



Stakeholder Circle™

Using the *Stakeholder Circle®* Software

Part 9: Plan Communication



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Download additional parts of this manual from:

<http://www.stakeholdermapping.com/stakeholder-management-software-and-tools/98/>





Communication Plan

The Stakeholder Circle software provides a basic means of recording how the team might communicate information about project progress, issues etc. It is not intended to be a CRM tool or meeting manager. Data from Stakeholder Circle can be exported to other specialist tools as necessary.

The screenshot shows the Stakeholder Circle software interface. At the top, there are buttons for 'Main Menu', 'New Stakeholder', 'Help', 'Show All Active', and 'Show Inactive'. Below these are 'Sort By' buttons: 'Number', 'Name', 'Direction', 'Int/Ext', 'Priority', 'Classification1', 'Classification2', 'Print List', and 'Print Reports'. The 'Edit Process' dropdown menu is open, showing options: 'Identification', 'Prioritize', 'Engage', 'Communication' (which is selected and circled in red), 'Manage Issues', and 'History'. Below the dropdown is a table with the following data:

Name	Classification# 1	Classification# 2	Priority	Open Issues	Total Reports	Engagement Index	Status	View Full Details
Edit Miles Green	Team	None(No ac...	1	0	0	61.60	 	Details
Edit Emily Brown	Snr. m'men...	Area 3	2	0	0	50.00	 	Details

Select **Communication** on **edit process** in the **stakeholder list** screen.

Select the **edit** button for the appropriate stakeholder . if this is the first time data is entered you can select the first stakeholder and then move through each record using the **next** or **previous** buttons on the top right hand corner of each screen. To finish and return to **stakeholder list** select **close**

All the information input to date is shown . records that you can't change are greyed out.

The system is pre-set with some standard reports, in this case there are seven. But it is possible to define reports to meet your needs.

If you wanted to use the SHC tool to keep a record to your regular reports you can set up these standard reports for that purpose.

If you wanted to track special or ad hoc reports you can set these up also.





http://120.148.84.163/StakeHolder.aspx - Windows Internet Explorer

http://120.148.84.163/StakeHolder.aspx

Develop Communication Plan :

Importance to Project : Has specialist skills

Requires from Project : Enhanced reputation

Support: 1 1 Receptiveness 5

Engagement Index: 61.60

Current Level of: -

Support: 1 2 3 4 5

Receptiveness: 1 2 3 4 5

Notes & Comments:

Active: ☒ Active ☐ Inactive

View Message: Show All Special or Ad Hoc Report

Select A Standard Report: Project team reports

Or Define a Special or Ad Hoc Report

Message Name: Project team reports - Messenger team lead

Format: ☐ Formal ☒ Informal ☐ Oral ☒ Written

Frequency: Weekly

Contents: Action Items + minutes

Comments: Reports for the team meetings

Message Cancelled by:

Submit Cancel

© Stakeholder Management Pty Ltd.

Patrick French None/No ac... None/No ac... 16 0 0 0.00 Update

Done Internet 100%





To define special reports Select the appropriate button

http://120.148.84.163/StakeHolder.aspx - Windows Internet Explorer

http://120.148.84.163/StakeHolder.aspx

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Develop Communication Plan :

Name : Miles Green Power : 2 Informal Power

Role : team leader Proximity : 4 Internal to the project

Urgency : 4 High level of Urgency

Direction : ☐ U ☐ O ☒ S ☐ D Sidewards(eg Peers) ☐ Internal ☒ External To the organization

Significance To Project : Knowledge Rights

Importance to Project : Has specialist skills Support

Requires from Project : Enhanced reputation

Engagement Index : 61.60

Current Level of : - Target Level for:

Support : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Support : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

Receptiveness : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5 Receptiveness : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

Notes & Comments :

Active : ☒ Active ☐ Inactive

View Message : Show All Special or Ad Hoc Report

Select A Standard Report Or Define a Special or Ad Hoc Report

Submit Cancel

© Stakeholder Management Pty Ltd.

Patrick French

None/no ac... None/no ac... 10 0 0 0.00

Start lb action - Microsoft O... issues in the full versio... http://120.148.84.1... Y:\software manual shc software manual p... 3:53 PM





Develop Communication Plan :

Significance To Project : Knowledge Rights 5

Importance to Project : Has specialist skills Support

Requires from Project : Enhanced reputation 1

Engagement Index : 61.60

Current Level of : - Target Level for:

Support: 1 2 3 4 5

Receptiveness: 1 2 3 4 5

Notes & Comments :

Active: ☒ Active ☐ Inactive

View Message: Show All Special or Ad Hoc Report

Select A Standard Report Or Define a Special or Ad Hoc Report

Message Name: - Messenger: -

Format: ☐ Formal ☐ Informal ☐ Oral ☐ Written

Frequency: Daily

Contents:

Comments:

Message Cancelled by:

Add

Submit Cancel

For special reports enter the necessary information and select **Add**

You can continue to build special reports until all reporting needs are met.

