

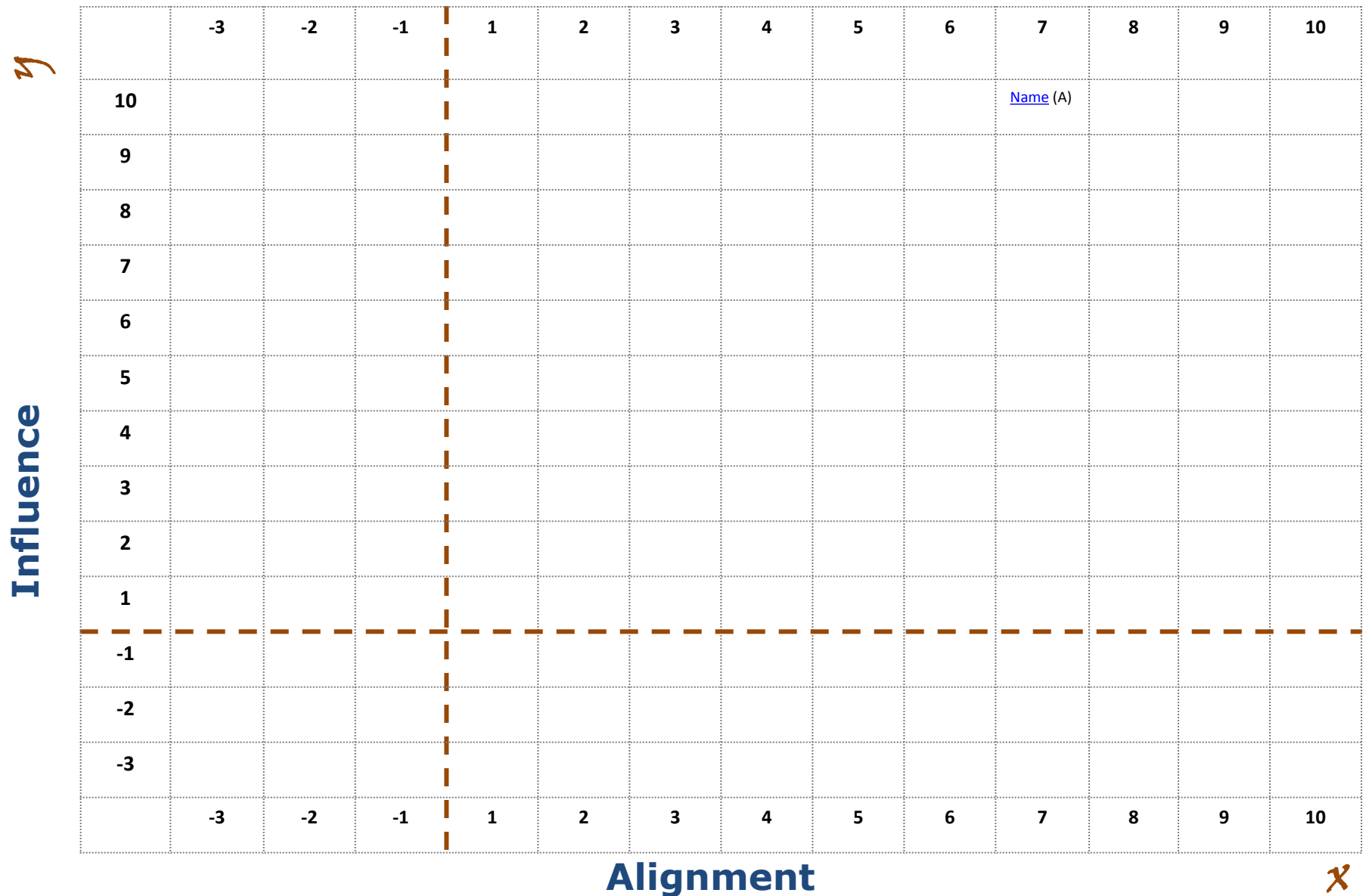
# STAKE HOLDERS MAPPING -SHM

This is a type of SHM with directions in how to complete the graph.

