

Proudly presents

EFFECTIVE COMMUNITY & STAKEHOLDER MANAGEMENT MASTER CLASS

EARLY BIRD: BOOK & PAY BY 30th DECEMBER & GET 10% DISCOUNT

15, 16 & 17 February: Emperors Palace, Jhb

Course Background:

A stakeholder is a person, group or organization that has an interest in an organization, because they are affected by its operations or can affect its operations. Stakeholders have an impact on every organization, public or private sector - some are internal, others are external, but the higher priority stakeholders must be engaged, their expectations understood, and strategies developed, planned and implemented to recognize and address their concerns. All groups of stakeholders must be recognized and treated equitably, as part of good governance. Stakeholder management involves both hard and soft skills, with some understanding of human nature, culture and communications added, finished off with the ability to influence and negotiate with integrity. The Masterclass in Strategic and Effective Stakeholder Management will equip you with the knowledge and capacity to correctly identify and analyse stakeholders, evaluate and prioritise vested interests, and manage relevant relationships in your organisation's business environment.

Objective:

To equip organisational leaders with the skills and competencies to develop stakeholder management strategies and management plans, to conduct effective stakeholder engagement and to manage stakeholder risks

Benefits:

To better understand, learn and explore the opportunities of stakeholder management, to be better equipped to deal with stakeholder challenges and risks and to be able to develop and deliver world-class stakeholder management and engagement strategies, programs and initiatives. In short, the masterclass will help you:

- Drive results and benefits through effective collaboration
- Improve communication and influencing skills
- Prioritise time and organize resources effectively
- Generate buy-in and cooperation from key stakeholders
- Remove obstacles to progress and success
- Draw on a range of experience and techniques for influencing people
- Develop a reputation as a key player and influencer.

Target Audience:

The masterclass is aimed at project and programme managers, but it is particularly relevant to anyone seeking to lead, shape and achieve positive outcomes from change (change managers and business analysts for example) as well as Communications Managers, Corporate Affairs, Sustainability and ESG Managers as well as Stakeholder Managers including executives involved in transformation initiatives and Government and Local Government Officers & Private Sector Professionals/Consultants

TELEPHONE: 083 970 1055

FACSIMILE: 086 786 7108

EMAIL: info@knowledgeacademy.org.za

ABOUT THE FACILITATOR

REANA ROSSOUW

Reana is an alumnus of the University of Stellenbosch Business School. She has more than 30 years' experience in business management at senior executive and director level. Reana's expertise lies in creating and implementing strategies for innovation, growth and sustainability. She has worked in several industry sectors including Donor/philanthropy and Grantmaking, social and impact investment, Information and Communication Technology, Mobile and Internet communications, financial services, mining, agriculture, manufacturing, retail and media.

Reana is a regular speaker at national and international conferences and have delivered various papers on her fields of expertise. She is also the author of three books, and annually publishes Africa's research report on the future and impact of the social development and investment sectors.

In recognition of her ground-breaking work in this arena; Reana is regarded as a visionary and one of Africa's leading experts in the areas of sustainable socio-economic development, social innovation and impact management and measurement. Not only has she been published extensively, but she has also received several nominations and awards.

Over the past decade, Reana has developed Africa's first impact assessment methodology and technology platform, the Investment Impact Index™, which measures the impact and return on investment of social and impact investment. This methodology is now applied across the continent by social and impact investors, donors and grantmakers.

PERSONAL ACHIEVEMENTS

In 2010 and 2011 Reana Rossouw was nominated and a finalist in the Shoprite Checkers Women of the Year Competition (Business Category)

Winner of the South African Council for Businesswomen of the Year Competition 2009 (Small Business Category)

Winner of the Top 100 Most Influential Women in Business and Government in South Africa and the SADC Region - (2013) (CEO Magazine)

In 2013 Reana Rossouw was nominated for the Businesswomen's Association of South Africa's Top 100 Women Business Awards – in the categories Women Owned Business of the Year Award and top Female Entrepreneur of the Year Award

In 2014 Reana Rossouw was the winner of the Top 20 Most Influential Women in Business and Government in Africa. She represents the SME Sector, the Gauteng Region and the SADC regions with this prestigious award.

