Effective Stakeholder and Community Engagement Programme



This highly interactive training programme is designed to heightened your knowledge, understanding and skills of how to plan, implement and manage effective stakeholder and community engagements to meet world-class standards and best practices

BUSINESS MANAGEMENT SERVICES CONSULTANCY LTD

www.bmsconsultancy.com

Programme Aims

Effective stakeholder engagement requires extensive knowledge and competencies. This involves understanding the situation and preferences of stakeholders and communities, building and maintaining relationships, using appropriate methods to engage diverse stakeholders, providing feedback, taking action and continuity of contact.

This course will give participants a comprehensive understanding of contemporary philosophy and best practice on effective stakeholder and community engagement.

It will provide participants the tools and techniques to map and manage their stakeholder and community relationships and assist them in developing an actionable and measurable engagement strategy to achieve their organisational goals and objectives.

Summary

Format: In-Person and Online

Duration: 5 days

Dates:	Venue:	Fee (In-person):	Fee (On-line):
17 – 21 Nov 2025	Marrakesh, Morocco	$4,950	$2,950
16 – 20 March 2026	London, United Kingdom	$5,950	$3,950
15 – 19 June 2026	Kigali, Rwanda	$4,950	$2,950
7 – 11 Sept 2026	Amsterdam, Netherlands	$5,950	$3,950
24 – 28 Nov 2026	Marrakesh, Morocco	$4,950	$2,950

Who Should Attend

The programme is targeted at senior-to- middle level managers/ officials and professionals responsible for:

- Stakeholder Relations
- Community Relations
- Corporate Social Responsibility (CSR)
- Public Affairs and Communications
- Sustainability and ESG
- Risk, Governance, Regulatory,
- Compliance, Audit
- Medical and Occupational Health
- Health, Safety, Environment, Quality,
- Security and Fire Services,
- Disaster Emergency, Crisis and Risk Management
- Operations and Projects,
- Human Resources, and Training & Talent Development
- Executives, senior managers and middle level managers







Overview

The programme is designed to develop the participants' knowledge, understanding and skills to engage with diverse stakeholders, and to plan and manage effective stakeholders' and community engagement processes.

The programme covers the fundamental principles and understanding that underpin effective engagement, practical processes for conducting engagement and ways of enhancing engagement procedures to maximise the effectiveness of stakeholder and community relationships.

It includes processes for understanding stakeholders, planning engagement processes, providing feedback and maintaining stakeholder and community relationships.

It also includes specific topics in engagement and "troubleshooting" of common issues that arise in stakeholder and community relationships.

This course covers both the AA1000 Stakeholder Engagement Standard and the United Nations Environment Programme Stakeholder Engagement Manual - The Practitioner's Handbook On Stakeholder Engagement

Learning Outcomes

By the end of this programme, you will:

- Acquire a clear understanding of the concept and principles of effective stakeholder and community engagement
- Have a good grasp of the benefits of stakeholder and community engagement, as well as how it can contribute to organisational goals and targets
- Have the knowledge and skills to plan and conduct effective engagements to meet world-class standard and best practice
- Gain good understanding of various engagement methods, plus how to identify and use the most effective methods of engagement
- Develop risk/benefit assessment skills – how to ascertain current and potential stakeholders' concerns
- Be able to plan to minimise stakeholder outrage
- Be able to co-ordinate, monitor and evaluate stakeholder engagement activities
- Learn how to apply communication, facilitation and dispute resolution tools to encourage participation while avoiding disputes

Programme Agenda

The programme covers the following topics:

