

# Congratulations! You passed!

**Grade received 100%**

**To pass 80% or higher**

**Go to next  
item**

1. To pass this practice quiz, you must receive at least 80%, or 8 out of 10 points, by completing the activity and answering corresponding quiz questions. You can learn more about the graded and practice items in the [Course Overview](#).

**1 / 1 point**

## Activity Overview

In this activity, you will practice assessing and prioritizing stakeholders. As a project manager, understanding your stakeholders helps you figure out the right people to include in important conversations and how to prioritize the needs of different stakeholders. This is key to getting the support you need throughout the project.

You will learn more about the project's potential stakeholders by reviewing supporting materials. Based on what you learn, you will compile a stakeholder analysis evaluating each stakeholder's level of power and interest. Then you will add those stakeholders to a power-interest grid, so you know how to prioritize them.

## Scenario

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Review the scenario below. Then complete the step-by-step instructions.

Now that Peta has completed the Sauce & Spoon project charter draft, she needs to evaluate the project's stakeholders so she has a better idea of how to interact with each one as the project progresses. Each stakeholder has their own unique interests and involvement with the project, so it's important to determine the best ways to manage them, approach negotiations, and keep them informed of the project's progress.

## Step-By-Step Instructions

### Step 1: Access the template

To use the template for this course item, click the link below and select “Use Template.”



Link to template: [Stakeholder Analysis](#)

OR

If you don't have a Google account, you can download the template directly from the attachment below.



**[Activity Template\\_ Stakeholder Analysis](#)**

[PPTX File](#)



### Step 2: Access the supporting materials

The following supporting materials will help you complete this activity. Keep them open as you proceed to the next steps. Each link will open a new Coursera tab.

- [Sauce & Spoon Organizational Chart](#)
- [Email: Checking In](#)

**Note:** To review supporting materials introduced in earlier activities, you can find them in the [Resources section](#).

### Step 3: Review the supporting materials

As you review the supporting materials, take some notes, keeping in mind the following **Guiding Questions**:

- **How much power does each stakeholder have?** A stakeholder's power is related to how much influence they have and how much their actions affect the project outcome.
- **How much interest does each stakeholder have?** Interest refers to how much the stakeholder's needs will be affected by the project's operations and outcomes.

You are encouraged to also make note of any other relevant project information. You may add this information to your notes or the project charter.

## Step 4: Complete the stakeholder analysis

In the stakeholder analysis template, add content to the first slide based on what you've learned from the supporting materials, including:

- **Stakeholder:** What is their name?
- **Role:** What is their role?
- **Power (H/M/L):** Is their power over the project high, medium, or low?
- **Interest (H/M/L):** Is their interest in the project high, medium, or low?

For example, a stakeholder who has a lot of power over the project could have a number of other responsibilities as well. In that case, they may not have as much direct interest, since their attention is split among many different projects. They would be considered high power and low interest.

On the other hand, a stakeholder who will be directly impacted by the decisions of the project (for example, their budget or staffing allocations could change), but who doesn't have any authority to influence the decisions would be considered low power and high interest.

If you're not sure about a stakeholder's level, or if their power or interest falls somewhere in the middle, you can assign them a medium rating.

## Step 5: Complete the power-interest grid

Take your assessment from the stakeholder analysis, and add content to the power-interest grid, according to each level of power and interest you assigned them (high, medium, or low). Assign each stakeholder to a box. If you rated a stakeholder's power or interest as medium, place them **between** the grid boxes.

Someone's position on the grid shows you the actions you have to take with them:

- **Higher power, higher interest:** These people are your highest priority. You must manage them closely and make every effort to fully engage with them.
- **Higher power, lower interest:** These people require a high level of effort to keep satisfied, as far as the success of the project is concerned, but do not want to be overburdened with project communications.
- **Lower power, higher interest:** Show consideration to these people by keeping them adequately informed. Talk to them to ensure that no major issues are arising. These people can often be very helpful with the details of your project.

- **Lower power, lower interest:** Monitor these people, but do not overload them with excessive communication. These people require minimal effort.

