

## Module 4 Working with stakeholders and other agencies in partnerships/projects/consortia

### 4. Work with stakeholders and partner agencies

#### To do this you need to be able to:

1. Identify, reinforce and work to shared goals and objectives
2. Recognise and respect the roles and concerns of the other party
3. Promote an environment of trust and mutual respect in situations where you have no direct authority
4. Acknowledge difficult issues from their perspective and work in a supportive way to move issues forward
5. Keep all parties up to date about potential issues or risks that impact on them or the work
6. Consult on key decisions
7. Fulfil agreements or advise promptly if difficulties arise in fulfilling agreements
8. Identify and resolve conflict
9. Provide feedback on the effectiveness of working relationships

#### Before doing this you need to:

- a) Know what needs to be achieved collectively and individually by all parties.
- b) Understand the principles of effective communication
- c) Be able to show respect for the views and actions of others
- d) Understand how to use influencing skills to communicate your perspective and show your understanding of others' perspective
- e) Know what information other parties need and how and when to communicate with them
- f) Be able to clarify your own and others expectations of relationships
- g) Be able to focus on the best way to achieve outcomes