

Managing Stakeholder Expectations in Projects

Day: Tuesday, 30th January 2024

Time: 12:00 pm to 2:00 pm

Venue: CHRIST (Deemed to be University), Central Campus

Facilitator: Mr Anil Abraham - Partner, Financial Advisory Deloitte

Keynote Address: Brigadier BG Jagadeesh (Rtd) - Director of Office of Alumni Engagement, Centre of Placements and Career Guidance and Corporate Connect Cell, CHRIST (Deemed to be University)

No. of attendees: 34 Faculty members (8 via offline and 26 via online) and 50 students

Table of Contents

S.No	Contents	Page Number
1	Details of the Session	3-4
2	Details of the Facilitators	4-5
3	Key Takeaways from the session	5-6
4	Attendees	7-8
5	Feedback analysis	8-9
5	Photograph	10-13

Details of The Session:

Discussion Points:

- ❖ The emcee, Mr Aaron Joseph Raji, shared his insights on handling challenges during project delivery, focusing on managing stakeholders on Professional Service Projects and building and maintaining rapport.
- ❖ In her welcome address alongside the CHRIST Consultancy film, Ms Anamika Viswanathan provided a strategic overview of CHRIST Consulting and highlighted the performance-centric work culture and the organic problem-solving approach within the ecosystem.
- ❖ Brigadier BG Jagadeesh, Director of Alumni Engagement, and an alumnus of 2001 Christ through his keynote address shared his thoughts on managing client expectations in a structured organisation, drawing from his experience in the Indian Army.
- ❖ He particularly focused on the importance of application, strong communication, understanding client needs, and maintaining quality relationships.
- ❖ Mr Anil Abraham, partner at Deloitte who specialises in mergers and acquisitions in tech, shared his precious view on a career in consultancy.
- ❖ His detailed discussions revolved around managing stakeholders, including clients, executives, project sponsors, users, teams, and other stakeholders.
- ❖ The phases discussed included winning a mandate, identifying and engaging potential stakeholders, being invited to pitch, making the pitch, and converting the pitch into project execution.
- ❖ This was also followed by areas such as the Importance of project execution, clear deliverables, breaking down projects into modules, and preparing a project plan with allocated responsibilities.
- ❖ In regards to clients, engagement with clients after project completion, buying motivations, building stronger client relationships, being the first point of contact, and post-project engagement strategies were certain topics that were discussed.
- ❖ Managing teams like a professional sports team, proving oneself, taking responsibility for subcontractor output, dovetailing work with other client advisors, ensuring regulatory compliance, and adapting competitors' best practices were key advisory pointers.
- ❖ Q&A session covering accountability, identifying problems before meetings, pricing strategies, offering concessions, and selecting a niche enlightened the attendees.

Next Steps:

- Emphasise the key takeaways from each segment of the session.
- Encourage further discussions and questions from the team.
- Implement the insights shared into current and future projects.
- Consider organising a follow-up session to delve into specific topics.

Closing Remarks:

The session concluded successfully, providing valuable learnings about managing stakeholders, project execution, and building strong client relationships. The speakers' diverse perspectives accumulated over years of experience added depth to the discussions, making it a fruitful and enriching experience for all attendees.

Details of the Facilitators**Facilitator: Mr Anil Abraham - Partner, Financial Advisory Deloitte**

- Mr Anil Abraham is a partner with the Financial Advisory practice of Deloitte Touche Tohmatsu in India. He specialises in the Technology, Media and Telecommunications sector, and advises global and Indian clients on undertaking M&A transactions. He has worked on several marquee M&A transactions across India, North and South America, Europe, Australia, Africa, South-East Asia and the Middle East.
- Mr Abraham is a member of the Institute of Chartered Accountants of India and has completed all three levels of the Chartered Financial Analyst program conducted by the CFA Institute, USA.
- He is also an alumnus of Christ University, having graduated with a Bachelor of Commerce degree from Christ College (then part of Bangalore University) in April 2001.
- Outside work, he enjoys reading and travelling. Currently, he is thrilled to work on his "50:50 Plan", a personal goal of visiting 50 countries by the time he is 50.

