



Stakeholder Engagement Quick Reference Guide

Leading Your Data System Stakeholders Stakeholder Engagement Process

| Stage 1: Inform | Stage 2: Prepare | Stage 3: Act |
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| <p>During this stage you will:</p> <ul style="list-style-type: none"> • Determine the focus for involving stakeholders • Inform yourself on relevant data systems topics (i.e. business rules, data systems literacy) • Identify and invite key stakeholders • Communicate a clearly defined vision for the work | <p>During this stage you will:</p> <ul style="list-style-type: none"> • Guide collaboration and shared problem-solving among stakeholders • Identify information that may be needed for stakeholders' participation • Articulate expectations for stakeholder participation • Agree upon the level of confidentiality for the work | <p>During this stage you will:</p> <ul style="list-style-type: none"> • Maximize opportunities for stakeholder input • Implement stakeholder engagement activities that move the group forward towards goals • Use group process techniques to promote a balance of influence across the group • Build cooperation, trust and commitment and trust among stakeholders |
| <p>General Guiding Questions:</p> <ul style="list-style-type: none"> • What are possible indicators of success for the data systems work? What will success <i>look like</i>? • What benefits or challenges might the work involve? • What role will stakeholders play in the initiative? Why are they important to the process? • Who are the key stakeholders needed for this particular data system work? • What are the ways in which stakeholders might participate? | <p>General Guiding Questions:</p> <ul style="list-style-type: none"> • What type of stakeholder process will be used? • What types of information will stakeholders need in order to be informed and able to participate in the work? • What type of plan will be needed (i.e. written, informal)? • What expectations are there for the stakeholders? • How much of the information from the stakeholder work can be shared outside of the meetings? | <p>General Guiding Questions:</p> <ul style="list-style-type: none"> • How do the resources and knowledge of the stakeholders match the information and input needed? • What activities to engage stakeholders best match the type of input needed? • Are all stakeholders participating equally? • What is needed to sustain stakeholders' participation over time? |
| <p>Guiding Questions for Leaders:</p> <ul style="list-style-type: none"> • What do I need to do to get myself ready to lead stakeholders? What information do I need? • Which methodologies for getting stakeholder input am I most comfortable with? What will I need help with? • Who else in my agency/ program has key knowledge that's needed? | <p>Guiding Questions for Leaders:</p> <ul style="list-style-type: none"> • How will I facilitate communication for different types of stakeholder groups (i.e. those that meet in person and those that meet virtually)? • Have I planned how stakeholder input will be gathered and used (even if I don't write a formal plan)? | <p>Guiding Questions for Leaders:</p> <ul style="list-style-type: none"> • How will I balance influence and input in groups that don't meet in person? How will I ensure that each person has equal opportunity to participate? How will I support those that are less likely to comment? • How will I communicate what is done with the feedback and input received? |

Reflect

As you lead stakeholder groups, consider the following:

- Am I getting the input I need?
- Am I adhering to the principles of stakeholder engagement?
- What actions will ensure that the principles continue to be applied to the work?
- What am I learning about my leadership through the stakeholder engagement process?

Techniques to consider:

- Create a plan for periodic review and revision to the ways in which stakeholder input is being obtained ‘
- Create a plan for periodic review and revision to communication methods
- Create feedback loops for stakeholders to share information about the stakeholder engagement process

Takeaways

- Plan ahead and prepare stakeholders to be actively engaged
- Clearly articulate expectations for stakeholder involvement
- Use good group processes to promote a balance of influence and input; consider both formal and less formal options
- Focus on cooperation and trust
- See support as needed