



Dealing with Conflict and Negativity in a Project Management Environment

COURSE DESCRIPTION

This two-day course will focus on ways to reduce professional or personal conflict and negativity. Participants will gain insight into ways to acquire control of volatile situations and prevent anger from escalating. They will learn how to turn around negative situations in the workplace. They will receive clear steps of action for getting to the root of the conflict. They will discover ways to facilitate bad situations, techniques for gaining consensus, and simple confrontation techniques that reduce stress will all be examined. They will create approaches which will turn a negative situation into an optimistic workforce. Students will use discussion, cases, and group activities to facilitate the course.

OBJECTIVES

- Identify aspects and features of conflict
- Utilize rules for handling anger and create action plans for quick resolution
- Analyze hostility, how it surfaces, and examine how to handle personal and professional hostility
- Compare levels of group conflict and review active listening skills
- Understand seven stages of group conflict.
- Create a code of conduct for controlling a resolution meeting
- Compare ways to confront others while helping them save face
- Review assertiveness techniques and apply facilitation skills for allowing everyone to be heard
- Discuss the facilitator's responsibilities
- Formulate a five step approach in examining negativity
- Assess ways for rebuilding trust
- Discuss situational, habitual, and chronic negativity
- Understand rules for confronting negativity
- Define ways to impact negative culture

TARGET AUDIENCE

Project managers, Technical managers

Class Dates/Cost/Location

| <u>CLASS DATES</u> | <u>PDU's¹</u> | <u>COST</u> | <u>TIME</u> | <u>LOCATION</u> |
|---------------------------|---------------------------------|------------------------|-----------------------|------------------------|
| July 16 - 17, 2012 | 14 | \$190 per participant* | 8:30 a.m. - 4:30 p.m. | Topeka |

¹The Mathis Group, Inc. is a Project Management Institute (PMI) Registered Global Educational Provider. This course provides PMI Professional Development Unit's (PDU's).

*2.5% administrative fee included

Course Registration

- The registration form can be found at: <http://www.da.ks.gov/kito/PMMSchedule.htm> . The form can be filled in online and emailed to KITO@da.ks.gov or fax to (785) 296-1168, Attn: EPMO.

Cancellation Policy

Cancellations up to twenty (20) business days prior to the class date – 100% refund
Cancellations less than twenty (20) business days prior to the class date – no refund

PM Information can be found at: <http://da.ks.gov/kito>