



Managing Stakeholders & Communicating Project Value

17-18 August 2026 The Majestic Hotel Kuala Lumpur



Lead Trainer:

Colin Millward MBA, PMP, CRP, CSM, A-CSPO
Project Management Trainer



This course is
100% HRD Corp Claimable

Course Overview

Projects do not exist in a vacuum. They often get stuck when stakeholders are not aligned, expectations are unclear, decisions are delayed, and project value is not clearly measured or communicated. At the same time, project managers are increasingly expected to show how their work contributes to ROI, business value, and strategic outcomes.

This 2-day practical workshop helps project professionals manage stakeholder relationships more effectively while building the confidence to identify, measure, and communicate project value. Participants will learn how to map stakeholders, manage differing agendas, engage senior decision-makers, track benefits, and communicate project outcomes in a way that supports business decisions.

The learning approach is practical and interactive, using hands-on exercises and real business scenarios that reflect the complexity of project environments in the Asia-Pacific region.

Quick FAQ

What is the learning level, and do I need prior knowledge?

This workshop is designed at an intermediate / applied professional level. No formal project management qualification is required, but basic experience in project work, stakeholder coordination, or business initiatives will be helpful.

What will participants learn from this workshop?

Participants will learn how to manage stakeholders, build alignment, communicate with senior stakeholders, manage expectations, and explain project value more clearly.

Will the workshop cover difficult or senior stakeholders?

Yes. The workshop covers stakeholder mapping, conflicting interests, trust-building, influence, senior stakeholder engagement, and stakeholder communication planning.

Will the workshop cover project ROI and business value?

Yes. Participants will learn how to connect project activities to business value, ROI, business cases, project outcomes, and value realisation.

Do participants need a finance background?

No. The workshop explains ROI and project value in a practical and easy-to-understand way without requiring complex formulas.

Is the workshop practical or theory-based?

The workshop is practical, interactive, and engaging, with real project case discussions, group exercises, guided activities, practical tools, and application-based learning.

Why attend?

Projects rarely fail because of planning alone. They slow down, lose support or miss their intended value when people are not aligned, decisions are delayed and outcomes are not clearly communicated.

This workshop is designed for project professionals who need to:

- Align stakeholders before issues become roadblocks
- Clarify expectations, roles and decision points
- Manage conflicting priorities across teams and departments
- Communicate with senior stakeholders more confidently
- Link project activities to business value, benefits and ROI
- Report project outcomes in a way that supports better business decisions

What you will gain?

By the end of this course, participants will be able to:

- Recognise the full stakeholder landscape around a project
- Map stakeholders by interest, power and influence
- Prioritise engagement based on stakeholder impact
- Manage conflicting interests using empathy and structured dialogue
- Engage senior stakeholders with clarity, authority and confidence
- Build trust and influence across hierarchical and cross-functional settings
- Develop stakeholder-specific communication plans
- Understand ROI in a practical project context
- Connect project activities to benefits and business value
- Report project outcomes in a way that supports better business decisions

Agenda Day 1

All modules will be delivered across Day 1 and Day 2. However, the trainer may adjust the sequence, modify content, or emphasize specific topics based on the delegates' skills and experience.

Managing Stakeholder Expectations

Module 1: Recognising the Full Stakeholder Landscape

Uncover visible and hidden stakeholders and understand the true breadth of influence around a project.

Module 2: Stakeholder Mapping and Prioritisation

Categorise stakeholders by interest, power and influence on guide engagement strategy.

Module 3: Managing Conflicting Interests

Navigate different viewpoints and expectations using empathy and structured dialogue.

Module 4: Engaging Senior Stakeholders

Adapt communication style and present updates with clarity and authority.

Module 5: Building Trust and Influence

Practise influencing techniques for hierarchical and cross-functional settings.

Module 6: Planning Stakeholder Communication

Develop stakeholder-specific communication plans that keep people informed and committed.

Course Schedule

08:30-09:00	09:00-10:30	10:30-11:00	11:00-13:00	13:00-14:00	14:00-15:30	15:30-16:00	16:00-17:00
Registration	Upskilling	Break	Upskilling	Break	Upskilling	Break	Upskilling

Agenda Day 2

All modules will be delivered across Day 1 and Day 2. However, the trainer may adjust the sequence, modify content, or emphasize specific topics based on the delegates' skills and experience.

Communicating Project Value

Module 7: Understanding ROI in a Project Context

Explore how ROI applies to projects and how executives evaluate success beyond time and on budget.

Module 8: Influencing the Project Charter

Translate business objectives into charter elements, success metrics and value-focused decisions.

Module 9: Building the Business Case and Proposed ROI Range

Link initiatives to value streams, quantifiable benefits and strategic impact.

Module 10: Delivering Business Value Through the Project

Track benefit values, leading indicators, scope, quality and stakeholder satisfaction.

Module 11: Steering Toward Value: Mid-Course Corrections

Manage scope creep, reprioritise deliverables and hold strategic conversations.

Module 12: Measuring and Realising ROI Post-Completion

Use post-implementation reviews, benefit audits and lessons learned to communicate value.

Course Schedule

08:30-09:00	09:00-10:30	10:30-11:00	11:00-13:00	13:00-14:00	14:00-15:30	15:30-16:00	16:00-17:00
Registration	Upskilling	Break	Upskilling	Break	Upskilling	Break	Upskilling

Who should **attend**?