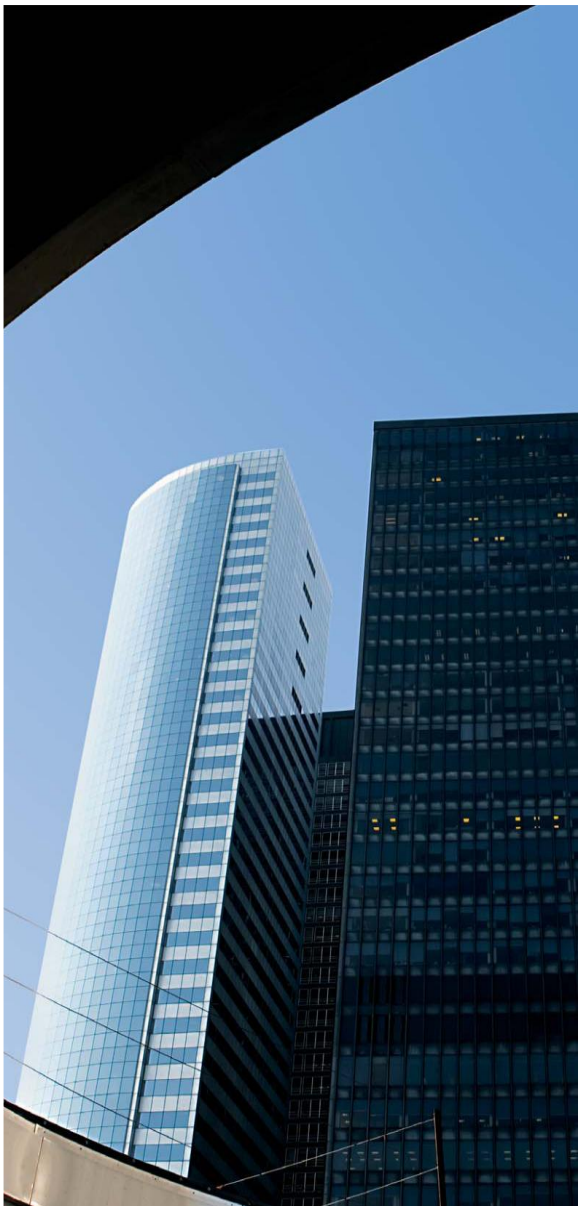
- Understanding the Context for Stakeholder Engagement
- Why Engage
- Effective Engagement Methods
- Strategic Planning: Identifying stakeholders and their interests
- Step-By-Step: How to Conduct Stakeholder Engagement
- Elements necessary for successful stakeholder engagement
- Challenges for implementation
- Maintain and strengthen the capacities needed to engage effectively
- Monitoring and Evaluating the Engagement

RELATED PROGRAMMES

Below are selections of our Defence and Security as well as Communications, Stakeholder and Community Engagement training programmes. Please contact us if there is a training programme you like more information on, or you do not see listed below.

Communications, Stakeholder & Community Engagement

- Community Driven Development: Building Effective Local Projects/ Services through Community Engagement
- Mastering Corporate Communications
- Planning and Running Successful PR Campaign
- Government Communication & Public Relations
- Masterclass in Brand Strategy and Management
- Successful Internal Communications Planning
- Crisis Communication Skills
- Community & Stakeholders Engagement in Critical Infrastructure Monitoring and Protection
- Certificate in Managing Partnerships and Collaborative Working



Marketing, PR and Communication

- Planning and Running Successful PR Campaign
- Writing a marketing plan
- Managing makeovers: the secrets of successful brand identity
- Introduction to Press and PR
- Creating a PR strategy
- Event management
- Successful Product Launching and Brand Positioning
- Social Media Marketing
- Developing and Managing Marketing Team
- Managing & Leading Strategic Communication: Public Relations, Marketing & Internal Communication
- Strategic Marketing for Managers and Senior Executives
- Customer Service as a Conflict Preventer
- Successful internal communications planning
- Mastering Communication, Negotiation and Presentation Skills
- Conflict Management Masterclass

ABOUT US



Business Management Services Consultancy Ltd (BMS)

BMS Is an established international firm that specialises in providing learning & development, capacity building and consulting services.

Our extensive track record spans more than two decades. For this time, we have been designing and providing leading-edge learning & development and consulting service solutions to clients across sectors and industries. Our global experience and local knowledge has played a part in making us a trusted partner and preferred choice by many of the world's leading corporations.

With specialists' staff and associates, as well as strategic partnership with top academic institutions, professional bodies, business networks and corporate organisations, we have access to the best and latest expertise. As such, we are uniquely placed to provide a fully integrated response to our clients' needs, whether this is to: develop and manage projects; provide institutional and human capacity strengthening programmes or manage risk.

