

TGS-2023037510

IN-PERSON WORKSHOP

Stakeholder Management: Creating Partnerships with Stakeholders (For ARMs & JRMs)



Target Audience:

Assistant Relationship Managers &
Junior Relationship Managers

Duration: 4 CPD Hours

Fee: SGD 500 per participant

EARLY BIRD DISCOUNT

Enjoy **10% discount** when you register **one (1) month before** the course commencement date.

Learning Objectives

- Create partnerships with stakeholders through skillful planning, communication and implementation.
- Secure stakeholders' commitment and align them to the business and project requirements and objectives.

Build strategic partnerships by aligning, influencing, and collaborating effectively with your stakeholders.

Successful Stakeholder Management Framework

Plan & Prioritize

- Defining my "win" – (your success criteria)
- Strategic vs Business As Usual (BAU): Project coordination best practices
- Stakeholder Mapping & Governance Matrix

Understand & Analyze

- Needs analysis: "Importance to me" vs "importance to stakeholders"
- Needs vs wants: Mapping stakeholder's needs
- High-gain questioning skills
- Negotiation tools: Tradables; Good vs Fast vs Cheap – 2 out of 3

Engage & Influence

- Effective Communication & Collaboration: mDISC; Packaging & timing your message; Cultural sensitivity
- Influencing: 9 influencing techniques: Push & Pull & 6 principles of persuasion

Review & Adapt

- Getting feedback and realigning the plan
- Escalation considerations
- 5 strategies for conflict resolution

ASSESSMENT

- Formative Assessment – Case Studies / Role Play Scenarios
- MCQ

KEY VALUE PROPOSITION

- Applies momenta's experiential approach: tools, frameworks, and guided practice to embed stakeholder management skills.
- Delivers practical strategies to map needs, align priorities, and influence stakeholders effectively.
- Equips professionals to build trust, manage conflicts, and create sustainable partnerships.

About IBF Certification

Participants are encouraged to access the IBF MySkills Portfolio (<https://www.ibf.org.sg/home/for-individuals/resource-tools/myskills-portfolio>) to track their training progress and skills acquisition against the Skills Framework for Financial Services. You can apply for IBF Certification after fulfilling the required number of Technical Skills and Competencies (TSCs) for the selected job role. Find out more about IBF certification and the application process on [here](#).

Up to 70% Funding*
for Singaporeans and PRs

Funding:
IBF Standards training Scheme (IBF-STs)



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