Stakeholder Engagement for ERP Programs Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Stakeholder engagement is a critical success factor in the successful implementation of Enterprise Resource Planning (ERP) systems. Effective communication and collaboration with all relevant stakeholders, including internal teams, management, vendors, and external partners, can significantly enhance the adoption and sustainability of ERP systems. Stakeholder Engagement for ERP Programs Training Course aims to equip professionals with the necessary tools, strategies, and techniques to engage stakeholders effectively throughout the ERP lifecycle. From the initial planning stages to post-implementation, understanding the needs and concerns of stakeholders is vital for minimizing resistance, aligning objectives, and ensuring the long-term success of ERP programs.

This course offers comprehensive insights into the stakeholder engagement process, blending theoretical foundations with practical methodologies and case studies that highlight real-world ERP challenges. It will provide participants with a robust framework for managing diverse stakeholder interests, communication strategies, and alignment with business goals. By the end of this course, professionals will be better positioned to drive ERP program success by fostering collaboration, managing conflicts, and ensuring all stakeholder expectations are met. The training emphasizes the role of effective stakeholder communication in overcoming organizational barriers, minimizing risks, and achieving business transformation goals.

Programme Curriculum

Stakeholder Engagement for ERP Programs Training Course

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internal teams, management, vendors, and external partners, can significantly enhance the adoption and sustainability of ERP systems. Stakeholder Engagement for ERP Programs Training Course aims to equip professionals with the necessary tools, strategies, and techniques to engage stakeholders effectively throughout the ERP lifecycle. From the initial planning stages to post-implementation, understanding the needs and concerns of stakeholders is vital for minimizing resistance, aligning objectives, and ensuring the long-term success of ERP programs.

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Course Duration

5 days

Course Objectives

1. Understand the role of stakeholder engagement in ERP program success.
2. Learn the best practices for identifying and analyzing key stakeholders.
3. Develop strategies for managing stakeholder expectations and concerns.
4. Create effective communication plans tailored to different stakeholders.
5. Implement strategies to enhance stakeholder collaboration and buy-in.
6. Explore risk management techniques related to stakeholder dynamics.
7. Align ERP objectives with organizational goals and stakeholder priorities.
8. Identify and manage potential sources of resistance and conflict.
9. Apply negotiation skills to resolve conflicts between stakeholders.
10. Evaluate the impact of stakeholder engagement on ERP program performance.
11. Develop comprehensive stakeholder engagement and communication strategies.
12. Monitor and adjust engagement strategies throughout the ERP implementation lifecycle.
13. Use case studies to understand real-world applications and challenges in stakeholder engagement.

Target Audience

1. ERP Program Managers
2. Project Managers in IT and Business Transformation
3. Change Management Professionals
4. Stakeholder Relationship Managers
5. HR and Learning & Development Managers
6. Consultants and Advisors in ERP Solutions
7. C-suite Executives and Senior Leadership
8. Business Analysts and Systems Integrators

Course Modules

Module 1: Introduction to Stakeholder Engagement in ERP Programs

- Understanding the definition and scope of stakeholder engagement.

- Identifying the key types of stakeholders in ERP programs.
- Analyzing the impact of stakeholder engagement on project outcomes.
- Case Study: Successful stakeholder engagement in a global ERP implementation.
- Tools for stakeholder identification and classification.

Module 2: Stakeholder Analysis and Mapping

- Techniques for mapping stakeholders based on interest and influence.
- Methods for assessing stakeholder expectations and needs.
- Case Study: Stakeholder mapping in a healthcare ERP rollout.
- Creating a stakeholder engagement matrix.
- Tools for prioritizing stakeholder engagement efforts.

Module 3: Effective Communication Strategies for Stakeholders

- Tailoring communication methods for different stakeholder groups.
- Best practices for transparent and consistent communication.
- Case Study: Communication strategies for ERP systems in the public sector.
- Overcoming communication barriers in multinational projects.
- Tools and platforms for effective communication management.

Module 4: Building Stakeholder Buy-In and Engagement

- Strategies for gaining executive and team-level support.
- Building trust and rapport with key stakeholders.
- Case Study: Building stakeholder buy-in in a manufacturing ERP project.
- Techniques for addressing stakeholder concerns early.
- Incentives and benefits to encourage active participation.

Module 5: Risk Management and Conflict Resolution

- Identifying potential risks related to stakeholder engagement.
- Conflict management strategies for ERP programs.
- Case Study: Risk mitigation through stakeholder engagement in a financial ERP program.
- Creating risk management plans focused on stakeholder dynamics.
- Techniques for resolving conflicts between conflicting stakeholder groups.

Module 6: Aligning Stakeholder Interests with ERP Objectives

- How to align organizational goals with ERP program objectives.
- Identifying gaps in stakeholder expectations and ERP deliverables.
- Case Study: Aligning ERP project goals with business outcomes in retail.
- Frameworks for strategic stakeholder alignment.
- Balancing conflicting interests while maintaining project goals.

Module 7: Monitoring and Measuring Stakeholder Engagement

- Key performance indicators (KPIs) for evaluating engagement effectiveness.
- Regular review mechanisms and feedback loops.
- Case Study: Monitoring stakeholder satisfaction in a service sector ERP project.
- Tools for tracking engagement progress and adjusting strategies.
- Conducting stakeholder surveys and gathering insights.

Module 8: Post-Implementation Engagement and Continuous Improvement

- Ensuring long-term stakeholder engagement after ERP go-live.
- Techniques for post-implementation reviews and feedback collection.
- Case Study: Post-implementation engagement in a supply chain ERP project.
- Methods for continuous improvement through stakeholder collaboration.
- Building a sustainable stakeholder management plan for future ERP upgrades.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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