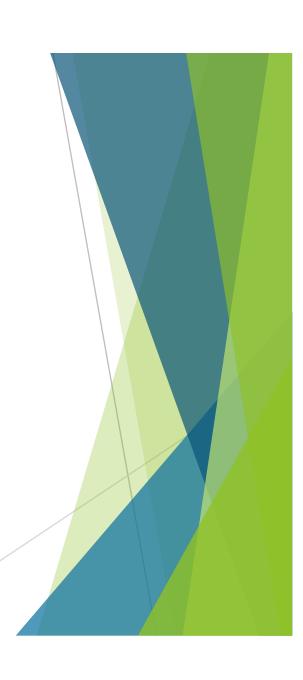


You Thought You Were Getting What?

APCO 2018 Canada Conference November 6, 2018



Successfully managing the expectations of your stakeholders can mean the difference between success and failure for your project.

How do you complete a successful complex technology project while managing the expectations of your stakeholders?

Communications . . .

Communications . . .

Communications



AGENDA

- Identify Stakeholders
- Understand Stakeholders
- Analyze Stakeholders
- Understand the Politics
- Encourage Involvement
- Active Communications
- Manage for Success



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Identify Stakeholders

- Define:
 - Actively involved in project
 - Project will affect them (positive/negative)
 - They will affect the project (positive/negative)
- Internal Stakeholders
- External Stakeholders
- Engage Stakeholders
- Begin building channels of Communications



Understand Stakeholders

- Define Stakeholder expectations
- Translate expectations into requirements
- Prioritize requirements
- Communicate requirements to gain consensus
- Align requirements between Stakeholders
- Document / Communicate requirements progress



Analyze Stakeholders

- Define Stakeholder involvement
- Translate involvement into impact
- Prioritize impact
- Communicate impacts to gain consensus
- Develop mitigation strategies
- Communicate mitigation strategies to gain consensus
- Document / Communicate mitigation strategy changes



Understand the Politics

- Identify goals Stakeholders have outside of project
- Translate goals into impact
- Prioritize impact
- Develop mitigation strategies
- * Example: Manager seeking a promotion wants the project complete on a specific date . . .



Encourage Involvement

- Develop roles / responsibility matrix
- Create working groups:
 - Technical
 - Operational
 - Training
 - Governance / SOP
 - Finance
- * Active Communications via collaboration platform



Active Communications

- Develop collaboration platform
- Utilize collaboration platform consistently
- Conduct working group meetings consistently
- Communicate project decisions / changes promptly
- Publish project briefings consistently
- Communicate consistently and frequently



Manage for Success

- Invest your time in:
 - Understanding your stakeholders
 - Aligning their expectations / requirements
 - Prioritizing / mitigating impacts
- Establishing active communications
- Communicating consistently and frequently
- You are now positioned for SUCCESS!



THANK YOU

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