

Readiness Checklist: Interaction and Engagement

Before you begin the assessment associated with this course, use the checklist below to ensure that you fully understand the course concepts and can complete the tasks associated with each one.



Define and understand vocabulary terms related to stakeholder and employee interaction and engagement.



Identify project stakeholders. Recognize which project documents are used to identify stakeholders. Explain the difference between internal and external stakeholders.



Compare and contrast the different stakeholder categories. Identify best practice approaches for managing each kind of stakeholder, and understand how certain categories of stakeholder can support (or frustrate) projects.



List the steps for engaging stakeholders over a project's life cycle.



Describe best practices for managing stakeholder relationships and for supporting or increasing employee engagement.



Describe the visualization tools project leaders can use to detect and manage stakeholders. Identify what each tool is used for and know which one is most effective for a given situation.



Identify and describe elements of a project communication plan. Understand why a communication plan is significant.

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Calculate communication pathways, and differentiate between push, pull, and interactive communication.



Apply communication best practices for conveying information to stakeholders.



Explain how power, urgency, and legitimacy affect stakeholder status.



Consider customers as stakeholders, and describe what differentiates them from most other stakeholder groups.