



Stakeholder Circle™

Using the *Stakeholder Circle®* Software

Part 11: Update stakeholders



Stakeholder Management Pty Ltd

13 Martin Street
South Melbourne VIC 3205 Australia
Tel: +613 9696 8684 Fax: +613 9686 1404
Email: lyndab@stakeholder-management.com



Contents by section (each section can be downloaded separately)

1. Getting started
2. Login:
 - to trial version
 - to full version
3. Applying the methodology
4. Data input: Step 1 – Identify
5. Data input: Step 2 – Prioritize
6. Data input: Step 3 – Visualize
7. Data input: Step 4 – Engage
8. Data input: Step 5 – Measure effectiveness
9. Plan Communication
10. Version control
- 11. Update stakeholders**
12. Review changes
13. Reports
14. Other functions
15. Getting help

Download additional parts of this manual from:

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





Updating the stakeholder community.

Repeat the process described in part 1 if you are adding new stakeholders.

If some individuals or groups are no longer stakeholders you will need to make them inactive. The system retains their information in case you need to refer to them again or if they become stakeholders again at some later date.

Interest Has an interest in, or is affected by the project outcomes

Importance To Project: Power to affect success of the work

Requires From Project: Enhanced reputation

Classification1: None(No action required)

Classification2: None(No action required)

Comments:

Is Active: Active Inactive

Submit Cancel

Stakeholder Identification: august

Main Menu New Stakeholder 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

S

Selecting **inactive** removes the stakeholder from the list. You can see who is **inactive** by selecting the light blue button **show inactive**

Stakeholder Identification: august

Main Menu New Stakeholder 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 | Classification# 2 | Priority | Open Issues | Total Reports | Engagement Index | Status | View Full Details |
|-----------------------------------|-------------------|-------------------|----------|-------------|---------------|------------------|---------------------------------------|-------------------------|
| Edit Steven Smith | None(No ac... | None(No ac... | 5 | 0 | 1 | 50.00 | ■ | Details |
| Edit Chang Ellen | None(No ac... | None(No ac... | 12 | 0 | 0 | 36.24 | ■ | Details |
| Edit Required | None(No ac... | None(No ac... | | 0 | 0 | 0.00 | ■ | Details |

R

Reinstate inactive stakeholder from this list by selecting **edit** and selecting the **active** button on the record. The stakeholder will be returned to the list.





| Number | Name | Direction | Int/Ext | Priority | Classification1 | Classification2 | Print List | Print Reports |
|----------------------|--------------------|---------------|---------------|----------|-----------------|-----------------|------------|-------------------------|
| Edit | Steven Smith | None/No ac... | None/No ac... | 5 | 0 | 1 | 50.00 | Details |
| Edit | Joseph Cotton | None/No ac... | None/No ac... | 5 | 0 | 1 | 25.00 | Details |
| Edit | Kanye West | Team | None/No ac... | 6 | 0 | 1 | 10.36 | Details |
| Edit | Nick Frederick | None/No ac... | None/No ac... | 7 | 0 | 1 | 61.60 | Details |
| Edit | Maria Johnson | None/No ac... | None/No ac... | 8 | 0 | 1 | 75.00 | Details |
| Edit | Carlos Gutano | None/No ac... | None/No ac... | 9 | 0 | 1 | 50.00 | Details |
| Edit | Martin Sanders | Team | Area 3 | 10 | 0 | 1 | 75.00 | Details |
| Edit | Chang Ellen | None/No ac... | None/No ac... | 12 | 0 | 0 | 36.24 | Details |
| Edit | Tracy Fuller | Authoritie... | None/No ac... | 11 | 0 | 0 | 25.00 | Details |
| Edit | George Burns | Rights hol... | None/No ac... | 12 | 0 | 0 | 0.00 | 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 | 10.36 | Details |
| Edit | Patrick French | None/No ac... | None/No ac... | 16 | 0 | 0 | 0.00 | Details |
| Edit | Miles Herriot | Team | None/No ac... | 0 | 0 | 0 | 0.00 | Details |
| Edit | Judith Durham | None/No ac... | None/No ac... | 0 | 0 | 0 | 0.00 | Details |
| Edit | Phillip Windsor | None/No ac... | None/No ac... | 0 | 0 | 0 | 0.00 | Details |
| Edit | Elizabeth Cornwell | None/No ac... | None/No ac... | 0 | 0 | 0 | 0.00 | Details |
| Edit | Anne London | None/No ac... | None/No ac... | 0 | 0 | 0 | 0.00 | Details |

The stakeholders you have added will be at the bottom of the list. So you just have to select the **Previous** button and rate them, starting from the bottom of the list and selecting the **Previous** button in the top right hand corner after inputting the necessary data for each new stakeholder. If any other stakeholders need to be re-assessed you can rate them at the same time.

