



Welcome to this session:

# Communication and Stakeholder Management

**The session will start shortly...**

Any Questions?  
Drop them in the questions section.



# Safeguarding & Welfare

We are committed to all our students and staff feeling safe and happy; we want to make sure there is always someone you can turn to if you are worried about anything.

If you are feeling upset or unsafe, are worried about a friend, student or family member, or you feel like something isn't right, speak to our safeguarding team:



Ian Wyles  
Designated Safeguarding  
Lead



Simone Botes



Nurhaan Snyman



Rafiq Manan



Ronald Munodawafa



Tevin Pitts

Scan to report a  
safeguarding concern



or email the Designated  
Safeguarding Lead:  
Ian Wyles

[safeguarding@hyperiondev.com](mailto:safeguarding@hyperiondev.com)



**Democracy**

*Every person's opinions matter.*

**Respect**

*We look after each other.*

**Tolerance**

*We accept each other's differences.*

# British Values

**Rule of Law**

*We keep to the rules.*

**Liberty**

*We are free to make choices.*

A group of diverse people, including men and women of various ethnicities, are shown from the chest up, giving thumbs up. They are smiling and looking towards the camera. The image has a teal overlay.

# HOUSEKEEPING



# Leadership & Management Live Lectures – Housekeeping

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- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.
  - ***(Fundamental British Values: Mutual Respect and Tolerance)***
- No question is daft or silly - **ask them!**
- Should you have a question during the lecture, please feel free to **post in the Questions section** and I will respond throughout.



# Leadership & Management Live Lectures – Housekeeping

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- Activating **live captions** in your browser's accessibility settings is a helpful option for better understanding, especially for those with hearing impairments or challenges with accents.
- For all **non-academic questions**, please submit a query: [www.hyperiondev.com/support](https://www.hyperiondev.com/support)
- Report a safeguarding incident: [www.hyperiondev.com/safeguardreporting](https://www.hyperiondev.com/safeguardreporting)
- Should you have any further questions or want to provide us with feedback, please feel free to post them [here](#).
- [GitHub Link to access L&M Presentation Slides.](#)





**CONNECTION**  
**before content...**

# Open Questions...





## Question 1

*"Think about the last time you were part of a project. What worked in how the team communicated? If you could wave a magic wand, what would you change about how people shared updates, challenges, or ideas?"*





## Question 2

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*"Have you ever been surprised by feedback from someone you didn't even realise was invested in a project? How do you think identifying the right stakeholders early could have changed the outcome?"*

### Question 3

*"We've all seen tensions flare in team settings; sometimes over something small, like meeting times. How do you think understanding different perspectives helps turn conflict into collaboration?"*



# LEARNING OUTCOMES



## Learning Outcomes

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- Implement **transparent communication strategies**, promoting clear information exchange and collaboration among team members and stakeholders.
- **Identify and engage stakeholders** to ensure effective communication, collaboration, and satisfaction throughout the project.
- Acquire conflict resolution skills, foster a positive collaborative atmosphere and **maintain focus on project goals through effective conflict resolution**.





# THE NITTY GRITTY



# EFFECTIVE PROJECT COMMUNICATION STRATEGIES

## EFFECTIVE PROJECT COMMUNICATION STRATEGIES

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Communication is the lifeblood that **sustains collaboration, understanding, and successful project outcomes.**

Adopting effective communication strategies is crucial for fostering a **positive team environment, aligning stakeholders, and mitigating potential challenges.**

# EFFECTIVE PROJECT COMMUNICATION STRATEGIES

## Strategies To Enhance Project Communication

- ✓ Stakeholder analysis.
- ✓ Clear objectives and goals.
- ✓ Open and transparent communication.
- ✓ Utilise multiple communication channels.
- ✓ Regular project meetings.
- ✓ Effective listening.
- ✓ Project documentation.
- ✓ Addressing conflict promptly.
- ✓ Tailor communication to the audience.
- ✓ Continuous improvement.



<https://www.youtube.com/watch?v=XCX9hsdt-v8>





# Midway



## TOLERANCE

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It is important to **understand and respect cultural and personal differences** when crafting communication.

Ensure communication methods respect cultural and individual preferences, **promoting inclusivity and understanding within diverse project teams.**



1. How can incorporating diverse communication channels enhance collaboration and address potential challenges within my project teams?
2. What adjustments can I make to tailor my communication strategies effectively to different stakeholder groups?



