

Professional discussion DISC-002

25 June 2026

Northbridge College

LEARNER
Ellie Turner

TOPIC
Working with stakeholders

ASSESSOR
Rachel Okafor

RECORDING
1:05

Timeline

Time	Criterion	Rating
0:08	K3.2 Has knowledge of internal and external customers, clients and/or suppliers.	★★★★☆
0:22	K3.1 Has a practical knowledge of managing stakeholders and their differing relationships to an organisation.	★★★★☆
0:42	K3.4 How to engage with and foster relationships with suppliers and partner organisations.	★★★★☆
0:56	S4.1 Builds and maintains positive relationships within their own team and across the organisation.	★★★★☆

Transcript

Rachel Okafor: Right, this discussion is about stakeholders. Who are the main people and organisations you deal with?

Ellie Turner: Internally it is the operations team, finance and the managers I support. Externally it is our customers, a few key suppliers, and the council for permits.

Rachel Okafor: Do you treat them all the same way?

Ellie Turner: No. Our biggest supplier needs regular updates and a phone call if something changes, whereas most customers just want a quick email. I try to match how I communicate to what each one needs from us.

Rachel Okafor: Give me an example of when you built a relationship with someone outside the business.

Ellie Turner: When our stationery supplier kept sending the wrong items, I set up a short monthly call with their account manager. The errors stopped and they now give us early warning of price rises.

Rachel Okafor: And how did that help your own team?

Ellie Turner: It saved the office manager a lot of time chasing returns, and people trust me to deal with suppliers now.

Rachel Okafor: Great example. Let us stop there.