Edit / Set Stakeholder Prioritization Profile

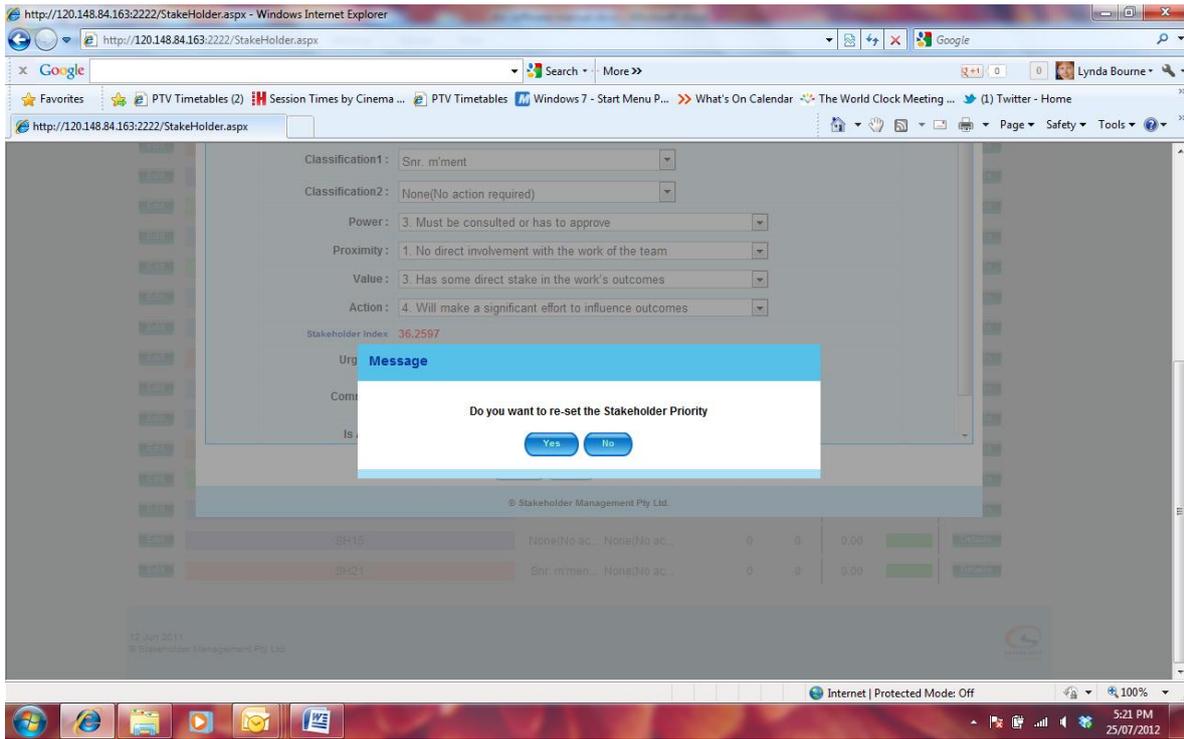
Name:

Role:

Direction: Upwards Outwards Sidewards (eg Peers) Downwards

[Previous](#) [Close](#)





When the priority assessment is complete select **submit** You will be asked if you want to re-sort in the new priority order. Select **yes**



