MANAGE PROJECT STAKEHOLDERS

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

UNIT DESCRIPTION

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

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make up workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *Bold and italicized terms are elaborated in the Range*
1. Identify stakeholders	1.1 Project boundaries are identified as per the project scope 1.2 Key project objectives are identified as per the business case 1.3 Stakeholders are determined as per the impact of project outcome 1.4 Stakeholders impact on project outcome is determined as per the project requirements
2. Undertake stakeholder analysis	2.1 Stakeholder Influence is determined as per their impact on project outcome 2.2 Stakeholder roles and responsibilities are determined as per project schedule 2.3 Stakeholder interest are determined as per project outcome 2.4 Stakeholder relationships are determined as per project requirements
3. Manage stakeholder communication	3.1 Communication needs are identified as per stakeholders' category 3.2 Communication is planned as per project schedule 3.3 Methods of communication are determined as

	per the communication needs
	3.4 Channels of communication are determined as per stakeholder's category
	3.5 Feedback is received as per the standard operating procedures
	3.6 Stakeholders communication is documented as per the standard operating procedures
	3.7 Stakeholder feedback is disseminated as per the stakeholder needs
4. Undertake stakeholders engagement	4.1 Stakeholder relationships are determined as per stakeholder register
	4.2 Stakeholder engagement strategy is developed as per stakeholder assessment
	4.3 Stakeholder engagement is monitored as per their impact on project outcome
	4.4 Stakeholder engagement report is prepared as per stakeholder engagement strategy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range May include but not limited to:

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills
The individual needs to demonstrate the following skills:

- Problem solving skills
- Interpersonal skills
- Decision making skills
- Report writing
- Time management skills
- Communication
- Analytical skills
- Basic ICT
- Risk analysis skills
- Negotiation
- Networking
- Meeting management
- Administrative

Required Knowledge

The individual needs to demonstrate knowledge of:

- Relevant legislations and policies
- Project design
- Preparation of reports
- Budgeting
- conflict resolutions
- contract negotiations
- stakeholder mapping
- project environment management
- organization structure, culture and agility
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EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Identified stakeholders 1.2 Undertook stakeholder analysis 1.3 Managed stakeholder communication 1.4 Undertook stakeholder's engagement
2. Resource implications	2.1 Computers and telecommunication equipment 2.2 Stationery 2.3 Relevant legislations 2.4 PPE
3. Methods of	Competency in this unit may be assessed through:

	assessment	3.1 Written tests 3.2 Interviews 3.3 Third party reports

4.	Context of Assessment	Competency may be assessed:
		    4.1 On-the-job
		    4.2 Off-the –job
		    4.3 During Industrial attachment

5.	Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.