

EPIC

Effective Professional Inspiring Competent

Project Management

Fundamentals

Managing Stakeholders

Agenda

- ❖ **Who are Stakeholders?**
- ❖ **Identifying Stakeholders**
- ❖ **Understanding Stakeholder**
- ❖ **Managing Current vs Desired Involvement**

Who are Stakeholders?

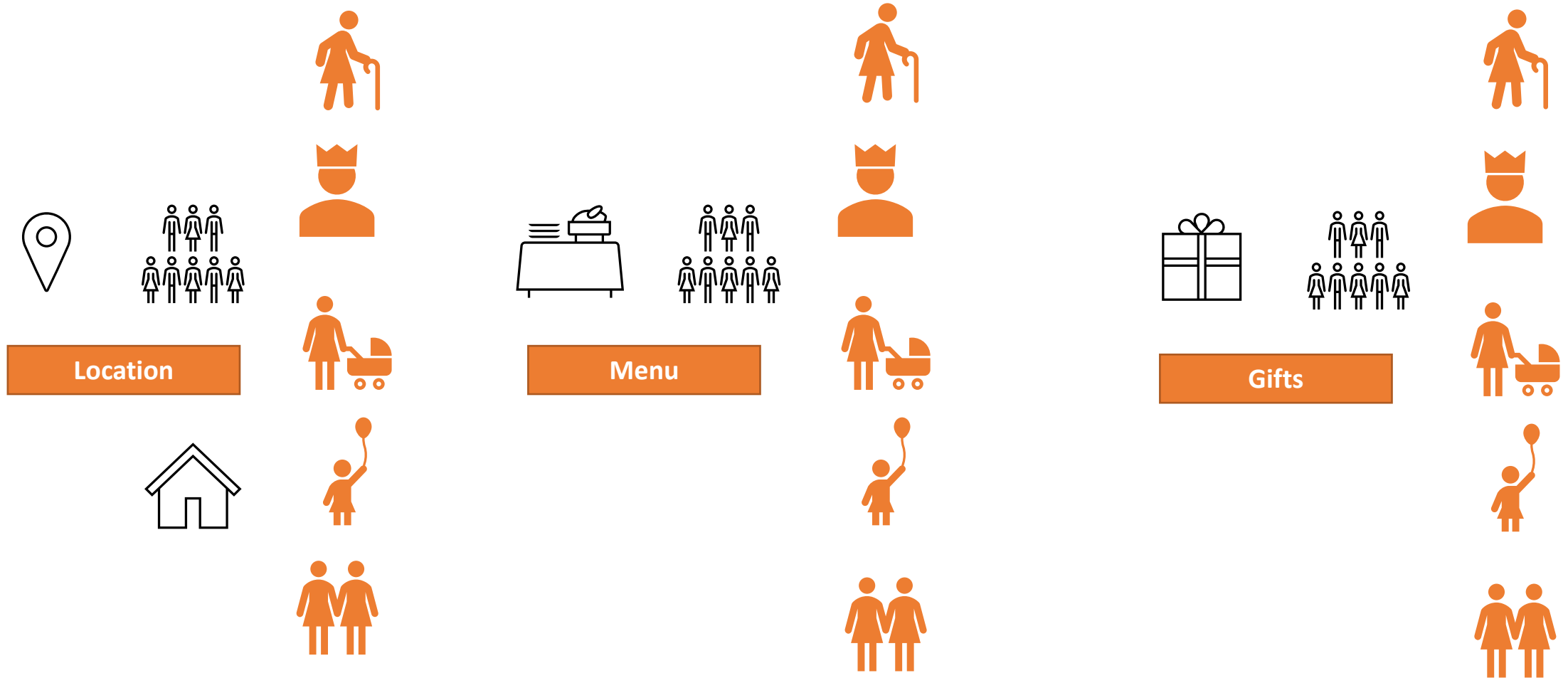
Birthday Party Project

You are planning for your kid's Birthday Party...



What all will you plan for...?