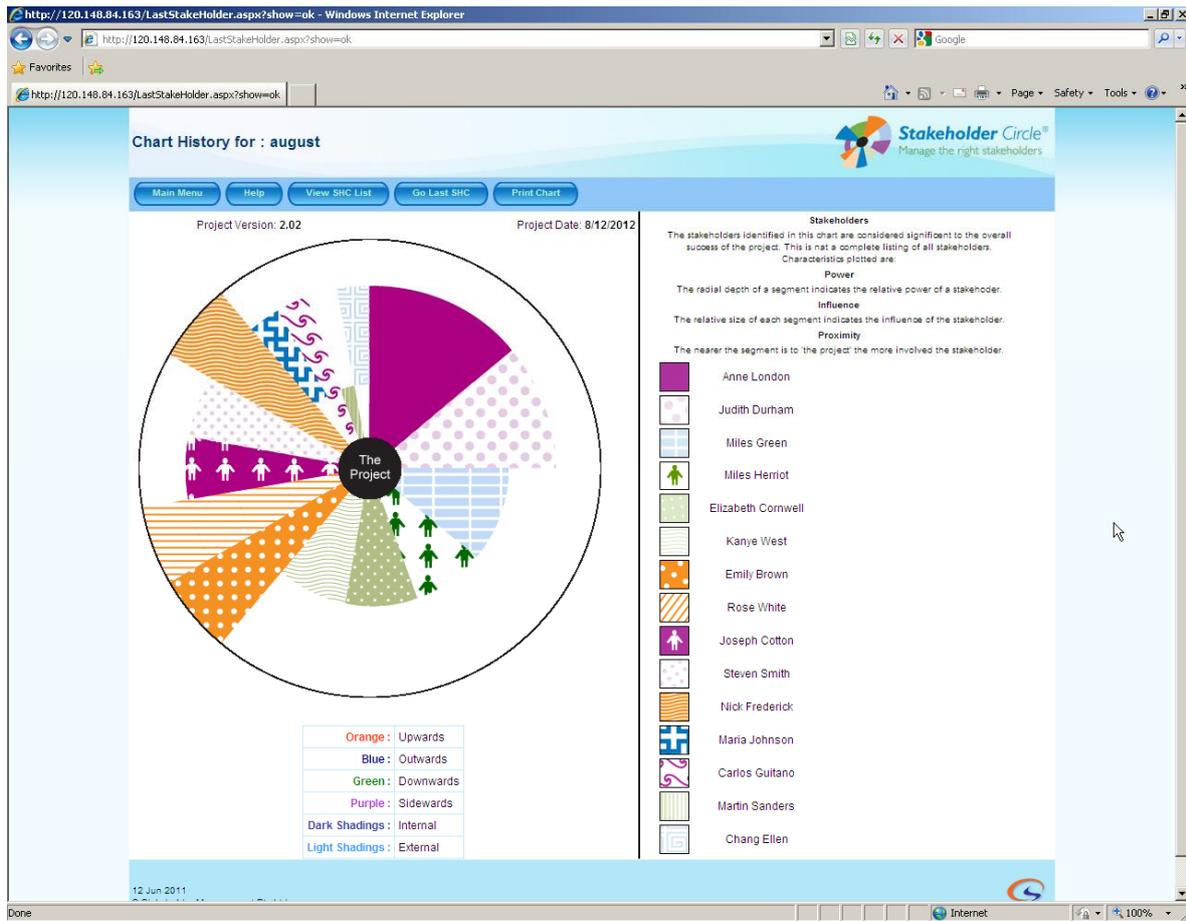


The screenshot shows the 'Stakeholder Identification: august' page in a web browser. The page features a navigation menu with buttons for 'Main Menu', 'New Stakeholder', 'Help', 'Show All Active', and 'Show Inactive'. Below this is a 'Sort By' section with buttons for 'Number', 'Name', 'Direction', 'IntExt', 'Priority', 'Classification1', 'Classification2', 'Print List', and 'Print Reports'. An 'Edit Process' section has radio buttons for 'Identification', 'Prioritize', 'Engage', 'Communication', 'Manage Issues', and 'History'. The main content is a table of stakeholders, with a red circle highlighting the first 15 rows. The table columns are: Name, 1, 2, Priority, Issues, Reports, Index, Status, and Details.

