

MANAGE PROJECT STAKEHOLDER ENGAGEMENT

1 Identify and address stakeholder interests

1.1A. Identify stakeholders relevant to project objectives.

The Stakeholders for the sport field lighting project are Somerset regional council, Fernvale sports park and the many sport clubs that use the fields.

1.1B. Segment stakeholder interests and determine forms of engagement

Somerset council, have engaged this work due to requests from the local members of the clubs and in turn having night games will bring in revenue to the local area.

The Fernvale sports park will benefit from the increased revenue from the clubs able to now play into the night.

The sporting clubs (AFL, Cricket, Netball) now have the flexibility to offer more games for the members whom cannot play before it gets dark.

1.1C. Consider interests of stakeholders when considering and advising on project management issues.

Careful considerations were made during the project from the project management team, such as turf rectification. By designing the cable route carefully limited damage was made to the playing fields, giving the club a shorter 'out of action' time. This engagement with the club as a stakeholder benefits them and in turn has not affected the bottom line of the project, keeping the project sponsors happy.

1.1D. Identify and implement actions to address differing interests where required.

As the project has many different stakeholders there was bound to be differing opinions, these were handled using a series of meetings where the project and the implementation of the project were carefully negotiated.

2 Manage effective stakeholder engagement

1.2A. Support development of team members' interpersonal skills in effective stakeholder engagement.

Understanding our team members interpersonal skills is important to understand how to interact and guide staff through projects and work life. Lightscape utilises the IMA Diagnostic program, to help project management and staff understand their particular skills, and in turn modify them, to interact with different stakeholders.

1.2B. Distribute team work effectively to ensure defined project roles are followed.

The Lightscape team have defined roles within the company but also have the skill level to be an all-rounder, having a dynamic team helps the project by reducing the number of people needed to complete the task.

1.2C. Identify and clarify stakeholder behavioural expectations, where required.

Behaviour and expectations are defined within the Community and stakeholder engagement policy for all Lightscape staff.

Other stakeholder behaviour is out of Lightscape's hands, but poor behaviour will not be tolerated, and meeting between Lightscape and other stakeholders will be organised and issues raised, with a hopeful resolution.

1.2D. Openly lead stakeholder performance reviews.

At the beginning of a project Lightscape undertakes a stakeholder performance appraisal, in which Lightscape can assess the perceptions of customers, employees, suppliers, shareholders and the community interested in the project. Using this Lightscape can understand and engage with the stakeholders and fill in the gaps on stakeholder perception.

1.2E. Identify and address individual development needs and opportunities to support stakeholder engagement.

3 Manage stakeholder communications

1.3A. Determine and document stakeholder communication needs.

Prior to the project commencement, consultation was made with the stakeholders involved as to the best way to communicate with all parties. It was determined that all communication was to take place via Email, to track all actions and conversations. Any phone calls made were to follow up with an Email. The Email conversations show transparency between stakeholders and can be referred to if required. All project reporting will be sent through via email.

At the end of the project these Emails will be archived for future reference if required.

1.3B. Ensure relevant stakeholders agree to communication method, content and timing of engagement.

As Previously mentioned consultation was made with the relevant stakeholders regarding communication, a process for reporting and communication was created.

1.3C. Communicate information as planned and in line with authority levels, identifying and addressing variances.

During the communication meeting it was determined that certain stakeholders would receive different levels of communications, relevant to their position. (Example, The Sporting clubs would not require full financial breakdowns.)

A stakeholder communication list was made with agreements made on what they shall receive.