Success Parameters



Depends on how happy the Family Members & Guests are!

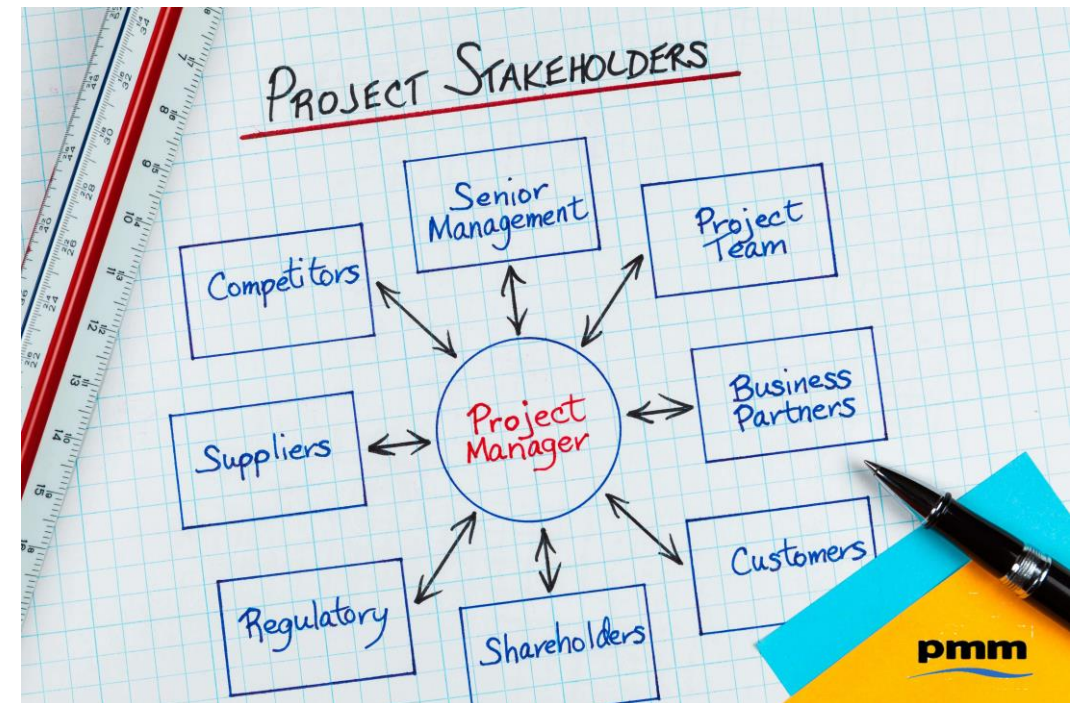
Stakeholders

Stakeholders are any group of people that can have an influence or can be influenced by the project / initiative.
In other words, they **have a stake in the project**.

