



بسم الله الرحمن الرحيم

((وَقُلْ رَبِّ زِدْنِي عِلْمًا))

(اللهم صل وسلم وبارك على سيد الخلق سيدنا محمد)

PMP (Project Management Professional)

Presented by

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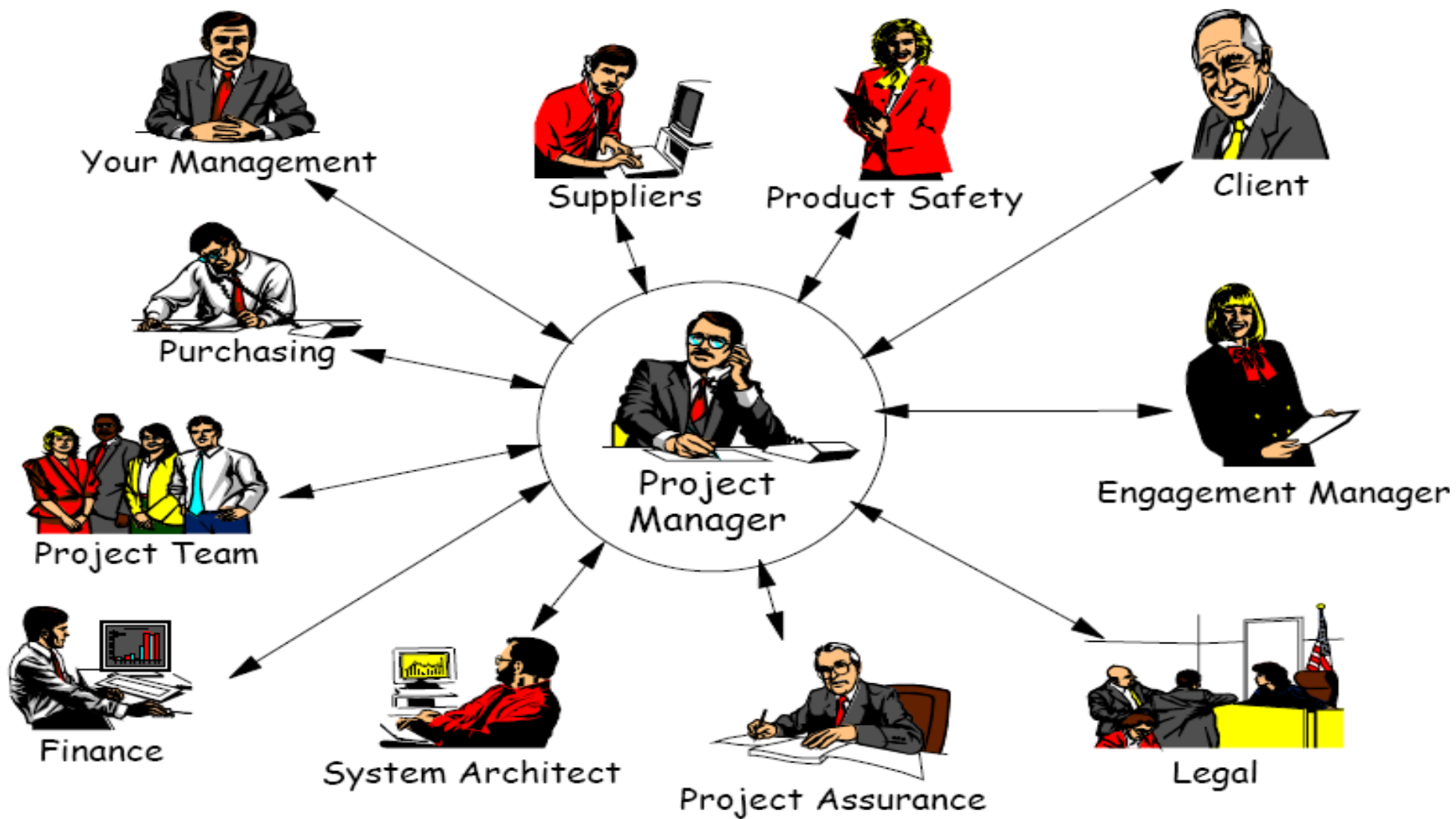
Project Stakeholders Management

Unit 13

Project Communication Management

Project Stakeholder Management includes the 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

