

Project Management Mediation: Conflict Resolution for PMs

GoSkills online course syllabus

Skill level

Beginner

Lessons

16

Accredited by

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Pre-requisites

No prior experience needed

Video duration

52m

Estimated study time

52m 7s

Instructor

Jordan Moomau

Introduction

- 1** **Resolve conflicts with confidence**
Every project manager will inevitably encounter conflict during their career.

Conflict Origins

- 2** **Mediating as a PM**
Your primary focus is on managing the project, yet you also need to manage project stakeholder relationships.
- 3** **Identify common conflicts**
There's a distinction between conflict resolution and management.

Conflict Management

- 4** **Define conflict management terms**
It's important to be able to define and distinguish between conflict resolution and conflict management.
- 5** **Navigate negativity**
Conflict management can be challenging on its own, but it's even more difficult when people focus on the negative.
- 6** **Address the deeper issue**
Conflict is often the sign of a deeper issue.

7 De-escalate emotional situations
Sometimes people's emotions can impede productive discussions.

8 Prioritize empathy
Having to be right all the time can lead you down the wrong path.

9 Recognize healthy arguments
Conflicts and arguments can be a positive sign of high-performing teams.

Conflict Prevention

10 Determine conflict origin
Sometimes conflict is caused by how a process was created.

11 Design effective processes
Many conflicts can be traced back to misalignment within the organization.

12 Build a resilient culture
Building a work culture isn't just about having fun at work; it's about creating a place where people work well together.

Conflict Management Resources

13 Examine case studies
Looking at conflict case studies can be a great way to practice your skills and prepare for conflicts.

14 Explore helpful resources
There are a plethora of websites, books, and tools available for you to explore when managing conflict as a project manager.

15 Seek internal support
While there are infinite external resources at your disposal, sometimes the best resource is within your organization.

Conclusion

16 Be a peacemaker

Thank you for watching this course!

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