**Executing Process Group Artifacts**

9.4 Manage Project Teams

9.4.2 Conflict Management (Tools and Techniques)

PMGT 690, ERAU, Prof. Sherman

By: Matthew Holtan

**9.4.2 Conflict Management (Tools and Techniques):** This artifact was taken from a homework assignment from PMGT 611. It was a self-assessment relating to my and how I would go about resolving conflict in the organization. Conflict management is a daily practice in the project environment. Ground rules, boundaries, shift wars and project changes can all bring about conflict. This assignment sheds some light on how I would go about putting out fires. Conflict management is a technique used in Managing Project teams process.

**Personality Traits and Communication, Feedback, Coaching and Conflict Management Style**

 Recalling my self-assessments from Ch 2, I have high scores with agreeableness as well as adjustments. I am somewhat even keel emotionally. I do not get too excited or too down. I have a tendency to be a little more passive and quiet. I am the type that will listen and take everything in before giving a response. This may make some people uneasy. I may have to chime in and give some type of feedback so they know I am tracking and following what they are saying. I do try to be considerate to everyone; up and down the chain of command. Some people have criticized me that my positive attitude invites people to try and take advantage. This may be true, but I do see it coming.

 With feedback, I have a lower surgency score. I do not have the need to be in control. When it comes to being in control, I believe there should be balance. I do want to have continued monitoring on the project status as well as with my team. I like to have as much information as possible prior to making tough decisions. I may need to provide more feedback more often. I like to coach however I do shy away from conflict and confrontation. I believe in giving people verbal warnings prior to discipline. I would like to try and sit down and resolve the problem and seek out solutions with the person before taking the next course of action. I do have a need for achievement. I know this is indicative of control, but I want to get the task at hand done; on time and under budget.

I believe in being fair and considerate. With conflict, as stated earlier, I like to have collaboration. With my agreeableness, I have to be aware of my needs as well. I know that I need to ask more questions. I need to ask questions with my project team, supervisors and the people that work for me. This will give me a feel of what leadership style to use as well as if there is conflict among the team.