



Introduction to Project Delivery: Stakeholder Engagement

Dealing with projects will often require the management of stakeholder relationships. Stakeholders are often people who have an interest in a project or are directly affected by, meaning they often vary from project to project.

To successfully manage stakeholders, it is essential to know how to identify them and their individual importance during the project's lifecycle. Through communication and engagement, civil servants can influence stakeholders to manage outcomes. With the necessary tools, it is possible to aid project delivery and determine stakeholder spheres of influence by creating stakeholder mapping charts.

Description

This digital course provides an insight into why it's important to engage with project stakeholders and how this is an ongoing process, not a one-off undertaking. This means thinking about everyone who might be affected by a project (directly or indirectly), listening carefully to their concerns and showing how valuable their input is.

This is a part of a suite of five courses, designed to provide non-specialists with an introduction to the fundamentals of successful project management. The courses include Stakeholder Engagement, Managing Project Risk, Outcomes and Benefits, Project Scope and Change Control, and Project Planning.

What does it involve?

The course begins with a short podcast in which two project delivery specialists are interviewed on the importance of engaging the right stakeholders and managing them effectively throughout the project lifecycle. It also considers the core elements of successful stakeholder relationships from a project manager's perspective.

This is followed by a digital tutorial, based around a real-life stakeholder mapping exercise. The tutorial begins by defining what a stakeholder is and introduces the concept of different stakeholders having varying levels of importance and influence. You'll then be asked to create a stakeholder mapping chart for a real-life project scenario.

What's the outcome?

By completing this course, you will gain the skills to identify the customers and stakeholders associated with a project. This will help you to understand the importance of proactively engaging, communicating with and managing stakeholders throughout the lifecycle of a project. Using a stakeholder mapping tool, you can assess a project's stakeholders and their spheres of influence.

Learning activities



A podcast



A digital
tutorial

Delivery method:

DGTL

Estimated learning time:

45 minutes

How to book

learn.civilservice.gov.uk

0203 640 7985

support@governmentcampus.co.uk