Champlain College

Week 3: Assignment: Personal Learning Journal

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Stakeholders will influence different aspects of your project. As their priorities and impacts are known, finding and solving problems to maintain stakeholder approval is important. We know that stakeholders have different priorities, so it is essential to balance their needs. Using proper project management communications will build trust with your stakeholders. Not all needs can be met; this is where communications will become incredibly important.

Proper communication can help all parties understand why specific demands cannot be met. As your project progresses, you must monitor changes and make adjustments. Proper stakeholder management can keep all parties happy and engaged to support your project. Stakeholder management is risk management. You are listening and assigning roles to fix, maintain, and disclose problems that will arise.

My view of stakeholders is that they are any individual or group that will affect the project and could make decisions about the project. Managing stakeholders can be a bit tricky. To help, we can learn who our stakeholders are, analyze their needs, and open dialog with them to meet their concerns. Really, we want to address the problems that will affect the project, including what stakeholders tell us. Building trust by collaborating with stakeholders will build a solid relationship you may need to fall back on if the project struggles.

These struggles are seen as risks or issues that we can manage with the help of our tools, teams, and stakeholders. Risks are those uncertain events that may occur in the future and could positively or negatively affect our project. Conversely, issues are problems that have already occurred and are in the process of affecting our project. For these risks and issues, we have to take a proactive stance and meet each challenge with a resolution. Sometimes, the resolution is acceptance. Still, while the project is ongoing, issues will arise in your current state, while risks will remain a speculation until they are realized.

The project that comes to mind while discussing issues and risks is the installation of a full-flight simulator. While the project was ongoing, one issue throughout the project was customer satisfaction and communications. Our high-influence stakeholder/customer was the government. They are there to keep the project honest and have final approval. You need them at various stages of the installation as they monitor and control the facility. So you can’t lift a wrench without their authorization.

Meaning they have a high level of influence. The risk that we have seen was manning. You need a specific skill set for each portion of the job. However, if that person is assigned to another country, it puts the project on hold. It was important for us to give “[a] schedule update is distributed regularly to provide project stakeholders with an assessment of the progress of the project against the master schedule.” (Darnall, 2010)

Your ability to manage risks and issues directly reflects the effective management of your stakeholders. You can’t underestimate how important the relationship between the PM and stakeholders can be. Often, we look at stakeholders as boat anchors when you can reach out to them for help. They are often knowledgeable in the area in which your project exists. Knowing them and reaching out to them in a friendly and open manner will improve your relationship and project outcome.

References:

Darnall, R., & Preston, J. (2010). Project management from simple to complex. Retrieved from https://www.opentextbooks.org.hk/system/files/export/38/38453/pdf/Project\_Management\_from\_Simple\_to\_Complex\_38453.pdf