When you have finished select **Show all special or ad hoc reports** the blue button just above the area you have been working on.





Receptiveness : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

Notes & Comments :

Active : ☒ Active ☐ Inactive

View Message : [Show All Special or Ad Hoc Report](#)

Select A Standard Report

Or Define a Special or Ad Hoc Report

Message Name - Messenger

Format ☒ Formal ☐ Informal ☐ Oral ☐ Written

Frequency

Contents

Comments

Message Cancelled by

[Add](#)

[Submit](#) [Cancel](#)

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The system is pre-set with some standard reports . all that is required is to fill in the blank record.

Receptiveness : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

Notes & Comments :

Active : ☒ Active ☐ Inactive

View Message : [Show All Special or Ad Hoc Report](#)

Select A Standard Report

[Or Define a Special or Ad Hoc Report](#)

Notes & Comments :

Active : ☒ Active ☐ Inactive

View Message : [Show All Special or Ad Hoc Report](#)

Message Format ☒ Formal ☐ Informal ☐ Oral ☐ Written Messenger Name

Frequency: Daily Contents: progress and issues

Comments: Cancelled By:

[Cancel Message](#)

Select A Standard Report

[Or Define a Special or Ad Hoc Report](#)

Message Name - Messenger

Format ☐ Formal ☐ Informal ☐ Oral ☐ Written

[Submit](#) [Cancel](#)





http://120.148.84.163/StakeHolder.aspx - Windows Internet Explorer

http://120.148.84.163/StakeHolder.aspx

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Develop Communication Plan :

Significance To Project : Ownership Interest 5

Importance to Project : Important source of funds Support

Requires from Project : More organisational power Receptiveness 1 5

Engagement Index : 50.00

Current Level of : -

Support : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

Receptiveness : ☐ 1 ☐ 2 ☒ 3 ☐ 4 ☐ 5

Notes & Comments :

Active : ☒ Active ☐ Inactive

View Message : Show All Special or Ad Hoc Report

Message : daily update Format : ☒ Formal ☐ Informal ☐ Oral ☐ Written Messenger Name : PM

Frequency: Daily Contents: progress and issues

Comments: Cancelled By:

Select A Standard Report

- Cost Update
- Daily Update
- Executive Reports
- General updates
- Project team reports
- Standards Conformance Report
- Weekly Report

Submit Cancel

© Stakeholder Management Pty Ltd

None/No ac... None/No ac... 16 0 0 0.00 Details

To update, modify standard reports select **manage reports** from the **main menu**

Project Name - august Data Version: 1.00 Data Date: 01/08/1

Active Stakeholders: 16
Inactive Stakeholders: 1
Defined Reports: 7
Current Messages: 1

User Details

Lynda bourne
south melbourne
613 9999999
lynda.bourne@gmail.com

Company Details

stakeholderstuff Pty Ltd
Second Avenue South
Melbourne
lynda.bourne@gmail.com

NO LOGO AVAILABLE

Stakeholder Analysis Processes

- Stakeholder List
Identify and create the list of all Stakeholders
- Create SHC
Generate the Stakeholder Circle
- Engagement Profile
Generate the engagement profile
- Communication Plan
Print the communication plan

Supporting Processes

- Edit Project
- Increment Version
- Set Weightings
- Manage Reports**
- Top 15 Stakeholders
- View Last SHC
- Case Study PDF
- Help





http://120.148.84.163/ManageReports.aspx - Windows Internet Explorer

http://120.148.84.163/ManageReports.aspx

http://120.148.84.163/ManageReports.aspx

Standard Reports august

[Main Menu](#) [New Report](#) [Help](#) [Print Report List](#) [Go Engagement](#)

Sort By: [Report #](#) [Name](#)

