



# Conflict Management in Projects

## **Who should attend this seminar**

This course is designed project leaders, project managers and project team members who desire to better identify and resolve conflicts in a positive way.

## **What you will learn**

- Identification of your personal conflict management style and the definitions of situations where this style is optimal and where it is not
- Strategies for adjusting your conflict management style to the approach required by the situation and the parties to the situation
- Definition of structured brainstorming processes that will lead to a conflict resolution
- Definition and application of “one text” solutions to agreement achievement
- Communication planning to address negotiation processes
- Strategies for difficult negotiations and for multiparty negotiations

## **Seminar format**

- Two days with workshop, discussion and lecture

## **Seminar take-aways**

- Complete seminar manual with all visual aids
- On-line and telephone support for past seminar participants
- Certificate of completion with 14 Professional Development Units

## **Seminar Outline**

### **The Basics**

Characteristics of Conflict – Definitions – Personal Conflict Management Style – Structure of Conflict

### **Conflict Situations**

Conflict situation assessment tools – Definition of roles of various stakeholders – Dispute system designs and associated techniques

### **Conflict Resolution Models**

Conflict resolution strategies - Organizational dynamics - Structured brainstorming - One text solution - Mediation

### **Organizational Conflict**

Organizational Conflict Compared to Interpersonal Conflict - Challenges of Organizational Conflict - Organizational Conflict Checklist - Organizational Conflict Roles

### **Communication Skills**

Basic communications skills - Communications models - Assertiveness training – Neutrality - Hostility curve – Leadership

### **Mediation**

When to use mediation - Third party mediation - Self-mediation - Team conflict

### **Negotiating Skills**

Goal setting - Interests and issues - Negotiating strategies - Negotiating models