		Process Group				
Knowledge Area		Initiating	Planning	Executing	Monitoring & Controlling	Closing
	Integration	Develop Project Charter	Develop Project Management Plan	Direct & Manage Project Execution	Monitor & Control Project Work Perform Integrated Change Control	Close Project or Phase
	Scope		Plan Scope Management Collect Requirements Define Scope Create WBS		Validate Scope Control Scope	
	Time		Plan Schedule Management Define Activities Sequence Activities Estimate Activity Resource Estimate Activity Duration Develop Schedule		Control Schedule	
	Cost		Plan Cost Management Estimate Costs Determine Budget		Control Costs	
	Quality		Plan Quality Management	Perform Quality Assurance	Control Quality	
	HR		Develop HR Plan	Acquire Project Team Develop Project Team Manage Project Team		
	Comm.		Plan Communication management	Manage Communications	Control Communication	
	Risk		Plan Risk Management Identify Risks Perform Qualitative Analysis Perform Quantitative Analysis Plan Risk Responses		Control Risks	
	Procurement		Plan Procurements	Conduct Procurements	Control Procurements	Close Procurements



Identify Stakeholders (13.1)

- Process of identifying all people or organizations impacted by the project, and documenting relevant information regarding their interests, involvement, and impact on project success.
- Stakeholders are persons and organizations such as customers, sponsors, the performing organization.
- It is critical for project success to identify the stakeholders early in the project, and to analyze their levels of interest, expectations, importance and influence.
- As the project manager's time is limited and must be used as efficiently as possible, these stakeholders should be classified according to their interest, influence, and involvement in the project.

Identify Stakeholders (13.1)

- **Project Charter (Input)**
- **Procurement Documents (Input)**
- **Enterprise Environmental Factors (Input)**
- **Organizational Process Assets (Input)**

Identify Stakeholders (13.1)

Stakeholder Analysis (Tools and Techniques)

Stakeholder analysis is a technique of systematically gathering and analyzing quantitative and qualitative information to determine whose interests should be taken into account throughout the project.

Stakeholder analysis generally follows the steps described below:

Step 1:

Identify all potential project stakeholders and relevant information, such as their roles, departments, interests, knowledge levels, expectations.

Step 2:

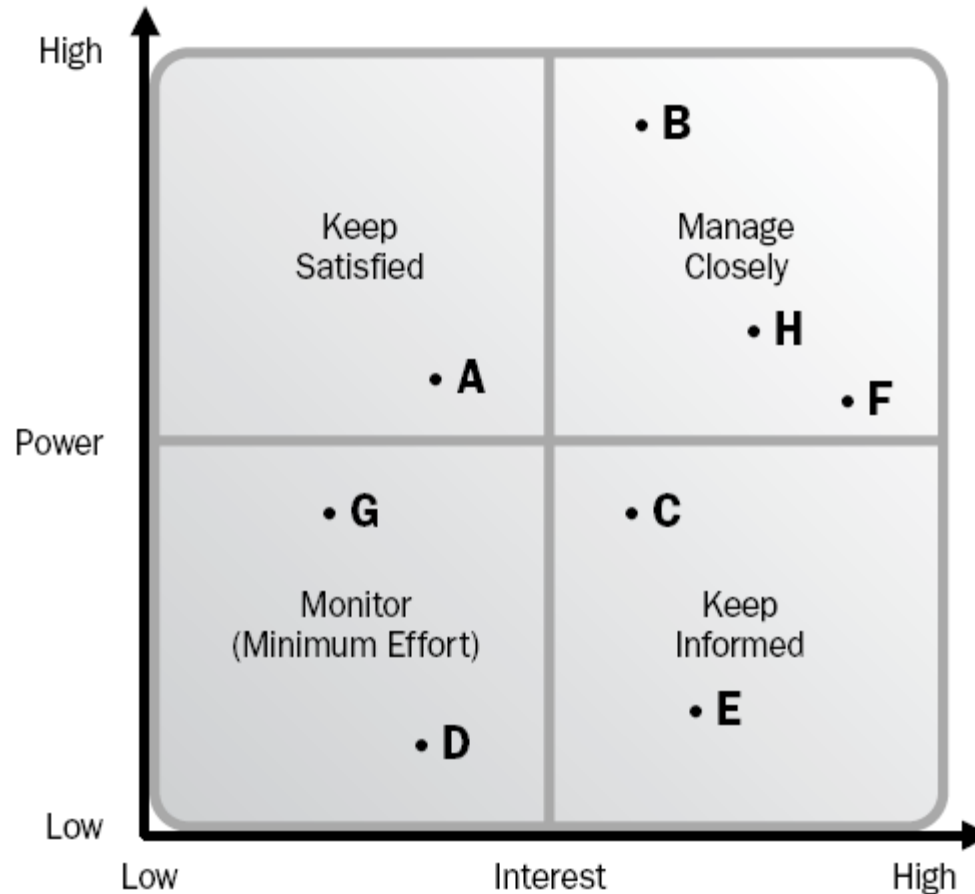
Identify the potential impact or support each stakeholder could generate, and classify them so as to define an approach strategy.