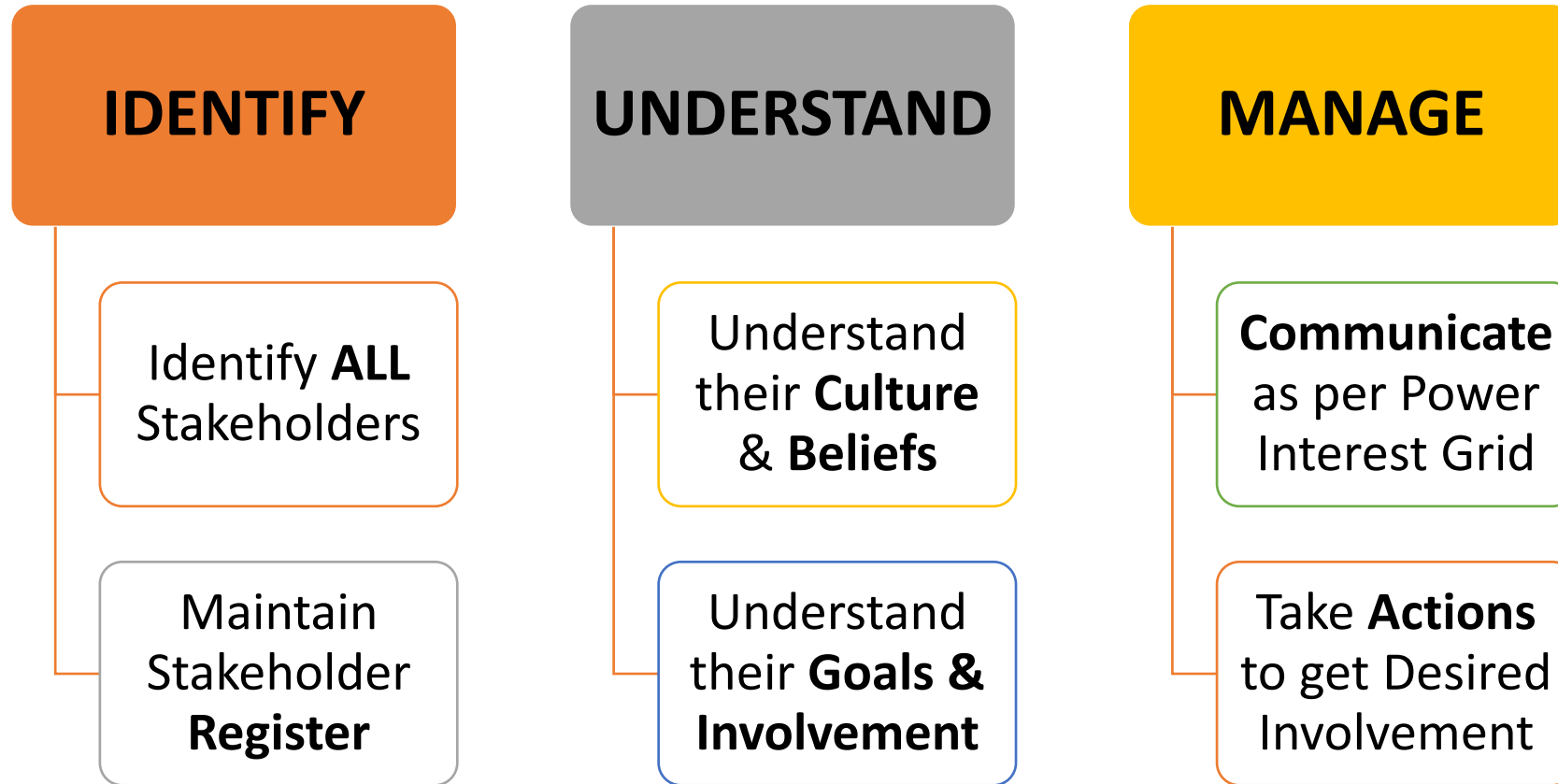
Thus, all people who...

- Define the requirements
- Provide the inputs
- Do the work
- Use the output
- Monitor the status
- On whom our work depends