Once the grid is complete, you will have a better sense of how to manage and communicate with each stakeholder: keep satisfied, manage closely, monitor, or show consideration.

### Step 6: Save your work

Be sure to save the stakeholder analysis you drafted for this activity. You will revise and refine project artifacts as you progress through the course.

### Pro Tip: Save the template

Finally, be sure to save a blank copy of the template you used to complete this activity. You can use it for further practice or in your own personal or professional projects. These templates will be useful as you put together a portfolio of project management artifacts. You can use them to work through your thought processes as you demonstrate your experience to potential employers.

## What to Include in Your Response

Be sure to include each of the following elements in your completed stakeholder analysis:

- Stakeholder names
- Stakeholder roles
- An assessment of each stakeholder's power
- An assessment of each stakeholder's interest
- A power-interest grid containing each stakeholder, mapped out according to their power and interest assessment

## Did you complete this activity?

- ☒ Yes
- ☐ No



**Correct**

Thank you for completing this activity! Completing a stakeholder analysis and power-interest grid helps you communicate with stakeholders and prioritize their needs. Review the quiz feedback

below to find out how you did.

2. Where in the Power-Interest Grid did you place the following stakeholder: **Omar Mubarak**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the provided information, I would place Omar Mubarak, the owner and project sponsor, in the "Manage Closely" quadrant of the Power-Interest Grid. As the owner and CEO of Sauce & Spoon, Omar holds high power over the project and has a direct interest in its success. Therefore, it is important to manage his involvement closely and keep him informed throughout the project to ensure his satisfaction and support.

✓ **Correct**

Omar is the owner and CEO of the company. He's invested in the project but not involved with its day-to-day operations, so the **Keep Satisfied** area of the grid is a good fit.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

3. Where in the Power-Interest Grid did you place the following stakeholder: **Deanna Coleman**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the information provided, I would place Deanna Coleman, the Director of Operations, in the "Manage Closely" quadrant of the Power-Interest Grid. Deanna holds a position of power within the organization and is directly involved in the project as a team member. As she leads the vision for Sauce & Spoon initiatives, it is important to manage her closely and ensure her satisfaction by keeping her informed and involving her in project decisions.

✓ **Correct**

**Default Feedback:** Deanna is the Director of Operations. She works directly with Peta and touches all aspects of the project, so the **Manage Closely** area of the grid is a good fit.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

4. Where in the Power-Interest Grid did you place the following stakeholder: **Carter Ward**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the information provided, I would place Carter Ward, the Executive Chef, in the "Manage Closely" quadrant of the Power-Interest Grid. As the visionary and final decision-maker for menu choices, Carter holds significant power over the project. It is important to manage him closely and ensure his satisfaction by involving him in key discussions and considering his expertise in order to maintain a harmonious working relationship and successfully implement the project.



**Correct**

Carter is the Executive Chef of Sauce & Spoon and oversees the kitchen staff. His interest in the project is high, but he isn't involved in day-to-day decision-making. Carter might fall between the **Manage Closely** and **Keep Satisfied** areas of the grid.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

5. Where in the Power-Interest Grid did you place the following stakeholder: **Gilly Tyson**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the information provided, I would place Gilly Tyson, the General Manager (North), in the "Keep Satisfied" quadrant of the Power-Interest Grid. While Gilly may not hold the highest level of power over the project, her role as a general manager and her input on general restaurant operations make her an important stakeholder to keep satisfied. It is essential to ensure her needs and concerns are addressed to maintain a positive working relationship and ensure the success of the project.



**Correct**

Gilly is the General Manager of Sauce & Spoon North. She's directly involved in restaurant operations and works closely with Peta, which means her interest in the project is high. She has somewhat less influence than the CEO and Director of Operations, so she might fall between **Manage Closely** and **Show Consideration**.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

6. Where in the Power-Interest Grid did you place the following stakeholder: **Alex Schmidt**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the information provided, I would place Alex Schmidt, the General Manager (Downtown), in the "Manage Closely" quadrant of the Power-Interest Grid. As a general manager responsible for the downtown location, Alex plays a significant role in the project's success. Their relatively new position and experience in retail management indicate a need for close management and support to ensure a smooth transition into the restaurant industry and to effectively address any challenges that may arise.

