

Fixing Conflict in Project Management

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IN  ACCORD

Fixing Interpersonal Conflict at Work






Poor relationships cause 65% of performance problems.

Departures?



**50% due to chronic,
unresolved conflict.**

**Managers deal with staff
conflict 18% of their time.**

A man in a police uniform is shown from the chest up, sitting at a desk. He is holding a vintage-style microphone in his right hand and pointing his left index finger upwards and to the right. His mouth is open as if shouting or speaking loudly. The background is dark, and the lighting is dramatic, highlighting his face and uniform. The text 'Managers deal with staff conflict 18% of their time.' is overlaid at the top, and 'Nearly a full day each week.' is overlaid on the right side, tilted diagonally.

**Nearly a full
day each week.**

Impact of conflict





Conflict comfort

Your effectiveness



Your confidence



SPEED
LIMIT
55



DETOUR



Rules of Behavior



STOP





We are all
victims

The other can do no right



A wooden bridge with a simple railing spans across a river. The river is filled with large, light-colored rocks, creating a turbulent flow of white water. The surrounding area is lush with green trees and vegetation. The text "Too much under the bridge" is overlaid in white on a black background across the middle of the image.

Too much under the bridge



Conflict

spreads

Recap

- 1) He broke my rules**
- 2) I'm a victim**
- 3) He did it on purpose**
- 4) It's not about the initial issue**
- 5) The fire spreads**



**“We are continually
faced with a series of
great opportunities
brilliantly disguised
as insoluble
problems”**



A photograph of a theater interior. The walls are covered in red curtains. A large white screen is at the front, displaying the word "Impartiality!" in bold black text. The theater is filled with rows of red seats, and a red carpeted aisle runs down the center. Two speakers are visible on the side walls.

Impartiality!



People are generally better persuaded by the reasons which they have themselves discovered than by those which have come into the minds of others.

**-Blaise Pascal
(1623-1662)**

**Allow solutions to
emerge from participants**



**Reveal
the rules**



What, specifically, do you want her to do differently?

What are alternative ways to do [*a given activity or task*]?

You don't have to agree with her, but what is she saying is important to her about this?

Sow doubt



If you had that conversation to do over again, what would you change this time?

When I talk to the other person what's she going to say about you?

Which aspects of her critique have merit?



...or somewhere in between?

What are some examples of how he's changed his behavior in the past?

If issue X was worked out, how would you feel about working with him?

What do you appreciate about her?

What's really
Important?



What are your core concerns?

Why is your suggested solution important to you?

What were you hoping to achieve when this conflict began?

They run in... ...when others run out



A photograph of two men in a meeting. The man on the left is wearing glasses and a blue plaid shirt. The man on the right is wearing a pink shirt and is holding a white sign. The sign has the text 'Write: - 5 Apparent barriers - 5 Solutions'.

Write:

**- 5 Apparent
barriers**

- 5 Solutions

Get help



Questions Review Wrap-Up

