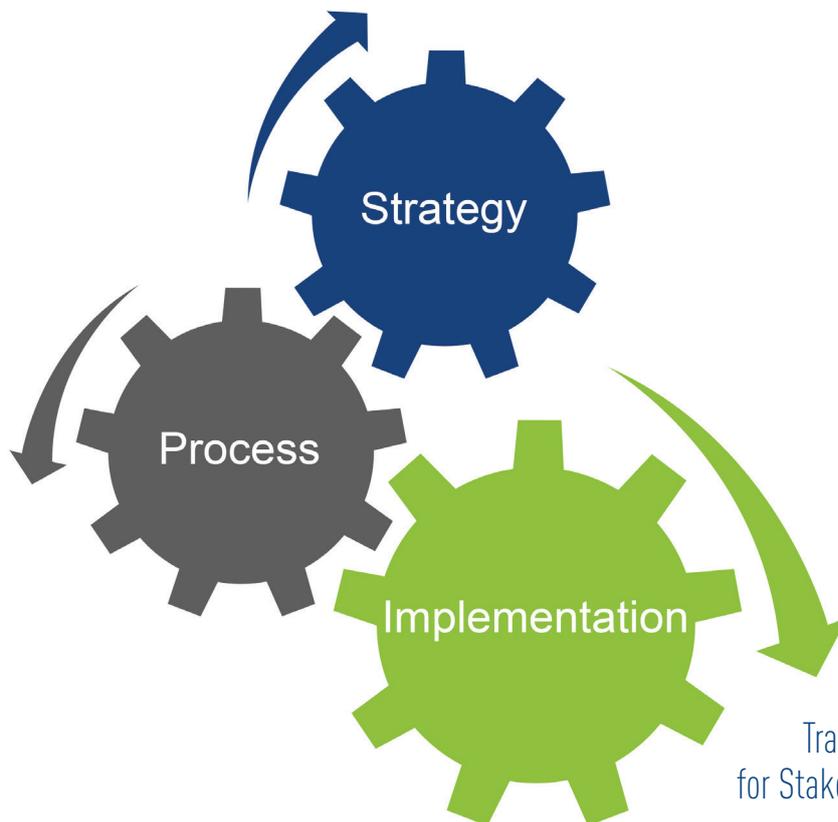


# STAKEHOLDER ENGAGEMENT SOLUTIONS

Less Risk, More Fun, Better Business



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Training Programmes and Consulting  
for Stakeholder-related Risk Management

# STAKEHOLDER ENGAGEMENT

## Co-creating Projects for Sustainable Results

Established planning, management and engagement systems often fail to deliver sustainable results due to lack of quality and structured engagement before business decisions are made; in turn, public opposition to projects often builds up. Stakeholder engagement has become core business for many industries.

### Stakeholder Engagement

- » bridges the gap between stakeholders (realities and perceptions) and projects (design and implementation)
- » reduces business risks by ensuring a social license to operate
- » empowers businesses, local communities and authorities to co-design and implement projects beneficial to all parties
- » delivers successful outcomes and enables smart business

## THE CHALLENGE



### Inclusive decision-making for outcomes desired by business and society

In the past, project design and management were primarily focused on economic and technical feasibility. More recently, environmental concerns have been increasingly included in the decision-making process. However, very little consideration was given to public acceptability until after decisions had been made internally. Organisations then focussed on defending these decisions, leaving stakeholders with a choice between supporting or opposing the resulting project.

It is proven that benefits are gained for all through quality inclusive decision-making, resulting in decisions that are from the very beginning not only technically and economically viable, but also environmentally and publicly acceptable. Such decisions result in what we define as Smart Business. Smart Businesses enable outcomes desired by society. This reduces business risks, creates win-win opportunities and builds shared value.

To achieve these outcomes, especially in industries such as natural resource and infrastructure development, timely quality engagement around material issues is essential. This provides a workable path to mutually beneficial outcomes. Additionally, enabling quality engagement requires significant capacity building, as all parties need to be ready and happy to engage with each other. Because the will to engage comes prior to engagement itself.

# Building a Smart Business



## OUR OFFER

### Trainings on stakeholder engagement for successful outcomes

As a basis for informed decisions businesses need pro-active stakeholder engagement and continuous dialogue. It is most important to build the capacities of your team on how to engage in time – before a crisis hits. This will help to avoid costly mistakes, help to build long-standing relationships with your stakeholders and reduce the biggest risk of all: losing trust and ultimately the license to operate. We offer training programmes on

- » creating a smart business strategy
- » understanding and developing core stakeholder engagement
- » undertaking community relations to achieve win-win outcomes
- » integrating stakeholder engagement solutions into project management
- » effective tools and techniques for stakeholder engagement

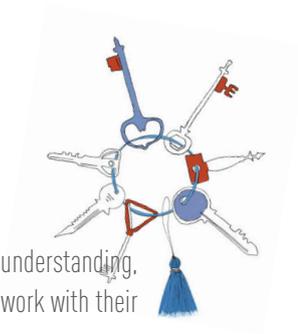
# Resilience

## YOUR BENEFIT



360° Clarity on Risks,  
Opportunities and Solutions

# IMPLEMENTATION



Our training programmes provide the required stakeholder engagement understanding, competencies and business integration solutions for professionals who want to work with their stakeholders towards win-win outcomes.

They support three levels of competencies – Core, Practitioner and Business Integration.

**Core** – A foundational programme on stakeholder engagement.

This includes the following

## Core Stakeholder Engagement: Why, What, Who and How

Learn why engagement has become part of core business, what to engage on, whom to engage with and how.

**Practitioner** – Advanced programmes on processes, tools and techniques for managing stakeholder engagement.

This includes the following

## Participatory methods for a 360° analysis of stakeholder-related risks & opportunities

Gain the knowledge, motivation, mindset and tools to be able to hear and understand not only your and your team's perspectives, but also those of the people impacted by your work or who can impact your work.

## Undertaking Community Relations to achieve win-win outcomes

Develop a consistent and structured approach to the building of community relations programmes.

## Tools and techniques for stakeholder engagement

Learn how to conduct a constructive dialogue with various stakeholder groups to exchange information, honestly express perspectives and perceptions, clarify viewpoints, and develop solutions to common concerns and opportunities.

## Conflict resolution and negotiation

Learn the rules for stakeholder engagement in a crisis and build facilitation, negotiation and conflict resolution skills.

**Business Integration** – A guided journey for companies to integrating stakeholder engagement strategy, processes and implementation techniques into core business. This programme is fully tailored to a client's needs and includes a combination of training, consultancy and implementation support.

Would you like to know more?

We would be happy to inform you personally about our customized programmes.

## CONTACT

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