Project management 101 *by Zavanak*

21. DEALING WITH PROBLEMS

© Eric Woodcock 2024

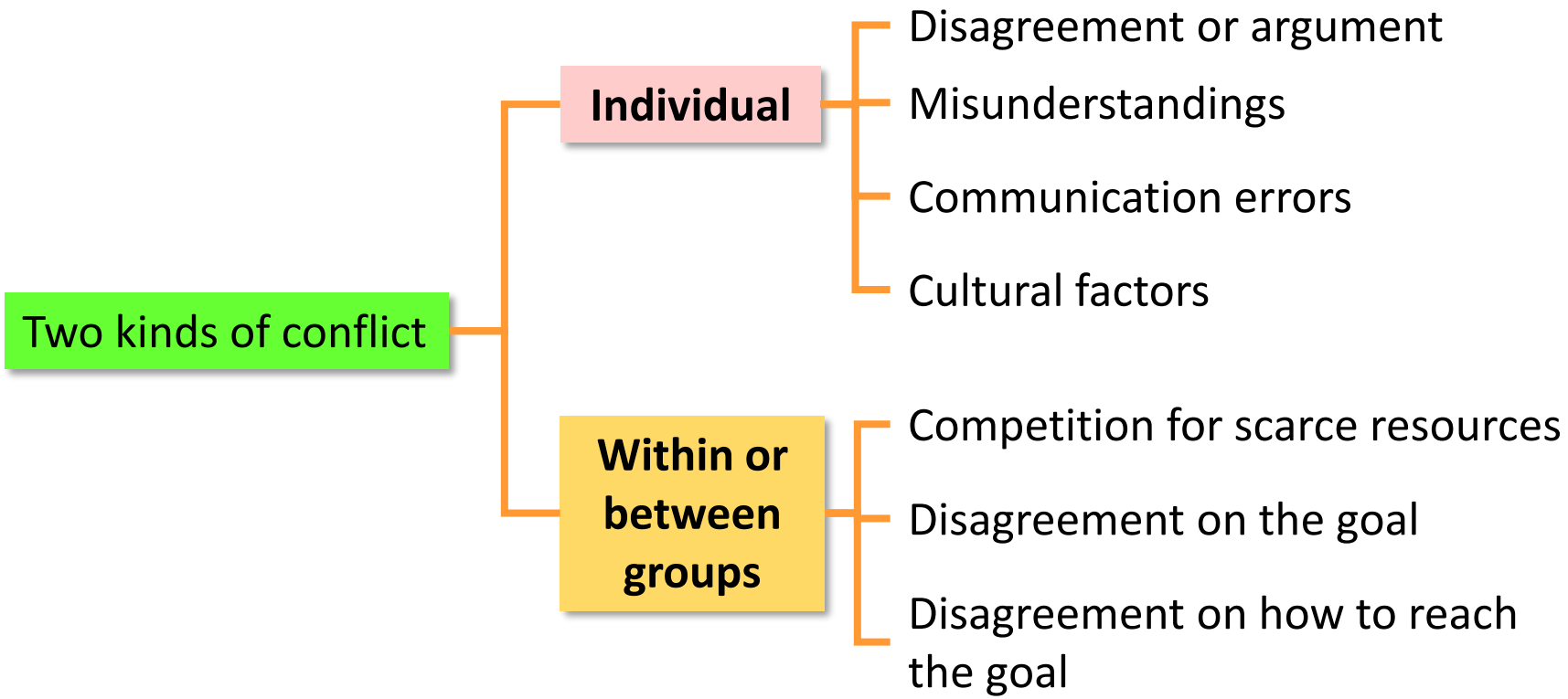
Project management 101 *by Zavanak*

21.6 Harnessing conflict

© Eric Woodcock 2024

A closer look at conflict

"When two people always agree, one of them is unnecessary."
William Wrigley Jr.



© Eric Woodcock 2024

Directing conflict

Accept the conflict
Can you live with it?

