

**FOUNDATIONAL PEOPLE  
LEADERSHIP CERTIFICATE**



**ELEVATING TEAM &  
STAKEHOLDER  
COLLABORATION**

**SYLLABUS**



## HOW TO

### KNOW SELF & KNOW OTHERS (DISC)



Understanding & communicating to diverse personalities create a safe environment. To know others, know yourselves first. Learn to:

- Understand high performing team's levers
- Determine your own personality style
- Allocate tasks and communicate based on personality

## HOW TO

### ENGAGE & NUDGE STAKEHOLDERS



Like a community, an engaged stakeholder network can multiply your influence. Learn to:

- Map emerging stakeholder landscape as a widening web of relationships
- Use an interest-influence matrix to inform an engagement strategy and approach
- Nudge relations for shared success

## HOW TO

### DESIGN TEAM INTERACTIONS & FEEDBACK



Business is never a solo activity. Managing teams and nurturing relations are integral parts of success. Learn to:

- Design team interactions for a clear and dependable team environment
- "Give & receive" constructive feedback
- Communicate the big picture to teams

## HOW TO

### CULTIVATING SERVICE EXCELLENCE



Service excellence is about delivering value while navigating stakeholders' motives and emotions. Learn to:

- Embed service-oriented mindset
- Understand stakeholder's needs and deepen relations using active listening & silence
- Navigate difficult discussions, set boundaries