Purpose: Effective project management hinges on clear communication and strong stakeholder relationships. The goal is to ensure that the right information reaches the right people at the right time.

**Understanding Your Stakeholders**

|  |  |
| --- | --- |
| Stakeholder Registry Columns1. Name
2. Title
3. Dept. or Team
4. Email
5. Phone Number
6. Type of Stakeholder
	1. Champion, SME, customer, vendor, end user
7. Role in project
8. Main Expectations
 | Communication Plan Columns1. Communication Plan
	1. Daily, Weekly, Monthly, as needed
2. Preferred communication methods
	1. Email, phone calls, meetings, status report
3. Engagement Level
	1. Unaware, Neutral, Resistant, Supportive, Leading
4. Impact/Influence
 |



**Power Interest Grid**

**Use the Power Interest Grid to categorize and communicate with stakeholders based on their levels of :**

* **Power: ability to influence a decision**
* **Interest: how much they care about the outcome**

**This grid helps prioritize stakeholder engagement based on their influence and concern level**

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**Stakeholder Sphere**

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**Stakeholders’ Sphere Instruction**

1. **Center: Project Manager**
	1. This individual is responsible for overseeing the project and managing stakeholder relationships.
2. **Inner Sphere: Project Team & Functional Managers**
	1. List team members individuals directly involved in executing the project.
	2. Include managers from the departments from which the project team members come from. These individuals may provide resources, support, and guidance to the project team.
3. **Middle Sphere: Sponsors & Steering Committee**
	1. Identify the individuals or groups who provide financial or political support to the project.
	2. List the members of the steering committee, if applicable. This group typically provides high-level guidance and makes key decisions regarding the project.
4. **Outer Sphere: All Stakeholders**
	1. Customers: Identify the individuals or organizations who will ultimately use the project's deliverables.
	2. Users: If different from customers, list the individuals who will directly interact with the project's outputs
	3. Suppliers: List any vendors or contractors who will provide goods or services
	4. Sellers: If applicable, list any individuals or organizations responsible for selling the project's output.

**RACI Matrix**

A RACI matrix is a project management tool that defines and clarifies roles and responsibilities within a project team.

It's a simple grid that lists project tasks or deliverables on one axis and team members or departments on the other.



Each cell within the grid is assigned a letter representing the individual's role:

* **Responsible**: The person who does the work.
* **Accountable**: The person ultimately answerable for the successful completion of the task.
	+ There should only be one Accountable person per task.
* **Consulted**: The person whose input or expertise is required.
* **Informed**: The person who needs to be kept updated on the progress of the task.

**Kickoff Meeting: Example**

**Agenda**

1. **Welcome and Introduction**
2. **Benefits and Solutions of Project**
3. **Project Overview and Charter**
4. **Training and Implementation Plan**
5. **Define Responsibilities and Next Steps**
6. **Q&A and Discussion**
7. **Closing Remarks**

**Team Ground Rules and Setting Expectations**

|  |  |
| --- | --- |
| **PRINCIPLE** | **ACCOUNTABILITY AND ETIQUETTE** |
| **Diversity and Inclusion** | Project teams are becoming more global and therefore more diverse.Create an environment that takes advantage of diversity and builds climate of mutual trust. |
| **Respect Everyone`s Time** | Be punctual at meetings and respect scheduled start and end times.Give advance notice if you need to reschedule or cancel a meeting. |
| **Active Listening** | Listen attentively when team members are speaking without interrupting.Ask clarifying questions to ensure understanding. |
| **One Person, One Voice** | Encourage all team members to contribute to discussions. User Round-Robbin during meetings, especially for quiet onesLet others express their opinions. Everyone speaks up during brainstorming sessions. |
| **Constructive Criticism** | Provide feedback in a constructive and respectful manner.Focus on the issue at hand, not on personal attacks. |
| **Confidentiality** | Respect the confidentiality of sensitive information shared within the team.Do not disclose team discussions or decisions to external parties without consent. |
| **Decision-Making Process** | Empower the team to participate and own the solutions they create. |
| **Task Ownership** | Assign clear ownership for tasks and responsibilities.Hold individuals accountable for their commitments. |
| **Conflict Resolution** | Address conflicts promptly and professionally.Seek resolution through open dialogue and compromise when possible. |
| **Use of Technology** | Set guidelines for the use of communication tools (e.g., email, chat, and video conferencing). Encourage effective use of technology for team communication. |
| **Meeting Agendas & Minutes** | Create and distribute meeting agendas in advance.Document meeting minutes and action items and share them with the team. |
| **Feedback Loop** | Establish regular feedback sessions to assess team performance.Use feedback to identify areas for improvement and celebrate successes. |
| **Adherence to Deadlines** | Commitment to meeting project deadlines.Communicate early if you foresee potential delays and propose solutions. |

**Stakeholder and Manager Commitment**

1. We, the undersigned stakeholders, hereby commit to **fully support and actively engage** in the Project.
2. We understand the importance of this project in **achieving our objectives**, including enhanced efficiency, quality, and compliance.
3. By signing this charter, we pledge to provide the necessary resources, guidance, and support to ensure the project`s success within the **set timeframe**.
4. We will actively participate in stakeholder engagement activities, **provide timely feedback**, and address any challenges or obstacles that may arise.
5. Through our collective commitment, we aim to **maintain accountability** and drive the project toward achieving its objectives efficiently and effectively.

 **Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ End Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Signatures

* ****Project Manager
* Project Sponsor
* Functional Managers
* Key Stakeholders