

Project Management Mediation: Conflict Resolution for PMs

GoSkills online course syllabus

Skill level

Beginner

Lessons

16

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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