

Stakeholder Management

Presented by

NYS Forum Project Management Workgroup

Stakeholder Management

In a Virtual World

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Inputs to Inform Our Discussion

- How many of you are joining us from outside your typical office?
 - Yes, I'm joining remotely*
 - No, I'm in the office today*



Inputs to Inform Our Discussion?

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Hold your device so that the QR code appears in the viewfinder. You will be presented with a notification with a link

Click on the notification to open up the slido questions

Inputs to Inform Our Discussion

- How many of you have managed stakeholders across locations prior to our current “all virtual” environment?
 - Yes*
 - No*



Inputs to Inform Our Discussion

- What has been your biggest challenge engaging stakeholders virtually? *Select top 2*
 - Unable to “connect” with stakeholders*
 - Technology challenges – video, connectivity, enter/exit practices, etc.*
 - Meeting facilitation w/ large groups*
 - External distractions w/ participants remote*
 - Other*



Inputs to Inform Our Discussion

- Which stakeholders have you needed to engage with in your project work most often? *Select top 3*
 - Internal Agency Only*
 - External NYS/NYC Agencies*
 - Counties*
 - Community Advocacy Groups*
 - Vendor Partners*
 - Funding Authorities*
 - Other*



What is Stakeholder Management?

- Processes required to identify the people, groups, or organizations that could impact or be impacted by the project, to analyze stakeholder expectations and their impact on the project, and to develop appropriate management strategies for effectively engaging stakeholders in project decisions and execution.
 - PMI PMBOK Guide Sixth Edition



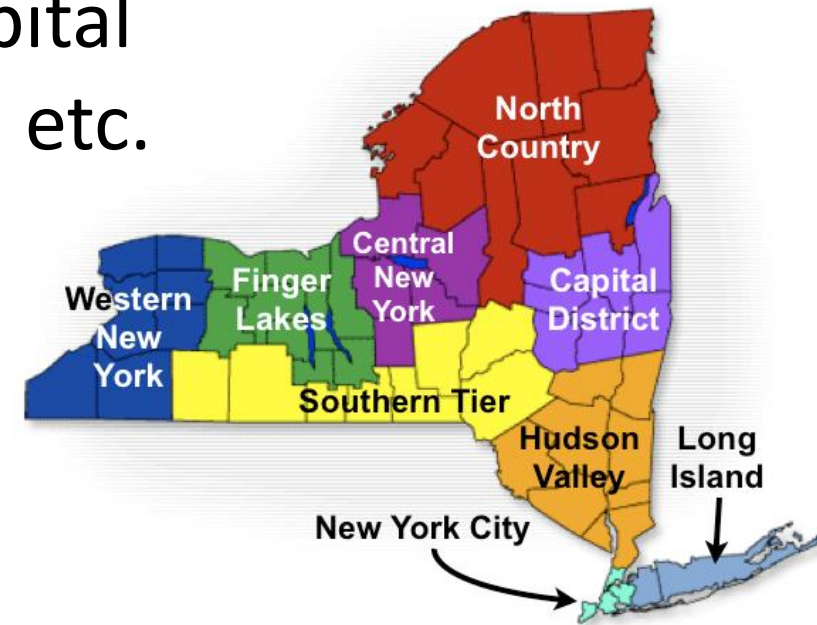
Who is a Stakeholder?

- Project stakeholders represent individuals and/or groups representing interests that provide relevant and valuable inputs impactful to project success.



Who are Stakeholders in NYS?

- Project Teams, NYS Agencies, Funding Authority(ies), Vendor Partners, Community Advocacy Groups, Hospital Associations, NYSAC, Labor Unions, etc.



Why Stakeholders?

- Projects w/ more engaged and supportive participants have better outcomes.
- Invaluable knowledge can be obtained from a well selected and engaged stakeholder group.
- Identifying ambassadors of change can assist with aspects of project related changes.
- You don't have all the answers – stakeholders can help you!!!



Challenges with Virtual Stakeholders

- No in-person meetings.
- Project team collaboration and onboarding
- Meeting participant engagement.
- Work life balance considerations.
- Technology issues across the environment.



How to Get the Results from Stakeholders

- Defining roles that fit your stakeholder's strengths.
- Identify the right stakeholders at the right time in your project.
- Use available industry standards and toolkits.
- Project team skills – facilitation, influencing, negotiation, flexibility, etc.
- Communicate, communicate, communicate!



Stakeholder Experiences & Challenges

- Large scale technology implementation with multiple field office locations.
- Large scale programmatic implementation with multiple external group perspectives.
- Internal technology project with 150+ impacted users.



Stakeholder Experiences & Lessons Learned

- Ongoing & consistent communication is key.
- Stakeholders input valued.
- Stakeholders understand and own their role.
- Stakeholders have the time to dedicate.
- Allow for ongoing involvement after “implementation”.





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