






## TOOL 21 | Stakeholder Expectations

Learning Objective	Understand different expectations and roles of different stakeholders in the sphere of human mobility in the context of climate change (HMCCC) and related programmes or activities																																	
Learning Outcome	After use of the tool, participants will <ul style="list-style-type: none"><li>▶ understand:<ul style="list-style-type: none"><li>▶ the importance of stakeholder engagement and consultations</li><li>▶ the complexity of stakeholder interests</li><li>▶ stakeholders’ expectations</li><li>▶ stakeholders’ roles</li><li>▶ how to match and meet expectations</li></ul></li><li>▶ be able to:<ul style="list-style-type: none"><li>▶ make use of the tool “Stakeholder Expectation Matrix”</li></ul></li></ul>																																	
Target Group	All																																	
Type		Duration	120-150 minutes																															
Use	 	Participants	10-20																															
Complexity	High																																	
Material Needed	<div><ul style="list-style-type: none"><li>▶ Expectation Matrix Template on Pinboard (S = Stakeholder Name)</li></ul><table><tr><td></td><td>S 1</td><td>S 2</td><td>S 3</td><td>S 4</td></tr><tr><td>S 1</td><td></td><td></td><td></td><td></td></tr><tr><td>S 2</td><td></td><td></td><td></td><td></td></tr><tr><td>S 3</td><td></td><td></td><td></td><td></td></tr><tr><td>S 4</td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table></div> <div><ul style="list-style-type: none"><li>▶ Whiteboard or shareable PowerPoint with matrix</li></ul></div>					S 1	S 2	S 3	S 4	S 1					S 2					S 3					S 4									
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Preparation Steps	<ul style="list-style-type: none"><li>▶ Prepare matrix</li><li>▶ Define an objective (or problem to solve) and visualise (can be taken from Tool “World Café Action Plan” or “Strategies” if used before)</li></ul>																																	