

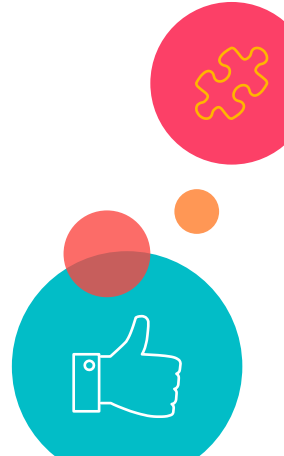
A hand holding a pencil is writing on a document. A large teal circle is overlaid on the center of the image, containing the text 'Demystifying Stakeholder Engagement'. Surrounding the teal circle are several smaller circles in various colors (yellow, orange, red, white) containing icons: a puzzle piece, a lightbulb, and a thumbs up. The background is a blurred image of a person's hands writing on a document.

Demystifying Stakeholder Engagement



Stakeholder Engagement Agenda

- 1** Introduction of the Team
- 2** Introduction to Stakeholder Engagement
- 3** Journey to Demystify Stakeholder Engagement - Video
- 4** Stakeholder Engagement Survey - Animation 1
- 5** Stakeholder Engagement Survey Results
- 6** E.N.G.A.G.E Framework - Animation 2



S.M.E





Steve

Melissa

Elizabeth



Subject Matter Experts

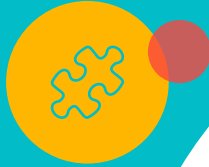




Introduction to Stakeholder Engagement



Stakeholder Engagement Survey Results





- Stakeholder engagement is fundamental to service delivery
- There is an overreliance on email, we should be aiming to meet with people face to face
- People are generally forgiving of not meeting expectations, as long as you tell them early and explain why

- Everyone approaches stakeholder engagement differently
- Maintain open dialogue
- Recognise you can't meet everyone's needs all the time
- Know what your stakeholders think of you





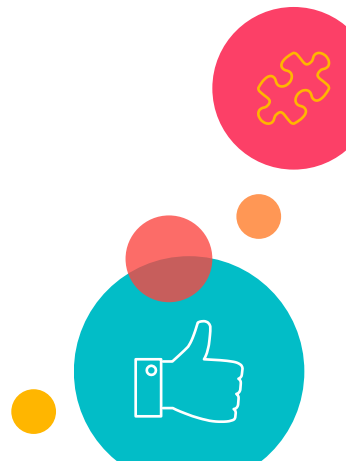
How do you manage your stakeholders?





A word cloud of communication and collaboration terms. The words are arranged in a roughly horizontal shape, with 'Clear' being the largest and most central. Other prominent words include 'Objectives', 'Dialogue', 'Follow-up', 'Contact', 'Acknowledge', 'Awareness', 'Meeting', 'Honest', 'Explain', 'Integrity', 'Prioritise', 'Plan', 'Notes', 'Timeline', 'Collaborative', 'Timely', 'Agree', 'questions', and 'Email'. The words are in various colors including orange, yellow, green, purple, and red.

Objectives Dialogue Acknowledge Awareness Meeting Honest Explain Integrity Prioritise Plan Notes Follow-up Contact Clear Collaborative Timely Agree questions Email Open Timeline





Any advice on managing stakeholders?

“Be transparent with all stakeholders, you need them as much as they need you”

“Trust the abilities and knowledge of your stakeholders”

“Live your cultural qualities, listen and be yourself”

“Good people skills. Understand what their requirements are”





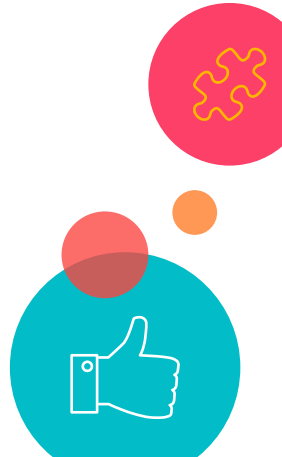
What methods do you find unhelpful?