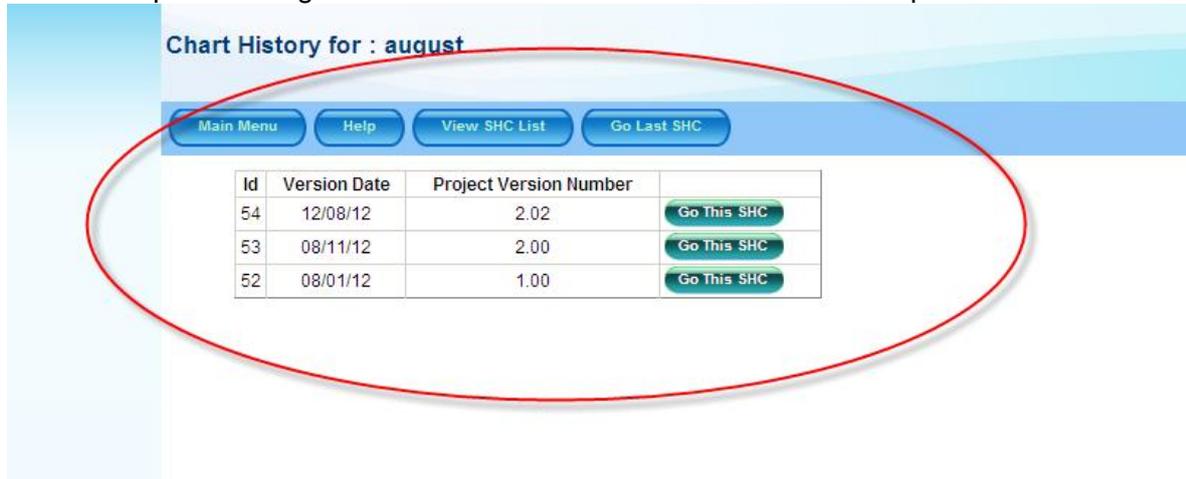
| Name | 1 | 2 | Priority | Issues | Reports | Index | Status | Details |
|--------------------|---------------|---------------|----------|--------|---------|--------|--------|---------|
| Anne London | None(No ac... | None(No ac... | 1 | 0 | 0 | 100.00 | Green | Details |
| Judith Durham | None(No ac... | None(No ac... | 2 | 0 | 0 | 50.00 | Yellow | Details |
| Miles Green | Team | None(No ac... | 3 | 0 | 2 | 75.00 | Green | Details |
| Miles Herriot | Team | None(No ac... | 4 | 0 | 0 | 88.80 | Green | Details |
| Elizabeth Cornwell | None(No ac... | None(No ac... | 5 | 0 | 0 | 45.71 | Red | Details |
| Kanye West | Team | None(No ac... | 6 | 0 | 1 | 50.00 | Red | Details |
| Emily Brown | Snr. m/men... | Area 3 | 7 | 0 | 4 | 61.60 | Red | Details |
| Rose White | Snr. m/men... | None(No ac... | 8 | 0 | 2 | 50.00 | Red | Details |
| Joseph Cotton | None(No ac... | None(No ac... | 9 | 0 | 1 | 50.00 | Green | Details |
| Steven Smith | None(No ac... | None(No ac... | 10 | 0 | 1 | 36.24 | Yellow | Details |
| Nick Frederick | None(No ac... | None(No ac... | 11 | 0 | 1 | 75.00 | Green | Details |
| Maria Johnson | None(No ac... | None(No ac... | 12 | 0 | 1 | 50.00 | Red | Details |
| Carlos Guitano | None(No ac... | None(No ac... | 13 | 0 | 1 | 50.00 | Green | Details |
| Martin Sanders | Team | Area 3 | 14 | 0 | 1 | 75.00 | Green | Details |
| Chang Ellen | None(No ac... | None(No ac... | 15 | 0 | 0 | 36.24 | Yellow | Details |
| Tracy Fuller | Authoritie... | None(No ac... | 16 | 0 | 0 | 50.00 | Red | Details |
| Phillip Windsor | None(No ac... | None(No ac... | 17 | 0 | 0 | 0.00 | Green | Details |
| Andrew Johnson | Suppliers | Area 5 | 18 | 0 | 0 | 50.00 | Green | Details |

This is the result . a new list of ranked stakeholders by importance.
Go back to main menu and select create SHCq





This is the new map of the stakeholder community. It will be different from the first one: membership has changed and some stakeholders have more or less power than before.



You can always compare the changes in SHC but printing and comparing the saved previous data





Stakeholder Circle Home



Data Version: 2.02 Data Date: 8/12/2012

Project Name - august

Active Stakeholders: 20
Inactive Stakeholders: 4
Defined Reports: 7
Current Messages: 17

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



Stakeholder Analysis Processes

Stakeholder List

Identify and create the list of all Stakeholders

Create SHC

Generate the Stakeholder Circle

Engagement Profile

Generate project 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





You can compare them:

At the main menu select the green **View last SHC** button.

