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CONSTRUCTION MANAGEMENT | CM-047

Interface and Stakeholder Management in Infrastructure Projects

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Course content

Why Attend

Large infrastructure projects involve many contracts, designers, utilities, authorities, operators, landowners and communities. Most serious problems on these projects arise at the boundaries between parties: where one package ends and another begins, where new works meet existing assets, and where project needs collide with stakeholder expectations.

This Interface and Stakeholder Management in Infrastructure Projects training course provides practical methods for identifying, managing and controlling interfaces and for engaging stakeholders effectively. Participants learn how to build interface registers and matrices, define interface agreements, coordinate design and construction across packages, manage utility diversions and third-party approvals, and plan stakeholder and community engagement.

Course Methodology

• The course uses a running infrastructure case study with multiple packages and stakeholders. Participants build an interface register, draft an interface agreement, map stakeholders, plan engagement and resolve interface conflicts in simulated coordination meetings. Case studies from real programmes illustrate both good practice and the consequences of poorly managed interfaces.

Course Objectives

• Explain why interfaces and stakeholders drive risk on infrastructure projects

• Identify physical, functional, contractual and organisational interfaces

• Build and maintain interface registers and responsibility matrices

• Develop interface agreements and control documents

• Coordinate design and construction across multiple packages

• Manage third-party approvals, utilities and existing assets

Target Audience

• Project and programme managers in infrastructure

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Course content

- Interface managers and systems integration engineers
- Design managers and package managers
- Stakeholder and community relations managers

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Course outline

Detailed course outline

Day-by-day outline for Interface and Stakeholder Management in Infrastructure Projects.

Day 1 - Interfaces and Stakeholders in Infrastructure

- 09:00-09:34 | Characteristics of complex infrastructure programmes
- 09:34-10:08 | Types of interfaces: physical, functional and contractual
- 10:08-10:42 | Why interface failures cause delay and cost overrun
- 10:42-11:00 | Stakeholder landscape for major infrastructure
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Stakeholder landscape for major infrastructure (continued)
- 11:46-12:20 | Lessons from programmes with interface problems
- 12:20-12:53 | Roles of the client, integrator and package contractors
- 12:53-14:00 | Exercise: identifying interfaces on a case study programme

Day 2 - Interface Management Systems

- 09:00-09:30 | Interface management plans and procedures
- 09:30-10:30 | Building interface registers and matrices
- 10:30-11:00 | Interface agreements and control documents
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Assigning ownership and responsibilities for each interface
- 12:00-12:30 | Tracking interface status from definition to closure
- 12:30-13:00 | Digital tools for interface management
- 13:00-14:00 | Workshop: building an interface register

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Day 3 - Design and Construction Coordination

- 09:00-10:00 | Coordinating design across packages and disciplines
- 10:00-10:30 | Systems integration for railways and complex facilities
- 10:30-11:00 | Construction sequencing at package boundaries
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Access, logistics and shared site areas
- 12:00-12:30 | Testing and commissioning across interfaces
- 12:30-13:00 | Handover to operators and maintainers
- 13:00-14:00 | Simulation: an interface coordination meeting

Day 4 - Third Parties, Utilities and Approvals

- 09:00-09:30 | Managing existing assets and operational railways or roads
- 09:30-10:00 | Utility identification, protection and diversion
- 10:00-10:30 | Permits, consents and regulatory approvals
- 10:30-11:00 | Agreements with landowners and asset owners
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Managing third-party design reviews and conditions
- 12:30-13:00 | Programme risk from third-party dependencies
- 13:00-14:00 | Exercise: planning utility diversions

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Day 5 - Stakeholder and Community Engagement

- 09:00-09:39 | Stakeholder mapping and analysis techniques
- 09:39-10:18 | Engagement strategies for communities and businesses
- 10:18-10:57 | Managing construction impacts: noise, traffic and access
- 10:57-11:00 | Complaints handling and community liaison
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Complaints handling and community liaison (continued)
- 12:06-12:44 | Political and media stakeholders on major projects
- 12:44-13:22 | Measuring stakeholder satisfaction and trust
- 13:22-14:00 | Personal action plan for interface and stakeholder management

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Seminar dates

Available seminar dates

Live dates and pricing for Interface and Stakeholder Management in Infrastructure Projects generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Vienna	Classroom	**€3,425**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Interface and Stakeholder Management in Infrastructure Projects generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Amsterdam	Classroom	**€3,215**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Cape Town	Classroom	**€1,825**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Dubai	Classroom	**€2,845**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Interface and Stakeholder Management in Infrastructure Projects generated from the course details page.

Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Geneva	Classroom	**€3,315**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Kuala lumpur	Classroom	**€2,425**

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Seminar dates

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Live dates and pricing for Interface and Stakeholder Management in Infrastructure Projects generated from the course details page.

Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Madrid	Classroom	**€3,400**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
4 - 8 October 2027	Paris	Classroom	**€2,810**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Rome	Classroom	**€2,830**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Vienna	Classroom	**€3,425**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Interface and Stakeholder Management in Infrastructure Projects generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**