

PM 254 - Project Stakeholder Management

Course Outline

Revised: 2020

Duration: 1 Day

PMBok Guide (6th Edition) Knowledge Area: Project Stakeholder Management

Course Description:

The program includes strategies for identifying stakeholders, creating a stakeholder engagement plan, managing stakeholder engagement, managing stakeholder expectations, monitoring stakeholder engagement and ultimately achieving stakeholder satisfaction.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to

- Select appropriate stakeholder management tools and techniques for identifying stakeholders, managing and monitoring their engagement a project
- Create a stakeholder engagement plan
- Define who are stakeholders on a project
- Identify specific stakeholders for a project
- Categorize project stakeholders by interest and influence on a project
- Create techniques for stakeholder engagement
- Mange stakeholder engagement towards meeting the project objectives

Course Topics

1. Identify Stakeholders
 - Understanding who are stakeholders on projects
 - Techniques for identifying the project stakeholders
 - Classifying project stakeholders
 - Creating the stakeholder register
2. Plan Stakeholder Engagement
 - Creating strategies to engage all classification of stakeholders
 - Creating a stakeholder engagement matrix
 - Creating a stakeholder engagement plan

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3. Manage Stakeholder Engagement
 - Setting growing rules
 - Using interpersonal and team skills
 - Required communications skills
 - Managing stakeholder issues
 - Creating and using an issues log