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Course ID	Course Title
CONFRES	**Conflict Resolution for Project Managers**
Course Duration	
1 day	
Related Courses	• Project and Team Management Workshop (PROJMGT4, 4 days)
	• Advanced Leadership Workshop: The Vision, the Strategy, and the Execution (LEAD3, 3 days)
	• Conflict in the Workplace: Managing Relationships, Interactions and Conflicts (CONFLICT, 1 day)
	• Team Play (TEAMPLAY, 2 days)
	• Effective Negotiation: Beyond Win-Win! (NEGOTIATE, 1 day)

Aimed At   Project Managers responsible for the scope, budgets, and schedules of projects.

Group Size   5-25

Prerequisites
• Project Management Workshop (PROJMGT2, 2 days)

While there are no formal prerequisites, prior basic experience with project management will be helpful. If you have not been involved with project management, our two-day project management course provides a good introduction.

Course in a Nutshell
Many a project, otherwise well executed, has been brought down by conflict. In this participative workshop, you will learn how to proactively identify and resolve conflicts that impact project execution.

You will learn how to recognize conflicts that could undermine your project success, understand the costs associated with project conflict, and practice conflict resolution as a project management tool. You will also learn when to enlist the support of third-party mediators. Using lecture, group discussions, and role-play, you will learn how to apply the techniques taught to the execution of real-world projects. You will go away with a tool kit for tackling conflicts that you can put to work as soon as you return to your job.

Customize It!   If you are faced with a particular project, we can simulate its workings right in the class.

Learn How To
• Identify and understand conflict
• Assess the project costs associated with conflict
• Resolve a conflict
• Communicate realistic expectations of resolution
• Identify when third party mediation is necessary

Course Outline

- Recognizing and Understanding Conflict

  - Project Management Overview
  - The Problem
  - Levels of Conflict
  - Differences
  - Improvement

- Project Costs Associated with Conflict

  - Wasted Time
  - Decision Making
  - Loss of Skilled Resources
  - Reorganization
  - Sabotage/Theft
  - Low Morale
  - Lost Time
  - Health Costs

- Resolving Project Conflict

  - What Not to Do
  - Agree to a Conversation
  - Establish the Context
  - Converse
  - Reach an Agreement

- Communicating Realistic Expectations of Resolution

  - When It Works
  - When It Doesn't Work

- When Internal Interventions Fail: Third Party Mediation

  - Dynamics of Interpersonal Conflict
  - Retaliatory Cycle

How You Will Learn

- In this highly participative workshop, you will work in teams to role-play resolving typical project conflicts.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

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