

# BSBPMG429

Apply project stakeholder engagement techniques

# **Table of Contents (Extract)**

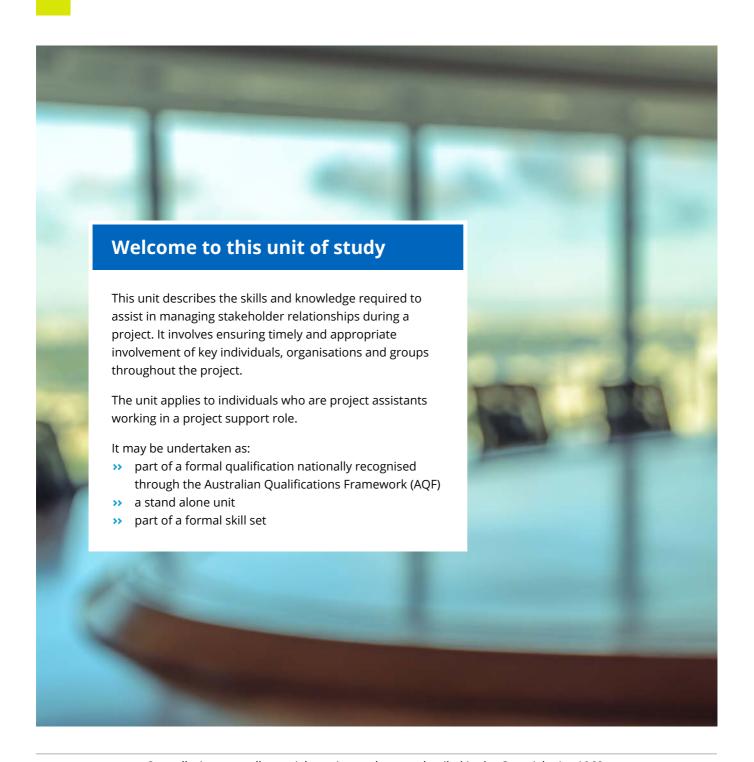
NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBPMG429.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

https://catapultlearning.com.au/product/BSBPMG429/

# Trainer/assessor guide BSBPMG429 Apply project stakeholder engagement techniques



## Contents

About this trainer/assessor guide	4
Learning resource	5
Topic 1: Assist in identifying and addressing stakeholder interests	5
Identify relevant stakeholders	5
Divide stakeholders to identify interests and engagement	9
Help identify ways to address differing stakeholder interests	14
Check your understanding	19
Topic 2: Assist stakeholder communications	21
Help negotiate agreement on communication method, content and timing	21
Vary communications and information sharing according to your authority	24
Check your understanding	27
Topic 3: Participate in stakeholder engagement	29
Establish and confirm stakeholder behaviour expectations and communication needs	29
Confirm and conduct stakeholder engagement according to project objectives and roles	33
Check your understanding	37
Topic 4: Review stakeholder communication	39
Review and discuss with appropriate stakeholders, team performance and your own performance	39
Identify and document relevant development needs and opportunities for yourself and the team	43
Check your understanding	47
References	49
Assessment workbook	51
Unit information	53
What is competency-based assessment?	54
How will my competency be assessed?	55
Assessment agreement	56
Foundation skills checklist	57
Skills recognition	58
Topic 1: Assist in identifying and addressing stakeholder interests	59
Topic 2: Assist stakeholder communications	60
Topic 3: Participate in stakeholder engagement	61
Topic 4: Review stakeholder communication	62
Knowledge questions	63
Topic 1: Assist in identifying and addressing stakeholder interests	64
Topic 2: Assist stakeholder communications	70
Topic 3: Participate in stakeholder engagement	74
Topic 4: Review stakeholder communication	78
Performance tasks	81
Third party evidence collection agreement	
Topic 1: Assist in identifying and addressing stakeholder interests	
Topic 2: Assist stakeholder communications	86
Topic 3: Participate in stakeholder engagement	88
Topic 4: Review stakeholder communication	90

Completion record	92
Unit mapping	93
Trainer/ assessor user instructions	96



## About this trainer/assessor guide

### **Learning resource**

The learning resource is divided into the following topics:

- >> Assist in identifying and addressing stakeholder interests
- >> Assist stakeholder communications
- >> Participate in stakeholder engagement
- >> Review stakeholder communication

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- >> a set of true or false questions
- >> a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

#### **Assessment workbook**

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- >> information on competency-based assessment
- >> instructions on how you will be assessed
- >> assessment tools to assess your competence
- >> instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

#### **Disclaimer**

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.