

ihw



A Seat at the Table Workshop

*Working with Senior Stakeholders and
achieving strong Engagement, along
the way...*

Productivity through effective engagement

A Seat at the Table Workshop

Working with Senior Stakeholders and achieving strong Engagement, along the way...

Outcomes

Participants will have revisited their approach to engagement skills and will have picked up greater expertise, techniques and frameworks to deliver consistent success. They will receive candid feedback on areas for continued improvement. They will have discovered ways to be more proactive, responsive and outcome focussed, rather than merely reactive.

Audience

Accomplished Managers, Account/Engagement Managers, Senior Project/Program Managers and other professionals for whom engagement with senior stakeholders is "mission critical".

Workshop elements

A highly interactive balance of theory and practical sessions to help participants be more productive with less effort. Theory sessions cover:

- frameworks to help build stronger engagement
- read and adjust to stake-holders more effectively
- conduct more productive workshops & meetings
- become more proactive (less reactive) and exceed stakeholder expectations consistently.

Around 50% of the time is spent on a case study where participants get to put the skills into practice and gain constructive feedback.



Duration

The workshop is a 3-day event with a half-day reunion 4-6 weeks later. There is an optional pre-workshop coffee introduction session where participants meet with the facilitators. This is an opportunity to understand participants aspirations, set expectations and answer any questions.

Key Topics

- Principles of Engagement
- Dealing with different Personalities
- Facilitation
- Influence & Authority
- Managing Expectation
- Proactive and Reactive behaviours
- Building and Presenting a Compelling Business Case
- Gaining Commitment

"Better morale leads to better productivity. Client cooperation is a product of strong engagement and this results in tough and complex issues being resolved quickly and more effectively."



John Williams
Founder and Principal, JHW

 **Watch the course introduction video**
www.jhw.com.au/esw-video.php



Comments from Previous Participants

***Excellent course** in understanding customers/peer/subordinate behaviours and how to deal more constructively with them.*

***I was very pleased overall.** The workshop provided a range of skills to initiate and enhance engagement with my stakeholders. There were a number of good practical skills for day to day use at the office. The facilitators delivered the content with enthusiasm and led valuable learning exercises.*

*Excellent course, **I learnt some new things** about myself and I have already put several learnings into practice.*

*The course gave me the opportunity to review the way in which I engage stakeholders and provided me with practical ways to work with challenging stakeholders. **It also gave me real structure** in having a call plan before meetings.*

***It is a very informative workshop** with plenty of role-play exercises to apply the skills & knowledge we learnt. Highly recommended.*



JHW offers the following workshops:

- Engagement Skills Workshops
- A Seat at the Table
- Consulting/Engagement Skills One Day Refresher
- Gaining Commitment
- Project Launch
- Makin' Movies (Team Building/Dynamics)
- Effective Presentation
- Outcome Focused Meetings
- Win/Win Negotiating
- Facilitation Services
- Power Without Authority
- Video Conference Ready

JHW workshops are grounded in achieving behavioural change by shifting the participant's mindset from —

- Task to Outcome
- Being efficient, towards being more effective.



Our Clients

JHW Pty Ltd has delivered workshops in Australia, New Zealand, USA, Argentina, UK, Italy, Romania, India, China, Singapore and Malaysia for many and diverse clients:

Banking & Finance

ANZ Banking Group
National Australia Bank
Bankwest
Westpac
INVESCO
BNZ
AXA
MLC

IT&T & Services

Infosys
SAP Consulting
Telstra
SAP Global Delivery
TelstraClear (NZ)
Data Agility
Park Lane
Worely Parsons
BDO
Ajilon
Ernst & Young
KPMG
BearingPoint
Oxygen
QSP
Maximas
UXC

Other Commercial Operations

Australia Post
Bio-Rad
WTFN
Smarter Bathrooms
Leighton
Orica
BHPBilliton
Toll
AGL

Public Sector

ACMA
ANDS
CSIRO
VicTrack
Bureau of Meteorology
Southern Health Network (Vic)

Not for Profit

Salvation Army
CanTeen
Reach
Brotherhood of St Lawrence
Vic Swim
Planet Give
RYLA Rotary
Guide Dogs Victoria
Turning Point
RDNS
Vakabauta
The Smith Family
Wildlife Victoria
World Vision
Able Australia
Leukaemia Foundation
Royal Institute for Deaf and Blind Children

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