







STAKEHOLDER ENGAGEMENT: practical insights for Advanced PMOs



 





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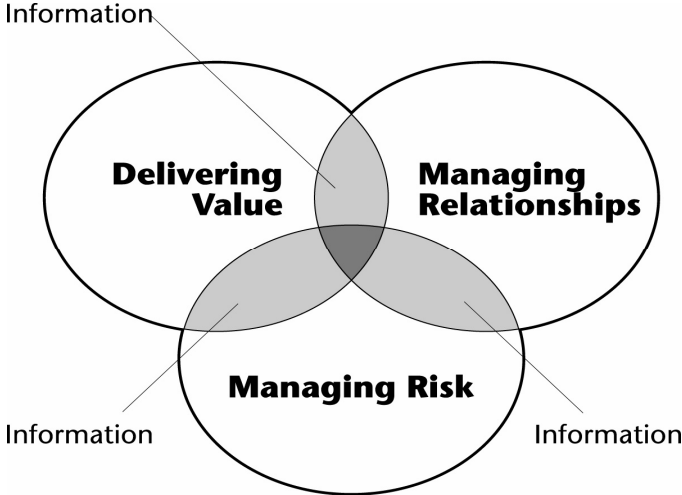


Today

- Promoting PMO success
- What is a PMO?
- S.H.E. is the key
- Communication is the tool
- Becoming a trusted advisor
- Moving from servant to partner



Promoting success



Information




Delivering Value

Managing Relationships

Managing Risk

Information

Information






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	1	2	3	4	5	6
	Monitor and Control	Methodology and resourcing support	Mentoring and PM career support	Governance support/ Strategy alignment	Value delivery/ benefits realisation	Manage relationships
Project - PjMO	R	R	A? R?	A	A	R
Program - PgMO	R	R	R	A? R?	R	R
Portfolio - PtMO	R	R	R	R	R	R

A = Aware
R = Responsible






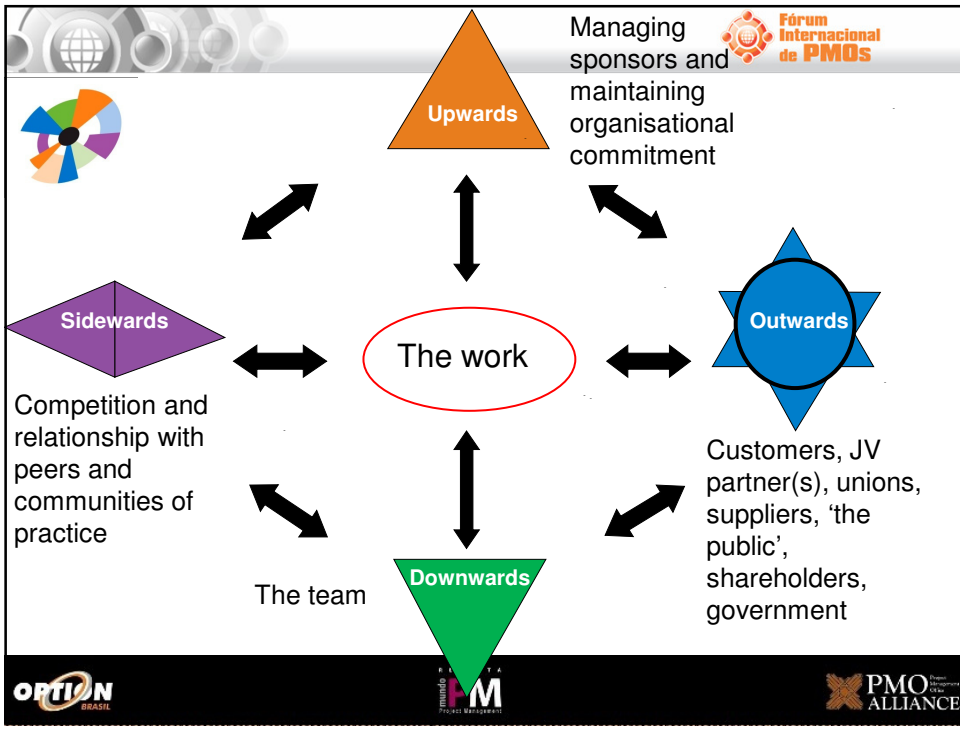
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In English...


- Individuals or groups
- Who are impacted by the work or its outcomes
- Who can impact the work or its outcomes

 ORTON BRASIL  REVISTA mundo PM  PMO ALLIANCE






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Stakeholder analytics: *SHC methodology*

1. Identify
2. Prioritise
3. Visualise
4. Engage
5. Monitor

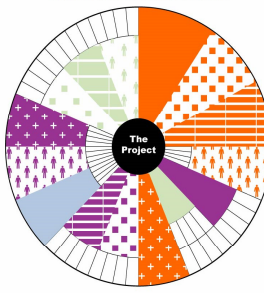




Asset Management Project



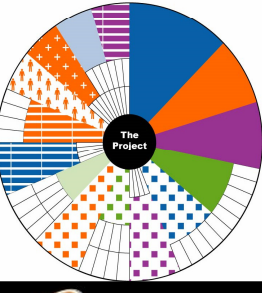
- Sponsor
- Project Team
- CEO
- Senior Leadership Team
- Core Team for Stage 1
- IT Specialists Assigned to Project
- Functional Manager #1
- Information Management Group
- Contractors from Supplier
- Asset Specialists Stage 1
- Asset Specialists Stage 2, 3, 4 & 5
- Auditors
- SAM Supplier
- Functional Manager #2
- Councilors

