# 252191 FORMATIVE ASSESSMENT

### Formative Assessment 1

1. Identify all stakeholders in your organisation and list them under internal or external headings.

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| Internal Stakeholders | External Stakeholders |
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1. What is the difference between Stakeholders and shareholders? Give examples of each.

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1. Explain the responsibility of each of the following

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| **Stakeholder** |  |
| **Shareholder** |  |
| **Employee** |  |
| **Supplier** |  |
| **Customer** |  |
| **Local Community** |  |
| **Government** |  |
| **Environment** |  |

### Formative Assessment 2

1. List 5 levels of Stakeholder Relationship management Maturity.

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2 – Explain managing Upwards, downwards, sideways and outwards, giving examples of each.

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### Formative Assessment 3

1. Complete the table as explained in the learner guide

### Using the SRMM Assessments

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| **SRMM Stages** | **Features** | **Methodology steps** | **Reporting tools** | **Comments** |
| **Ad hoc –**  **some use of processes** |  |  |  |  |
| **Procedural – focus on processes and tools** |  |  |  |  |
| **Relational – focus on the stakeholders and mutual benefits** |  |  |  |  |
| **Integrated – methodology repeatable, integrated** |  |  |  |  |
| **Predictive – health checks and other predictive assessment** |  |  |  |  |