Step 3:

Assess how key stakeholders are likely to react or respond in various situations.

Identify Stakeholders (13.1)

Stakeholder Analysis (Tools and Techniques)



Example Power/Interest grid with Stakeholders

Identify Stakeholders (13.1)

Stakeholder Register (Outputs)

- **Identification information:**
Name, organizational position, location, role in the project, contact information;
- **Assessment information:**
Major requirements, main expectations, potential influence in the project, phase in the life cycle with the most interest; and
- **Stakeholder classification:**
Internal/external, supporter/neutral/resistor, etc.

Identify Stakeholders (13.1)

Stakeholder Register (Outputs)

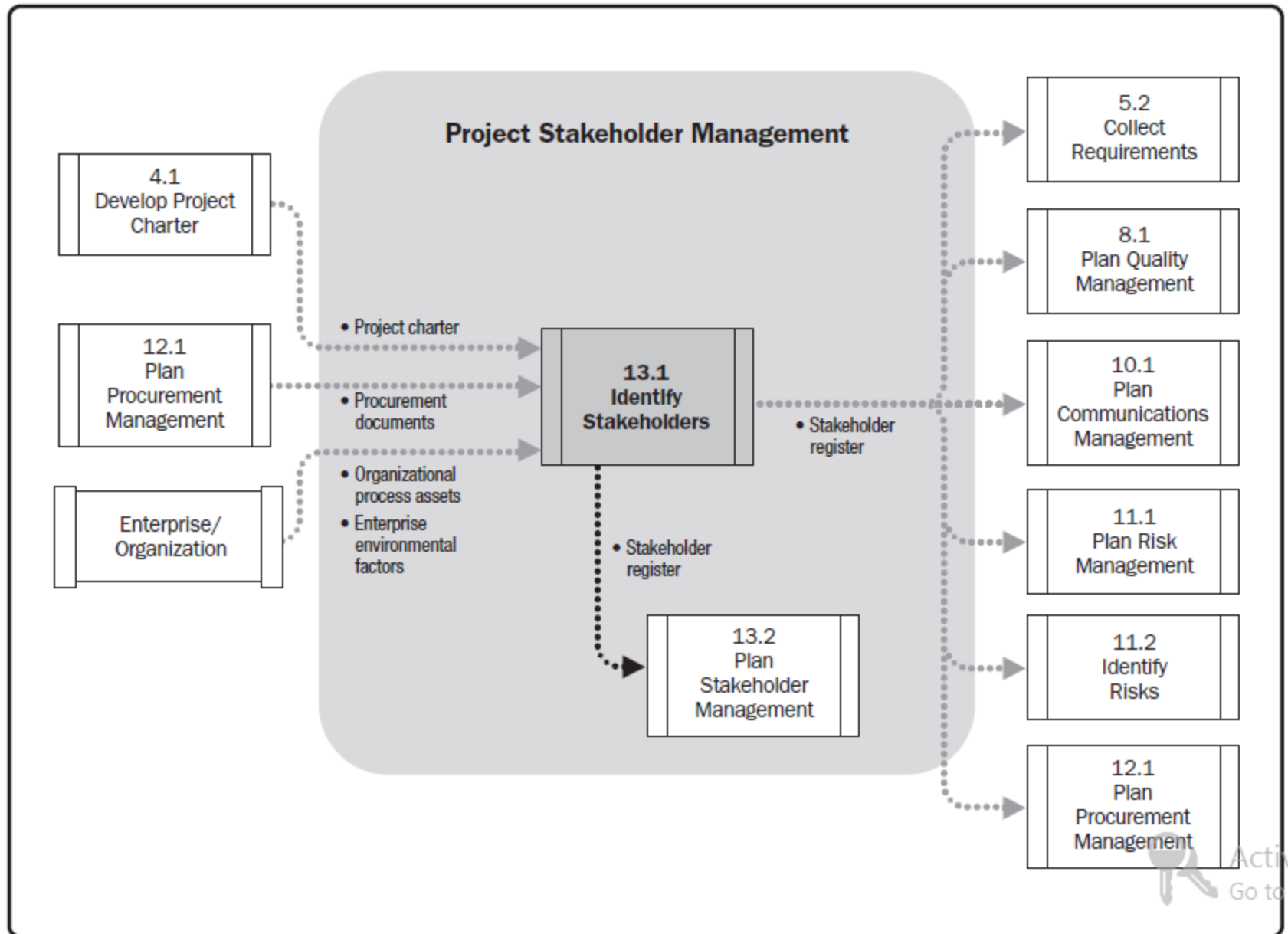
Stakeholder Register										
Project Title							Project Number			
ID	Name	Title	Department(s)/ Supervisor	Contact Information	Impact					
					Major Requirements	Main Expectations	Influence (1 to 5)	Role(s) in Project	Responsibilities in Project	Classifications
1										
2										
3										

