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**Executive Summary**

**Conflict resolution techniques**

In conflict resolution, the project team must find a way to resolve the issue, or the project will fail. The team can use the conflict constructively to help aid in developing the team and improving the project. When resolving conflict, the tendency is to avoid it as much as possible and if approached to try and convince the other party that your way is the right way. It is human nature to feel that your opinion is the only opinion instead of having an open mind in the situation. There are a few strategies that may help when trying to resolve a conflict.

* Recognize that all of us have biased fairness perceptions.
* Avoid escalating tensions with threats and provocative moves.
* Overcome an “us versus them” mentality.
* Look beneath the surface to identify deeper issues.
* Separate sacred from pseudo-sacred issues (Shonk, 2021).

**What is the best method a project manager can mitigate conflict resolution?**

The best method a project manager can use to mitigate conflict resolution would be

confronting and compromising. Confronting allows the project manager to address the

conflict while allowing the team members to formally address their issues face-to-face.

Compromising will allow the team members to reach an agreement that will satisfy both

parties to reach the goal of the project. I have found that first and foremost the most important factor to consider when dealing with conflict is to remain calm. Too many times we want to “shoot from the hip” and overreact to a situation that can become escalated instead of deescalating the conflict by being reasonable. Listening to the other party and negotiating to come to a mutual agreement has always been my standard for resolving conflict.

**How does conflict originate on a project?**

Conflict on a project can originate in many project situations. Depending upon the stage in the project life cycle, the conflict origination will differ. Disputes can occur from the following sources

* Priorities-time, cost, scope
* Administrative Procedures
* Schedules
* Technical requirements
* Workforce- staffing issues (Larson & Gray, 2021)

**How does a project manager find out conflict is occurring on the team?**

During the project the manager may notice that things have lost momentum and there may be some dissent between team members. Having open dialogue with team members and keeping a watchful eye out for conflict between them by observing them to see if there is any tension. A project manager should also ensure that each team member has an opportunity to voice their opinions and ideas to prevent resentment that will further cause a conflict.

**What are the major causes of conflict and how does a PM manage the conflict?**

Some major causes of conflict within a project team would be:

* Cultural Differences
* Change in scope
* Management and team ego and personality clashes
* Different perspectives and communication barriers
* Miscommunication and misunderstandings (Brown, 2022)

The project manager can manage conflict by having regular team building exercises that can help build a spirit of collaboration among the team members and help them communicate. Having an open mind and giving them the respect of just listening will gain their trust and ensure them you are engaged in resolving conflict if it occurs.

**References**

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