With roots in the United Kingdom and presence in five regions of the world: Europe, Africa, America, Asia and Middle East we are in a strategic position to provide clients with flexible and responsive professional services to meet the evolving needs of the ever changing and dynamic world.

Our long and successful involvement with the private sector, government ministries, departments and agencies, international development institutions and civil society organisations across the globe, demonstrates our capability to work across industries, sectors and cultures. Some of our clients includes:

ACP Secretariat, Belgium, Addax, Agip, Arab Shipping Company, Australian Maritime Safety Authority, Aviva, BAE Systems, Bahamas Maritime Authority, Bank of England, Barbados Port Authority, Bristow Norway, British Broadcasting Corporation (BBC), British Council, British Gas, British Museum, Cairn Energy, Centrica, Chevron, Coca Cola, Department for International Development UK, Department of Communications South Africa, Department of Energy and Climate Change UK, Dublin Airport, EDF Energy, Eni Oil (Italy), European Commission, Federal Ministry of Finance Nigeria, Federal Ministry of Science & Technology Nigeria, Financial Services Authority UK, Grenada Ports Authority, Halifax Bank of Scotland, Kuwait Oil Tanker Company, London Borough of Lewisham UK, London Transport, Luanda Refinery, Maritime and Coastguard Agency, Namibian Ports Authority, National Health Service (NHS) UK, Nigerian National Petroleum Company (NNPCL}, Nobel Oil Group, Royal Bank of Scotland, Royal Borough of Kensington and Chelsea, Sasol, Shell, South African Maritime Safety Authority, Total, Victoria and Albert Museum UK, World Bank

HOW TO APPLY

To apply for this programme, please:

- **Email your name or the names of people you want to register to:** training@bmsconsultancy.com
- **Telephone**+44 (0) 74 2411 1719 / +234 810 000 0108 / +31 205 419 3330
- **Online at:** www.bmsconsultancy.com/effective-stakeholder-and-community-engagement
- **Complete the booking form below and e-mailing it to:** training@bmsconsultancy.com or
- **Post to:** BMS Consultancy Ltd, Knowledge Dock Centre, University Way, London E16 2RD, UK

An invoice will be sent upon receipt of the booking form. The invoice payment can be made by bank transfer, credit card or cheque. Fees must be paid in full prior to start of the programme.

Your place will be reserved upon confirmation of payment.

You will receive a welcome email with the steps to follow.

You will then be able to access our virtual platform and become familiar with it before your program begins.

BOOKING FORM

Course Title:	Effective Stakeholder and Community Engagement		
Attendance:	**In-Person + Online**	**Online**	**Date:**
Delegate Details:	**First Name:**		**(Dr./ Mr./ Mrs./ Ms./ Other)**:
	Last Name:		
	Position:		
	Organisation:		
	Address:		
	Telephone:		**Mobile:**
	Email:		

NOTE: This form may be reproduced for additional registration

COURSE FEE AND GENERAL INFORMATION:

The programme fee covers: tuition; comprehensive set of programme materials and working papers, bag, notebook, pen, gifts; programme certificate; coffee breaks (morning and afternoon); buffet lunch; refreshments; training equipment; plus many other programme expenses.

Delegates are responsible for their own accommodation and travel arrangement. However, our training team can assist participants to find suitable accommodation.

Terms and conditions

Cancellations and refunds
For Cancellations (which must be in writing) received by BMS 60 or more working days before the scheduled training programme, the full fee is payable. For Cancellations within 31 - 60 working days before the scheduled training programme we charge a 40% cancellation fee. For Cancellations less than 30 working days before the scheduled training programme there would be no refund, however course papers and materials given to attendees will be provided. Refunds where applicable, will be made within 30 days of receipt of the written cancellation.

Program Change Policy
BMS reserves the right to cancel the programme, alter the programme, change venues and substitute trainers, speakers and consultants at its discretion. Where the programme is cancelled by BMS, participants will receive a full refund for course fees paid, if alternative dates offered are not acceptable. If for any reason BMS decide to amend or cancel the training programme we will not be responsible for air-fares, hotel or other costs incurred by registrants.