“When a stakeholder is not interested”

“When the stakeholder fails to articulate requirements clearly”

“Using email when there is a minimal timeframe”

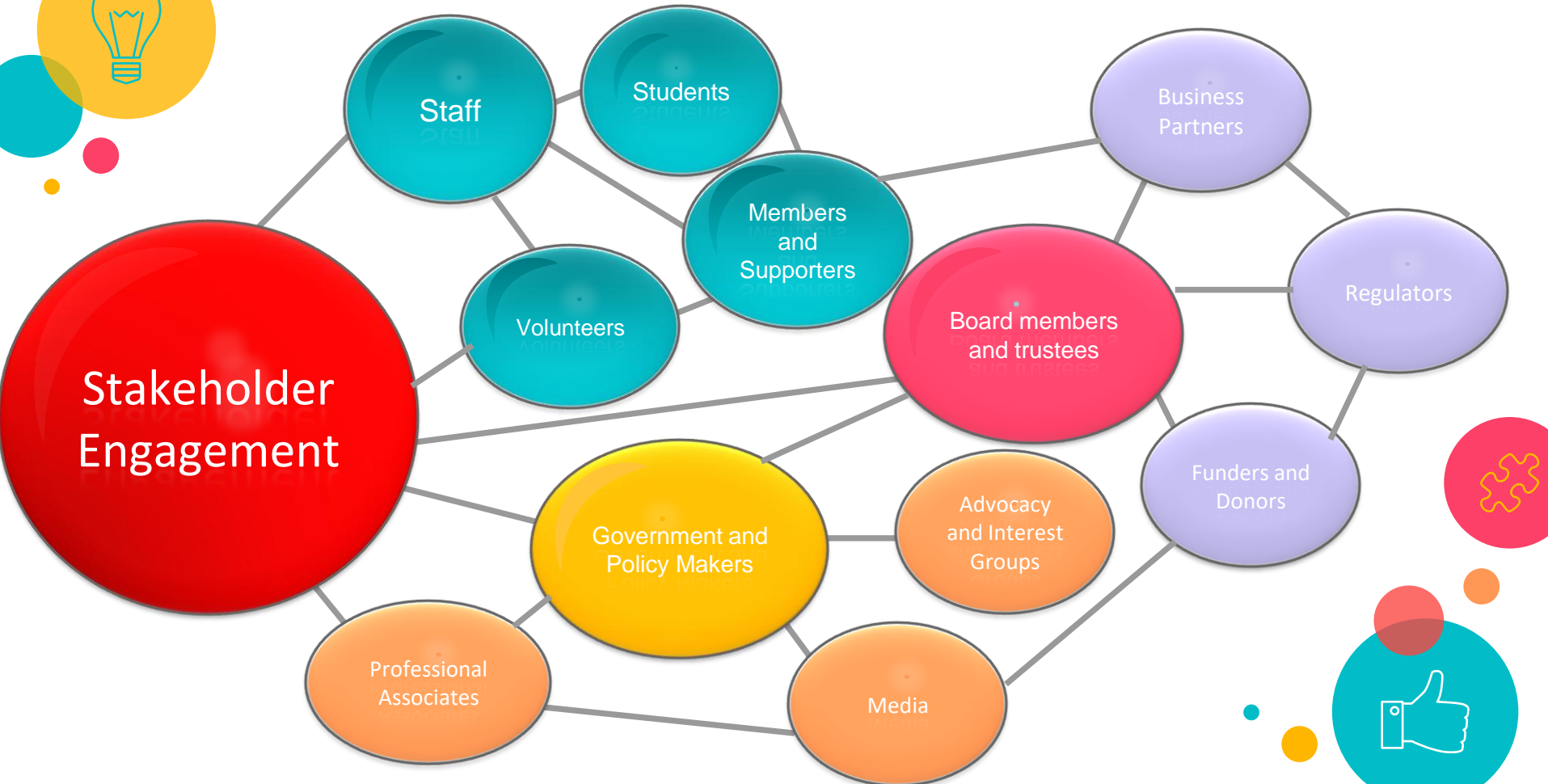
“Not knowing whether someone has received a request.”