This workshop is designed at an intermediate / applied professional level, including but not limited to:

Role	Relevancy	Why?
Project Managers	★★★★	You'll learn to move beyond checklists and deadlines and start leading projects that demonstrate measurable business value and ROI.
PMO Professionals	★★★★	You're responsible for ensuring alignment between projects and strategy. This course equips you with tools to measure, track, and communicate that alignment effectively.
Business Analysts	★★	You'll enhance your ability to define value-driven requirements and help stakeholders connect features to strategic benefits.
Strategy & Transformation Leads	★★★★	You'll gain frameworks to ensure initiatives deliver on promised outcomes, with real ROI tracking and impact storytelling.
Finance/Investment Analysts	★★	This course helps you understand how project-level decisions translate into financial outcomes and equips you to better evaluate project business cases.
Product Owners / Product Managers/ Project Leads	★★	You'll learn to balance scope, value, and prioritization, ensuring every deliverable contributes to strategic impact.
CxOs / Senior Leadership	★★	You'll learn how to demand and evaluate project value with greater clarity and empower your teams to speak your language: ROI and impact.
Internal Auditors / Risk Managers	★★	You'll be better equipped to assess whether project investments are delivering promised outcomes and identify value leakage.

★★★★ Highly Relevant ★★★ Relevant ★ Somewhat Relevant

Course Trainer



Lead Trainer:

Colin Millward MBA, PMP, CRP, CSM, A-CSPO
Project Management Trainer

Colin Millward's career spans more than 36 years running complex international enterprise systems projects in Europe, the United States and Asia-Pacific for organizations in many business areas, demonstrating leadership, cross-cultural skills, and the delivery of quantifiable business value.

Since forming Knight Griffin Pte. Ltd. in 2003 he has delivered management consulting and corporate training to dozens of organizations from small enterprises through corporations to governments.

Today, Colin engages clients with his unique combination of knowledge, experience and energy plus some gentle humor to organizations up and down the Asia-Pacific region.

Colin gained his Project Management Professional accreditation in 2005. He holds an MBA from Pennsylvania and is a Certified ROI Professional (CRP) by the ROI Institute. Colin is also a Certified Scrum Master (CSM), and an Advanced Certified Product Owner (A-CSPO) with Scrum Alliance.

He has additionally been certified as a PMP® Project Management Trainer by the Project Management Institute (PMI). Colin is also Principal Mediator with the Singapore Mediation Centre, where he applies his skills to court-appointed mediations to resolve complex business disputes.

2-DAY COURSE

Managing Stakeholders & Communicating Project Value

17-18 August 2026

The Majestic Hotel Kuala Lumpur

Standard Fee **RM3,500 / delegate**
 Group Fee **RM3,150 / delegate**

- Group fee applies to registrations of 3 delegates or more.
- The course fee is inclusive of applicable taxes and is 100% HRD Corp claimable.
- The course fee includes a 1-night stay at the event hotel.

☐

Please tick (✓) the box if you are applying for HRD Corp grant.

A. ORGANISATION INFORMATION

Name	
Address	
Postcode	
Email	
Phone	

FASTEST WAY TO REGISTER

- Complete the Workshop Series Registration Form
- Kindly email it to us at registration@skill-lyft.com

TERMS & CONDITIONS

1. Replacement Policy

Delegates may request a replacement at no additional cost, provided Skill-Lyft is notified at least three (3) working days before the event.

2. Cancellation Policy

All cancellations must be submitted in writing via email to Skill-Lyft. The following charges apply based on the time of cancellation:

- More than 15 working days before the event: Full refund with no charges.
- 8 to 14 working days before the event: 50% of the registration fee will be charged.
- Within 7 working days before the event: 100% of the registration fee will be charged.

3. No-Show Policy

Delegates who do not attend the event will be charged the full registration fee.

4. Skill-Lyft's Rights

Skill-Lyft reserves the right to cancel or reschedule events. Delegates will be informed promptly of any changes. Please note that Skill-Lyft will not be responsible for airfare, hotel accommodations, or other travel-related expenses incurred by delegates.

5. HRD Corp Grant

If the approved HRD Corp grant amount is less than the course fee, the company will be invoiced for the difference.

6. Invoice & Payment Policy

All invoices must be settled within 14 days of the invoice date or at least one (1) working day before the event, whichever comes first. Delegates will not be allowed entry to the course if payment has not been received.

7. Data Privacy

Skill-Lyft (M) Sdn Bhd acts as the data controller for this information. Your details will be stored in our database and used to fulfill our legitimate interests in event administration.

B. DELEGATE INFORMATION

☐

Please tick (✓) the box if you have more than three (3) delegates - refer additional copy of this form.

1

Name

Designation

Department

Email

Mobile No.

Dietary Concerns: Vegetarian

Allergies

2

Name

Designation

Department

Email

Mobile No.

Dietary Concerns: Vegetarian

Allergies

3

Name

Designation

Department

Email

Mobile No.

Dietary Concerns: Vegetarian

Allergies

C. BILLING INFORMATION

Quotation or invoice should be directed to:

Name

Designation

Email

Phone

E-signature

By signing, I hereby acknowledge that I have thoroughly read and fully understand the Terms & Conditions stated in this registration form.