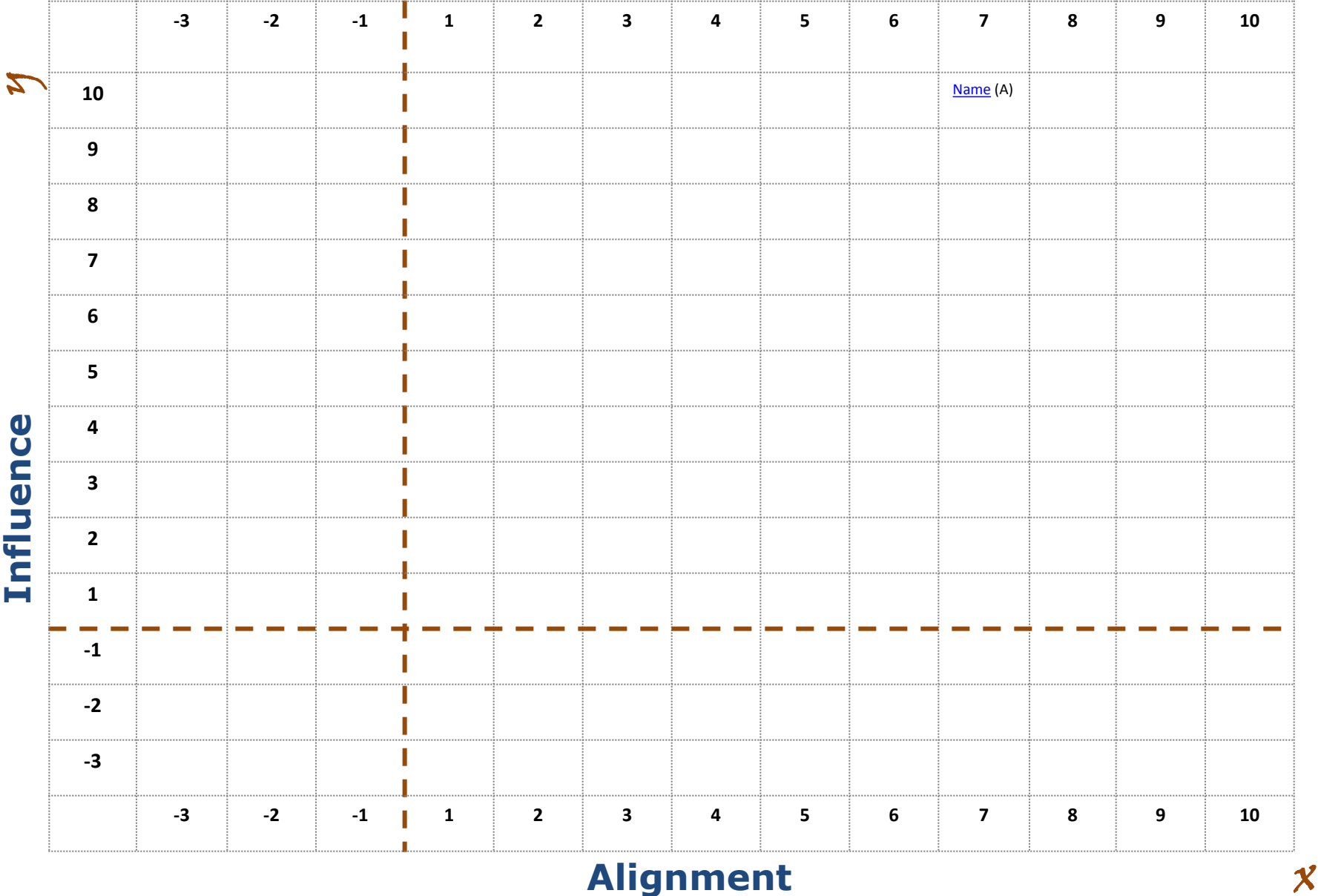
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12	Brief Description of Levels of Thinking
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# Origin IT/LT Stakeholder Mapping **Owner: TEAM**



# Origin IT/LT Stakeholder Mapping **Owner: Personal**



Name: Name X

Position: CIO

Goal in Aligning with:

REPORTS TO:

Position:

Goal in Aligning with:

LoT	HOPES	FEARS	AL'GN	INFL	Aligned w/	Not aligned w?
Gains in being aligned with X			Risk in not being aligned with X			

