

Conflict Resolution in a Project Management Environment

Workshop Content

This workshop provides both theoretical and practical information to enable the participants to understand how and why conflict arises, what to do about it, and how to ensure that their environment is “conflict-resistant”.

The approach is experiential. Participants will be walked through a number of exercises in which they will learn and practice conflict resolution techniques.

Objectives:

- To recognize patterns of conflict and personal reactions to conflict
- To learn and practice resolution methods
- To adapt one’s own reaction style to the management of future conflicts.

Introduction Conflict in project management

This section identifies where conflict occurs in the project life cycle.

Part I Defining Conflict and Types of “Difficult People”

This section provides definitions of “conflict” and helps participants gain a clearer understanding of the nature of conflict. The emphasis is on discriminating between work-related issues and clashes of personality and/or style.

Part II Knowing One’s Own Style of Engaging in “Conflict”

This section takes the participants through an assessment of personal conflict style. The purpose of this section is to heighten self-awareness, to receive feedback on personal styles of handling conflict and also to provide the participants an opportunity to see and practice different ways of handling conflict.

Part III Technique for Resolving “Conflict”

This section permits practice using different styles when working through a conflict situation, to gain knowledge of conflict analysis and conflict-management strategies and techniques.

It provides a choice of specific techniques for preparing for and/or handling conflict, such as:

- Auditory techniques
- Visual techniques
- Kinesthetic techniques
- Parallel Thinking
- Conflict Resolution questionnaire
- Seven Steps to Problem Solving

Duration: One day