Keynote address: Brigadier BG Jagadeesh (Retd) - Director of Office of Alumni Engagement, Centre of Placements and Career Guidance and Corporate Connect Cell, CHRIST (Deemed to be University)

- Brigadier BG Jagadeesh (Retd) was commissioned into the Indian Army in 1985. He is an alumnus of Bangalore Military School where the passion to join the army was nurtured. From there, He then did his BSc at Christ College (then part of Bangalore University) before joining the army.
- Throughout his extensive 35-year tenure in the Army, he has been stationed in various regions across India. He has been a part of three significant operations: Op Rakshak, Op Vijay, and Op Parakaram. Additionally, he spent two years serving in the Andaman & Nicobar Islands.
- Despite his background in Science, he pursued academic achievements, obtaining both BTech & MTech degrees and completing two diplomas in Automobile Engineering and Management concurrently with his military service. Notably, he dedicated 5 years to serving in the Kashmir valley during a period of heightened militancy.
- Being a keen sportsman, he had his training in Hang gliding and later became an instructor for Army persons. He participated in Rowing, and many other games including Hockey, Basketball, handball & Volleyball.
- He also specialises in big guns such as Bofors and has been involved in building guns indigenously under the Make in India Initiative. For his exceptional contribution to the Army he has been awarded twice by the Army Commander.
- After a prosperous career, his passion for the olive green and the Tricolour has grown stronger and he plans to spend his retired life inspiring the youth in nation-building and leading a disciplined life.

Key Takeaways from the Session:

1) Client Expectations Management:

Words from the keynote speaker, Brigadier BG Jagadeesh, mark the importance of managing client expectations within a structured organisation. Drawing from his experience in the Indian Army, he provided valuable perspectives on navigating client expectations in diverse and challenging environments.

2) Fundamentals of Stakeholder Management:

Mr Anil Abraham, alumnus of Christ 2001, highlighted key principles in stakeholder management, including application, strong communication, understanding client needs, and maintaining quality relationships. This underscores the foundational aspects crucial for successful engagement with various stakeholders involved in projects.

3) Consultancy Career Insights:

Mr Anil Abraham specialising in mergers and acquisitions in tech, shared valuable insights on building a career in consultancy. His expertise brought a broader understanding of the consultancy landscape and potential career paths within the field.

4) Strategic Phases in Project Management:

During the session a detailed discussion was made on managing stakeholders, covering clients, executives, project sponsors, users, teams, and other stakeholders. Various project phases, from winning a mandate to project execution, were outlined, showcasing the importance of identifying and engaging potential stakeholders and also, converting pitches into successful projects.

5) Effective Project Execution:

Some key highlights of the importance of effective project execution include the need for clear deliverables, project modularisation, and the preparation of project plans with allocated responsibilities. These insights contribute to a systematic and organised approach to project management.

6) Post-Project Engagement Strategies:

The strategies for post-project engagement, including understanding buying motivations, building stronger client relationships, being the first point of contact, and implementing effective post-project engagement strategies were discussed in the session. This provides a holistic view of the project lifecycle, extending beyond execution to maintain long-term client satisfaction.

7) Team Management Analogies:

Drawing an analogy from managing teams like a professional sports team, the discussion aimed at the importance of proving oneself, taking responsibility for subcontractor output, dovetailing work with other client advisors, ensuring regulatory compliance and adapting competitors' best practices. These principles offer practical guidance for effective team management in consultancy.

8) Q&A Insights:

The Q&A session covered critical aspects such as accountability, identifying problems proactively, pricing strategies, offering concessions, and the strategic importance of selecting a niche in consultancy. Specific queries and concerns, providing practical solutions and guidance for professionals in the consultancy field were addressed through the Q&A session.

