

Culture and Project Management



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Project Management
Chapter 6: Culture and Project Management

Culture and Project Management

- Definition of Organizational Culture
- Project Manager's Checklist
- Team Challenges
- Dealing with conflict



Organizational Culture

- Shared beliefs, attitudes, values
- Behaviors that arise from the beliefs, attitudes and values
- May be obvious or subtle



Project Manager's Checklist

- Decision-making—who makes the decision and what processes are followed
- Communication
 - Formality
 - Medium
 - Complexity
- Vocabulary and format—“Image”



Team Challenges

- Individual identity
- Verbal and emotional expressiveness
- Relationship expectations
- Style of communication
- Language
- Personal priorities, values and beliefs
- Time orientation



Dealing with Conflict

- Conflict is not a bad thing
- Problem-solving is a key activity for successful teams
- Understanding your own preferred approach and those of your team helps in productive conflict resolution



Five basic approaches to conflict resolution

- Avoidance
- Accommodation
- Competition
- Compromise
- Collaboration



Culture and Project Management

- Organizational Culture means shared beliefs, attitudes and values, along with related behaviors
- Project Managers need to be aware of cultural issues
- Team Members can also face challenges in cross-cultural relationships
- Effectively dealing with conflict is a success factor for projects—every project team must resolve differences and make decisions



Questions?



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