



**Stakeholder Management
Consulting Services**

Introduction

Every organisation, regardless of size or sector, continuously undertakes a wide range of activities — from business-as-usual operations to large-scale transformation programmes, supplier engagements, and strategic change initiatives.

Whether launching a new service, restructuring operations, delivering transformation, or implementing new technology, success ultimately depends on one critical factor: effective stakeholder management.

Stakeholders exist at every level of an organisation and across its extended ecosystem. These can include:

- **C-Suite Executives** (CEO, CFO, CTO, CSO, etc.)
- **Senior Management and Functional Leaders**
- **Internal Governance and Compliance Functions**
- **Programme and Project Managers**
- **Workstream Leads and Delivery Teams**
- **Contractors, Consultants, and Contingent Labour**
- **Investors, Regulators, and Government Agencies**
- **Suppliers and Vendors**

Each stakeholder group has different priorities, levels of influence, and information needs, making structured and strategic management essential to project success, organisational alignment, and business continuity.

The Challenge

Modern organisations face increasingly complex stakeholder landscapes. Multiple transformation programmes, concurrent projects, and cross-departmental dependencies all require precise coordination and consistent communication across diverse groups.

The key challenges include:

- **Volume and Complexity** – Large-scale, multi-year initiatives often involve hundreds of stakeholders, each with unique needs and expectations.
- **Misaligned Communications** – Inconsistent or poorly timed messaging leads to misunderstanding, resistance, or disengagement.
- **Conflicting Priorities** – Differing agendas between departments or stakeholder groups can stall progress and increase delivery risk.
- **Change Fatigue** – Continuous transformation without coherent engagement reduces morale and buy-in.
- **Limited Internal Capacity** – Communications teams often lack the bandwidth or expertise to manage complex, programme-level stakeholder engagement.

Without a structured stakeholder management approach, organisations risk delivery delays, reputational damage, and resistance to change — all of which can significantly undermine strategic and operational outcomes.

Our Stakeholder Management Expertise

At Bentley Moore Executive, we bring extensive experience in stakeholder management across both the public and private sectors, including central government departments, large-scale enterprises, and highly regulated industries.

Our consultants and stakeholder managers have worked across complex environments involving multiple vendors, government oversight, and critical national services.

We engage confidently at all levels, from C-Suite executives through to front-line operational teams, ensuring communication, engagement, and alignment remain consistent throughout delivery.

Our stakeholder managers are also experienced delivery practitioners, combining communication and engagement expertise with hands-on understanding of programme, project, and change delivery.

Examples of programmes we have supported include:

- National and local government **digital transformation** initiatives
- **Technology refresh** and infrastructure modernisation programmes
- **Service transition** and **supplier exit** activities
- **SIAM** and multi-supplier integration implementations
- **Decommissioning and legacy replacement** projects
- **Organisational restructuring** and **cost-efficiency programmes**
- **Operational reductions, estate rationalisation, and change recovery programmes**
- **Emergency response and continuity planning** within critical national services

Our Stakeholder Management Consulting Services

We provide **comprehensive Stakeholder Management Consulting Services** designed to align people, communications, analytics, and delivery outcomes across every level of the organisation.

Our services can be delivered as stand-alone workstreams or fully integrated within broader transformation, change, or project management engagements.

1. Stakeholder Management Strategy

- Development of a structured, outcome-focused stakeholder management strategy.
- Definition of objectives, principles, and engagement outcomes.
- Alignment of stakeholder strategy with project, programme, and organisational goals.

2. Stakeholder Analysis, Mapping, and Analytics

- Identification, categorisation, and prioritisation of all stakeholders.
- Development of **influence/impact matrices** and stakeholder heatmaps.

- Application of **stakeholder analytics** — quantitative and qualitative methods to assess sentiment, influence, and engagement effectiveness.
- Creation of a **Stakeholder RACI** to define ownership, communication, and accountability.
- Establishment of dynamic stakeholder tracking dashboards for ongoing visibility.

3. Stakeholder Planning and Engagement

- Design of detailed stakeholder engagement and communication plans.
- Sequencing of engagement activities across project phases and governance cycles.
- Integration with wider change management, governance, and communication strategies.
- Management of executive-level engagement, reporting, and communications cadence.

4. Conflict and Expectation Management

- Early identification and mediation of stakeholder conflict.
- Resolution frameworks aligned to escalation routes and governance.
- Development of trust-based engagement methods for resistant or high-impact stakeholders.

5. Communications and Benefits Communication

- Creation of communication strategies tailored to different stakeholder tiers.
- Development of targeted messaging that reinforces project purpose, benefits, and outcomes.
- **Benefits communication** – ensuring stakeholders understand and support the intended value of change or transformation.
- Execution of structured communications through reports, dashboards, and narrative updates.

6. Change Alignment and Adoption Support

- Integration of stakeholder management with **organisational change management** frameworks.
- Alignment of engagement activities with the change journey and transition phases.
- Mapping of stakeholder influence to support sponsorship and adoption.
- Identification of “change champions” and feedback loops to sustain engagement.

7. Measurement and Continuous Improvement

- Definition of success metrics and feedback loops for stakeholder engagement.
- Ongoing analytics and pulse checks to monitor engagement effectiveness.
- Continuous refinement of stakeholder strategy based on evolving programme context.



Stakeholder Management Consulting Services

Summary of Coverage

Our Stakeholder Management Consulting Services address every dimension of stakeholder engagement, combining:

- **Strategy** – defining objectives, approach, and engagement principles.
- **Analytics** – providing evidence-based insights and decision support.
- **Communication** – ensuring clarity, transparency, and advocacy.
- **Change Alignment** – integrating people and process transformation.
- **Benefits Realisation** – linking engagement to measurable outcomes.

Outcomes and Value

Our **Stakeholder Management Consulting Services** deliver measurable improvements in alignment, communication, and delivery assurance:

- **Enhanced clarity and engagement** across all stakeholder groups.
- **Improved collaboration and alignment** between business, delivery, and governance functions.
- **Reduced resistance and conflict** during change or transformation.
- **Consistent messaging and visibility** throughout the project lifecycle.
- **Improved decision-making and governance outcomes**.
- **Strengthened organisational cohesion** and morale during transformation.

By embedding structure, strategy, and communication discipline into stakeholder management, we ensure that every voice is heard, every dependency is managed, and every outcome is supported by genuine engagement.

About Bentley Moore Executive

We are Bentley Moore Executive, a London-based management consultancy providing Stakeholder Management, Change Management, and Transformation Consulting Services across the public and private sectors.

Our consultants combine stakeholder engagement expertise with hands-on delivery experience — ensuring that every communication strategy is grounded in operational reality.

We bring clarity, structure, and consistency to complex stakeholder landscapes, enabling our clients to deliver transformation successfully, confidently, and collaboratively.

Contact Us

To discuss your stakeholder management requirements or explore how Bentley Moore Executive can support your organisation:

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