Attendees

Offline:

1. Dr Victor Paul - Director, Centre for Social Action
2. Dr Tomy K - Dean, School of Commerce, Finance and Accountancy
3. Mr Clifford Pai - Director, Leadership Institute, CUHELI
4. Dr Mareena Mathew - Head of Department, MBA
5. Dr Kavitha
6. Dr Sangeeta
7. Ms Vinita
8. Prof Sirish
9. Dr Lakshmi B

Online:

1. Ms Maria Divya
2. Dr Anil D
3. Shreya Pal - Business & Management
4. Arun TC - Business and Management
5. Jay Rajendra Rayatha - Performing Arts, Theatre Studies and Music
6. Anil Reynold D'souza - Business and Management
7. Mercy Tom - Business and Management
8. Pradeep Kumar SV - Business and Management
9. Pritha Biswas - Professional Studies
10. Martha Sucharitha M - Professional Studies
11. Latha Ramesh - School of Business and Management
12. Dhakshayni KN - Business and Management
13. Raghavendra Prasanna Kumar - Business and Management
14. David Winster Praveen - Business and Management
15. Chippy Mohan - Business and Management
16. Muralidharan P - Business and Management
17. Sandhya D - Business and Management
18. Priya Vinod
19. Hariharan R - Business and Management
20. Shrinivas - Business and Management
21. Monu Singh - Business and Management

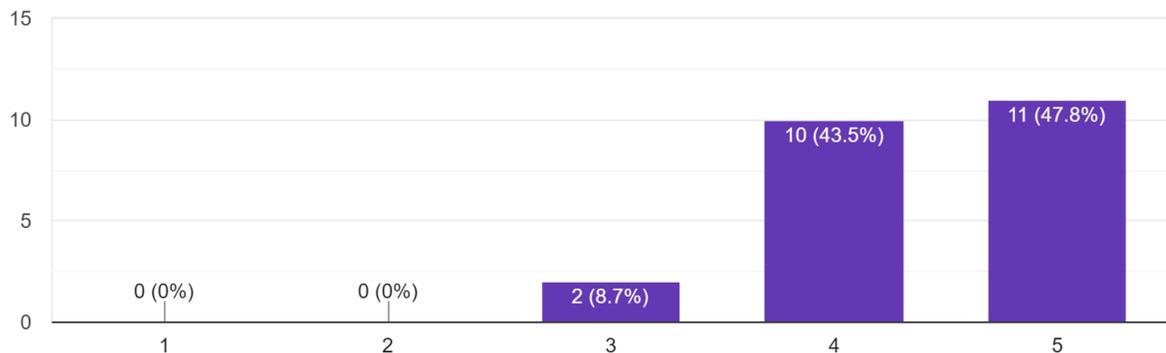
- 22. Ashwathi - English and Cultural Studies
- 23. Nandini M - Business and Management
- 24. Rolla Das - English
- 25. Harshita YS - Business and Management

Feedback Analysis

1. Overall Rating:

On a scale 1 to 5 how would you rate the masterclass on Managing Stakeholder expectations in Projects?

23 responses



The masterclass had very positive feedback from the attendees with an average rating of 4.6.

The 12th Masterclass achieved significant success by providing valuable insights on managing stakeholder expectations in projects, as evidenced by the positive responses it garnered.

2. Feedback:

- Attendees found the session on project management and consultancy to be insightful and well-articulated, which focused on meeting stakeholder expectations and maximising client satisfaction. The session gave a clear picture of consultancy and reflected on how quality work can be a better tool than an advertisement.
- Participants mentioned the importance of gaining expertise in specific industries, maintaining a client-centric approach, and prioritising project execution over sales.

- On top of that, strategies for managing clients, networking effectively, and understanding project nuances were some of the precious learning for attendees.
- Overall, the session provided valuable insights into client management in the consulting industry and the importance of client satisfaction and agile problem-solving.

3. Suggestions:

- Overall, the feedback for the session was positive, with participants appreciating the content and organisation.
- Few suggested making the session more interactive, discussing additional case studies, and ensuring punctuality.
- Additionally, there were requests for more workshops on consulting topics and opportunities for faculty to understand practical applications behind theoretical concepts.

Photographs









