



**Australian Government**

# **BSBPMG611 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 1.0.

## 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 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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Communicate effectively with stakeholders	1.1 Identify and document program stakeholders and their communication needs 1.2 Agree communication approaches with pertinent stakeholders 1.3 Share information as planned and address identified variances 1.4 Monitor communication interfaces among constituent projects
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 2.3 Accommodate differing stakeholder interests and expectations 2.4 Share evolving stakeholder interests and expectations across the program

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

Skill	Performance Criteria	Description
Reading	1.1, 2.1, 2.1	<ul style="list-style-type: none"> <li>Organises, evaluates and critiques ideas and information from complex texts</li> </ul>
Writing	1.1, 2.1, 2.2	<ul style="list-style-type: none"> <li>Develops a range of project related documents using appropriate format, vocabulary and structure</li> </ul>
Oral Communication	1.2, 2.1	<ul style="list-style-type: none"> <li>Participates in a range of verbal exchanges using language and features appropriate to audience</li> <li>Uses active listening and questioning techniques to confirm understanding</li> </ul>
Interact with others	1.2, 1.3, 2.1, 2.2, 2.3, 2.4	<ul style="list-style-type: none"> <li>Recognises the importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how</li> <li>Builds and maintains effective working relationships within and beyond immediate work context</li> <li>Actively identifies, creates and utilises linkages to enhance knowledge sharing and commitment</li> </ul>
Get the work done	1.1, 1.3, 1.4, 2.1, 2.2, 2.4	<ul style="list-style-type: none"> <li>Develops flexible plans for complex, high impact activities with strategic implications that involve a diverse range of stakeholders with potentially competing demands</li> <li>Identifies issues and uses analytical techniques to generate and evaluate possible solutions and to make decisions</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG611 Facilitate stakeholder engagement	Not applicable	New unit	No equivalent unit

## Links

Companion volumes available from the IBSA website:

[http://www.ibsa.org.au/companion\\_volumes](http://www.ibsa.org.au/companion_volumes) -

[http://companion\\_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=13](http://companion_volumes.vetnet.education.gov.au/Pages/TrainingPackage.aspx?pid=13)