Identify Stakeholders (13.1)

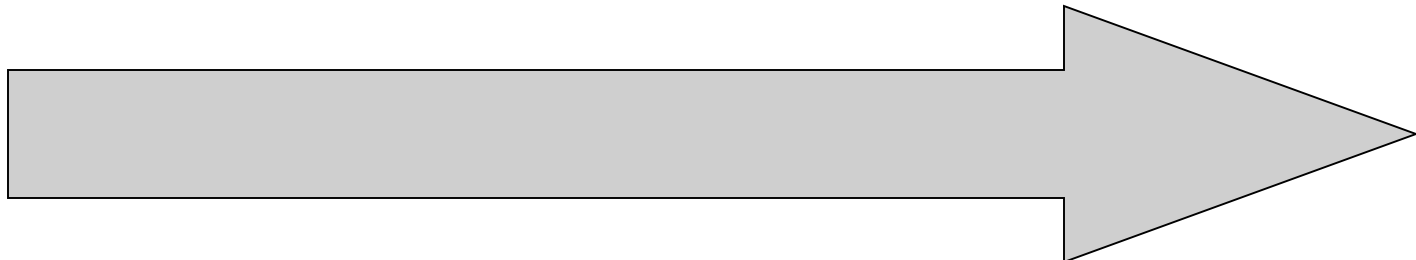
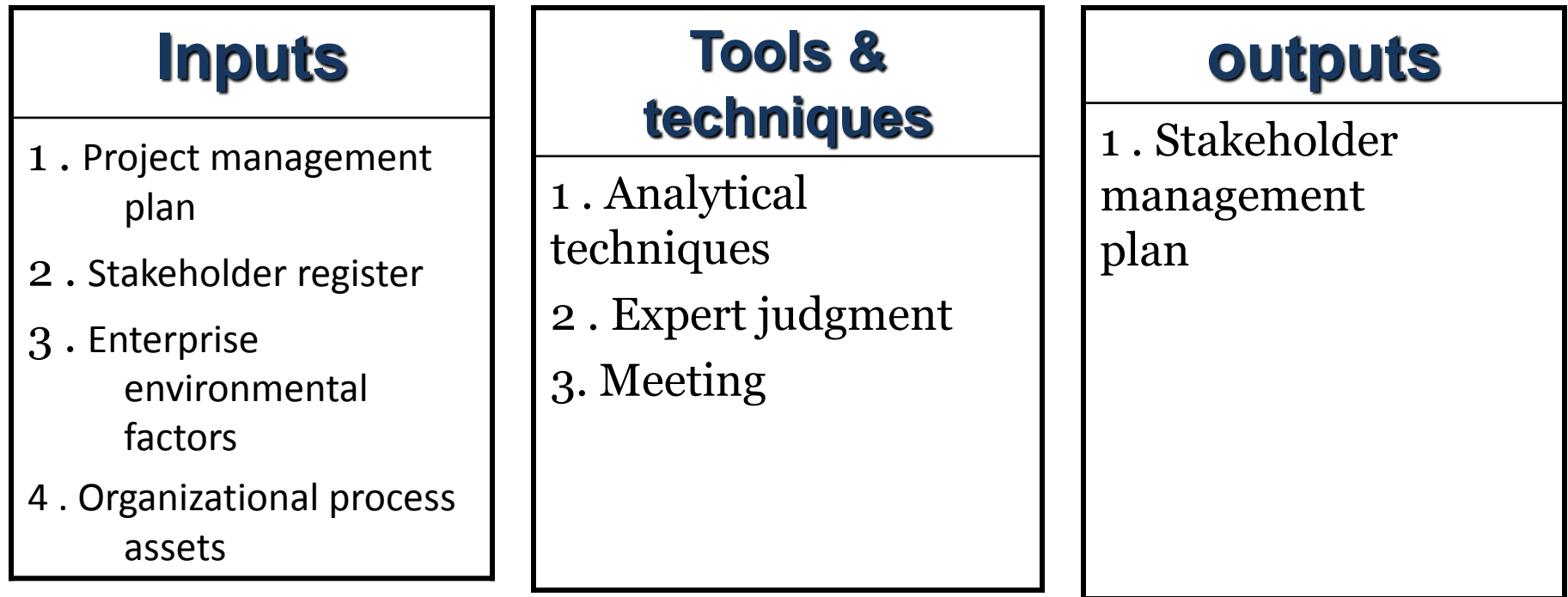
Inputs	Tools & techniques	outputs
<ul style="list-style-type: none">1 . Project charter2 . Procurement documents3 . Enterprise environmental factors4 . Organizational process assets	<ul style="list-style-type: none">1 . Stakeholder analysis2 . Expert judgment3. Meeting	<ul style="list-style-type: none">1 . Stakeholder register