are **Stakeholders**

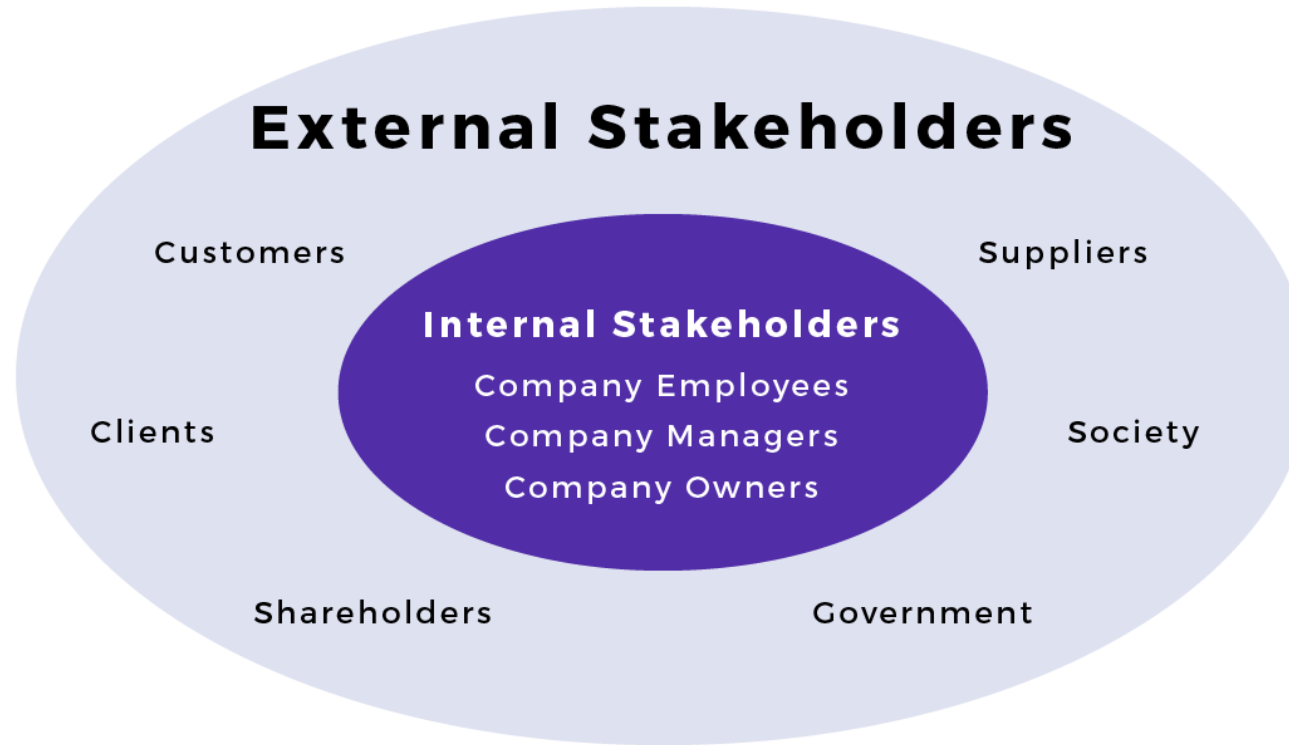


Managing Stakeholders



Identifying Stakeholders

Internal & External Stakeholders



List of all Stakeholders of a project is maintained in the
Stakeholder Register

Let's Practice

Identify the stakeholders of your project & create the Stakeholder Register

Refer example below.

#	Name	Role	Internal / External
1	Rahul	Team Member	Internal
2	Pooja	Tech Lead	Internal
3	Mr. Mohit	Customer SPOC	External
4	Mr. Vinod	Supplier	External
5	Abhijeet	BU Head	Internal