The Way we Relate (TMP)

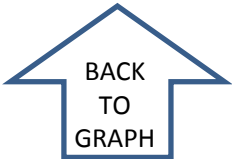
- Extrovert
- .Introvert
- Practical
- .Creative
- Analytical
- .Belief
- Structured
- .Flexible

Major Characteristics	General Behaviour	Do's	Don'ts

How much does this person know about *me* and the *project* A B C

Other:

Action Plan:



# Stakeholders Mapping

## Why Stakeholders Mapping?

The success of every business, and life in general, can be measured in many ways, but the ultimate measure of success will depend on: How people relate to each other, and how people relate to predictable or unpredictable circumstances, conflict, success, the environment, and their internal hopes and fears .

The essence of successful interpersonal relationships is to:

Know myself, know others and manage the interface between the two. It is in that interface where we succeed or fail.

The purpose of Stakeholder Mapping (SM) is designed to identify and map who's who in the individual and team business relational world including: Employees, Communities, Shareholders, Creditors, Investors, Government, Customers, Vendors and the (often forgotten) Family.

This Stakeholders map analyses each relevant stakeholder regarding **Influence** (Y in the graph), the direct or indirect decision making authority the person has, and **Alignment** (X in the Graph), how much the person knows, believes and supports the SM owners, his/her team, and the tasks, goals, or purpose of a specific project.

The X and Y graph shows a positive 1 (low influence or alignment) and 10 (High) and -1 (-1 low negative influence or low antagonist or adversary to the person or project) to -3 (high)

There are two graphs: one relevant to the team and one for the team member.

# Stakeholders Mapping

## Graph:

Write the name of the [Stakeholder](#) in the grid in relation to your perception regarding their Alignment (X) and Influence (Y). You may have the same person written more than once as he/she may be playing different roles in this area.

## Personal Description

The sample **Name** is hyperlinked to the personal description of the person in the graph.

The aim of this description is to have a better understanding of the stakeholder, a deeper knowledge of that person to be able to look at the project or issue *from that person's perspective*. This is called Role Reversal, the most important role we can play to enhance Emotional and Social Intelligence.

The other side of the coin is how much this person knows about the SM owner, the team and the project the team is involved in. This is described with a letter besides the name of stakeholder - (A) knows a lot (B) little (C) very little to nothing.

This knowledge will directly assist the creation and maintenance of a successful business relationship.

## Level of Thinking

**LoT** is the level of Intellectual and Ethical Thought the SM owner and team believe this person mostly operates in when under pressure. Note: people don't operate in only one LoT but most default to certain patterns of behaviour in moments of fear, tension, pressure, or when their position or security is challenged etc. [LINK](#) to review LoT

## Hopes/Fears

The way we see life is always tainted by the lenses we use and people's responses are basically related to what they hope (have confidence in) or fear.

Knowing firstly your own Hopes and Fears will help the SM owner to identify from which lens he/she is assessing this relationship in creating this Mapping.

Secondly, knowing the other person's Hopes and Fears will help me to create a rational strategy which I (we) may need to first appease the other person's fears. This will help me to know how the person relates.

# Stakeholders Mapping

## How the Person Relates (TMP)

This description is based on the Team Management Profile. Other profiles could be used e.g. DiSC, LSI, MBTI etc. You may know this information by knowing the profile or you can just guess by knowing the stakeholder:

The TMP assesses how people:

Relate to others	Extrovert or Introvert
Gather Information	Practical or Creative
Make decisions	Analytical or Belief
Organise themselves and others	Structured or Flexible

