

# FORUM 2017: Creating Connections Together



## The Stakeholder Dating Game “Building & Managing Relationships”

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“There are many types of relationships that you hold in your life: neighbors, friends, wives, husbands, children, parents, siblings, lovers. Even when people hate each other, there is a relationship, isn't there?”

Sadhguru



# Who Are Our Stakeholders?

Anyone affected by the operation of our business:

- Clients
- Suppliers
- Employees
- Management
- Public

Each Stakeholder is important in enabling us to perform our jobs dutifully as public procurement professionals.



# Why Is Each Stakeholder Important?

- Clients—They are the ones we are here to support in helping them fulfill their mission, thereby fulfilling the entity's mission.
- Suppliers—We need them to provide needed goods/services.
- Employees—They are the ones who provide the procurement services (or the support thereof) in an effective, efficient, and impartial manner.



# Why Is Each Stakeholder Important?

- Management—It's our job to make management/our entity look good (no bad press).
- Public—We have a fiduciary responsibility to the taxpayers.



# Stakeholders' Needs/Expectations

- Clients—Want, demand, and deserve a superior experience (however they define it)
- Suppliers—Critical to our success, so should share mutual commitment for reducing environmental footprint, encouraging small business participation, etc.



# Stakeholders' Needs/Expectations

- Employees—Need to KNOW they are valued
- Management & Public—Need to know we are acting ethically, in good faith, and in their best interests



# Principles For Building Trust & Lasting Relationships

- Listen to others and seek first to understand before being understood
- Have empathy and think in win/win solutions
- Set a good example as a project manager (gain respect)





# Principles For Building Trust & Lasting Relationships

- Be honest and open about progress; have the courage to ask for help
- Be proactive, and take responsibility for your actions
- Maintain a positive mental attitude, and don't be afraid to show your funny side



# Tips To Engage Stakeholders

- Build strong relationships with key decision makers by involving them in shaping strategy/approach. Share your vision of what success will look like.
- Seek advice/assistance from positive stakeholders on how to manage and influence those who are not as receptive.



# Tips To Engage Stakeholders

- Agree how/when you will communicate project progress—and stick to it!
- Share your early project plans; this will build confidence in you and the project.
- Keep surprises to a minimum.



# Tip To Engage Stakeholders

The key to successful stakeholder relationships  
in one word:

**COMMUNICATE**



It's now time for:

# The Stakeholder Dating Game





