

SubCon

TRAINING WORKSHOPS
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Managing Stakeholder Expectations

Breakout Session D06

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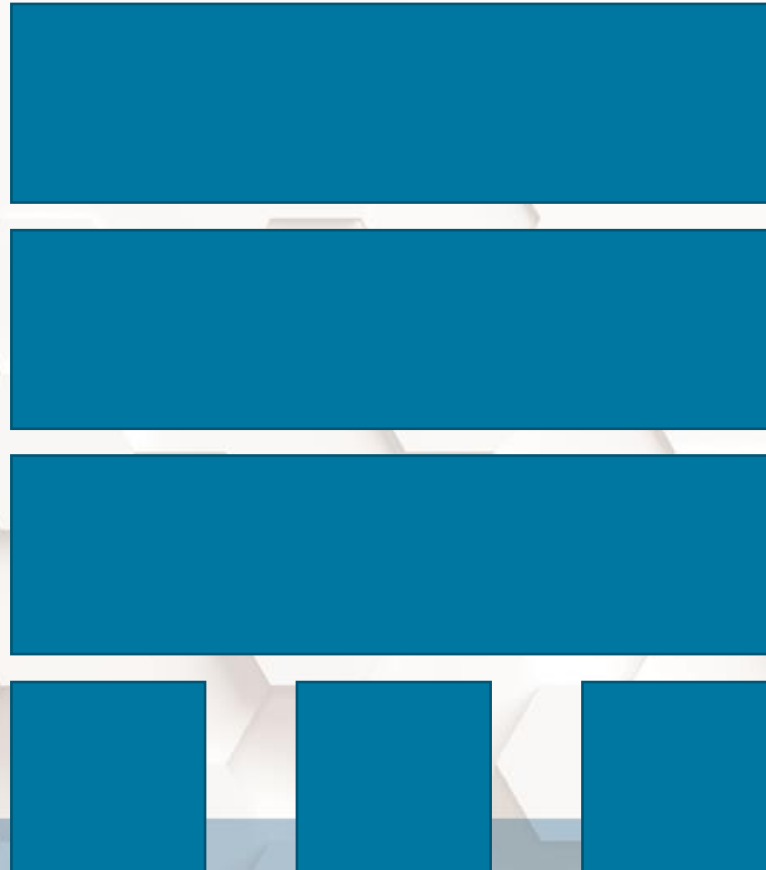
March 31st, 2017

Overview

- **Stakeholder Expectations – Where do we start?**
 - How are Stakeholder Expectations typically captured/represented?
 - What emphasis is placed on Stakeholder Expectations?
 - What roles do Prime Contractors and Subcontractors play in dealing with Stakeholder Expectations?
 - Stakeholder Expectations aren't being met.... What do we do?
- **The Keys to Managing Stakeholder Expectations**
- **NCMA Central Ohio Chapter Survey**

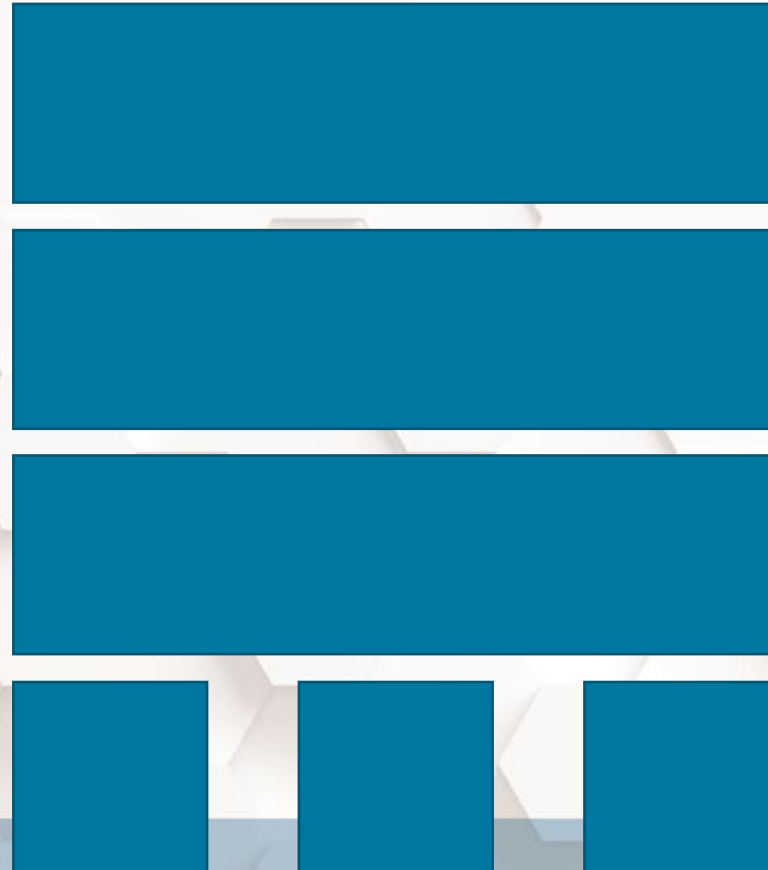
Survey Says...