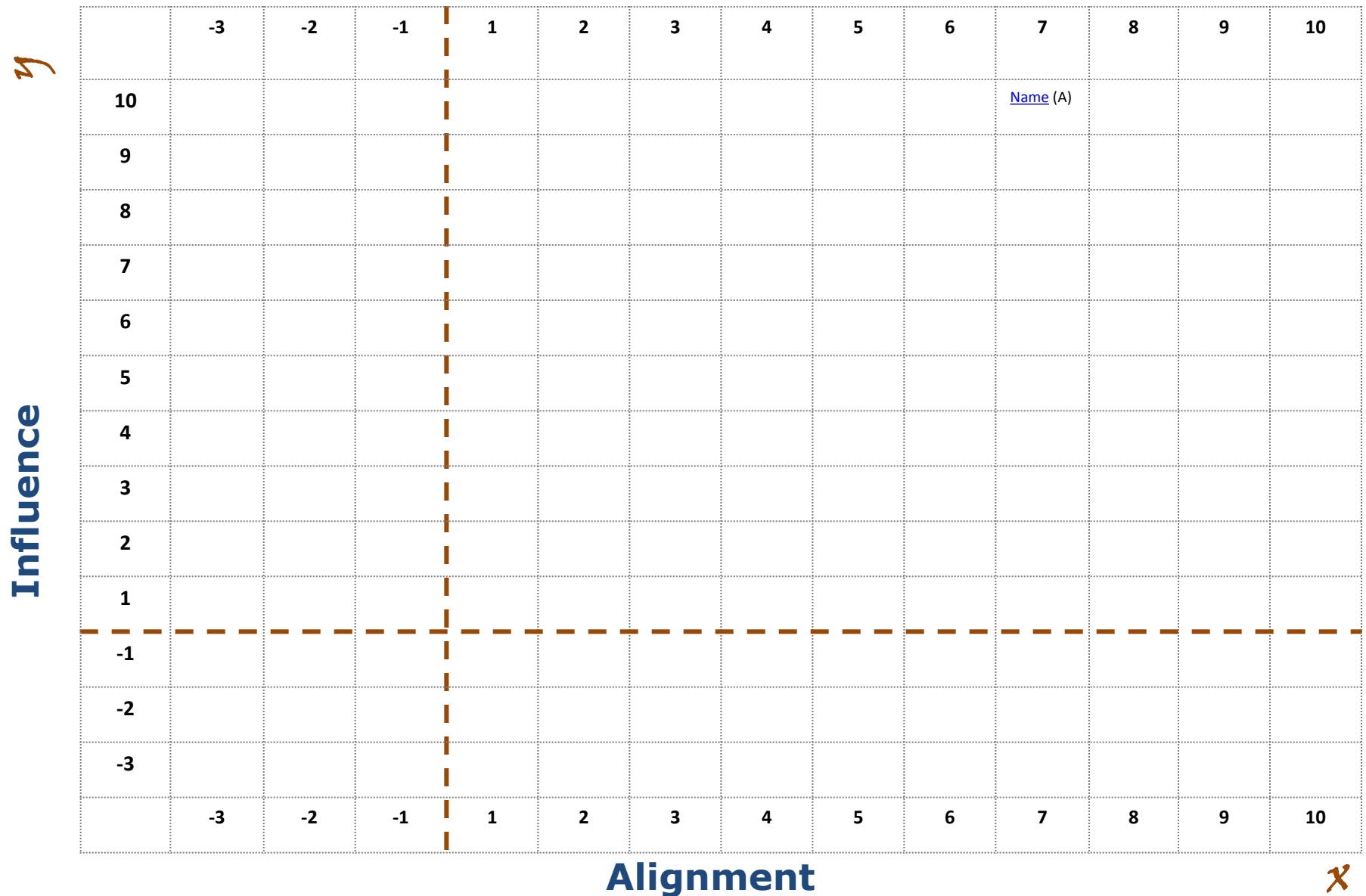
The personal characteristics of the stakeholder may be very different to the SM owner so important adjustments may be needed to be able to interact effectively with the stakeholder. It may also be relevant to inform the other person of the SM owner's preferences. Important information could also be described under: Major Characteristics; General Behaviour; Do's and Don'ts.

