



## IPPC Technical Resources

# Manual on Managing Relationships with Stakeholders

### Why are NPPO relationships with stakeholders important?

The work of national plant protection organizations (NPPOs) affects traders, producers, civil society, consumers, other government bodies, and the general public. All of these groups can be considered relevant stakeholders, depending on the work and structure of the NPPO. Developing and sustaining effective and appropriate relationships with stakeholders is a key part of the efficient operation of NPPOs.

Effective NPPOs are better able to protect plant resources. This contributes to improved crop yields, enhanced food security, trade and economic development, and the protection of biodiversity.

### What does the manual include?

This manual describes different ways to interact with stakeholders and suggests options on how NPPOs can build and maintain these important relationships. This includes the ways in which producers, academics and traders can supply useful information and resources. The manual discusses the importance of the NPPO maintaining its decision-making role and operational responsibility while interacting with stakeholders at policy and operational levels. Techniques to maintain and enhance stakeholder relationships are also covered.

The manual supplies examples on how coordination activities are carried out in different countries, with nine case studies highlighting different stakeholder relationship scenarios. Additional case studies are invited for inclusion through [www.phytosanitary.info](http://www.phytosanitary.info). The appendices provide guidance on stakeholder involvement in the operation of different technical phytosanitary programmes within an NPPO.

The examples provided may not be applicable or appropriate in every country. The manual is therefore intended to provide a range of options for adaptation to match the needs of specific situations and contexts.

### Get involved

This is part of a series of technical resources developed by the IPPC Secretariat under the direction of the IPPC Capacity Development Committee (CDC). In addition, hundreds of materials contributed by others are available on the Phytosanitary Resources Page. See overleaf for more information on the range of materials available and how the Manual on Managing Relationships with Stakeholders was developed.

The IPPC Secretariat and CDC aim to continually improve the technical resources and seek collaborators to:

- ◆ Design capacity development activities, including workshops and projects based on the IPPC Technical Resources
- ◆ Develop training of trainers programmes
- ◆ Provide financial or in-kind contributions towards the cost of translation and printing of the IPPC Technical Resources
- ◆ Give feedback on use of the current materials (see link overleaf)
- ◆ Contribute case studies, relevant manuals, standard operating procedures and other resources information to the Phytosanitary Resources Page
- ◆ Contribute to development of future IPPC technical resources.

# Phytosanitary Technical Resources

The Phytosanitary Resources Page ([www.phytosanitary.info](http://www.phytosanitary.info)) includes over 300 technical resources that are freely available. These include e-learning modules, manuals, training materials, diagnostic protocols, videos, advocacy materials, photographs, a roster of consultants and databases of projects and activities. The materials support the implementation of the IPPC and its standards, and are in line with the capacity development strategy approved by the Commission on Phytosanitary Measures. The materials also support efforts to fulfil objectives of the IPPC's adopted Strategic Framework (2012–2019).

The resources fall into two categories – Contributed Resources and IPPC Technical Resources.

- ◆ Contributed Resources can be contributed by anyone, in any language, and are reviewed by the CDC for consistency and relevance to the IPPC.
- ◆ IPPC Technical Resources are developed by the IPPC Secretariat under the direction of its Capacity Development Committee (CDC).

## How are the IPPC Technical Resources produced?

**Identify needs:** The Secretariat and CDC identify the need for resources to support implementation of the IPPC. This process includes analyzing the responses to the Implementation Review and Support System (IRSS) surveys, and building on experiences with capacity development projects.

Once the needs are established the next step is to identify where there are existing resources available that meet those needs, and where there are gaps.

**Collect and make available existing resources:** The IPPC Secretariat issued a call to identify existing materials that could be made available or adapted. The Secretariat received hundreds of training materials, manuals, diagnostic protocols and standard operating procedures in response to this call.

The IPPC Capacity Development Committee reviews contributed materials in line with a set of criteria, including consistency with the IPPC. Suitable materials are made available on the Phytosanitary Resources website ([www.phytosanitary.info](http://www.phytosanitary.info)).

Additional suggestions of materials (in any language) are continuously accepted to be considered for inclusion in the page.

**Identify gaps:** Once the extent of existing material is known, the gaps can be identified and IPPC Technical Resources developed to fill those gaps.

**Prioritize which new materials to develop:** The CDC sets priorities to develop new IPPC Technical Resources that are globally relevant, not already available, and emphasize NPPO management.

**Develop and peer review new materials:** The IPPC Technical Resources are developed with input from technical experts, and peer reviewed by additional experts and organizations and by the CDC, using existing materials as references when relevant.

**Publish, use and improve IPPC Technical Resources:** IPPC Technical Resources are available at [www.phytosanitary.info/ippc-technical-resources](http://www.phytosanitary.info/ippc-technical-resources), and additional materials are in development. The CDC encourages national and regional plant protection organizations, and all involved in phytosanitary capacity development, to use and contribute to these materials.

**Get involved:** See overleaf for suggestions of how to get involved.

**Feedback is welcome** through: [www.surveymonkey.com/s/factsheets-IPPC](http://www.surveymonkey.com/s/factsheets-IPPC)

The IPPC Manual on Managing Relationships with Stakeholders was developed under the auspices of the IPPC Secretariat, with direction from the IPPC CDC. The text was drafted by Ralf Lopian, with technical contributions from John Hedley, Kyu-Ock Yim, Jeff Jones, Brian Stynes, Megan Quinlan and the IPPC Secretariat. It was reviewed by the IPPC CDC (including technical experts from all seven FAO regions), KENZA Le Mentec and additional experts. The manual and this fact sheet were produced with financial support from the Standards and Trade Development Facility (project STDF 350). The IPPC Secretariat and CDC would like to thank the Republic of Korea for its contributions to the development of the manual.



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