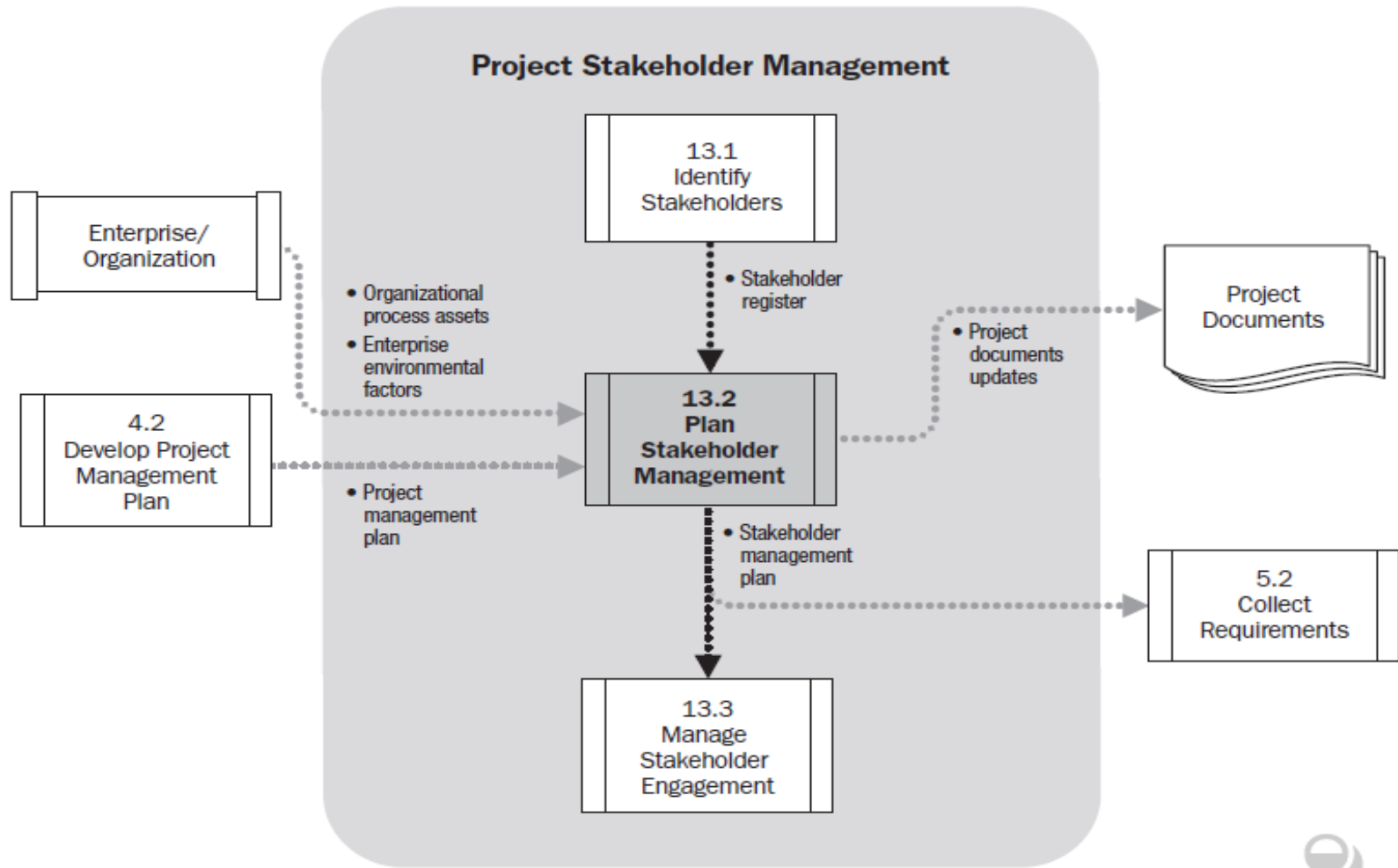
Identify Stakeholders (13.1)



