

DIGITAL SOCIAL IMPACT



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Stakeholder Expectation Matrix

Description

STAKEHOLDER EXPECTATION MATRIX

Digital Social Impact projects and initiatives typically involve a number of stakeholders, HEI staff and students and external organisations such as companies, communities or charities. Stakeholder expectation mapping via a matrix.

[Course Configurator](#) > [Step 1: Design](#)

Best used for

Role definition and expectation mapping with partners

Time to introduce this activity in lecture / Time to run this activity

30 min / 2.5 h

In the context of Digital Social Impact courses and learning activities

Ensures that all involved benefit in some way

Main Target Group

All stakeholders in the project/initiative

Potential tools for digitising this activity

Could be done online/collaboratively on a Miro/Mural or Padlet board etc.

Additional Resources

[Learn more about the Expectation Matrix from FH Münster](#)

[Download a sample Expectation Matrix Template](#)

Step by Step

1 At least one representative from each project partner should participate in the workshop. Create a matrix with the names of the project partners on the horizontal and vertical axis. The horizontal axis can be considered as “GIVE” and the vertical axis as “TAKE”. The expectation matrix is therefore also known as the give-and-take matrix.

2 At the beginning, each actor defines his/her main goal in the project and writes it in a horizontal line under his/her name. Each actor fills in the intersections of the matrix that concern him/her as follows –
TAKE: What do I want to get from each of the other project partners or what do I expect from them?
GIVE: What competences, services or contacts can I offer to the other project partners?

3 The first actor starts with the presentation of the desired TAKEs and proposed GIVEs. The other project participants react to the extent to which the expectations can be fulfilled. Evaluate the matrix together afterwards: Which expectations are met? Which ones are not met? What contribution can be delivered even though it is not expected?

4 Make sure together that no roles are left out. Define clear responsibilities and open expectations and derive specific follow-up tasks for all participants.