

Stakeholder Management Masterclass

ILM & CPD Recognised



1 Day Specialised Training Course

The **Stakeholder Management Masterclass** is a highly specialised training course which is suited to CSR/Sustainability professionals, and everyone who is involved in engaging with stakeholders and developing business partnerships and relationships (including HR, Marketing, Corporate Affairs, H&S, External Relations). The masterclass builds the core of stakeholder management enabling participants to develop an enhanced understanding of how effective stakeholder engagement relates to business strategy and the long term benefits of such approach. Participants will be equipped with the tools and techniques to identify business opportunities, to inform organizational strategy, to maximize stakeholder positive impact and minimize business risks.

Who should attend?

The Stakeholder Management Masterclass is ideally suited to professionals, managers, and executives who are actively involved in stakeholder relationships, the external community, and whose actions impact stakeholder aspects.

Participants with either strategic or operational level roles will find value in this Masterclass by building competencies in the complete stakeholder framework including strategy, engagement, prioritization, and mapping.

Functions: CSR/Sustainability, Governance and Risk Management, Human Resources, Marketing/Communications/PR, Supply Chain/Logistics, Health and Safety, Environment, Quality, Operations, Corporate Philanthropy/ Foundations

Global ILM & CPD Recognition

ILM is the UK's leading provider of leadership, management and coaching qualifications and a world renowned professional membership body representing over 25,000 managers and leaders.

The CPD Standards Office raises training standards by accrediting high-quality Continuing Professional Development (CPD) provision.

Following your successful post-course assignment submission, you will receive the **"Stakeholder Management Masterclass" Certificate** which is endorsed by ILM, and your **CPD Certificate verifying 6.45 CPD hours**, confirming your achievement.



The CPD Standards Office
CPD PROVIDER: 21476
2018 - 2020
www.cpdstandards.com



Top Benefits

Participants of the Stakeholder Management Masterclass will bring new value to their own skill sets and to their organizations through:

- Long term stakeholder engagement assessment and planning
- Tools and methodologies to maximize the impact of stakeholder programs
- Measuring the performance and impact of stakeholder management
- Mapping and designing corporate initiatives based on prioritized stakeholder lists and the channels of engagement
- Global Reporting Initiative (GRI) stakeholder management outcome disclosures

Objectives

A specialised and hands on training for professionals involved in stakeholder management.

- Align stakeholders needs and expectations with sustainability strategies
- Practice developing successful initiatives
- Improve Sustainability reporting and performance
- Develop strategies to secure effective stakeholder support and successful implementation
- Identify and manage Stakeholder risks and opportunities
- Recognize and benefit from development opportunities

Have said about our training courses

"Standard, knowledge & technique of the instructor-wonderful!" – **E.W., Manager, ALMAVARIA**

"Face-to-face, small groups, great learning environment, training appropriated towards our company needs is what we enjoyed the most" – **J.B, Director, ALMAVARIA**

"I believe that the course was very important as it allowed me to systematize the concepts and deepen my knowledge in this area." – **C.C., HR Leader, Liberty Insurance**

Key Topics Include

- Practical Sustainability and CSR Concepts
- Stakeholder Identification
- Stakeholder Prioritization
- Stakeholder Engagement
- Sustainability and CSR Initiatives
- Sustainability Reporting and Stakeholders
- Sustainable Communications
- Post-course Assignment for ILM Certification

Training Methodology

We firmly believe that a friendly, supportive, and engaging learning environment is key to building long-lasting knowledge and maximizing retention. To support this belief, we built this course around a dynamic mixture of lectures, practical exercises, best practice case studies and group discussions.

Our method builds not only knowledge, but a confidence in discussing and applying CSR/ Sustainability topics and the platform for exchanging ideas and building valuable connections. Each course closes with a post-course assignment to evaluate the level of knowledge gained through this course and upon passing results in the earning of an ILM endorsed certificate.

Course Leader:

Aglaia Ntili



Aglaia Ntili is a seasoned sustainability professional, with 15 years of international advisory and training experience across a wide range of corporate sustainability and responsibility fields.

She is recognised with the Global CSR & Sustainability Leadership Award for her contributions as a practitioner, trainer, coach, and advisor.

Aglaia serves as the Managing Director of Sustainability Knowledge Group, providing Sustainability and CSR advisory and training services at international corporate level. Aglaia is the founder of CSR Coaching, supporting professionals in Corporate Responsibility and Sustainability, and the founder of the CSR & Sustainability meetup, the 1st and only open platform to support active learning and knowledge sharing on CSR and Sustainability in the UAE. She is also the Chair of the UAE chapter of the International Society of Sustainability Professionals (ISSP), currently the only professional body for Sustainability professionals in the region.

Aglaia has developed the Middle East and Greek local standard training version of the GRI G3, G3.1, the Bridging Module and GRI G4 Training for regional providers. As an IEMA, GRI and ILM approved trainer. Aglaia has trained hundreds of professionals in GRI Reporting, Strategy, CSR Programs, Stakeholder Engagement, SROI, Quality, Performance and Environmental Management, communication and implementation.

Her CSR and Sustainability expertise has enabled her to be involved in diverse projects in the Middle East, Europe, Africa, Asia and the USA, in multiple sectors and industries including Construction, Consulting, Banking, FMCG, Education, Local Authorities, Oil and Gas, Telecommunications, Pharmaceuticals, Cosmetics, Technology, Shipping, Facility Management, Concessionaire, Leisure and NGOs.

Aglaia holds an MBA, an MSc in Total Quality Management & Business Excellence and a Degree in Business Administration. She is a Certified ISSP-SA, an ISO 9000 Lead Auditor and an EFQM Accredited European Excellence Assessor. She is also a recognized Competent Leader and Competent Communicator under Toastmasters International.

Aglaia is a Board member and founding member of the Greek Sustainable Business Council, the official member of World Green Business Council in Greece. She is longstanding member of Toastmasters International for leadership and public speaking, having served as president, officer and mentor. Aglaia is also the founder of Startegy, a social enterprise helping closet entrepreneurs to unleash talent.

Aglaia has presented the business case for Sustainability, and tools to develop it, at a number of conferences, in Europe, Asia and the Middle East.

To register please contact: www.SustainabilityKnowledgeGroup.com

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