

A project professional's guide to conflict management and resolution

Conflict management is a vital skill for project professionals; it's the ability to challenge in a neutral and fair manner, persuade and find mutually acceptable positions.

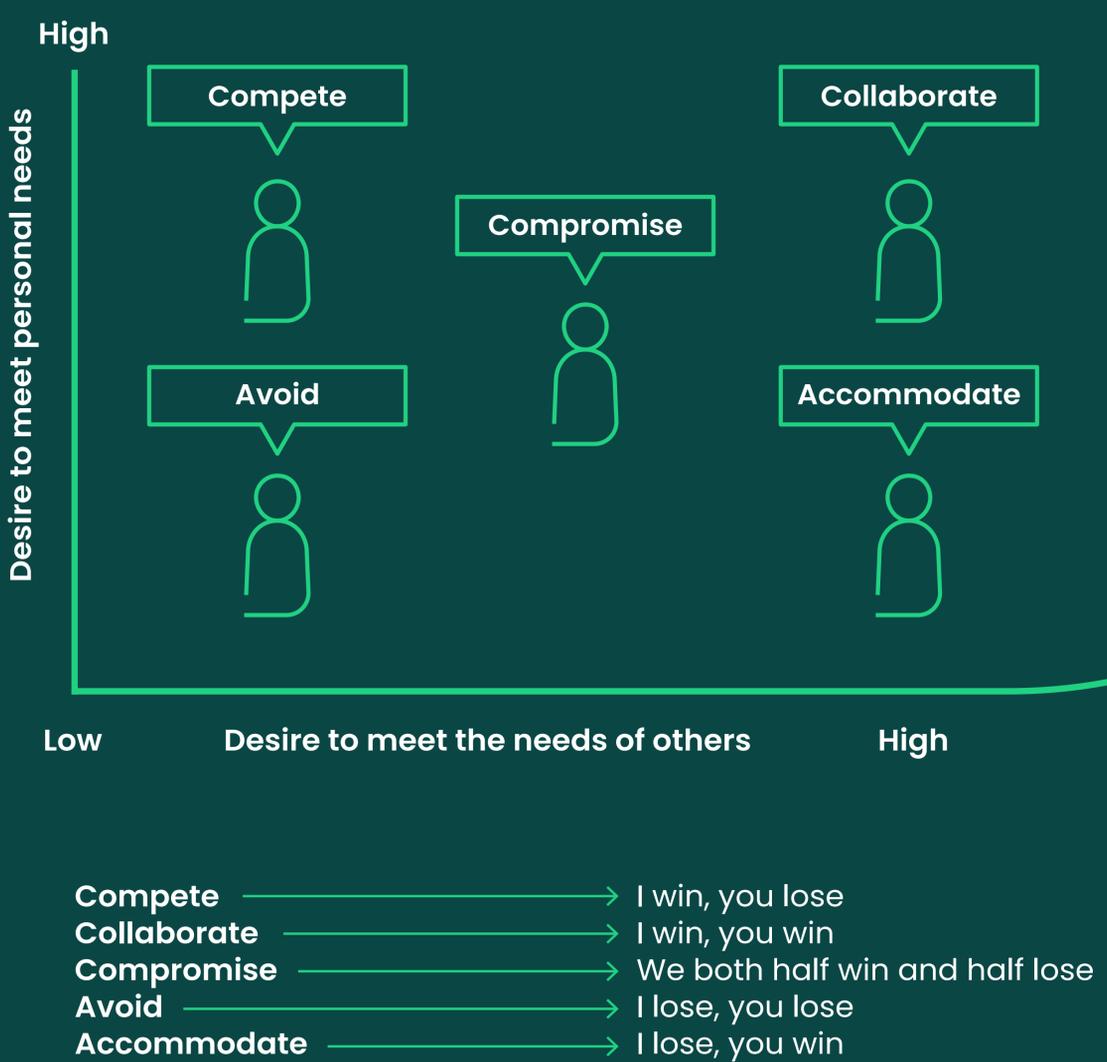
Conflict in project teams usually happens when:

- there are disagreements over tasks
- team members and stakeholders have different values or opinions
- miscommunication and misunderstandings arise
- there's uncertainty or different priorities in actions

Here are some common things to look out for:

- defensiveness instead of listening to others
- not wanting to collaborate
- direct challenges to decisions
- unexpected changes in the style of communication

How we manage conflict depends on them on our desire to meet our own needs vs the needs of others



Six top tips for conflict resolution

- 1 Anticipate conflicts happening.
- 2 Don't ignore a conflict.
- 3 Think about a resolution.
- 4 Encourage discussions.
- 5 Be a facilitator.
- 6 Keep conversations neutral.