

Surviving Design Projects

Patterns for Managing Conflict in Creative Workplaces

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Pattern: Baby steps

Introduce small changes into an organization's culture. Large changes will be met with resistance.

Use when:

- Projects will benefit from new techniques but the organization's methodology is entrenched.
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Pattern: Help me prioritize

Ask the team member to identify which tasks are most important.

Use when:

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- Presented with an unrealistic to-do list and limiting constraints like unreasonable timeframes, incomplete inputs, or a small budget.
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Pattern: Back to basics

Use fundamental project management techniques (daily status updates via email, granular to-do lists, documenting assumptions, etc.) that may have been absent from the project so far.

Use when:

- Team members are struggling to align their tasks.
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Pattern: Reduce the assignment

Give the team member a smaller assignment to ensure that you are both aligned in terms of

output and objectives.

Use When:

- The team member demonstrates that he or she doesn't understand the required direction.
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