✓ **Correct**

Alex is the General Manager of Sauce & Spoon Downtown. They're directly involved in restaurant operations and work closely with Peta, which means their interest in the project is high. They have somewhat less influence than the CEO and Director of Operations, so they might fall between **Manage Closely** and **Show Consideration**.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

7. Where in the Power-Interest Grid did you place the following stakeholder: **Nia Williams**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the provided information, I would place Nia Williams, the General Manager (Waterfront), in the "Monitor" quadrant of the Power-Interest Grid. While Nia holds a significant role as a general manager and is responsible for the success of the Waterfront location, her level of power over the project may be lower compared to other stakeholders. However, her interest in the project is likely to be high due to her passion for the restaurant industry and her commitment to supporting her staff and the overall success of the company. Monitoring her involvement and ensuring her satisfaction would be important to keep her engaged and informed about project developments.

✓ **Correct**

**Default Feedback:** Nia is the General Manager of Sauce & Spoon Waterfront location. She provides Peta with information, but isn't directly involved in the project since the tablets aren't launching at her location. The project will only impact her if Sauce & Spoon expands the tablet program. Her interest and impact are low to moderate, so **Monitor** is a good fit.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

8. Where in the Power-Interest Grid did you place the following stakeholder: **Zane Dutchman**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the provided information, I would place Zane Dutchman, the Kitchen Manager (North), in the "Manage Closely" quadrant of the Power-Interest Grid. As the Kitchen Manager, Zane holds a position of authority and responsibility within the project. Their role directly impacts the day-to-day back-of-house operations and administrative tasks at the North location. Therefore, it is important to manage them closely, ensuring their satisfaction, and actively involving them in project discussions and decisions related to the kitchen staff and operations.

✓ **Correct**

Zane is the Kitchen Manager for Sauce & Spoon North. They will work directly with the tablets, so their interest in the project is high. They have less influence than the General Manager or the Director of



Operations, so the **Show Consideration** area of the grid is a good fit.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

9. Where in the Power-Interest Grid did you place the following stakeholder: **Larissa Stein**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the provided information, I would place Larissa Stein, the Kitchen Manager (Downtown), in the "Manage Closely" quadrant of the Power-Interest Grid. As the Kitchen Manager, Larissa holds a position of authority and responsibility within the project, overseeing the day-to-day back-of-house operations and administrative tasks at the Downtown location. It is important to manage Larissa closely, ensuring her satisfaction, and actively involving her in project discussions and decisions related to the kitchen staff and operations to maintain a smooth operation in the restaurant.

✓ **Correct**

Larissa is the Kitchen Manager for Sauce & Spoon Downtown. She will work directly with the tablets, so her interest in the project is high. She has less influence than the General Manager or the Director of Operations, so the **Show Consideration** area of the grid is a good fit.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.

10. Where in the Power-Interest Grid did you place the following stakeholder: **Seydou Diallo**? Keep Satisfied, Manage Closely, Monitor or Show Consideration? Write 1-2 sentences on why you chose this place on the grid.

1 / 1 point

Based on the provided information, I would place Seydou Diallo, the Restaurant Technology Consultant, in the "Monitor" quadrant of the Power-Interest Grid. While Seydou has expertise in restaurant technology and plays a role in implementing technology solutions for Sauce & Spoon, his power over the project seems to be relatively low. Therefore, it is important to monitor his progress and ensure that his

work aligns with the project's objectives and requirements, without requiring intense management or keeping him overly satisfied.

**Correct**

Seydou is an external Restaurant Technology Consultant and part of the project team, so his interest is high. He is not a Sauce & Spoon employee and he reports directly to Peta, so his power is moderate. He might fall between the **Show Consideration** and **Manage Closely** area of the grid.

**Note:** You may have placed stakeholders differently, depending on how you interpreted their power and interest. Regardless of the category you chose, the key is to consider your stakeholders carefully so you know how to work with them throughout the project.