

# SWEN90016

## Software Processes & Project Management

### Stakeholder Management & Communication

## Stakeholder Analysis Communication



# Project Stakeholders

- Know your stakeholders
- How invested does each feel about the project?
- The **power-interest** grid recommends the actions you should take with each type of stakeholder



What type of stakeholder is the project champion?

## *Who is invested?*

Consider UK passport Agency

- Who are the stakeholders,
- Analyse each stakeholder's power and interest
- Document communication plan

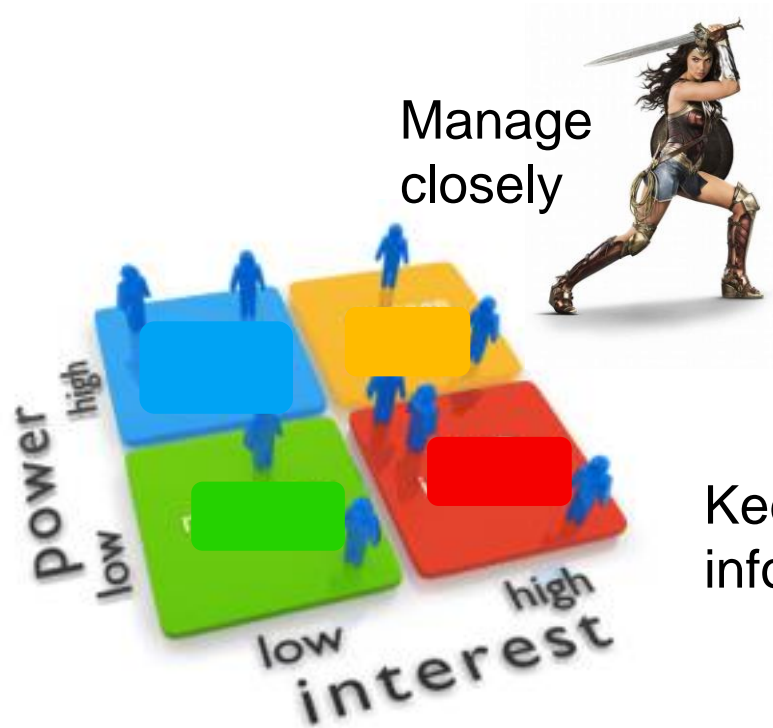
# Project Stakeholders

Keep  
satisfied

Manage  
closely

Keep  
informed

Monitor

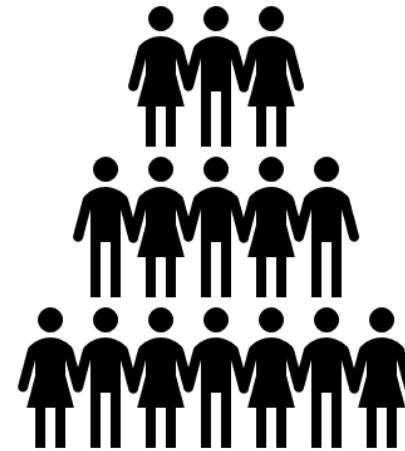


Activity: consider a project to develop a new  
*Timetabling System* for UniMelb

- Who are the **stakeholders** for the project ?
- Who would be the **project champion** ?

## Modes of Communication

- Skype
- Zoom
- WhatsApp
- WeChat
- Google drive



## Frequency of Communication

- Daily
- Weekly
- Monthly



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What is your own experience of communication?

Draw your own model

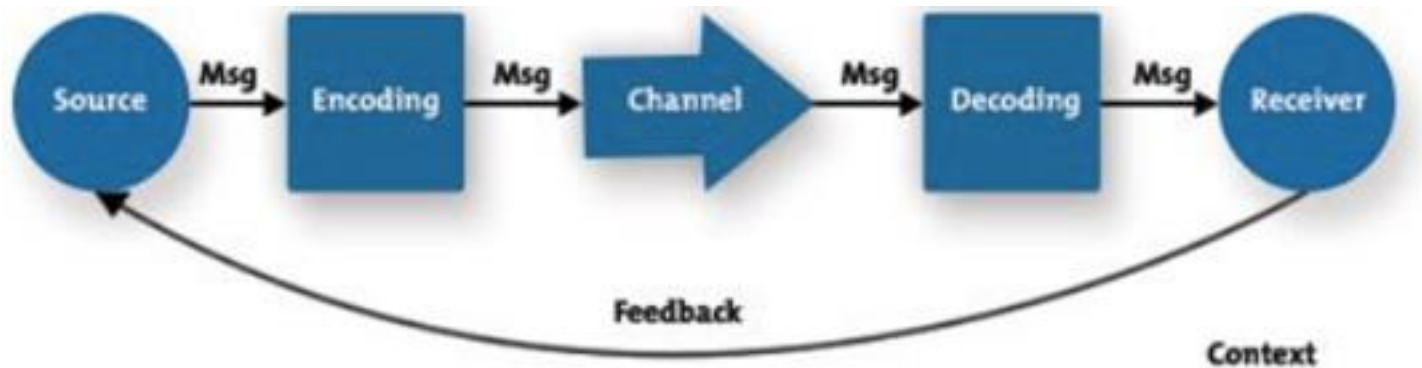
» Who

» Says What

» How

» To Whom

» Outcome





Exercise: Provide **feedback** to Alex,  
as if you are his manager



Alex is a brilliant programmer

Alex has been late 3 of the last 10 days

Alex missed a meeting

Alex got the specifications wrong and wasted 2 days of coding time because of a missed meeting

Has been at the company for 3 years and is usually on time

Alex does not eat lunch with the other people in the company

## Factors that contribute to a good virtual team

- Good communication skills
- High emotional intelligence, resilience
- Ability to work independently
- Cultural awareness/sensitivity in a global environment

Relevant for any team 

## Assignment 2- create a team contract

For example-

Expectations (ground rules) regarding:

Preparation for and attendance at group meetings,

Frequency and duration of meetings,

Communication mediums,

Expectation of responses to communication,

Decision making and how you will manage conflict or disagreements

Assignment of specific tasks, roles, and responsibilities along with due dates.

(Sign it)

# Thank You!