

In project management, conflict management is a crucial skill for ensuring the smooth execution of tasks and achieving project objectives. Conflict can arise due to differing opinions, resource constraints, personality clashes, or various other factors. There are generally three approaches to managing conflict in project management: compromise, force, and avoidance.

Roles :

- Manager - Rajareswari R
- Employee - Rithika S
- Employee - Harini S

Scene 1: Avoid

When faced with a conflict about parking among the employees, the manager decides to avoid addressing the issue. This can be a risky strategy, as the conflict is likely to persist and possibly escalate. However, there may be times when avoiding a conflict is appropriate if the issue is minor and likely to resolve itself without intervention.

Scene 2: Compromise

One employee requests the tasks of other employees. In this case, the manager can use a compromise approach by finding a middle ground that satisfies both parties. This could involve reassigning tasks or finding a way for both employees to share the workload in a fair manner.

Scene 3: Force

One employee tries to take credit for the work of other employees. In this situation, the manager may need to use forceful conflict management tactics to ensure that the employee is held accountable for their actions. This could involve confronting the employee, documenting the issue, and potentially taking disciplinary action if necessary.

Scene 4: Collaboration A project task requires input from multiple team members, but there are disagreements on the approach. The manager facilitates a collaborative approach where team members work together to find a mutually beneficial solution. This involves open communication, active listening, and leveraging the strengths of each team member to achieve the project's goals effectively.

Scene 5: Accommodation During a project meeting, team members express differing opinions on a critical decision. The manager practices accommodation by temporarily setting aside personal preferences to prioritize the team's consensus. This approach fosters harmony within the team and maintains focus on project progress rather than individual agendas.

Scene 6: Confrontation A significant issue arises due to a team member consistently missing deadlines, impacting project timelines. The manager confronts the situation directly, discussing the performance issues with the employee, setting clear expectations, and outlining consequences for continued non-compliance. This approach emphasizes accountability and ensures that project deliverables are met on time.