ICAgile AI for Stakeholder Management Micro-credential Training

Duration: **3 Day**

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Overview

Stakeholder complexity is increasing across today's digital environments. This ICA-accredited micro-credential equips learners to use AI tools to navigate stakeholder dynamics with greater clarity and speed. Participants will learn how to triage input, identify patterns, and tailor communications using generative AI, while maintaining trust, transparency, and human oversight. The course emphasises ethical AI use, helping leaders build credibility and extract insight from complex feedback and data.

Prerequisites

Learners should have:

- Completed Foundations of AI (ICA ICP-FAI), or have equivalent knowledge of generative AI tools and capabilities.

Target audience

This course is ideal for:

- Product leaders, business analysts, agile coaches, change leads, and managers working with diverse or high-stakes stakeholder groups
- Professionals aiming to improve communication and decision-making through responsible AI use
- Teams operating in complex environments where alignment and stakeholder engagement are critical

What You Will Learn

By the end of the course, participants will be able to:

- Identify, categorise, and prioritise stakeholders using AI-assisted methods
- Analyse stakeholder feedback to extract meaningful signals and reduce noise
- Apply pattern recognition and sentiment analysis to uncover contradictions and emerging insights
- Use AI tools to craft tailored communications aligned with stakeholder expectations
- Balance AI-driven efficiencies with ethical considerations to preserve transparency and trust
- Navigate organisational politics while supporting human decision-making and leadership integrity