

PMI Tallahassee Presents

Conflict Management For Project Managers

DR. JAMES T. BROWN PMP PE CSP

March 11, 2016

8:30 am to 4:30 pm

Capital City Country Club

Members \$249*

Non-Members \$270*

7 PDU's

Register at www.pmitlh.org

*After March 4, 2016 -\$270 members & \$295 non-members
Registration includes breakfast (7:30 AM) & lunch

*"The interesting content, real world examples and interactive style of this class gives me a real understanding of the topic and **actionable tools I can put to use immediately to improve my ability to deal with conflicts.**"*

C. Sims Harris

Organizational success is rooted in successful relationships at all levels. Conflict is a natural part of any work environment and must be addressed in a positive and effective manner.

When improperly handled, conflicts can create barriers to organizational efficiency that can linger and/or spill over to other areas outside of the original situation. When properly handled, conflicts are resolved in a manner that maintains relationships and produces mutually agreeable outcomes. This course focuses on conflict management and negotiations through prevention and resolution.

After completion of this course, you'll be able to:

- Resolve conflict in a positive way
- Effectively negotiate with project stakeholders
- Leverage trust to facilitate conflict resolution
- Apply different negotiating strategies
- Recognize the negotiation approaches that consistently produce the best results
- Prevent and minimize conflict through the establishment of strong relationships
- Understand key human behavior elements and their impact on conflict
- Appreciate the role of communication in conflict and negotiations

Conflict prevention ensures participants know human behavior and relationship building skills that minimize conflict potential and impact. Prevention essentially attacks organizational conflicts at the source. This is especially important for technical personnel that are unaware of and/or discount the importance of human behavior and relationships. Resolution focuses on skill development for negotiations and handling real time conflicts.

"This program showed me how to look at conflict in a positive and productive way."

G. Creson, The Citadel

"This is the third course that I have attended of Dr. Brown's. Once again I enjoyed the session and will immediately apply what I have learned to my daily work and interactions with others."

L. Adams, Citrix Systems



About James ...

James T. Brown Ph.D., is president of SEBA® Solutions Inc., a Registered Education Provider for the Project Management Institute. He is the author of *The Handbook of Program Management* published by McGraw-Hill. James has a patent for a project scheduling methodology, & has received numerous awards including the "NASA Public Service Medal." James has a Ph.D. in Industrial Engineering, a MS in Engineering & a BS in Electrical Engineering. He is a licensed Professional Engineer (PE), a certified Project Management Professional (PMP) & Certified Speaking Professional (CSP).