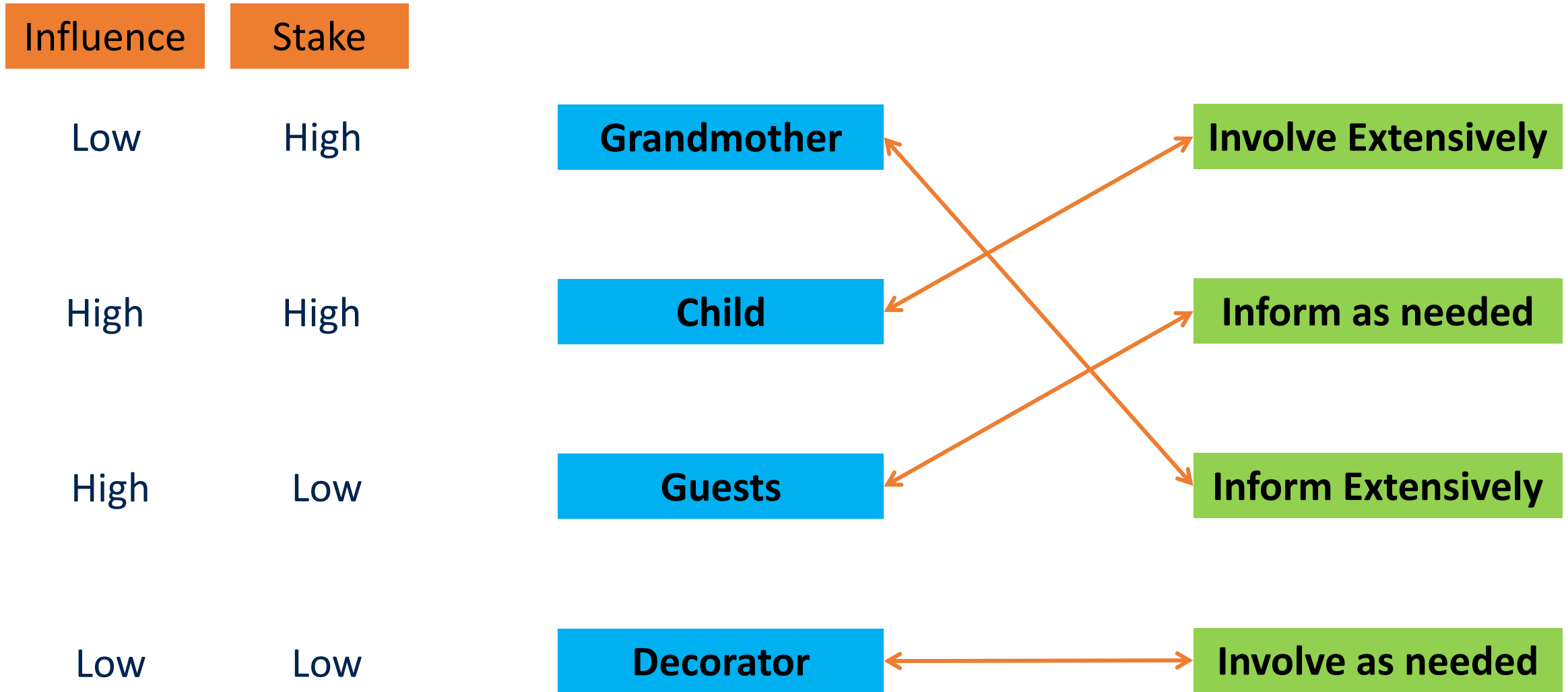


'Hidden' Stakeholders

- Pay especial attention to stakeholders who are not obvious
- If ignored they might be a risk for your project