Plan Stakeholder Management (13.2)



Plan Stakeholder Management (13.2)



Manage Stakeholder Engagement(13.3)

- The process of communicating and working with stakeholders to meet their needs and addressing issues as they occur.
- Managing expectations helps to increase the probability of project success by ensuring that the stakeholders understand the project benefits and risks.
- By anticipating people's reaction to the project, preventive actions can be taken to win their support or minimize potential negative impacts.

Manage Stakeholder Engagement(13.3)

inputs

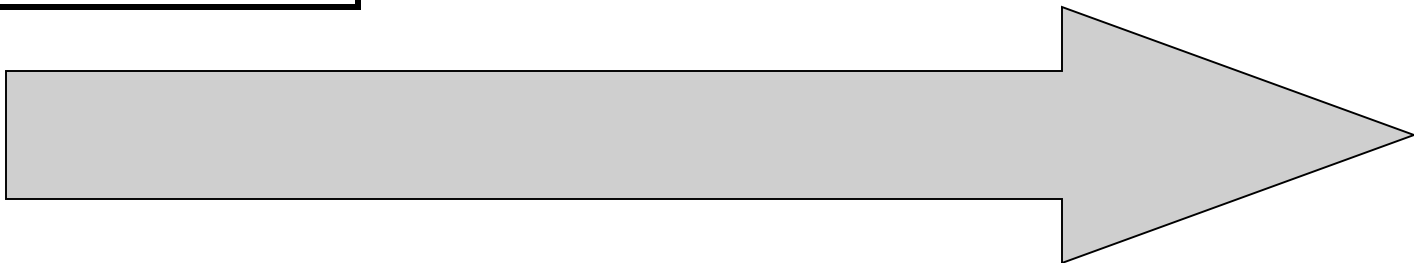
- 1 . Stakeholder management plan
- 2 . Communications management plan
- 3 . Change log
- 4 . Organizational process Assets

