Student Performance Objective

Given information from discussion, reading, and handouts, students will be able to create a list of contacts that includes his or her organization, all neighboring organizations, and selected state organizations/legislatures.

Overview

• Understanding Stakeholders
• Preparing for a Meeting
• Engaging with Stakeholders
• Following up with Stakeholders
Understanding Stakeholders

- Stakeholder
  - Involvement is
    - Professional
    - Financial
  - May be
    - Internal
    - External
Understanding Stakeholders

You are preparing to meet with internal stakeholders at your department to secure funding for a capital expenditure. You have never attended such a meeting before but know you will need their support to receive funding.

Preparing for a Meeting

• Characteristics of effective meetings
  – Defined type
    • Open communication
    • Task-oriented focus
  – Systematic approach
  – Attention to timeliness

Preparing for a Meeting

• Preparing for the meeting
  – Understand the meeting objectives
  – Be prepared to answer questions
    • Rehearse your presentation
    • Avoid becoming defensive
    • Thank your audience for their questions
Engaging with Stakeholders

- Meeting structure
  - Consideration
  - Initiating

Engaging with Stakeholders

- Facilitating discussions
  - Use whole messages
  - Speak
    - Affectively
    - Ethically

ACTIVE LISTENING SKILLS

- Do I understand you?
- Am I trying?
- Do I want to understand?
- Do I listen?
- Do I allow the other person to speak?
- Do I understand the news?
Engaging with Stakeholders

- Reactions from others
  - Conflict root
  - Open communication
  - Common ground
  - Resolution
  - Professionalism

During the meeting, you listen attentively and ask questions as needed to clarify the expectations of the stakeholders. They have asked you to formulate a plan for your expenditure.
Following up with Stakeholders

• Evaluation of meeting effectiveness
  — Affect Events Theory:
    • Did the meeting accomplish its purpose?
    • Did the meeting appear beneficial?

Following up with Stakeholders

• Following up
  — Summarize events discussed
  — Follow up on progress of tasks
  — Schedule next meeting
Following up with Stakeholders

In the weeks following the meeting, you have reached out to your stakeholders to follow up on their expectations of you and also to update them on the progress of your plan. You tell them that you will be ready to present the plan at their next meeting.

Homework Assignment 1-1c-1

• Using what you have learned in this session, you will work as a group to prepare for a meeting with internal stakeholders from your organization.
• Your instructor will now assign you to groups.
• Your task before Session 4 is to create a written proposal and prepare to meet with the stakeholders.

Review

• Understanding Stakeholders
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• Engaging with Stakeholders
• Following up with Stakeholders
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