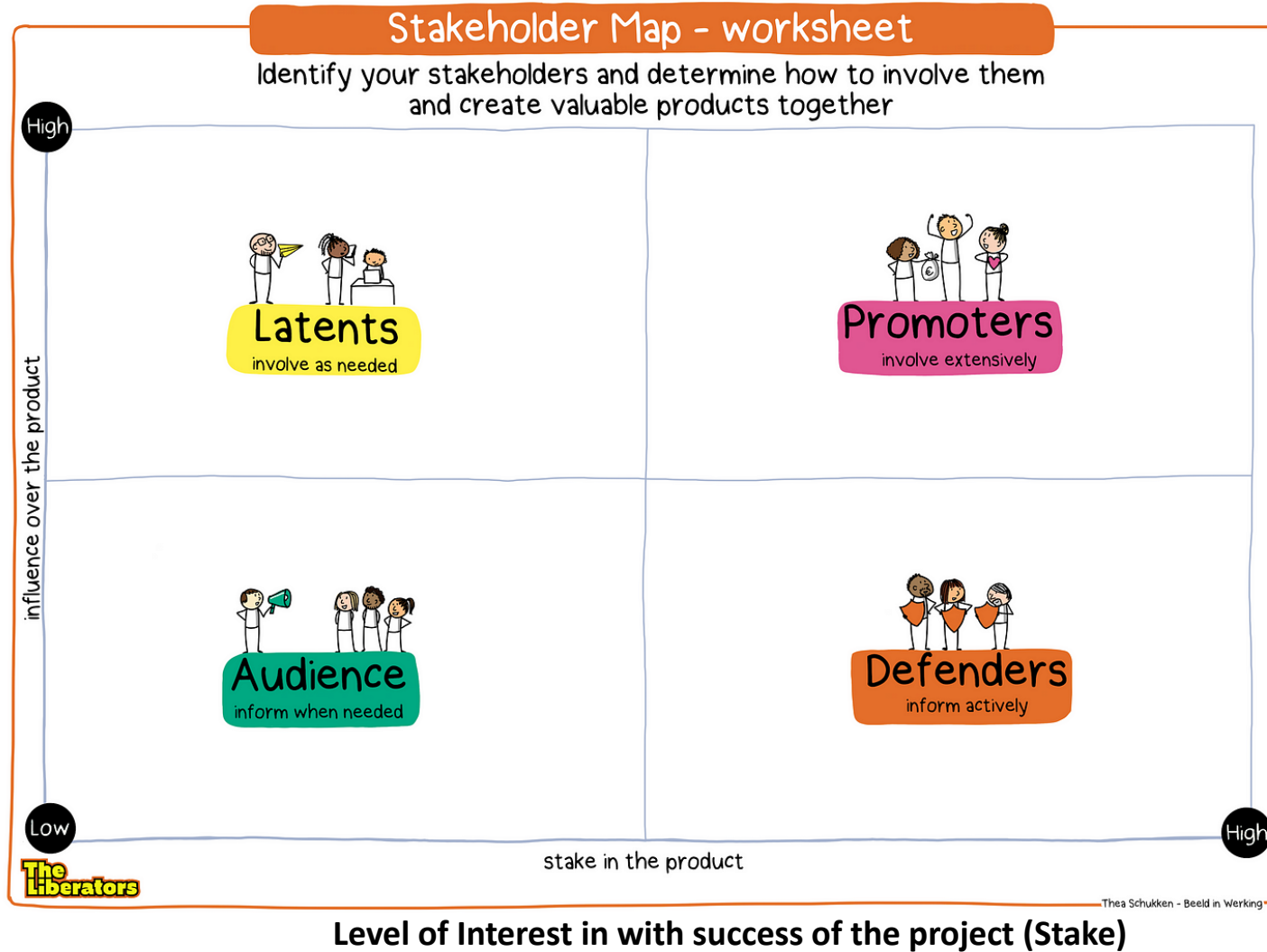
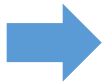
Understanding Stakeholders