Tools & techniques

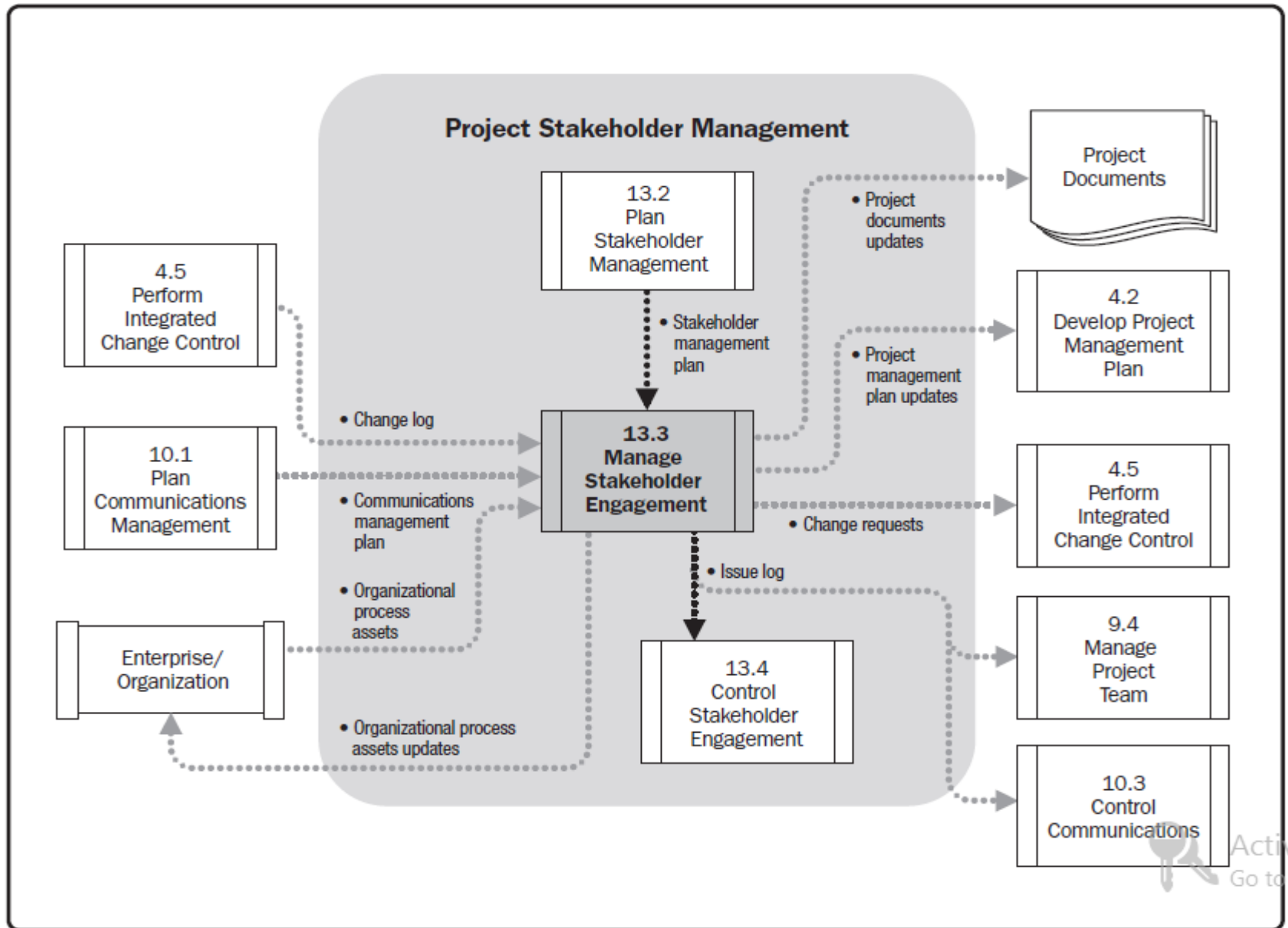
- 1 . Communication methods
- 2 . Interpersonal skills
- 3 . Management skills

outputs

- 1 . Organizational process assets updates
- 2 . Change requests
- 3 . Project management plan updates
- 4 . Project document updates
5. Issue log



Manage Stakeholder Engagement(13.3)



Control Stakeholder Engagement(13.4)

inputs

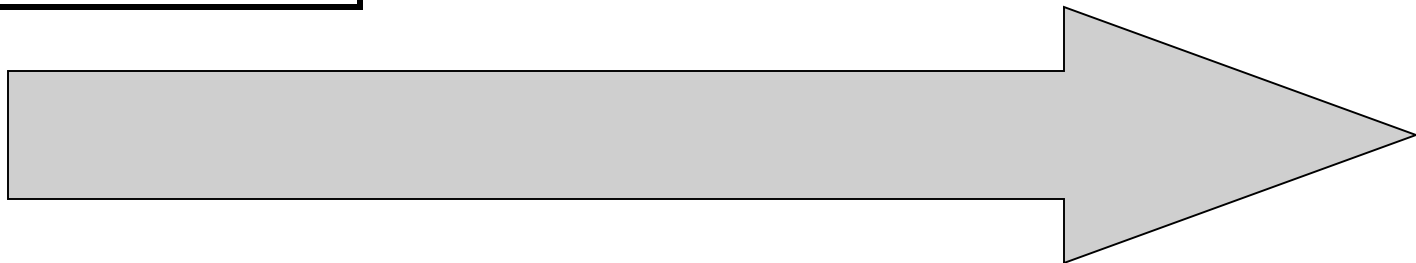
1. Project management plan
2. Issue log
3. Work performance data.
4. Project documents

Tools & techniques

- 1 . Information management systems
- 2 . Expert judgment
- 3 . Meetings

outputs

- 1 . Work performance information
- 2 . Change requests
- 3 . Project management plan updates
- 4 . Project documents updates
5. Organizational process assets updates



Control Stakeholder Engagement(13.4)