Mediate the conflict
Reason and persuade

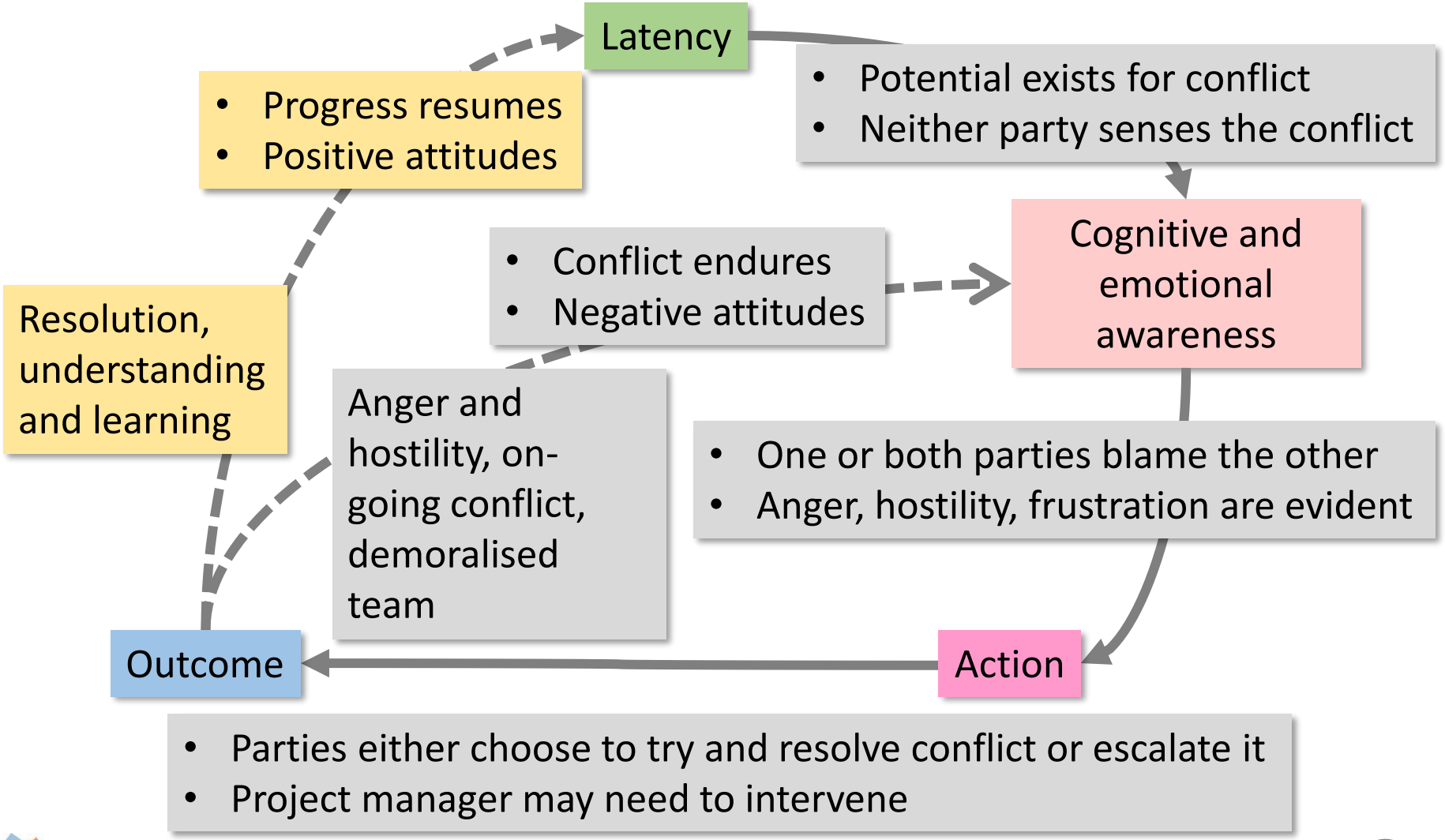
Arbitrate the conflict
Listen and then judge

