager
February 29, 29, March 6, & 7, 2020

Agile Project Management
March 13 - 14, 2020

Project Management: Managing Multiple Projects
April 17 - 18, 2020