

Stakeholder Mapping Template

The purpose of this template is to provide CCOs with a guide on how to identify key stakeholders impacted by the changes brought by the newly designed roles.

This document also provides examples on how various stakeholders may be engaged throughout the Job Redesign journey.



Objectives

- To obtain an overview of the stakeholders impacted by the new roles, the specific impacts to them, and the different stakeholder management that may be required
- To identify key messages and methods of deliver for each stakeholder group, depending on the outcomes from the Influence x Impact 2x2 Matrix

Steps involved:



Step 1. List potential stakeholders for mapping

Guiding Questions

- Who makes decisions for this project / more broadly in the CCO?
- Who will affect or contribute to the success of the project?
- Who will the new roles directly or indirectly impact?
- What are some of the adjacent roles that will work with the new roles?



List of stakeholders for mapping

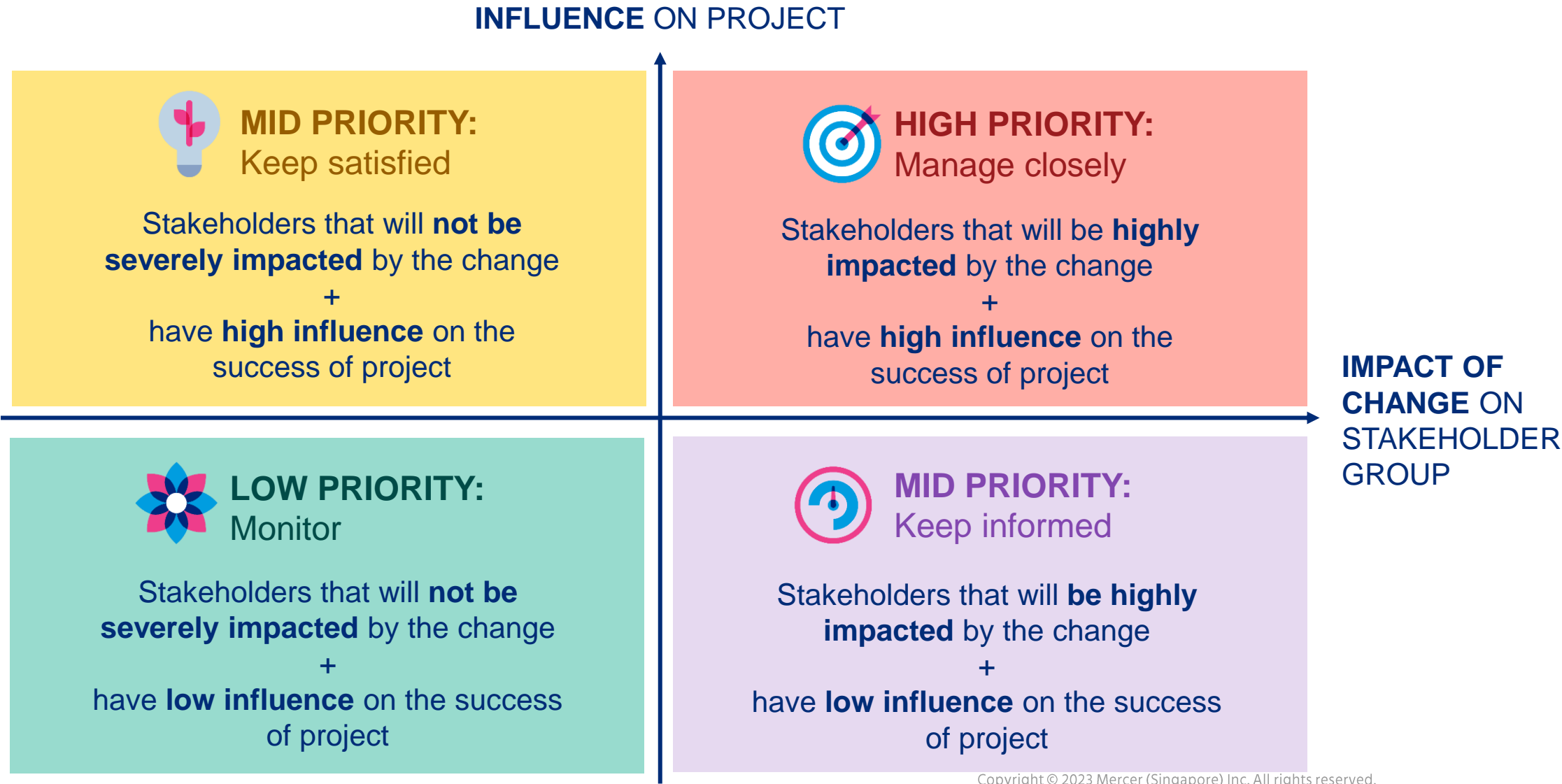
Sample list:

- CEO
- Project Sponsor
- Physiotherapists
- DON
- Nurse Manager
- S/CCAs
- Cluster Nurse
- Head of CBS / Day Care
- Cluster Lead

Keep this list of stakeholders in mind as we proceed to step 2!

