

Managing Stakeholder Expectations

Course Description

Managing stakeholder expectations was a new addition to the *PMBOK*[®] *Guide* in 2008, but savvy project managers have always understood the need to keep stakeholder interests in mind. This workshop will lay the groundwork for what you need to know to be ready to manage stakeholder expectations and will follow with tips and techniques to help your projects run more smoothly.

Who Should Attend?

The workshop is intended for project managers, project team members, business analysts, technical specialists, subject matter experts, and other project stakeholders who have had no formal project management training and/or minimal project management experience.

Workshop Objectives

In this course participants will learn to:

- ◆ Identify key stakeholders
- ◆ Develop a power and interest matrix to analyze stakeholders
- ◆ Use techniques to set expectations with stakeholders
- ◆ Respond to stakeholders during project execution

Course Materials

The workshop includes a detailed Participant Guide that has references to *A Guide to the Project Management Body of Knowledge*, the international ANSI standard of the Project Management Institute. The Participant Guide illustrates tools and techniques with a comprehensive project example and describes a simplified project planning process.

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	Project Management Institute
	Core Performance Concepts Inc.