Stakeholder management
project capability maturity checklist

1. **Knowledge**
   - Have you adapted organisational standards in your stakeholder management plan?
2. **Competency**
   - Do you use all appropriate channels of communication?
   - Do supportive stakeholders assist with promotion of the project?
   - Are your team members competent in stakeholder management?
3. **Capability maturity**
   - Do you have adequate resource to manage stakeholders?
   - Do you assess and document stakeholders’ interests and influence?
   - Do you regularly review and update your communications plan?
   - Do you minimise the impact of unsupportive stakeholders?
   - Do you maximise the impact of supportive stakeholders?
   - Does your stakeholder management meet organisational policy?
   - Have you adapted organisational standards in your stakeholder management plan?
   - Do supportive stakeholders assist with promotion of the project?
4. **Resources**
   - Do you influence stakeholders to be supportive wherever possible?
5. **Assessment**
   - Do you use all appropriate channels of communication?
   - Do supportive stakeholders assist with promotion of the project?

**Useful tools and techniques:**
- Stakeholder mapping
- Cialdini’s six principles
- Influence diagrams
- Stakeholder register