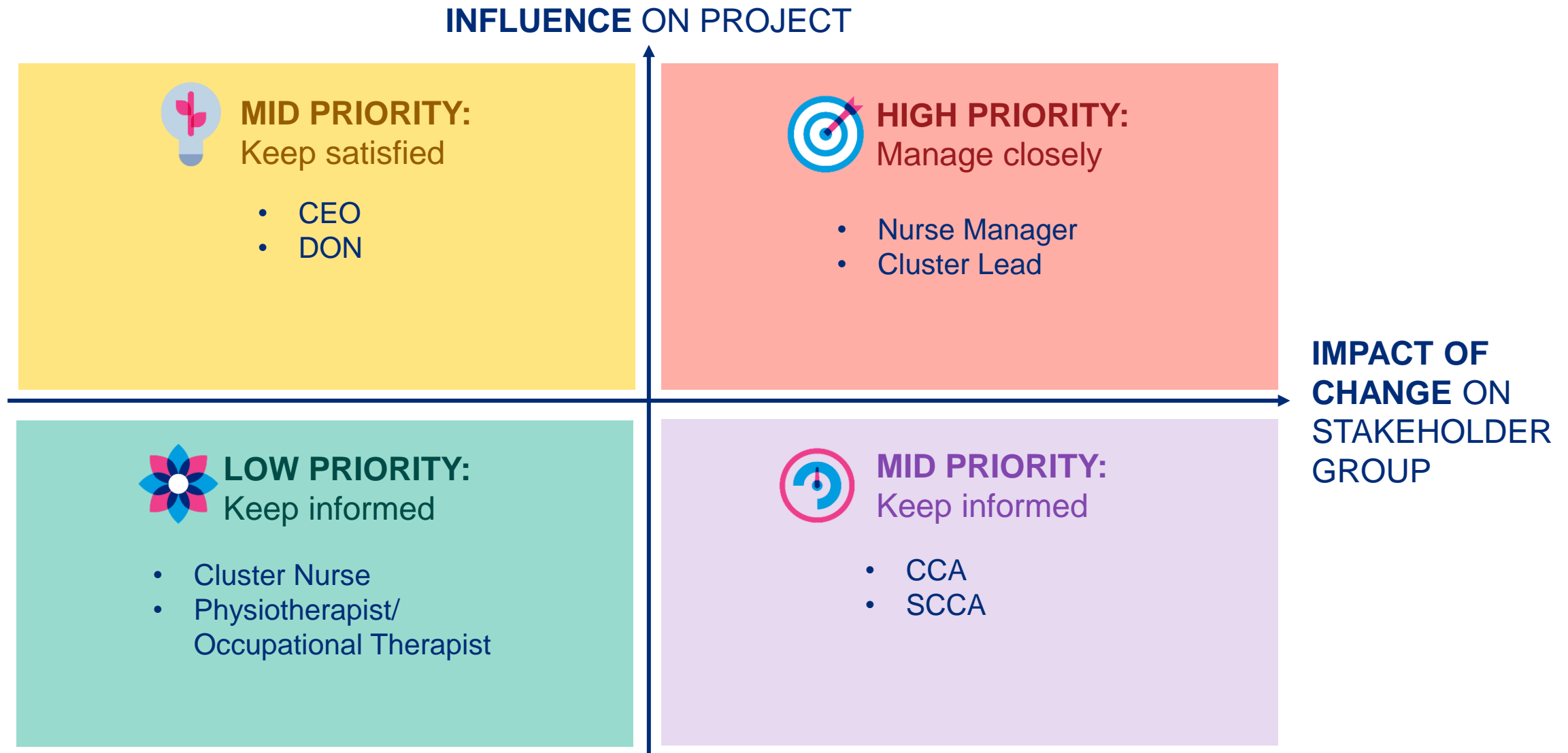
Step 2. Stakeholder Mapping Template

Develop your list of key stakeholders in the pilot site and categorise them using the Influence x Impact matrix below



Example of how the mapping can be done

Using the CCE/M Implementation as an example, here is how we can map the stakeholders depending on impact and influence



Step 3: Translate the mapping into a detailed plan that summarises recommended actions for each stakeholder

ILLUSTRATION

Stakeholder	Priority for engagement (from matrix)	How does the JR affect them? / Common Concerns	Key messages to be conveyed	Comms Approach	When?
Nurse Manager		<ul style="list-style-type: none"> • Introduction of CCE/M role affects their job scope, as some tasks might be taken away • Concerned about patient safety if a non-nursing trained staff carries out certain nursing tasks 	<ul style="list-style-type: none"> • Assure them that the JR is not meant to affect their livelihoods, but rather allow them to perform at the top of their license • They will continue to supervise the delivery of clinical tasks by Care staff 	<ul style="list-style-type: none"> • Small group briefings 	Before implementation begins
S/CCAs		<ul style="list-style-type: none"> • Change in reporting lines 	<ul style="list-style-type: none"> • No change in job scopes for S/CCAs • Anticipate a transition in supervisors 	<ul style="list-style-type: none"> • Townhall with all S/CCAs 	Before implementation begins

