10.4 Manage stakeholder expectations

Send & receive information — Comm. blockers
- Noisy surroundings
- Distances between those communicating
- Improper encoding of messages
- Negative statements
- Hostility
- Language
- Culture

Review to determine stakeholders needs
- Stakeholder register
- Stakeholder mgmt strategy
- Comm. mgmt. plan
- Issue logs
- Changes

Hold meetings — Rules
- Set time limit
- Schedule recurring meetings in advance
- Meet regularly
- Have a purpose for every meeting
- Create an agenda
- Distribute agenda in advance — Let people know their responsibility
- Stick to agenda
- Bring the right people together
- Chair & lead meetings with set of rules
- Assign deliverables & time limits
- Document & publish meeting minutes

Tools/Techniques

Input
- Stakeholder register
- Stakeholder Mgmt. Strategy
- PP
- Issue Log
- Change Log
- OPA

Output
- Documentation lesson learned
- Change requests
- Updt. issue log
- Updt comm. mgmt. plan
- Updt. stakeholder mgmt. strategy
- Updt. stakeholder register

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