Control the conflict
Cool off, time out

Eliminate the conflict
Be willing to fire people

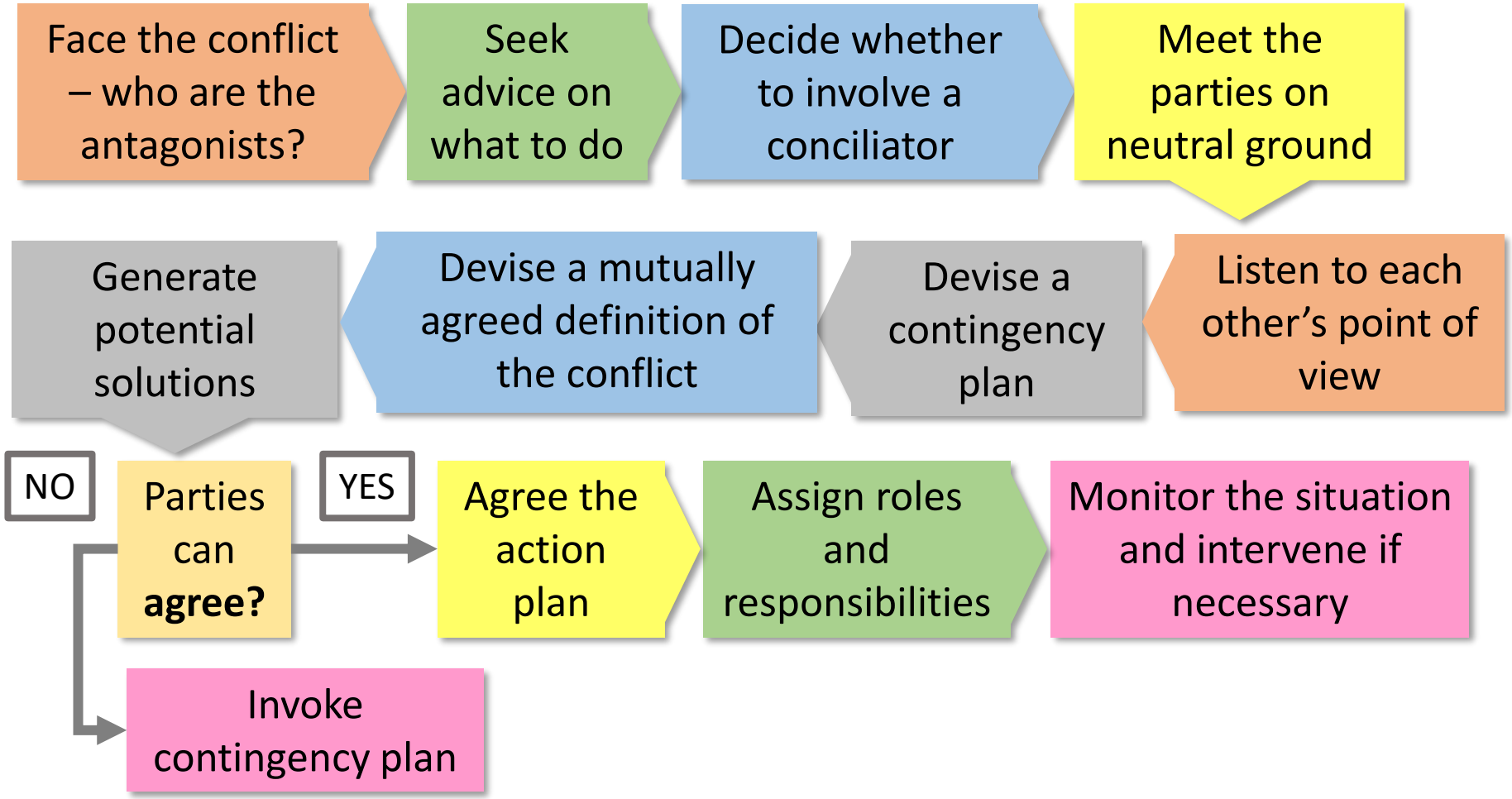
© Eric Woodcock 2024

Stages in a conflict



© Eric Woodcock 2024

Resolving the conflict



© Eric Woodcock 2024

Handling disruptive protests

Do

- Be aware of what aspects of the project might be contentious to certain groups.
- **Recognise people's rights to legal protest.**
- Make sure project team members are not intimidated.
- **If possible, engage with protest leader and negotiate.**

Don't

- Dictate what is going to happen come what may.
- **Use corporate strength to try and obliterate protest.**
- Tolerate illegal and unreasonable behaviour.
- **Refuse reasonable overtures from protest leader.**

Project management 101 *by Zavanak*

© Eric Woodcock 2024