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BSBPMG621 Facilitate stakeholder engagement

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to facilitate stakeholder engagement in a program. It includes the performance criteria required to demonstrate competency in working with stakeholders to achieve desired program benefits.

A program is defined as a set of interrelated projects, each of which has a project manager. 'Multiple projects', or 'a program of projects', refers to a number of related projects managed by the same person as a program to achieve organisational objective/s.

It applies to individuals who are program managers and those managing a suite of projects (a program). They operate within assigned authority levels, are responsible for their own performance, program outcomes, and sometimes the performance of others.

Individuals in this role may be operating within an organisation, a business or working as a consultant.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Management and Leadership – Project Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Communicate effectively with stakeholders	1.1 Identify and document program stakeholders and their communication needs as they apply to the given program of work 1.2 Engage with pertinent stakeholders and agree on communication approaches in accordance with organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	1.3 Communicate information as planned and address identified variances
	1.4 Monitor communication interfaces among constituent projects, aligning to relevant program objectives
2. Facilitate stakeholder commitment	2.1 Investigate, document, and consider the interests and expectations of pertinent stakeholders when making program decisions
	2.2 Develop and implement approaches to influence ongoing stakeholder commitment, in accordance with organisational policies and procedures
	2.3 Accommodate differing stakeholder interests and expectations, escalating where necessary
	2.4 Share evolving stakeholder interests and expectations across the program
3. Assess effectiveness of stakeholder engagement	3.1 Conduct analysis of interactions with pertinent stakeholders and document outcomes to reach desired outcomes
	3.2 Assess effectiveness of stakeholder interaction in line with program objectives and organisational policies and procedures
	3.3 Develop plan for future stakeholder engagement based on findings of analysis conducted

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Organises, evaluates and critiques ideas and information from complex texts
Writing	• Develops a range of project related documents using appropriate format, vocabulary and structure
Oral Communication	• Participates in a range of verbal exchanges using language and features appropriate to audience • Uses active listening and questioning techniques to confirm understanding
Interact with others	• Recognises the importance of taking audience, purpose and contextual factors into account when making decisions about what to

	communicate, with whom, why and how
	• Builds and maintains effective working relationships within and beyond immediate work context
	• Actively identifies, creates and utilises linkages to enhance knowledge sharing and commitment
Get the work done	• Develops flexible plans for complex, high impact activities with strategic implications that involve a diverse range of stakeholders with potentially competing demands
	• Identifies issues and uses analytical techniques to generate and evaluate possible solutions and to make decisions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG621 Facilitate stakeholder engagement	BSBPMG611 Facilitate stakeholder engagement	Updates to elements, performance criteria and assessment requirements	Equivalent

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10