

Review Programme for Programme/ Project Stakeholders

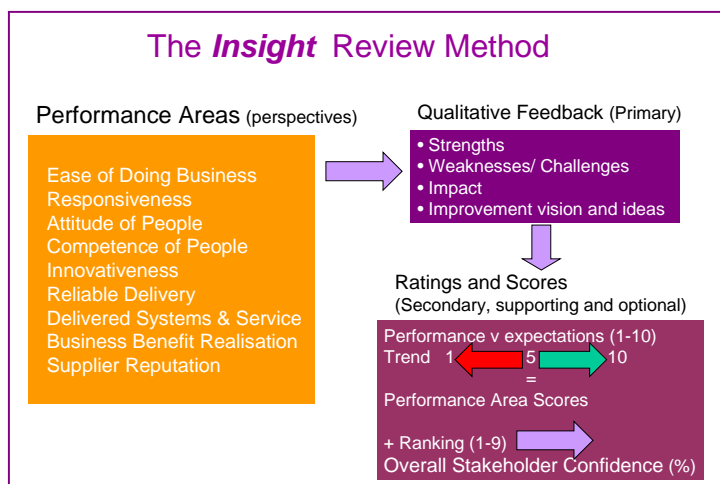
A foundation for improved performance from a key stakeholder perspective

Designed For:

Programme and project teams who want to obtain an independent and in-depth insight into the expectations and perceptions of key stakeholders, as a foundation for establishing, refining and evaluating action plans that will deliver real and sustainable improvement in performance from a stakeholder perspective.

Objectives

To provide programme/ project management with a depth of key stakeholder perceptions across a broad range of perspectives, and to analyse this feedback to identify improvement needs and priorities.



This is based on a programme of in-depth, face to face reviews with key stakeholders on a one-to-one basis, and using the *Insight* method of review and analysis, incorporating both qualitative and quantitative elements.

Organisational Benefit

There are benefits at a programme/ project level and a personal level. The programme will benefit from improved insight into key stakeholder expectations and perceptions, leading to improved stakeholder confidence in the programme and the programme/project organisation. The programme/ project leadership will also benefit from adopting an enhanced approach to determining and evaluating programme/ project success, which takes account of key stakeholder expectations and ambitions.

Programme

A typical *Insight* review programme involves:

- A preparatory planning, briefing and communication phase
- The conduct of the stakeholder reviews, and associated reporting at the individual stakeholder level
- The analysis and interpretation of stakeholder feedback, leading to recommended improvement priorities, as a foundation for action planning and implementation by the programme/ project team.