

Stakeholder Analysis for Problem Solving

Stakeholders (also called customers) are defined as anyone who is a part of, effected by, or a recipient of, a process or service. Understanding their needs, experiences, and expectations, as part of understanding the current state, will allow you to solve the problem with them in mind. Use the following steps and grid to identify who the stakeholders are and their needs for Hiring Process Simulation:

1. Identify individuals or groups who stand to “gain” or “lose” as a result of the problem solving process.
2. Why do they want the problem solved?
3. What does “solved” look like to each stakeholder?
4. What do the stakeholders want from us?
5. What do we need from the stakeholders?

| Stakeholder | Why do they want the problem solved? | What does “solved” look like to them? | What do they want from us? | What do we need from them? |
|-------------|--------------------------------------|---------------------------------------|----------------------------|----------------------------|
| | | | | |
| | | | | |

| Stakeholder | Why do they want the problem solved? | What does "solved" look like to them? | What do they want from us? | What do we need from them? |
|-------------|--------------------------------------|---------------------------------------|----------------------------|----------------------------|
| | | | | |
| | | | | |
| | | | | |