Office Accommodation



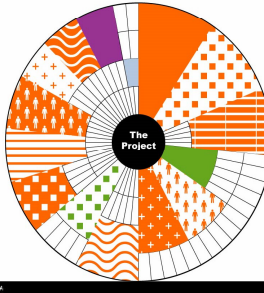
- CEO
- Project Steering Committee
- Executive Implementation Group
- Sponsor
- Project Implementation Group
- Builder
- Councilors
- Technical Advisor - Buildings
- Technical Advisor - IT
- Utilities - Telco, Energy, Water
- Functional Group 1
- Functional Group 2
- Project Management Contractor
- Architect
- Engineers & Specialist Groups

eDocRec Project






- Pilot #1 Staff working with team
- Project Steering Committee
- Regional Chief Technology Officer
- Corporate IT - Technical Contact
- Pilot Group #1
- Div #1
- Project Team
- Sponsor
- Supplier
- Div #2
- Business Owner
- CEO
- IT Steering Committee
- Regional Central Office of the CIO
- Internal Records & Info Specialists

Knowledge Net




- IT Steering Committee
- Project Steering Committee
- CEO
- Functional Manager - Pilot Site #
- Pilot Site 1 - Staff on Project
- Program Manager
- Sponsor
- Manager - Office of CEO
- Project Team - Specialists
- Exec #1
- Functional Manager - Pilot Site #
- IT Director
- Functional Manager - Pilot Site #
- Functional Manager - Pilot Site #
- Other Projects within Department
- Vendor - Outsourced






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Expectations: the secret ingredient



 




  



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Effective stakeholder engagement: applying the analysis strategically



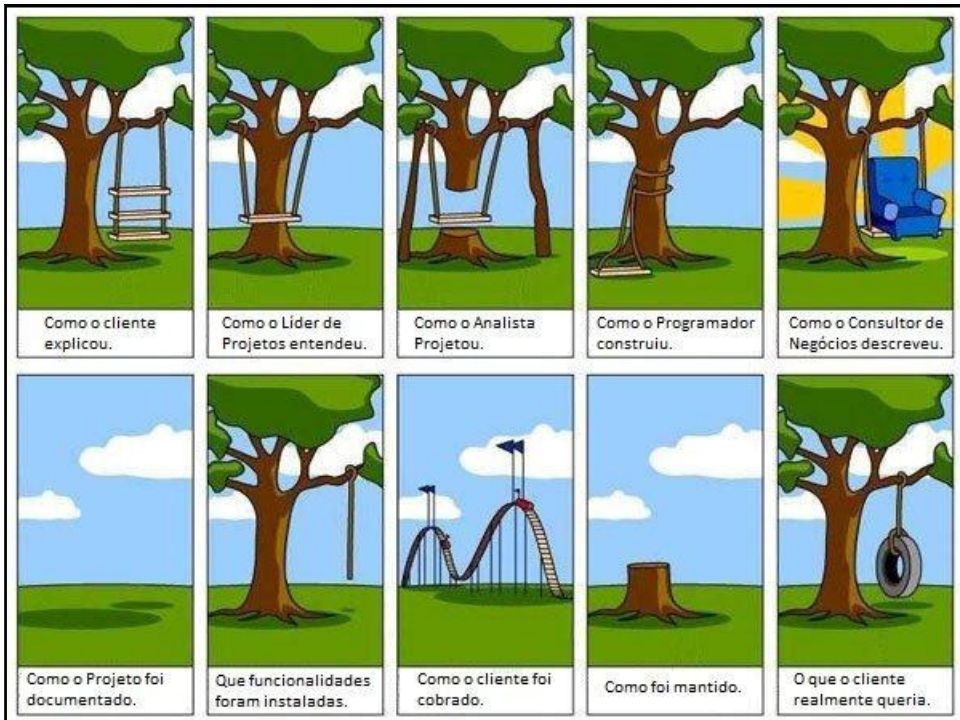
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Communication

Logos: ORTON BRASIL, REVISTA mundo PM, PMO ALLIANCE




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Neuroscience view






- Status
- Certainty
- Autonomy
- Relationships
- Fairness











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Advising upwards: becoming a trusted advisor




LB's 3 rules for advising upwards


1. No problems: recommendations
2. Business language
3. Make them look good






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A Day in the Life... 






Trust, credibility, influence

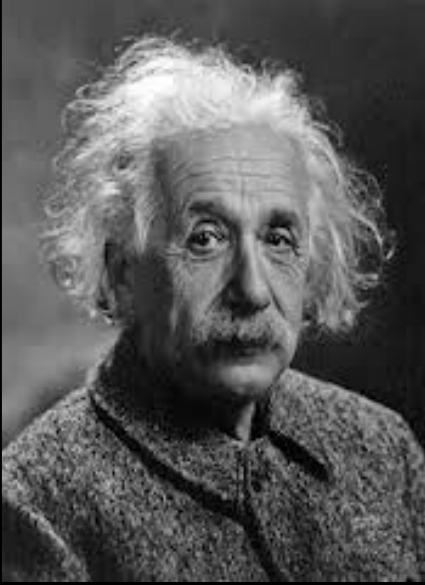







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From servant to partner






“If I were given one hour to save the planet, I would spend 59 minutes defining the problem and one minute resolving it,”

Albert Einstein.










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What do you need to do?

1. Where is your PMO now
2. Where do you want to be?
3. How do you get there?
4. *Involve your stakeholders*
5. Their expectations: are they being met?
How will you know?



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