The graphic features a large white circle in the center of a teal background. Inside the circle, the text 'E.N.G.A.G.E Framework' is written in a yellow, sans-serif font. Surrounding the circle are several decorative elements: a yellow circle with a puzzle piece icon at the top left, a yellow circle with a lightbulb icon at the top right, a red circle with a thumbs-up icon at the bottom left, and several other smaller circles in orange, pink, and white scattered around the perimeter.

E.N.G.A.G.E Framework

Establish who your stakeholders are





Never make assumptions

**BEFORE YOU
ASSUME,
TRY ASKING.**

80%

Most advised to
avoid making
assumptions

"Not everyone is going to think or believe what you do"

"Understand the context of the request"

"Come from a place of curiosity"

2. Never make assumptio



Go out and meet them

"Meet in person initially"

"Try to have a face to face meeting"

"Face to face ideal"

"Meet them in person if possible"



Ask questions

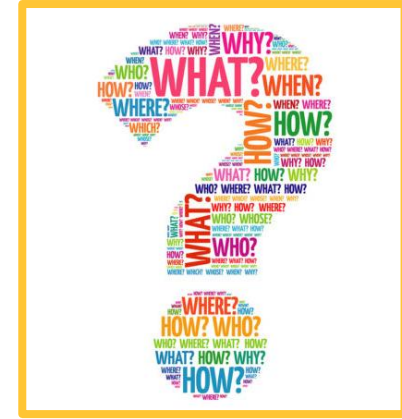
"Clarify with questions"

"Understand the context"

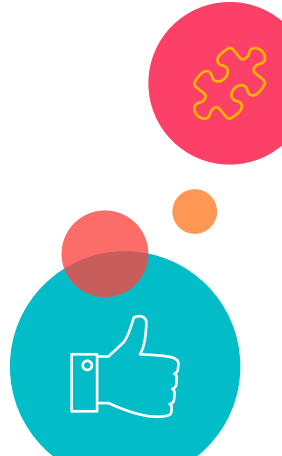
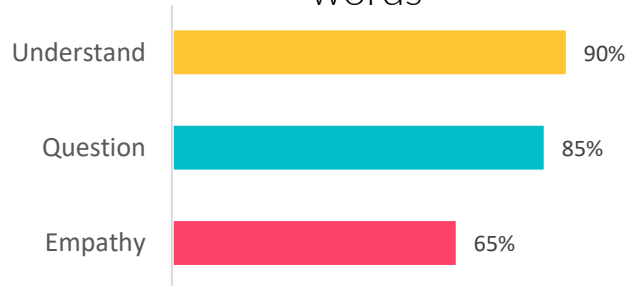
"Ask where they are coming from"

"Understand their requirements"

"If you don't know then find out, ask..."



Three of the most commonly used words



4. Animations!



Give timely updates

"Timely updates"

"Prompt communication"

