



## Stakeholder Engagement Quick Reference Guide

### Leading Your Data System Stakeholders Stakeholder Engagement Process

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

## 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

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## 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