Preferred Roles: If we the SH Role Preference is known or assumed the list TMP TIPS FOR BETTER LINKING [LINK](#) will help in how to communicate,

## Action:

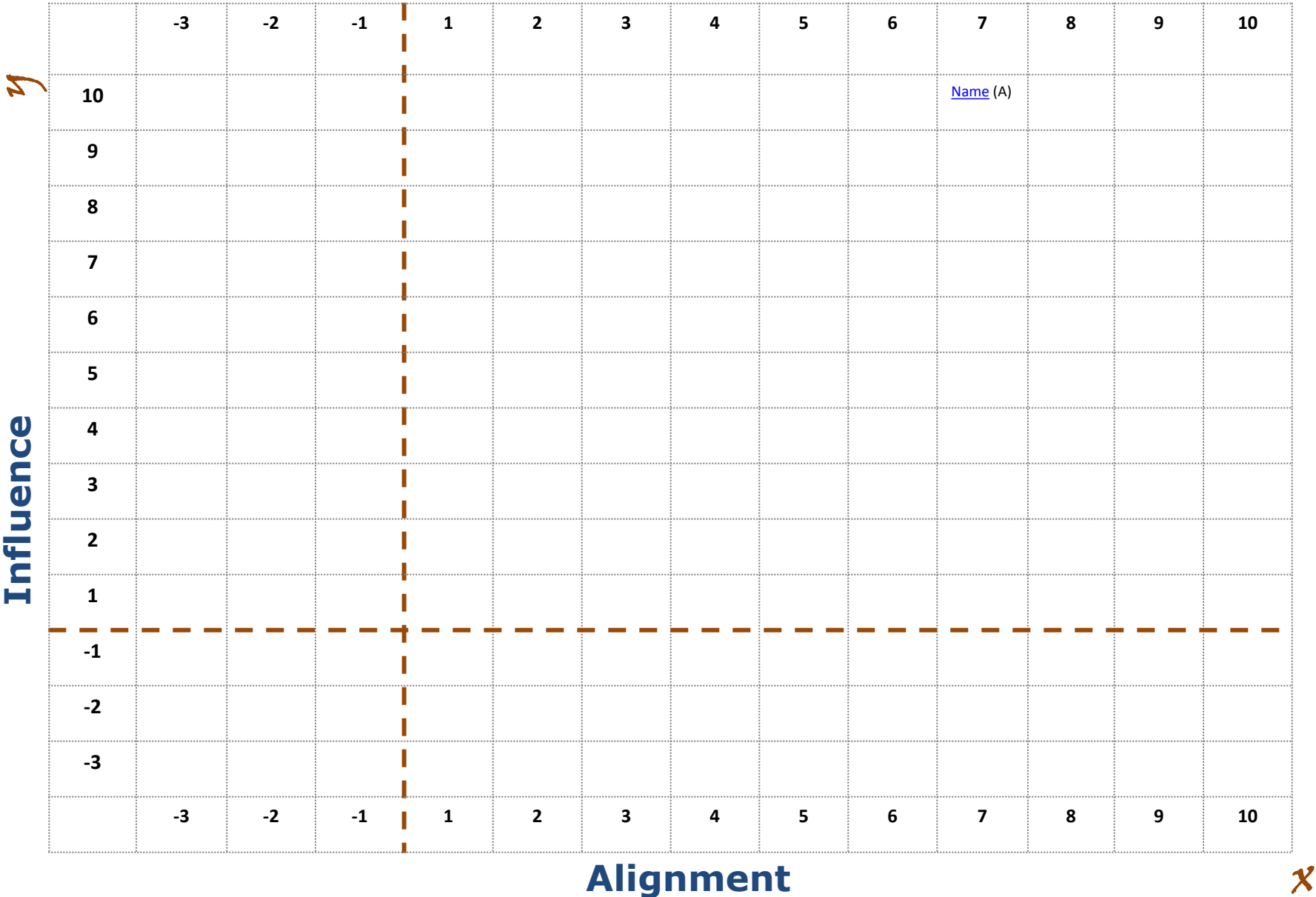
A practical action plan including others who may be part of the process.

