

Stakeholder-led project management

The 33rd IPMA World Congress

27.-29.11.2024 CAPE TOWN, SOUTH AFRICA
@ DHL STADIUM

Cape Town
2024

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TOPIC

Stakeholder-led project management:
Changing the way we manage projects

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Are you creating the time and
space for your stakeholders'
voices to be heard?



A new credit control system






SH participation promises contributions will influence decisions

SHs should have a say in decisions that affect them

- ✓ What the project team valued: fully functional system delivered to time and cost
- ✓ What the operational manager valued: reduced costs and reduced headcount
- ✓ What the sponsor valued: more clients' money in the bank account
- × What the credit control team valued: building effective relationships with clients



Athlone vaccination centre



SH engagement seeks input on how they wish to participate

Changing the way we communicate



Changing printer services



SH engagement seeks out all who are affected by, or interested in, a decision

SHs should have a say in decisions that affect them

- One stakeholder predominated
- Like-for-like project becomes something else

A photograph showing a line of white MyCiTi buses with blue and red accents, parked at a modern, glass-walled bus stop. In the background, a tall, modern skyscraper with a grid of windows is visible. The scene is set during the day, with some shadows on the ground.

MyCiTi Phase 1

Implementation is accepted and supported by taxi people



SH engagement provides information,
time and space for SHs to participate

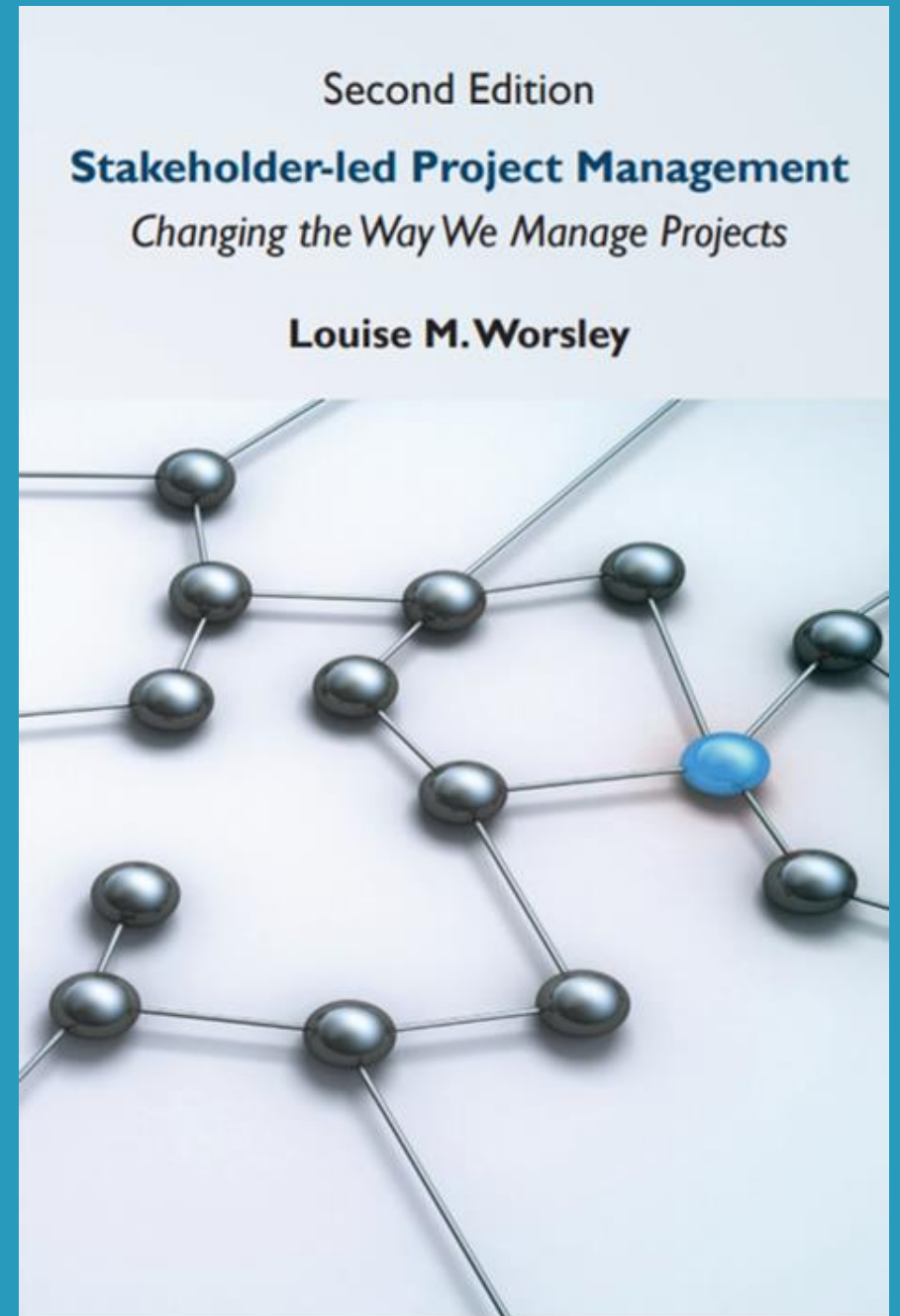
- A project in a programme
- A stakeholder-led project

Stakeholder engagement principles



If stakeholders matter, then they must make a difference to the way we plan, structure and execute projects

Do they in your projects?



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