

CSR & COMMUNITY IMPACT

Stakeholder Relationship Management & High-Impact Dialogue

A two-day programme in stakeholder dialogue & relationship management, with eight modules and workplace application.



DURATION 2 days

DELIVERY Public or in-house

Why this programme

Master negotiation, active listening, and conflict resolution techniques required to build long-term trust with activist groups, local leaders, and community members.

What participants will learn

- 01** Navigate complex, high-stakes stakeholder environments with confidence.
- 02** Transform community conflict and protest into constructive, collaborative dialogue.
- 03** Establish permanent, transparent communication channels and feedback loops.

Who should attend

CSR and sustainability professionals, corporate foundations, community engagement teams, NGO leaders and social-impact programme managers.

How you will learn

Trainer-led explanation and discussion connect the module topics to workplace application.

Detailed programme

Day 1 | Foundations and core skills

01 Strategic Stakeholder Identification & Profiling

- Mapping influence, interest, and power dynamics across community groups.

02 High-Stakes Negotiation & Conflict Resolution

- De-escalating friction and reaching mutually acceptable agreements.

03 Free, Prior, and Informed Consent (FPIC)

- Operationalizing FPIC protocols in indigenous and local development projects.

04 Facilitating Participatory Workshops

- Tools and techniques for effective, democratic community town halls.

Detailed programme

Day 2 | Application and action planning

05 Non-Violent & Active Listening Strategies

- Building empathy and trust through authentic communication.

06 Managing Activist & NGO Expectations

- Proactively engaging critical external groups and watchdog organizations.

07 Establishing Community Advisory Boards (CABs)

- Creating durable institutional mechanisms for continuous dialogue.

08 Roleplay & Crisis Dialogue Simulation

- Simulating complex community negotiation scenarios with professional feedback.

How you will learn

Trainer-led explanation and discussion connect the module topics to workplace application.

TRAINER PROFILE

Dr Jude Selvaraj Joseph

A master trainer and consultant with more than 25 years of corporate experience across education, hospitality, logistics and supply chain. His work connects leadership, people development and operational improvement.

Trainer availability is confirmed for each programme.

Confirm HRD Corp (HRDF) eligibility and claim arrangements with ISDS before booking. Where applicable, claims are arranged through Orange Revolution.

Plan your training with ISDS

Discuss fees, delivery options and a programme suited to your team.

admin@isds.com.my | +60 18 392 1671 | Course page

Contact: Daud Ibrahim | ISD Solution