

MANAGING STAKEHOLDER EXPECTATIONS FOR PROJECT SUCCESS

By Ori Schibi, PMP

Answer the Project pre-kick off meeting questions below using the following rating scale:

Rating Scale 0-5		
0 = No information about the subject	1 = Low complexity	5 = High complexity

Project Pre-Kick Off Meeting Questions

Rating	Question
	1. What is the one thing we must get right to make this project worth undertaking?
	2. How do you define success?
	3. What aspects of the organizational culture could put this project at risk to fail?
	4. What is our best case scenario for the project outcome?
	5. Do you have any issues with any of the other stakeholders? Would they have issues with you?
	6. Are there any conflicting priorities between your goals and what the project or any of the stakeholders represent?
	7. What would be the red line, at which point you would define the project outcome as unacceptable?
	8. Can you define the flexibility of the competing demands?
	9. What are your expectations about decision making? Your involvement? Frequency of communication?
	10. What other initiatives are you involved in? Are they in conflict with this one?
	11. Are you engaged in an open conflict with any of the stakeholders?
	12. What information would you need from other project stakeholders?

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	13. What is your approach to quality? What are your quality expectations?
	14. How do you view risk? What is your risk tolerance level?
	15. Do you believe this project is aligned with the success of the organization? Do you believe this project is likely to be successful?
	16. Are you aware of any dependencies this project may have?
	17. Prior to engaging the stakeholders, try to ask yourself a few questions that will provide you with a good measure of what you need to know and how to engage them.
	18. What do you know about the stakeholders?
	19. What are the project goals and objectives?
	20. What departments are impacted by the project? What information do you need from them?
	21. What information will they ask you about?
	22. What is their personal style?
	23. What do they know about the project?
	24. What role do you anticipate the stakeholders will expect you to play? Do you need to reset their expectations?
	25. In what capacity do they want to be involved in the project?