# Origin IT/LT Stakeholder Mapping **Owner: TEAM**





# Origin IT/LT Stakeholder Mapping **Owner: Personal**



**Name: Name X**

Position: CIO

Goal in Aligning with:

**REPORTS TO:**

Position:

Goal in Aligning with:

LoT	HOPES	FEARS	AL'GN	INFL	Aligned w/	Not aligned w?
Gains in being aligned with X			Risk in not being aligned with X			

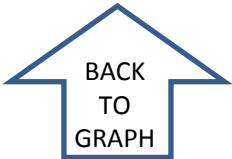
**The Way we Relate (TMP)**

Extrovert     .Introvert  
Practical     .Creative  
Analytical    .Belief  
Structured    .Flexible

Major Characteristics	General Behaviour	Do's	Don'ts

How much does this person know about *me* and the *project* A B C  
Other:

Action Plan:



Name: **SAMPLE TEMPLATE**

Position: CIO

Goal in Aligning with:

REPORTS TO:

Position:

Goal in Aligning with:

LoT	HOPES	FEARS	AL'GN	INFL	Aligned w/	Not aligned w?
Gains in being aligned with X			Risk in not being aligned with X			

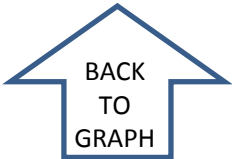
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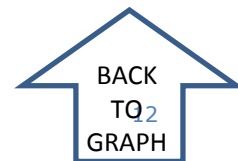
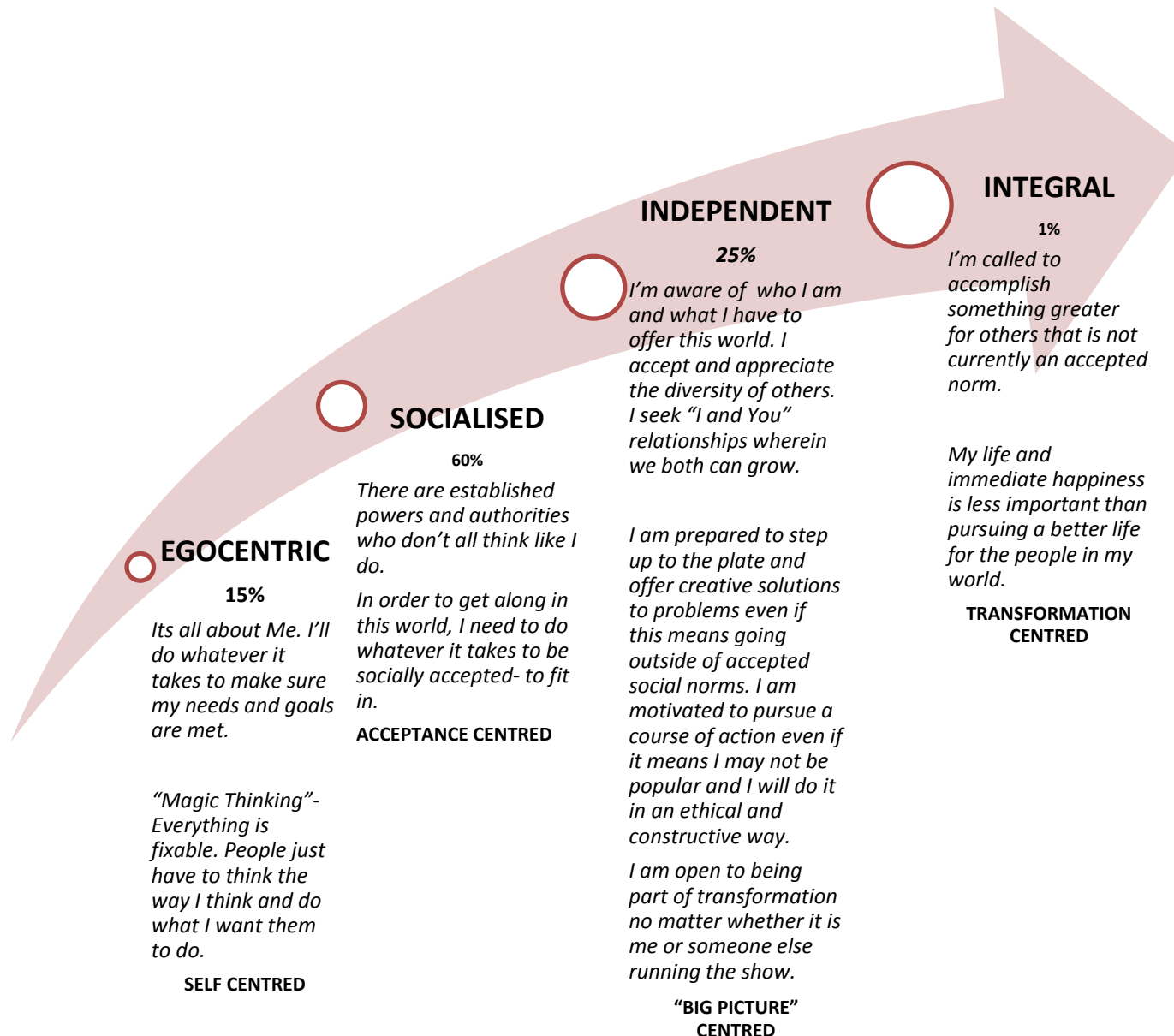
Major Characteristics	General Behaviour	Do's	Don'ts