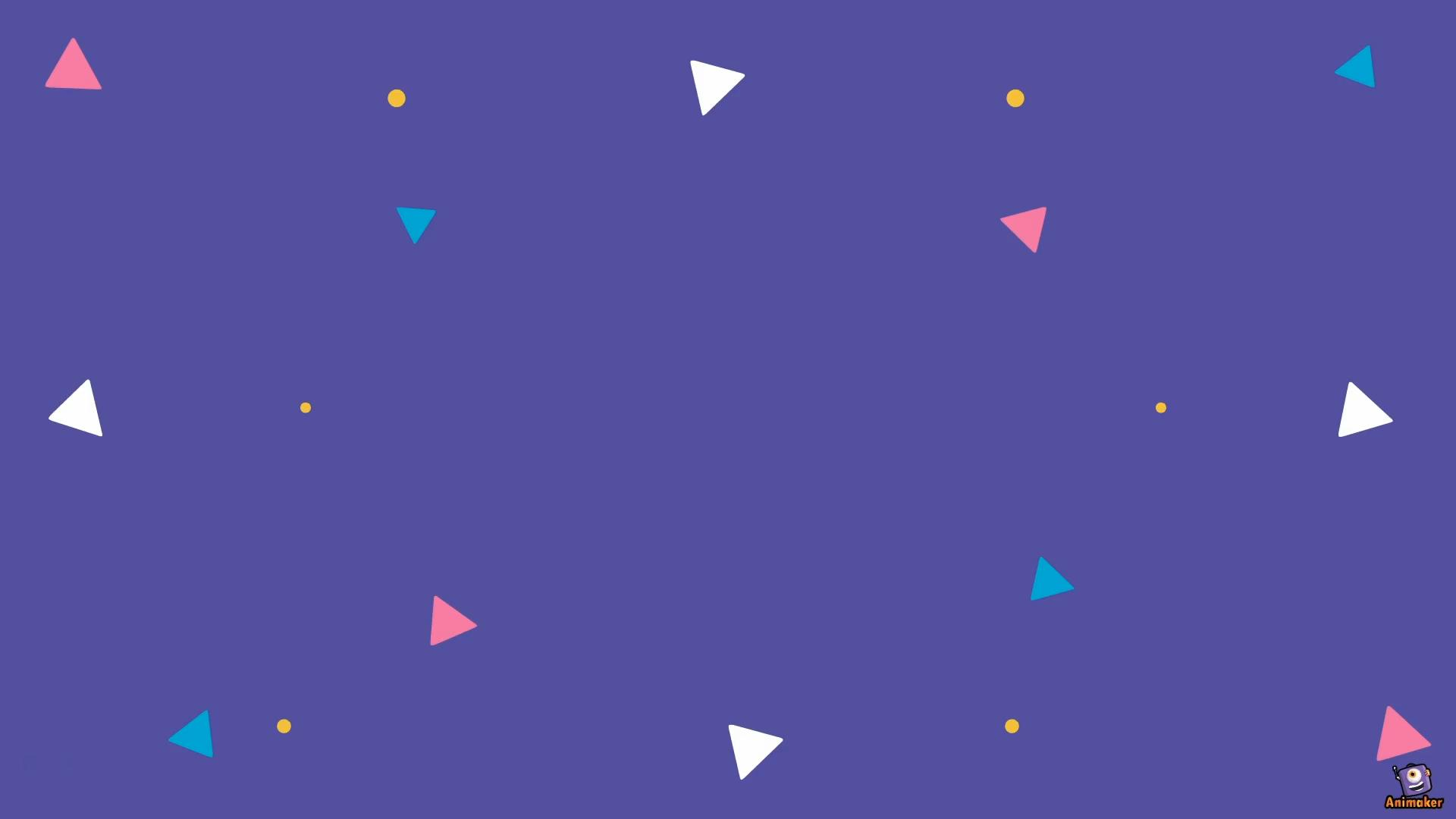
"Status reporting"

"Continuous communication"

"Keep them informed"

"Regular contact"





Demystifying Stakeholder Engagement



When interacting with
stakeholders, always
remember to *engage*

E

**Establish who your
stakeholders are**

N

Never make assumptions

G

Go out and meet them

A

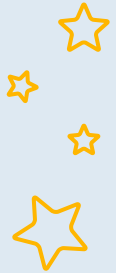
Ask questions


G

Give timely updates

E

Evaluate what works





“Include them in your ecosystem... Make them feel part of the community that you are in...”

They need a lot of love and attention.”





*“Stay in touch with [your stakeholders]
informally but relentlessly.”*





Thanks!

Any questions?