Match Your Actions with the Stakeholder



Step 2: Understand Goals & Engagement

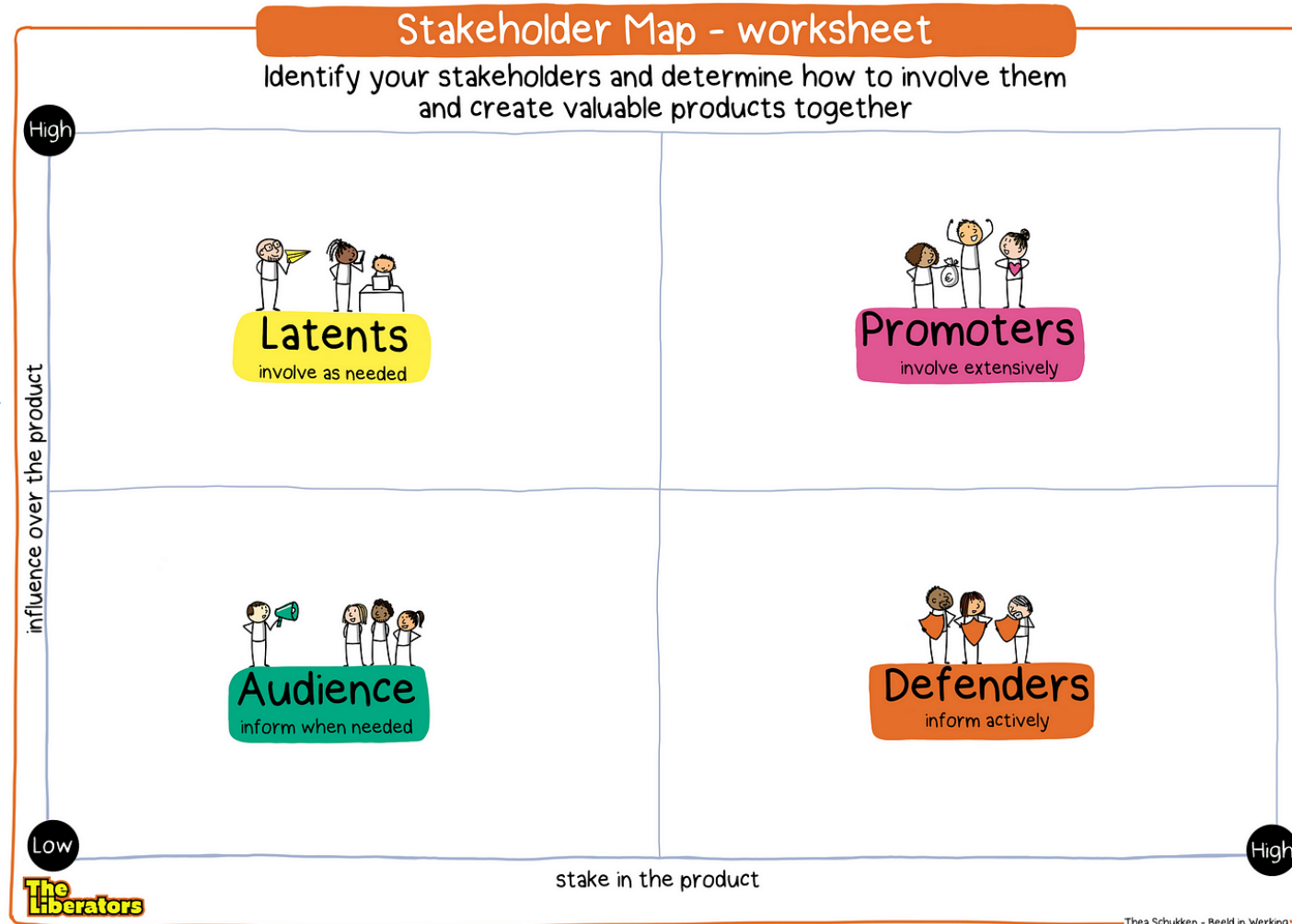
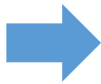
Level of Influence
(Power) over the
project



Let's Practice

Map the stakeholders of your project on the Stakeholder Map

Level of Influence
(Power) over the
project



Level of Interest in with success of the project (Stake)

