

Stakeholder Case Study

Introduction

The focus of this case study should be a real and current interaction you are facing with a stakeholder. It could be internal or external. "Stakeholder" could include: Direct reports, peers in other parts of your organisation, your manager or other senior managers, members of the board, suppliers, customers, representatives of regulated businesses, members of the community or their representative groups, government decision makers from other departments or other regulatory authorities.

You should be prepared to discuss your case in a small group environment.

Provide an overview of the situation.

Describe the issues that require discussion and agreement. Describe any relevant background.

Who is directly involved?

Who are the main stakeholders? i.e. Individuals and groups who have an interest in what will happen and can influence the outcome. What do they have at stake?

What is the minimum outcome you will accept? What do you believe is the minimum acceptable outcome for the other parties?

Yours

Theirs

What are your alternatives if you do not reach agreement? What do you think their alternatives are?

Yours

Theirs

What are your interests in this negotiation? What do you consider their interests to be?

Yours

Theirs

What would be your ideal outcome?

(Note, aspiration is not purely fanciful, but rather the outcome which you are committed to achieve).

What have you said so far? What have they said so far?

You

Them

What discussion style do you plan to adopt? What do you think will be their style?

Yours

Theirs

What rules, procedures or cultural processes will influence these discussions?

What aspects of these discussions will you personally find the most challenging?

How will you guarantee and monitor compliance with any agreement you reach?
