COURSE BROCHURE

Community and Stakeholder Relations

A practical course on building a structured relationship with project-affected communities and stakeholders: mapping them, planning engagement, running public consultation and designing a grievance mechanism.

Code	HT-CSR-111
Category	Customer Service & Public Relations
Duration	1 week
Level	Intermediate
City	Istanbul

Introduction

A project that is technically and financially sound can still be halted by a local community that was never consulted or a complaint that nobody answered. Earning community acceptance is methodical work that begins before equipment reaches the site and continues through the life of the project.

Objectives

- Identify stakeholders and analyze their interests, concerns and influence on the project
- Prepare an engagement plan that spans the project life cycle and respects the local cultural context
- Run public consultation meetings and disclose information in language residents understand
- Design a mechanism for receiving and resolving grievances that the community trusts
- Track, document and report on commitments made to the community

Who should attend

- Community relations and community liaison officers
- Public relations and government affairs staff
- Project managers in energy, mining and infrastructure
- Staff of non-governmental organizations and development programs

Skills you will develop

- Stakeholder analysis and mapping
- Facilitating dialogue and public meetings
- Negotiation and resolving community disputes
- Documenting engagement and tracking commitments

Learning Outcomes

- Produce a stakeholder map for a project that separates the most affected groups from the most influential
- Write an engagement plan setting objectives, methods, responsibilities and schedule
- Facilitate a tense consultation meeting and keep the dialogue productive
- Draft a grievance procedure with channels, time limits and a tracking log

Course Outline

Day 1: Identifying and Analyzing Stakeholders

- The social license to operate and the difference between stakeholders and affected groups
- Classification tools: the power-interest grid and the salience model
- Identifying vulnerable and under-represented groups and analyzing each group's concerns and interests

Day 2: The Engagement Plan

- Levels of engagement from inform to consult, involve and collaborate on the IAP2 spectrum
- Engagement methods: public meetings, focus groups, community committees and liaison officers
- Local context: elders and traditional leaders, local authorities and the inclusion of women and youth

Day 3: Communication and Public Consultation

- Disclosing project impacts on land, environment and livelihoods in plain, honest language
- Facilitating a consultation meeting and handling objections, anger and rumors
- Managing expectations on local employment, local procurement and community benefits

Day 4: Grievances and Disputes

- Grievance mechanism design: intake channels, registration, investigation, response, appeal and time limits
- Conflict analysis, interest-based negotiation and the role of mediation and third parties
- Engagement in land acquisition and resettlement in light of the IFC Performance Standards

Day 5: Monitoring, Reporting and Practice

- The commitments register, the engagement log and indicators of relationship quality
- Reporting back to the community and reporting to management and lenders
- Applied project in which each team prepares an engagement plan and grievance mechanism for a pipeline project passing near inhabited villages

Training methodology

Group exercise mapping stakeholders for a case project
Role play of a consultation meeting with objecting residents
Analysis of community disputes around projects in the region and Africa
Final project delivering an engagement plan and grievance mechanism

Certification

Participants receive a Harbor Training Center certificate of attendance on completing the course.

Upcoming dates

City	Dates	Language	Fee
Istanbul	18 – 22 January 2027	AR	EUR 4,800
Istanbul	19 – 23 July 2027	EN	EUR 4,800

Fees are per participant.

Contact us

Email info@harbor4training.com

Address istanbul Turkey

To register and for details, scan the code or visit:

https://harbor4training.com/en/courses/community-stakeholder-relations