Print out the Stakeholder Circle maps that you want to compare.

Now you have to review the engagement profiles. It is important to input engagement profile data to the new and changed stakeholders showing at stakeholder list but you should also review the profiles of all your important stakeholders. The ones you have identified as needing additional communication.

To just update the new stakeholders you can select those with 0.00 index. Otherwise it would be a good idea to just step through at least the top 15 to review the engagement profiles.

The screenshot shows a web browser window displaying the Stakeholder Management application. The 'Edit Process' section has radio buttons for Identification, Prioritize, Engage (selected and circled), Communication, Manage Issues, and History. Below is a table of stakeholders with columns for Name, Direction, Int/Ext, Priority, Classification1, Classification2, and engagement metrics. The '0 0 0.00' values in the table are circled in red.

| Edit | Name | Direction | Int/Ext | Priority | Classification1 | Classification2 | Engagement Metrics | Index | Color | Details |
|------|--------------------|---------------|---------|----------|-----------------|-----------------|--------------------|-------|--------|---------|
| Edit | Judith Durham | None | None | 2 | 0 | 0 | 50.00 | 0.00 | Yellow | Details |
| Edit | Miles Green | Team | None | 3 | 0 | 2 | 75.00 | 0.00 | Green | Details |
| Edit | Miles Herriot | Team | None | 4 | 0 | 0 | 86.80 | 0.00 | Green | Details |
| Edit | Elizabeth Cornwell | None | None | 5 | 0 | 0 | 45.71 | 0.00 | Red | Details |
| Edit | Kanye West | Team | None | 6 | 0 | 1 | 50.00 | 0.00 | Red | Details |
| Edit | Emily Brown | Snr. m'men... | Area 3 | 7 | 0 | 4 | 61.60 | 0.00 | Red | Details |
| Edit | Rose White | Snr. m'men... | None | 8 | 0 | 2 | 50.00 | 0.00 | Red | Details |
| Edit | Joseph Cotton | None | None | 9 | 0 | 1 | 50.00 | 0.00 | Green | Details |
| Edit | Steven Smith | None | None | 10 | 0 | 1 | 36.24 | 0.00 | Yellow | Details |
| Edit | Nick Frederick | None | None | 11 | 0 | 1 | 75.00 | 0.00 | Green | Details |
| Edit | Maria Johnson | None | None | 12 | 0 | 1 | 50.00 | 0.00 | Red | Details |
| Edit | Carlos Guitano | None | None | 13 | 0 | 1 | 50.00 | 0.00 | Green | Details |
| Edit | Martin Sanders | Team | Area 3 | 14 | 0 | 1 | 75.00 | 0.00 | Green | Details |
| Edit | Chang Ellen | None | None | 15 | 0 | 0 | 36.24 | 0.00 | Yellow | Details |
| Edit | Tracy Fuller | Authoritie... | None | 16 | 0 | 0 | 50.00 | 0.00 | Red | Details |
| Edit | Phillip Windsor | None | None | 17 | 0 | 0 | 0.00 | 0.00 | Green | Details |
| Edit | Andrew Johnson | Suppliers | Area 5 | 18 | 0 | 0 | 50.00 | 0.00 | Green | Details |
| Edit | George Jones | Customers | None | 19 | 0 | 0 | 75.00 | 0.00 | Green | Details |
| Edit | Patrick French | None | None | 20 | 0 | 0 | 0.00 | 0.00 | Green | Details |

NOTE: remember to select the **Engage** button in the **edit process** line.





| | | | |
|---|--|---|------------------------------|
| | <input type="text" value="Interest"/> | | |
| Importance To Project: | Has specialist skills | Support | |
| Requires From Project: | None(No action required) | | |
| Classification1: | Team | 1 | |
| Classification2: | Area 3 | | |
| *** Set current and optimal levels of Receptiveness and Support *** | | | Show History |
| Current Level of :- | | | |
| Support: | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 | Passive support: supportive, but not actively supportive | |
| Receptiveness: | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 | Medium: will agree to receive information and may respond | |
| Engagement Index: | 75.00 | | |
| Target Level for :- | | | |
| Support: | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 | Passive support: supportive, but not actively supportive | |
| Receptiveness: | <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 <input type="radio"/> 5 | Medium: will agree to receive information and may respond | |

If you are reviewing existing stakeholders you may only need to change the current level details if there has been any change.