ID	Report Name	Contents	Format	Frequency	Comments	Update	Delete
ID- 1	Cost Update	Current and forecast expenditure	<input checked="" type="radio"/> Formal <input type="radio"/> Informal <input type="radio"/> Oral <input checked="" type="radio"/> Written	Monthly		Update	Delete
ID- 2	Daily Update	Task progress and issues	<input type="radio"/> Formal <input checked="" type="radio"/> Informal <input checked="" type="radio"/> Oral <input type="radio"/> Written	Daily	5 minute briefing	Update	Delete
ID- 3	Executive Reports	Summary report Milestones and Earned Value	<input checked="" type="radio"/> Formal <input type="radio"/> Informal <input type="radio"/> Oral <input checked="" type="radio"/> Written	Monthly	Formal 'project report' to senior management	Update	Delete
ID- 4	General updates	Project narrative report - 2 to 4 paragraphs	<input checked="" type="radio"/> Formal <input type="radio"/> Informal <input type="radio"/> Oral <input checked="" type="radio"/> Written	Daily	Designed for general readership by non technical people	Update	Delete

This is a report of the standard reports set up in this instance. You can update, delete or modify at any time. This is achieved by selecting [manage reports](#) on the [main screen](#)

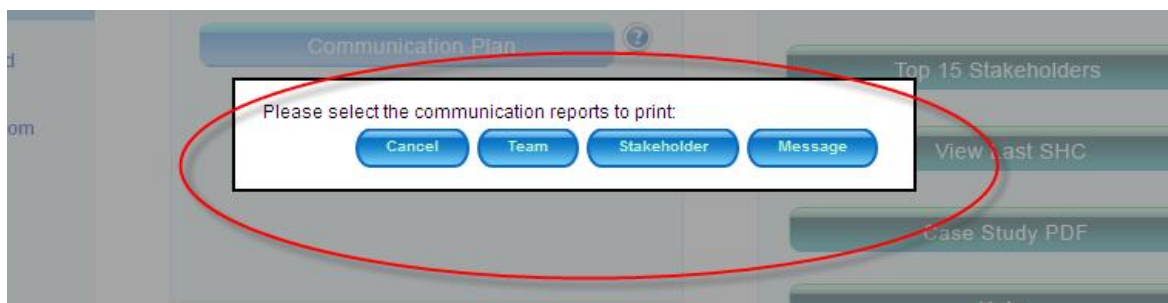




For this pre-set executive report the only data necessary is the messenger.

You will be able to view all communications planned for this stakeholder by scrolling down or by looking at a report. This will be described later.

NOTE: You may not have to define ANY additional reports for most stakeholders. This feature is developed for important stakeholders who will need additional communication effort because they are not as supportive as necessary for success of the project or activity.



You can print out your communication plan data. Select communication plan from the main menu





Stakeholder Identification: august

Stakeholder Circle®
Manage the right stakeholders

Main Menu New Stakeholders Help Show All Active Show Inactive

Sort By: Number Name Direction Int/Ext Priority Classification1 Classification2 Print List Print Reports

Edit Process: ☐ Identification ☐ Prioritize ☐ Engage ☒ Communication ☐ Manage Issues ☐ History

Name	Classification# 1	2	Priority	Open Issues	Total Reports	Engagement Index	Status	View Full Details
Edit Miles Green	Team	None(No ac...	1	0	2	51.60		Details
Edit Emily Brown	Snr. m'men...	Area 3	2	0	4	50.00		Details
Edit Fred Orange	None(No ac...	None(No ac...	3	0	2	25.00		Details
Edit Rose White	Snr. m'men...	None(No ac...	4	0	2	25.00		Details
Edit Steven Smith	None(No ac...	None(No ac...	5	0	1	50.00		Details
Edit Joseph Cotton	None(No ac...	None(No ac...	6	0	1	25.00		Details
Edit Kanye West	Team	None(No ac...	7	0	1	10.38		Details
Edit Nick Frederick	None(No ac...	None(No ac...	8	0	1	51.60		Details
Edit Maria Johnson	None(No ac...	None(No ac...	9	0	1	75.00		Details
Edit Carlos Guitano	None(No ac...	None(No ac...	10	0	1	50.00		Details
Edit Martin Sanders	Team	Area 3	11	0	1	75.00		Details
Edit Chang Ellen	None(No ac...	None(No ac...	12	0	0	36.24		Details
Edit Andrew Johnson	Suppliers	Area 5	13	0	0	50.00		Details
Edit George Jones	Customers	None(No ac...	14	0	0	75.00		Details
Edit Joan Blue	None(No ac...	None(No ac...	15	0	0	10.38		Details
Edit Patrick French	None(No ac...	None(No ac...	16	0	0	0.00		Details

Error on page.

Select 'close' to return to 'stakeholder list'.

This completes the first pass of data entry!