- As a Federal Contractor/Subcontractor, name the stakeholder with whom you have a contractual relationship:



Survey Says...

- Name the most common small business category you might find in a Federal Contractor's small business plan:



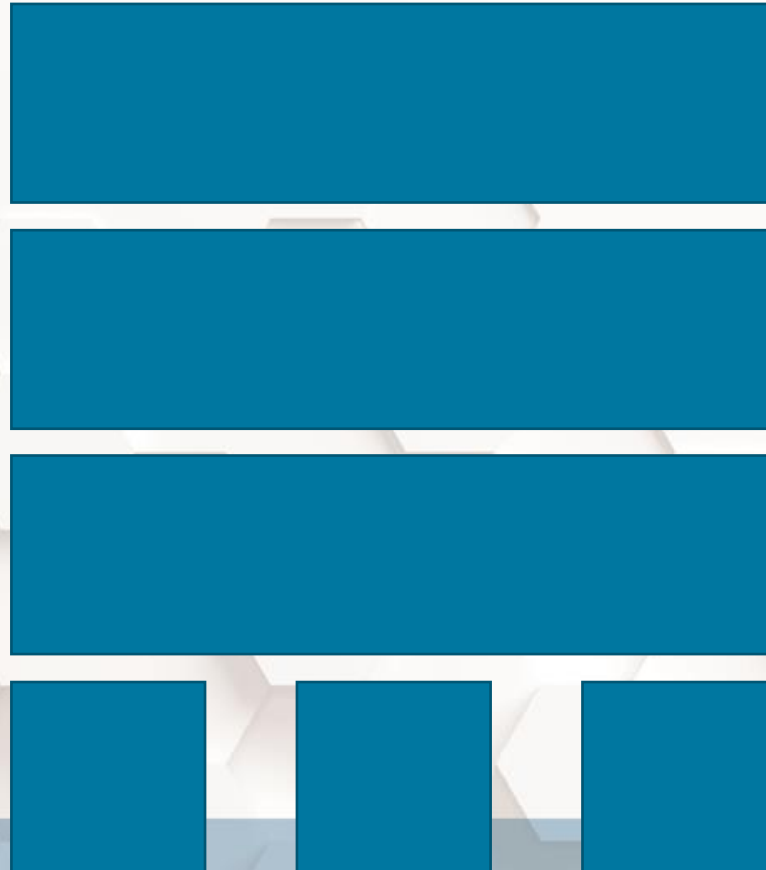
Survey Says...

- Name the most common method with which stakeholders interact with federal contractors/subcontractors:



Survey Says...

- Name the contract type with which stakeholder expectations are most easily managed:



Survey Says...

- Name the most valued method/attribute for managing stakeholder expectations:



Development of Stakeholder Expectations

- **Prime Contract Considerations -**
 - Regulatory Reporting Requirements
 - Community Commitment Plans
 - Partnering, Mentoring, Teaming and Preferred Subcontracting
 - Environmental and Sustainable Considerations
- **Subcontract Considerations –**
 - Geographical Considerations
 - Small Business Subcontracting Plans

Keys for Managing Stakeholder Expectations

- **Identification/Comprehension –**
 - Define who the stakeholders are, define/understand expectations, and understand what success/failure really means for all parties
- **Stakeholder Communications –**
 - Establish routine communication with stakeholders (communication plan development) and routine communication meetings
- **Stakeholder Feedback –**
 - Gathering and using stakeholder feedback is critical to managing stakeholder expectations

When Stakeholder Expectations Aren't Met

- **Respect the Contractual Relationship –**
 - Consider the contract “chain of command”
 - Exhaust all communication avenues
- **Look within –**
 - Are expectations unreasonable?
 - Are processes and controls adequate?
- **When all else fails, remember the *suspicious pizza***

Questions?