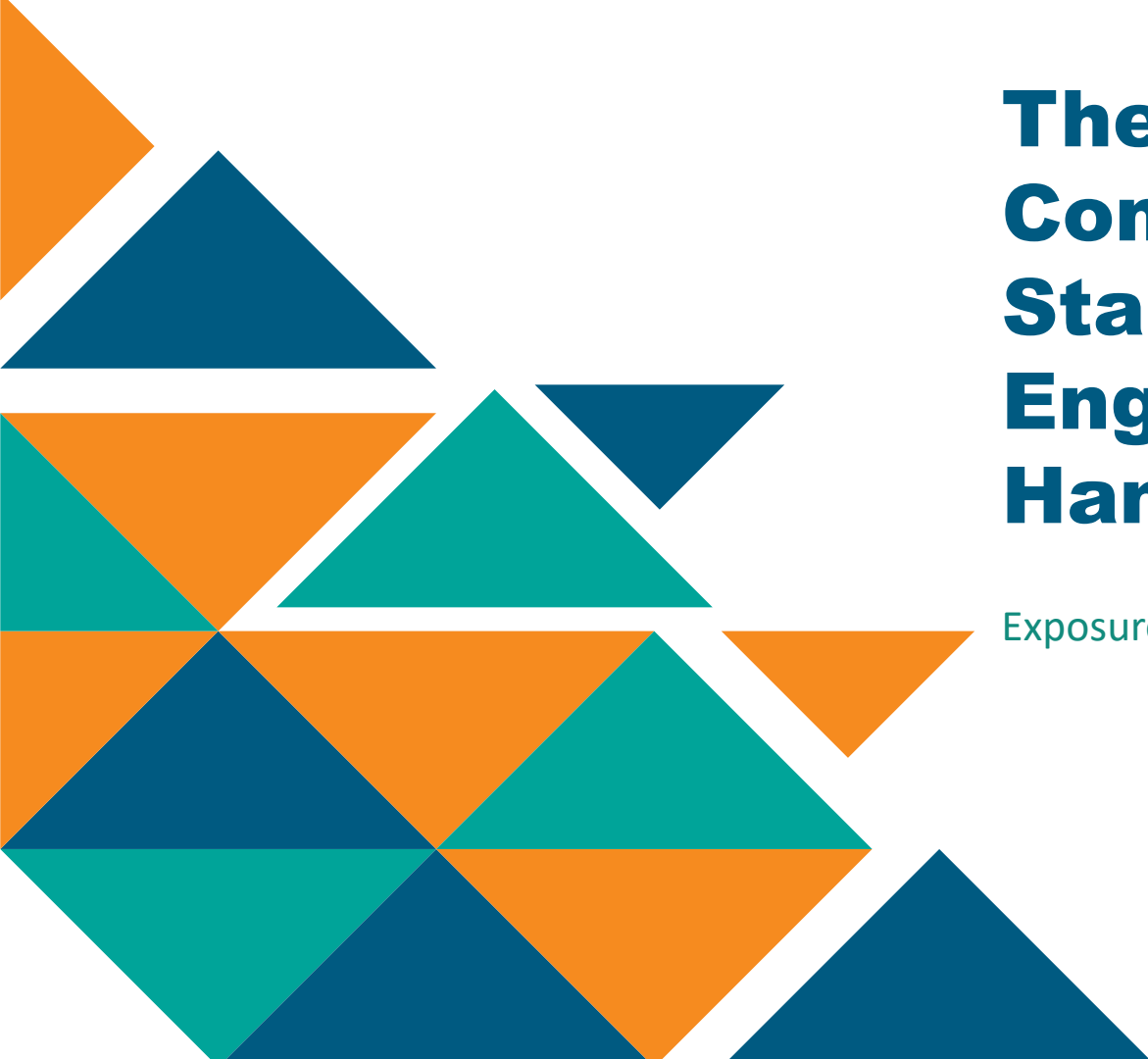




The Communication & Stakeholder Engagement (CSE) Handbook

Exposure Draft



Communication supports the SAI's mandate



Accountability



Continuing relevance



**Coordinated
institutional work**



Internal and external communication



Inside the SAI

Clear priorities and coordination

Knowledge sharing and staff voice



Outside the SAI

Mandate and professional dialogue

Oversight and public accountability



Communication is everyone's responsibility



Leadership

Set expectations and lead relationships



Departments

Own, plan and follow up stakeholder interactions



Effective CSE



CSE function

Advise, coordinate and support



All staff

Communicate clearly and share feedback

The Handbook's three sections



01

SAI context

Stakeholders and
shared responsibilities



02

Organise CSE

Governance, strategy
and stakeholder feedback



03

CSE in practice

Internal communication and
Stakeholder engagement

Measuring stakeholder satisfaction

An ICBF challenge



Define the measure

Purpose, stakeholder groups and feedback opportunities



Choose feedback tools

Touchpoints, methods, questions and an illustrative 1–5 scale



Interpret results

Results by group, response coverage and evidence of use



Track improvements

Feedback register, assigned roles and follow-up actions

Feedback does not require agreement with audit findings

The six-month exposure period



6
months



**Use it in
real work**

Apply relevant
guidance to an
upcoming task



**Test it in your
SAI context**

Adapt to your
mandate and
resources



**Share your
experience**

Strengthen the
Handbook for
member SAIs

Feedback to strengthen the Handbook



Where

Section
or page



Use

Task and
SAI context



Keep

What helped
and why



Improve

What should
change and why

What works matters too



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