Fixing Conflict in Project Management

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Departures?



50% due to chronic, unresolved conflict.

Managers deal with staff conflict 18% of their time.



Impact of conflict





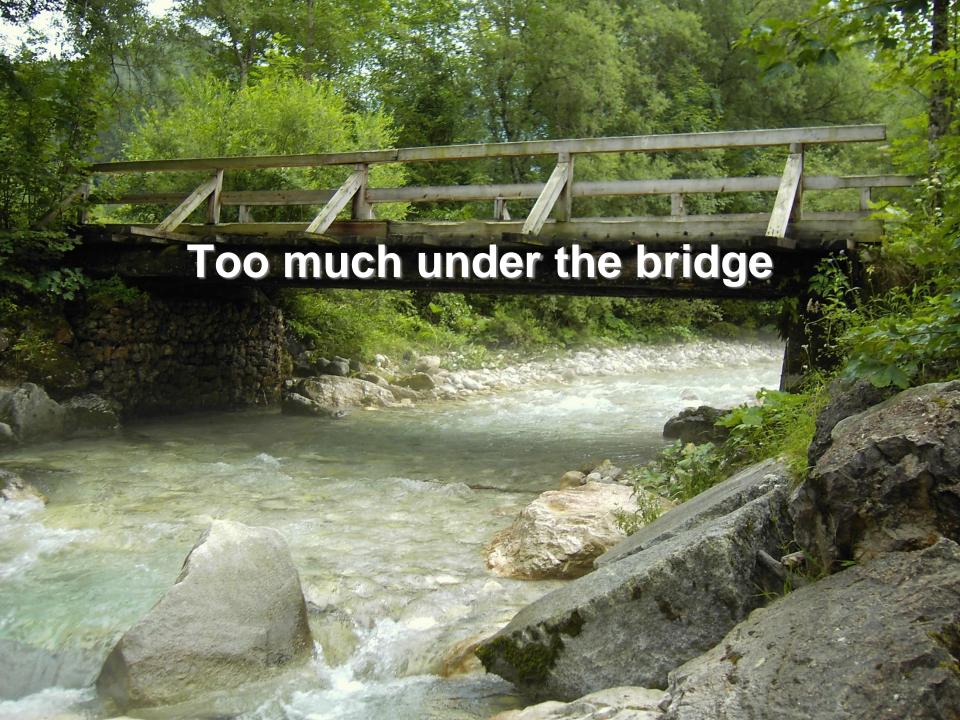








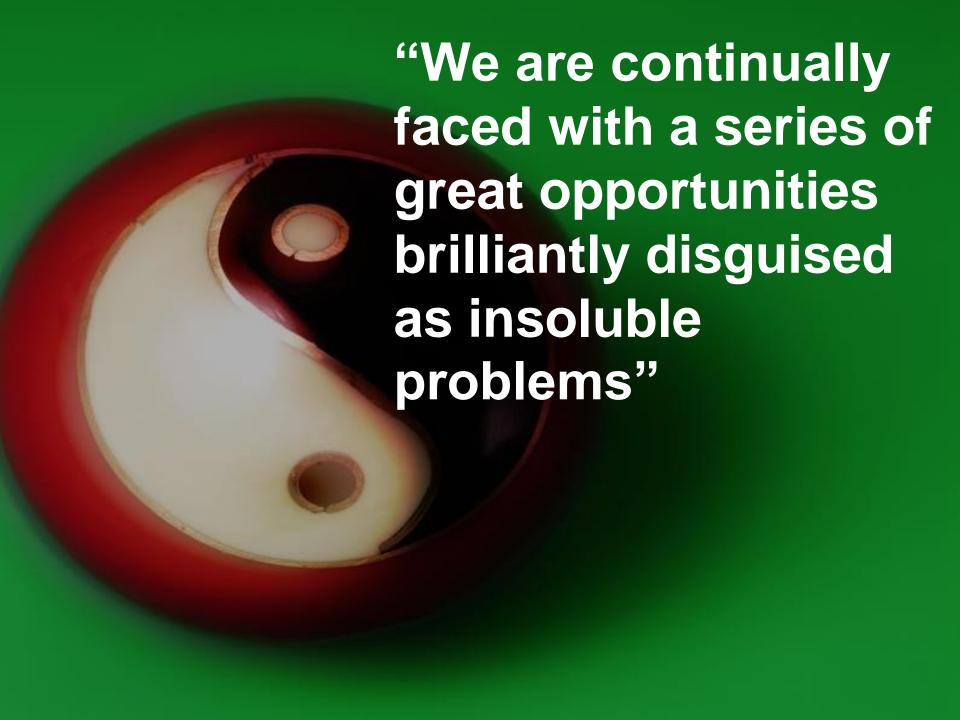






Recap

- 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







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)

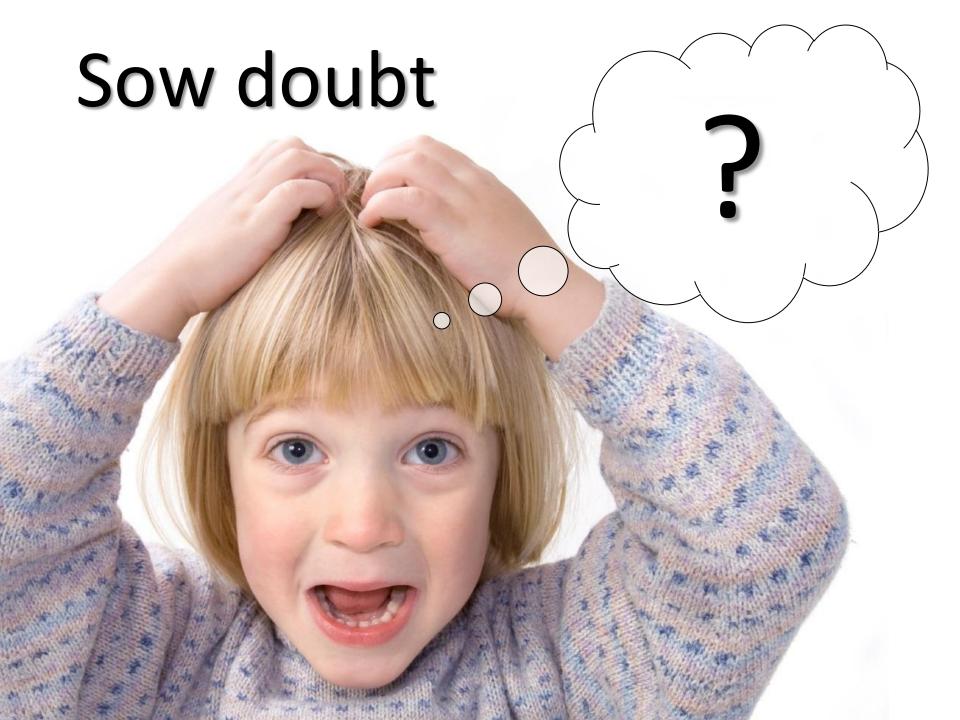




What, specifically, do you want her to do differently?

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?



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 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







