



Australian Government

BSBPMG418 Apply project stakeholder engagement techniques

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 assist in managing stakeholder relationships during a project. It involves ensuring timely and appropriate involvement of key individuals, organisations and groups throughout the project.

It applies to individuals who are project practitioners working in a project support role.

No licensing, legislative, regulatory 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. Assist in identifying and addressing stakeholder interests	1.1 Assist in identifying stakeholders relevant to project objectives 1.2 Segment stakeholder interests and assist in determining forms of engagement 1.3 Consider interests of stakeholders when advising on project operations 1.4 Support actions to address differing stakeholder interests where required
2. Actively participate in stakeholder engagement	2.1 Apply interpersonal skills to ensure stakeholder engagement is effective 2.2 Conduct stakeholder engagement in line with agreed and defined project roles

ELEMENT	PERFORMANCE CRITERIA
	2.3 Establish and clarify stakeholder behaviour expectations where required 2.4 Openly engage with stakeholder performance reviews 2.5 Recognise and address development needs and opportunities to support stakeholder engagement
3. Assist stakeholder communications	3.1 Assist in determining and documenting stakeholder communication needs 3.2 Assist in negotiating agreement on project communication method, and content and timing of stakeholder engagement 3.3 Support communication of information as planned within authority levels, identifying and addressing variances

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, 1.2	Recognises and interprets textual information to determine and adhere to objectives
Writing	1.2, 3.1	Documents findings on communication needs using required formats and structure
Oral Communication	1.1-1.3, 2.1-2.4, 3.1-3.3	- Participates in verbal exchanges using clear and detailed language to provide relevant information - Uses active listening and questioning techniques to elicit views and opinions of others
Navigate the world of work	2.2, 3.3	Understands how own role meshes with others and contributes to broader work goals
Interact with others	1.1-1.4, 2.1-2.5, 3.1-3.3	- Recognises importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how - Collaborates with others as part of familiar routine activities and contributes to specific activities - Uses interpersonal skills to build rapport, negotiate agreement and maintain positive working relationships
Get the work	1.1, 1.2, 2.2, 2.5,	Uses analytical skills to identify stakeholders and

done	3.1, 3.3	determine their needs Follows pre-determined plans to achieve required outcomes
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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBPMG418 Apply project stakeholder engagement techniques	BSBPMG418A Apply project stakeholder engagement techniques	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBPMG418 Apply project stakeholder engagement techniques

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Performance Evidence

Evidence of the ability to:

- work with others to establish various stakeholders needs and interests
- engage with project stakeholders using effective interpersonal skills and appropriate methods of communication
- select and use communications methods relevant to the project needs and stakeholder expectations
- complete all relevant documentation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe different types of stakeholders
- explain the different levels of stakeholder engagement on projects
- describe techniques and strategies for stakeholder engagement
- explain why the interests and expectations of stakeholders must be considered
- describe common problems leading to variances in stakeholder engagement.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership – project management field of work and include access to:

- project documentation detailing stakeholder engagement
- examples of stakeholder engagement activities.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

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