How much does this person know about *me* and the *project* A B C  
Other:

Action Plan:



# Levels of Intellectual and Ethical Thought



## TMP TIPS FOR BETTER LINKING

## HOME

Role	Names	Major Characteristics	General Behaviour	Do's	Don'ts
Reporter-Advisor		Supporter, helper, tolerant. A Collector of Information. Dislikes being rushed Knowledgeable Flexible	Usually not aggressive Not time conscious Enjoys finding out Issues Interpreted personally	Be flexible & cooperative Develop personal relationships Give personal thanks Establish harmony Allow them to express their concerns	Don't put facts before feelings Don't move too fast Don't be insincere
Creator-Innovator		Imaginative Future Oriented Enjoys complexity Creative Likes Research work	Often irregular work pattern May miss deadlines Continually searching for new ways Independent	Explore ideas & be enthusiastic Ensure you have some knowledge of the area under discussion Give personal thanks Tolerate their disorganised ways Record important decisions in writing	Don't be too structured Don't force them into deadlines Don't focus on the solution before you have discussed the problem
Explorer Promoter		Persuader, 'seller' Likes varied, exciting, stimulating work Easily bored Influential and Outgoing	High energy level Knows lots of people Good at getting resources A visionary A Good Communicator	Explore ideas Allow them to talk & be enthusiastic Recognise their contributions in public Concentrate on the future Record important decisions in writing Be flexible	Don't talk about details Don't take issue with their opinions unless they persist Don't dwell on the past
Assessor-Developer		Analytical and Objective Developer of Ideas Enjoys prototype or project work Experimenter	Moves from task to task Action Oriented Dislikes routine Gregarious but independent Likes plans	Be prepared Analyse issues fully Explore possibilities -Look for alternatives Be factual Speak clearly, logically, precisely	Don't talk about subjects you know little about Don't give too many opinions Don't waste time
Thruster-Organiser		Organises and Implements Quick to decide Result-Oriented Sets up systems Analytical	Makes things happen Action via deadlines Will exert pressure Impatient May overlook feelings	Be work-focused Be factual and Summarise regularly Be goal oriented Give incentives to perform Be punctual Make things happen	Don't attack personally but focus on the facts surrounding disagreements Don't be ambiguous Don't get off the subject
Concluder-Producer		Practical & Production-oriented Likes schedules and plans Pride in producing goods & services Values effectiveness & efficiency	Time conscious Follows through to the end Prefers routine- Dislikes change Makes schedules work Emphasises outputs	Be structured Give notice of proposed changes Be practical Stick to your word Keep to deadlines Focus on results	Don't change your mind too frequently Don't waffle
Controller-Inspector		Strong on control Detail oriented Low need for people contact An inspector of standards & procedures	Critical of inaccuracies Enforcer of regulations Meticulous Quiet and reflective Concentrates in depth on a few issues at a time	Use memos or email to communicate Send written information before any meetings Slow down your pace - Think before you speak Take time to understand them Talk about details	Don't 'drop-in' unexpectedly Don't surprise them Don't rush them Don't concentrate on the future at the expense of the past
Upholder-Maintainer		Conservative, loyal, supportive Personal values are important Strong sense of right and wrong Work motivation based on purpose	Can weld the team together Prefers advisory role Can negotiate well Usually has strong feelings Quiet approach Dedicated to what they believe in	Develop personal relationships Be clear and precise Encourage them to talk Be supportive	Don't dominate discussions Don't ignore their feelings

