

PROJECT STAKEHOLDERS

UNIT CODE: BUS/CU/PM/CR/10/6/A

Relationship to Occupational Standards

This unit addresses the unit of competency: Manage project stakeholders

Duration of Unit: 80 hours

Unit Description

The unit covers the competencies required to manage project stakeholders. It involves identifying stakeholders, undertaking stakeholder analysis, managing stakeholder communication and undertaking stakeholder's engagement

Summary of Learning Outcomes

1. Identify stakeholders
2. Undertake stakeholder analysis
3. Manage stakeholder communication
4. Undertake stakeholder's engagement

Learning Outcomes, Content and Methods of Assessment

Learning Outcome	Content	Methods of Assessment
1. Identify stakeholders	<ul style="list-style-type: none">• Project stakeholders• Types of stakeholders• Role of stakeholders	<ul style="list-style-type: none">• Oral questioning• Written tests• Case study• Scenario
2. Undertake stakeholder analysis engagement	<ul style="list-style-type: none">• Stakeholder engagement assessment matrix• Stakeholder relationship• Stakeholder engagement strategy• Methods of monitoring stakeholder engagement	<ul style="list-style-type: none">• Oral questioning• Written tests• Case study• Scenario
3. Manage stakeholder communication	<ul style="list-style-type: none">• Methods of communication• Communications requirements• Communications management	<ul style="list-style-type: none">• Oral questioning• Written tests• Case study

	strategy	<ul style="list-style-type: none"> • Scenario
4. Prepare project closure reports	<ul style="list-style-type: none"> • Components of Project closure report • Format of Project closure reports • Reporting and dissemination 	<ul style="list-style-type: none"> • Oral questioning • Written tests • Case study • Scenario

Suggested Methods of Instruction

- Instructor led facilitation of theory
- Demonstration by trainer
- Group discussion
- Field trips
- Viewing of related videos and models
- Dual training

Recommended Resources

- Computers
- Projectors
- Communication devices
- Recorders
- Internet
- Cameras
- Stationery
- Transport means
- Meeting venues

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