Step 3: Identify Communication Plan

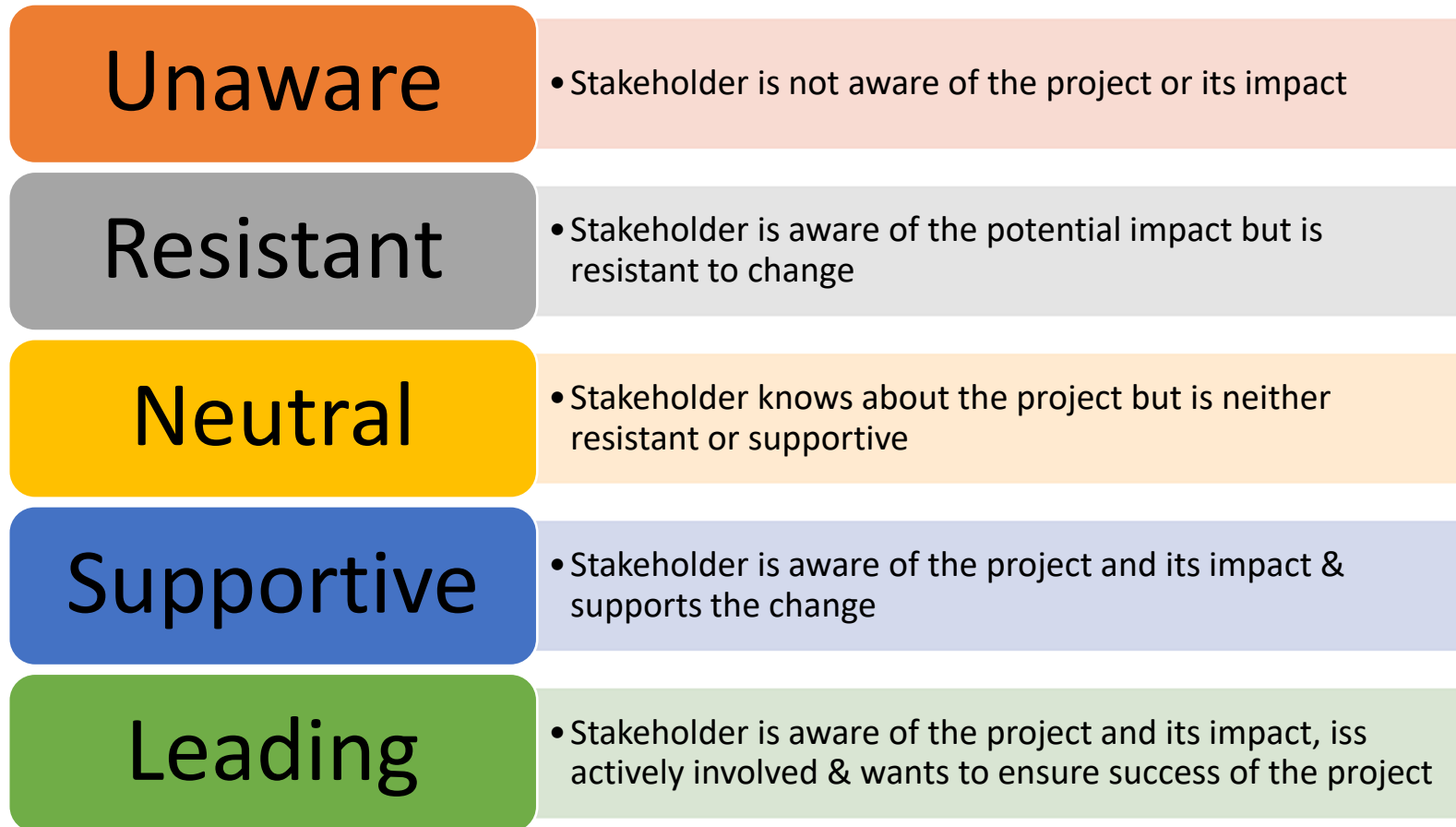
What	How	When
<ul style="list-style-type: none">• Report Format• Information	<ul style="list-style-type: none">• Email• Call• Meeting	<ul style="list-style-type: none">• Frequency• Trigger

Let's Practice

Update the Stakeholder Register with Engagement Level & Communication plan

#	Name	Role	Internal / External	Engagement Level	Communication Plan
1	Rahul	Team Member	Internal		
2	Pooja	Tech Lead	Internal		
3	Mr. Mohit	Customer SPOC	External		
4	Mr. Vinod	Supplier	External		
5	Abhijeet	BU Head	Internal		

Step 4: Understand Current & Desired Involvement



Step 5: Identify Action Plan

What

- What is the action to be taken

Who

- Who is Responsible & Accountable for completing the action

When

- By when should the action be completed?

Let's Practice

Update the Stakeholder Register with Current & Desired Involvement and Action Plan

#	Name	Role	Internal / External	Engagement Level	Communication Plan	Current Involvement	Desired Involvement	Action Plan
1	Rahul	Team Member	Internal					
2	Pooja	Tech Lead	Internal					
3	Mr. Mohit	Customer SPOC	External					
4	Mr. Vinod	Supplier	External					
5	Abhijeet	BU Head	Internal					

Key Takeaways



Key Take-aways

**Note down the top 3 Key
Take-aways for you from
this session**



Thank You



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