# STAKEHOLDER IDENTIFICATION AND ENGAGEMENT

## STAKEHOLDER IDENTIFICATION AND ENGAGEMENT

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Stakeholders are **individuals or groups with a vested interest in the success of a project**, as their actions or decisions can impact the project's outcomes.

Effectively identifying and engaging stakeholders is integral to project success, fostering collaboration, and **ensuring that the project aligns with the needs and expectations of all involved parties.**



<https://www.youtube.com/watch?v=e27VL9JW3FM>

# STAKEHOLDER IDENTIFICATION AND ENGAGEMENT

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## Strategies For Stakeholder Identification And Engagement

- ✓ Stakeholder identification.
- ✓ Prioritise stakeholders.
- ✓ Understand stakeholder needs and expectations.
- ✓ Develop a stakeholder communication plan.
- ✓ Foster a collaborative environment.
- ✓ Provide regular project updates.
- ✓ Address stakeholder concerns promptly.
- ✓ Involve stakeholders in decision-making.
- ✓ Adapt engagement strategies.
- ✓ Conduct stakeholder satisfaction surveys.

## MUTUAL RESPECT

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The foundation for successful stakeholder engagement.

**Understanding stakeholder concerns and expectations demonstrates respect for their roles and contributions,** building trust and collaboration.



# Time To Reflect

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1. How can a proactive approach to stakeholder engagement, including prioritisation, regular updates, and adaptation to evolving needs, contribute to building strong partnerships and enhancing project success?
2. What lessons can I learn from past projects to refine stakeholder engagement in future endeavours?



# CONFLICT RESOLUTION IN PROJECT TEAMS



# CONFLICT RESOLUTION IN PROJECT TEAMS

In the collaborative environment of project teams, conflicts can arise from various sources, often **rooted in differences of opinions, priorities, or approaches.**

Understanding the emerging types of conflict is essential for effective conflict resolution and **maintaining a positive team dynamic.**



# CONFLICT RESOLUTION IN PROJECT TEAMS

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## Common Types Of Conflict In Project Teams

- ✓ Task-related conflict.
- ✓ Interpersonal conflict.
- ✓ Process conflict.
- ✓ Role ambiguity conflict.
- ✓ Resource allocation conflict.
- ✓ Schedule conflict.
- ✓ Communication conflict.
- ✓ Value conflict.
- ✓ Leadership conflict.
- ✓ External conflict.

# CONFLICT RESOLUTION IN PROJECT TEAMS

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## Key Strategies For Effective Conflict Resolution

- ✓ Early identification and acknowledgment.
- ✓ Active listening.
- ✓ Define clear roles and responsibilities.
- ✓ Establish a collaborative environment.
- ✓ Mediation and facilitation.
- ✓ Encourage constructive feedback.
- ✓ Collaborative problem-solving.
- ✓ Document agreements.
- ✓ Escalation process.
- ✓ Continuous improvement.

## LIBERTY

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**Clarity in roles is** key to empowering team members in their individual contributions.

Defining roles clearly ensures individuals have the **liberty to perform their duties confidently and autonomously.**






1. How can incorporating these conflict resolution strategies into my project management approach enhance conflict resolution within the team and contribute to the project's overall effectiveness, collaboration, and long-term success?



# QUESTIONS & ANSWERS



A person wearing a checkered shirt is holding a large, clear glass bottle filled with coins. The bottle is nearly full, and the person's hands are positioned at the top, possibly sealing or holding it. The background is blurred, showing an indoor setting with some furniture.

# LECTURE CONCLUSION & RECAP

# RESOURCES

A monochromatic, teal-toned photograph of a library or study area. In the foreground, an open book lies flat, with a pair of round-rimmed glasses resting on its right page. Behind it, another open book is visible. The background is filled with numerous tall, stacked books, creating a sense of depth and abundance of resources. The lighting is soft, highlighting the textures of the paper and the frames of the glasses.

# RESOURCES

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## VIDEOS:

- ✓ [Project Communication Plan \[STEP-BY-STEP INSTRUCTIONS\]](#)
- ✓ [How to Identify Stakeholders in Project Management](#)

## ARTICLES:

- ✓ [The Importance of Effective Communication in Project Management](#)
- ✓ [Stakeholder Analysis 101](#)
- ✓ [How to conduct a stakeholder analysis](#)
- ✓ [The Importance of Stakeholders: Identifying & Prioritizing Stakeholder Engagement](#)

# Thank you for attending



**CoGrammar**



Department  
for Education