

Managing conflict in project environment

Completed by: _____

Date:

02/16/2024



Agenda



1. Conflict - definition, sources and views

2. Conflict management styles. Pros and cons

3. Main approaches in conflict management

Background

1/4

2,000,000,000

CAD a year

55

Days a year

60% - 80%

Conflict

serious disagreement and argument
about something important

- Conflict occurs when two or more parties (people, groups, etc.) perceive that they have mutually incompatible goals
- Conflicts vary in intensity and duration
- Intensity of conflict affects the way we intervene

Conflict - definition, sources and views

Conflict sources:

- Communication
- Environmentally induced stress
- Culture
- People-focused/personal differences
- Issue-focused
- Goals and priorities
- Task interdependence

Conflict - definition, sources and views

Conflict is a danger to avoid or to, at least, control effectively

Avoid or eliminate conflict because:

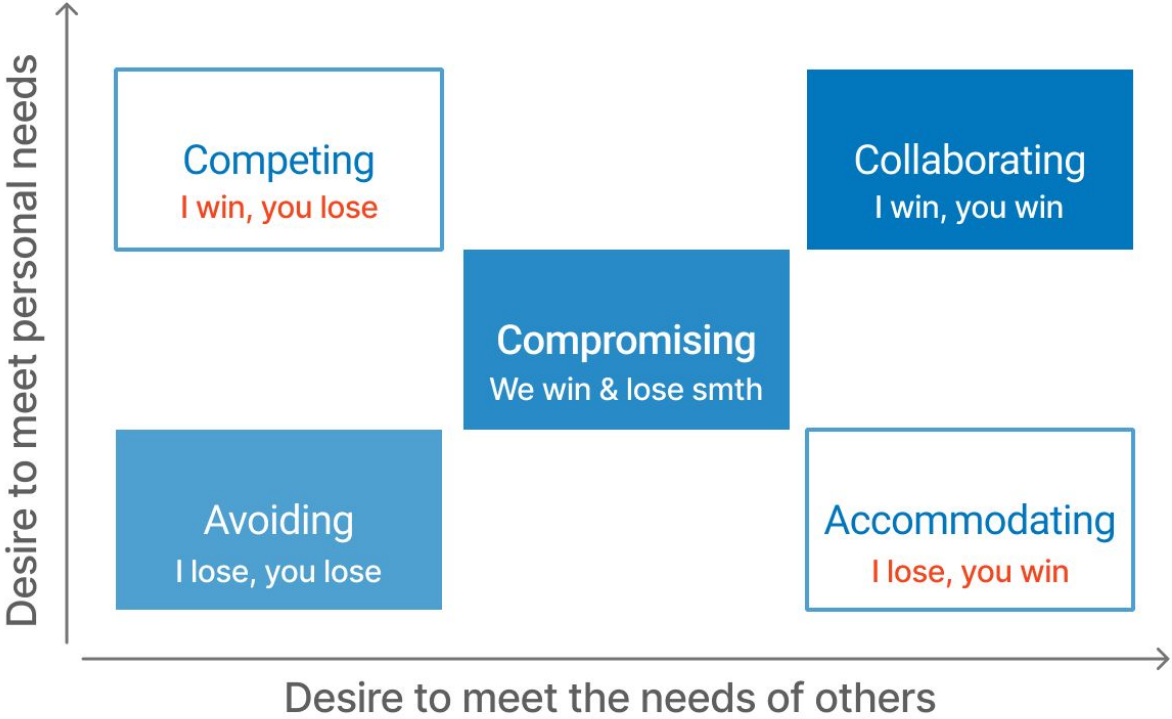
- it is dysfunctional
- can harm the project's outcome
- detrimental to team performance

Conflict is an opportunity to embrace and stimulate

Encourage conflict because:

- it can stimulate creativity and innovation
- increases commitment and satisfaction
- to avoid groupthink

Conflict management styles. Pros and cons



Conflict management styles. Pros and cons

Pros

- winner is clear

Competing

- set battleground for the next conflict;
- worthy competitors may leave a Company

Cons

Pros

- curtails conflict
- enhances ego of the other

Accommodating

- Does not fully engage participants;
- Sometimes establishes a precedence

Cons

Avoiding

Pros

- Shows goodwill
- Establishes friendship

Compromising

- No one gets what they want
- May feel like a dead end

Cons

Pros

- Everyone “wins”
- Creates good feelings

Collaborating

- Hard to achieve
- Often confusing

Cons

Main approaches in conflict management



Conclusion

Today we've learned about:

1. Conflict - its definition, sources and different views
2. Various conflict management styles and their advantages and disadvantages
3. Recommended strategies to manage conflict efficiently

Thank you!

Send your questions to

References

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