

<b>Study Programme: Engineering Management</b>			
<b>Course Unit Title: Stakeholder management</b>			
<b>Course Unit Code: IM1318</b>			
<b>Name of Lecturer(s): Danijela Gračanin</b>			
<b>Type and Level of Studies: bachelor</b>			
<b>Course Status (compulsory/elective): elective</b>			
<b>Semester (winter/ summer): summer</b>			
<b>Language of instruction: english</b>			
<b>Mode of course unit delivery (face-to-face/distance learning): face-to-face</b>			
<b>Number of ECTS Allocated: 5</b>			
<b>Prerequisites: none</b>			
<b>Course Aims:</b> The aim of the course is that graduate engineers of management understand the importance of relationship with stakeholders during the implementation of projects and to learn and become familiar with the basic principles that are required for managing the relationships with stakeholders.			
<b>Learning Outcomes:</b> Students will gain knowledge about the importance and influence of the interest groups (stakeholders) of the project, and will be able to identify stakeholders and appropriately manage relationships with these groups.			
<b>Syllabus.</b> An introduction to the managing relationships with stakeholders. Identifying stakeholders, stakeholder analysis. The matrix of stakeholders. Mapping of stakeholders. Principles of Management stakeholders. Tools for managing stakeholders. Stakeholder engagement in the project. Planning communication with stakeholders, dissemination of information, managing stakeholder expectations, negotiation and partnership. Relationships between stakeholders, intermediaries in relation with the stakeholders. Key concepts and principles of stakeholder involvement. Consultation with stakeholders, five steps of iterative consultation. Participation of stakeholders in project monitoring. Integration of stakeholder involvement with the project cycle, changes in the number of involved participants in the project, reducing the resources, strategies for stakeholder engagement for different scenarios of the project, evaluation the participation of stakeholders. The problems of managing stakeholders, management dissatisfaction, the process of management, balancing of interests, the impact of culture and society, issue management. Reporting on realization.			
<b>Required Reading:</b> Relevant literature in English, tbd			
<b>Weekly Contact Hours:2</b>		<b>Lectures: 3</b>	<b>Practical work: 2</b>
<b>Teaching Methods:</b> Classes are organized through auditory lectures and exercises supported with theoretical background of case studies. Exercises include auditory introducing students in observed issue, case study interactive solving. Students work in small groups on specific project task which aims to use the knowledge acquired. Public presentation is required. The final exam is in the form of a written test. Students can take the final exam when they successfully complete the project work.			
<b>Knowledge Assessment (maximum of 100 points):</b>			
<b>Pre-exam obligations</b>	points	<b>Final exam</b>	points
Attendance			
Computer exercises			
Tests (4x)			