In 2019 Reana Rossouw was awarded the Women who move Mountains award by United Success an international women's organisation that promote women founded and owned enterprises

In 2021 was recognised as one of the twelve most influential leaders in Corporate Social Investment in South Africa

In 2022 Reana was awarded the Best Social Entrepreneur at the CSI Legacy Awards presented by CSR News

Course Content

Day 1:

- **Session 1: An introduction and overview to stakeholder management and engagement. This session will focus on trends, guidelines, principles, frameworks and standards**
- **Session 2: An overview of stakeholder management and engagement across industry sectors – working with case studies and examples to identify best practice**
- **Session 3: Reporting on stakeholder engagement outcomes – South African governance, legal and compliance requirements**
- **Session 4: Addressing challenges of stakeholder engagement**
- **Session 5: An overview and introduction to stakeholder management strategies, stakeholder engagement activities and reporting on stakeholder engagement outcomes**

Day 2:

- **Session 6: Identifying, mapping, analysing and prioritising stakeholders and developing stakeholder matrixes**
- **Session 7: Planning for engagement, managing engagement, and implementing stakeholder engagement activities**
- **Session 8: Framing stakeholder issues, developing stakeholder engagement questionnaires, documenting the process**
- **Session 9: Responding to stakeholder expectations, providing feedback to stakeholders, and reporting on stakeholder engagement outcomes**

Day 3:

- **Session 10: Risk assessment**
- **Session 11: Conflict management**
- **Session 12: Resource allocation and budgeting**
- **Session 13: Working with consultants and agencies**
- **Session 14: Working across geographies and cultures, with stereotypes and recognizing their use (and limitation)**

EFFECTIVE COMMUNITY & STAKEHOLDER MANAGEMENT

DATES AND VENUE:

15, 16 & 17 FEBRUARY: EMPERORS PALACE, JHB

COMPANY AND DELEGATE DETAILS

Organisation: _____
 VAT Registration Number:
 Nature of Business: _____
 Address: _____

City: _____ Postcode: _____
 Phone: _____ Fax: _____

Delegate(s) Details:

1. Full Name: _____
 Position: _____
 Email: _____
2. Full Name: _____
 Position: _____
 Email: _____
3. Full Name: _____
 Position: _____
 Email: _____
4. Full Name: _____
 Position: _____
 Email: _____
5. Full Name: _____
 Position: _____
 Email: _____

FEES

(please indicate your choice and complete the Authorisation section)

Payment is required within 5 working days.

- Price per Delegate = **R9999**
- Group Discounts (price per delegate)**
- 4 - 6 Delegates Less 10% = **R8 999**
- 7 - 9 Delegates Less 15% = **R8 499**
- 10+ Delegates Less 20% = **R7999**

Fees include refreshments, lunches and supplementary documentation.

METHODS OF PAYMENT

Please indicate your choice of payment method

- Cheque:**
 Made payable to Knowledge Academy (Pty) Ltd
- Bank Transfer:**
 Knowledge Academy (Pty) Ltd, First National Bank
 Account number 62809541867 Branch Code 255355
Quoting delegates name and invoice number as a reference.
- Credit Card:**
 Master Card Visa Expiry Date CW
 Card No.
 Name (as it appears on card) _____

AUTHORISATION

Signatory must be authorised to sign on behalf of contracting organisation

Name: _____
 Position: _____
 Email: _____

Signature: _____
 Date: _____

THIS BOOKING IS INVALID WITHOUT A SIGNATURE

Terms & Conditions:

1. Fees are inclusive of programme materials and refreshments.
 2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. PLEASE NOTE: payment must be received prior to the conference date. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time. Unless otherwise stated on the booking form, payment must be made in SA Rands.
 3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by Knowledge Academy (Pty) Ltd (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a credit voucher representing 50% of the total fee to be utilized against the cost of any future conference. Thereafter, the full conference fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, Knowledge Academy (Pty) Ltd decides to cancel or postpone this conference, Knowledge Academy (Pty) Ltd is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event programme content is subject to change without notice.
 4. Copyright etc: All intellectual property rights in all materials produced or distributed by Knowledge Academy (Pty) Ltd in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.
 5. Client confirms that it has requested to allow Knowledge Academy (Pty) Ltd to retain Client information on group companies database to be used by group companies, and passed to selected third parties, to assist in communicating products and services which may be of interest to the Client by letter, phone, fax, (inc. automatic dialling) email or other electronic means. If Client wishes to stop receiving such information please inform above office. For training and security purposes telephone calls may be recorded.
- Important note: While every reasonable effort will be made to adhere to the advertised package, Knowledge Academy (Pty) Ltd reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that Knowledge Academy (Pty) Ltd permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to one year to be used at another event. No refunds, part refunds or alternative offers shall be made.
6. Governing law: This Agreement shall be governed and construed in accordance with the law of South Africa and the parties submit to the exclusive jurisdiction of the South African Courts in Johannesburg. However only Knowledge Academy (Pty) Ltd is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.