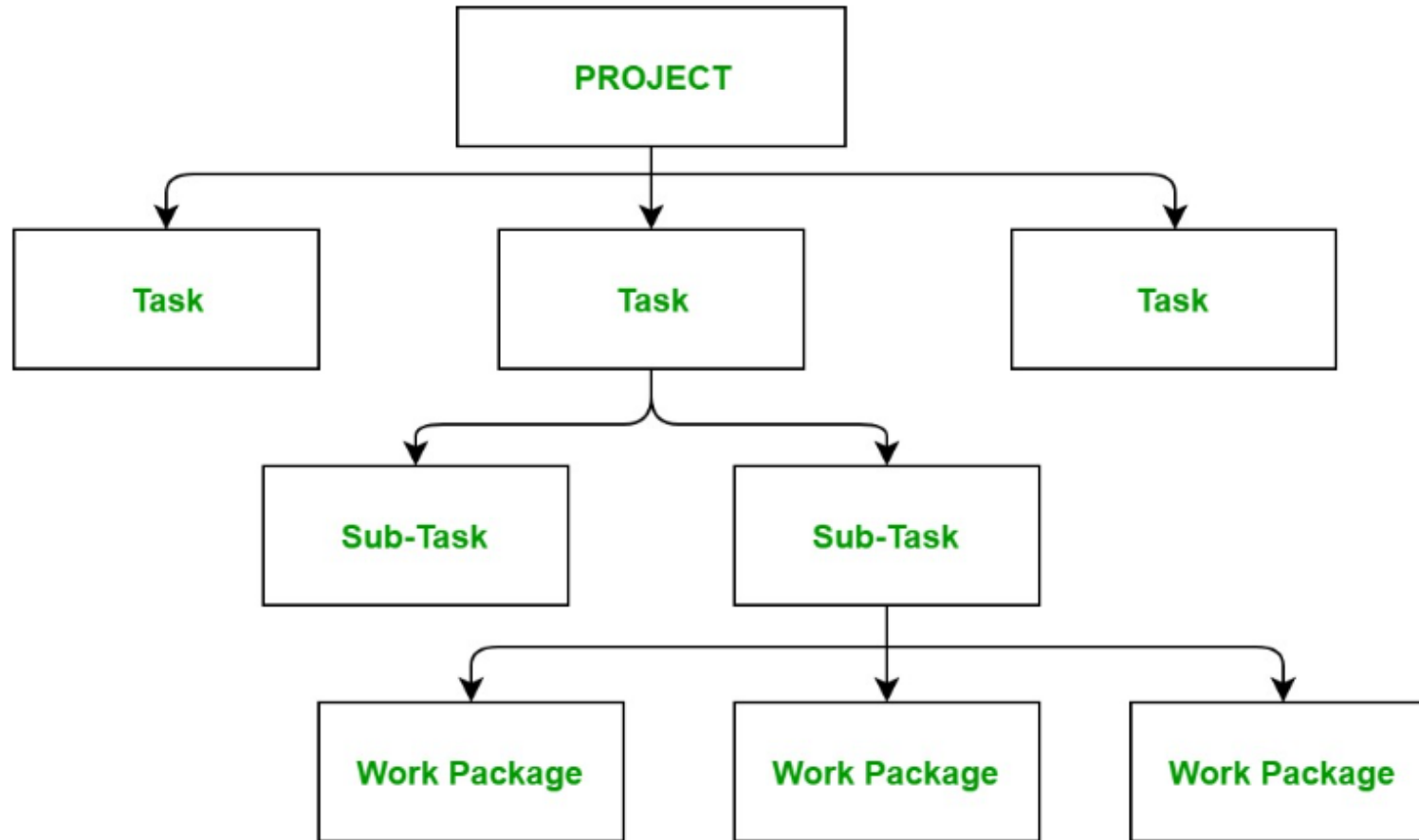
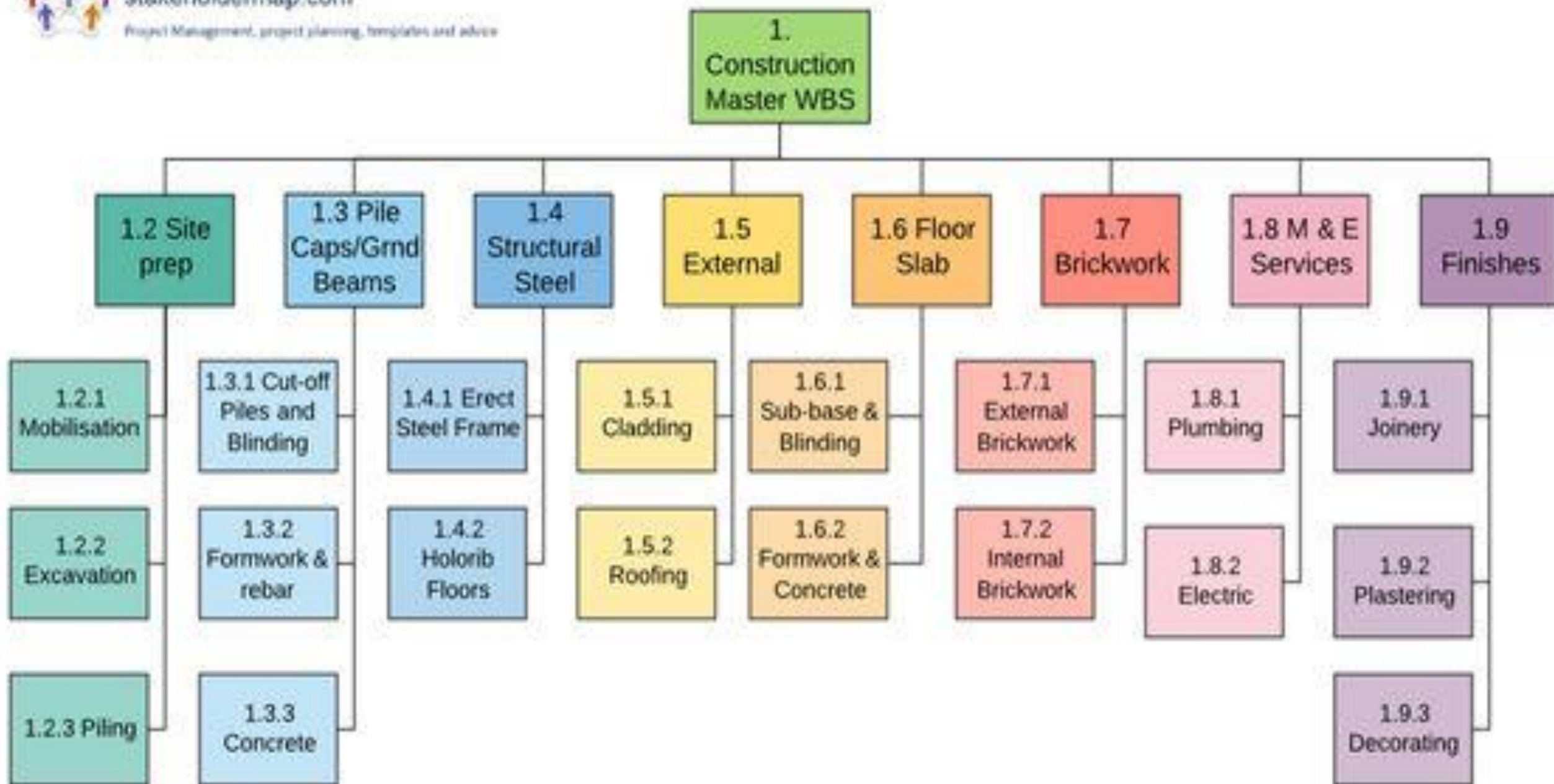


Work Breakdown Structure (WBS)

- **A Work Breakdown Structure includes dividing a large and complex project into simpler, manageable and independent tasks.**
- **A straightforward and conceptually simple way to attack the problem is the 'hierarchical planning process' to build a Work Breakdown Structure (WBS) for the project.**





1

Software Project	
570 hours	\$14,500.00

1.1 ✓

Planning Summary	
240 hours	\$3,000.00

1.1.1 ✓

Task 1	
60 hours	\$1,000.00

1.1.2 ✓


Task 2	
180 hours	\$2,000.00

1.2

Coding Summary	
105 hours	\$4,000.00

1.2.1

Task 3	
80 hours	\$2,500.00

1.2.2 

Task 4	
25 hours	\$1,500.00

1.3

Testing Summary	
225 hours	\$7,500.00

1.3.1

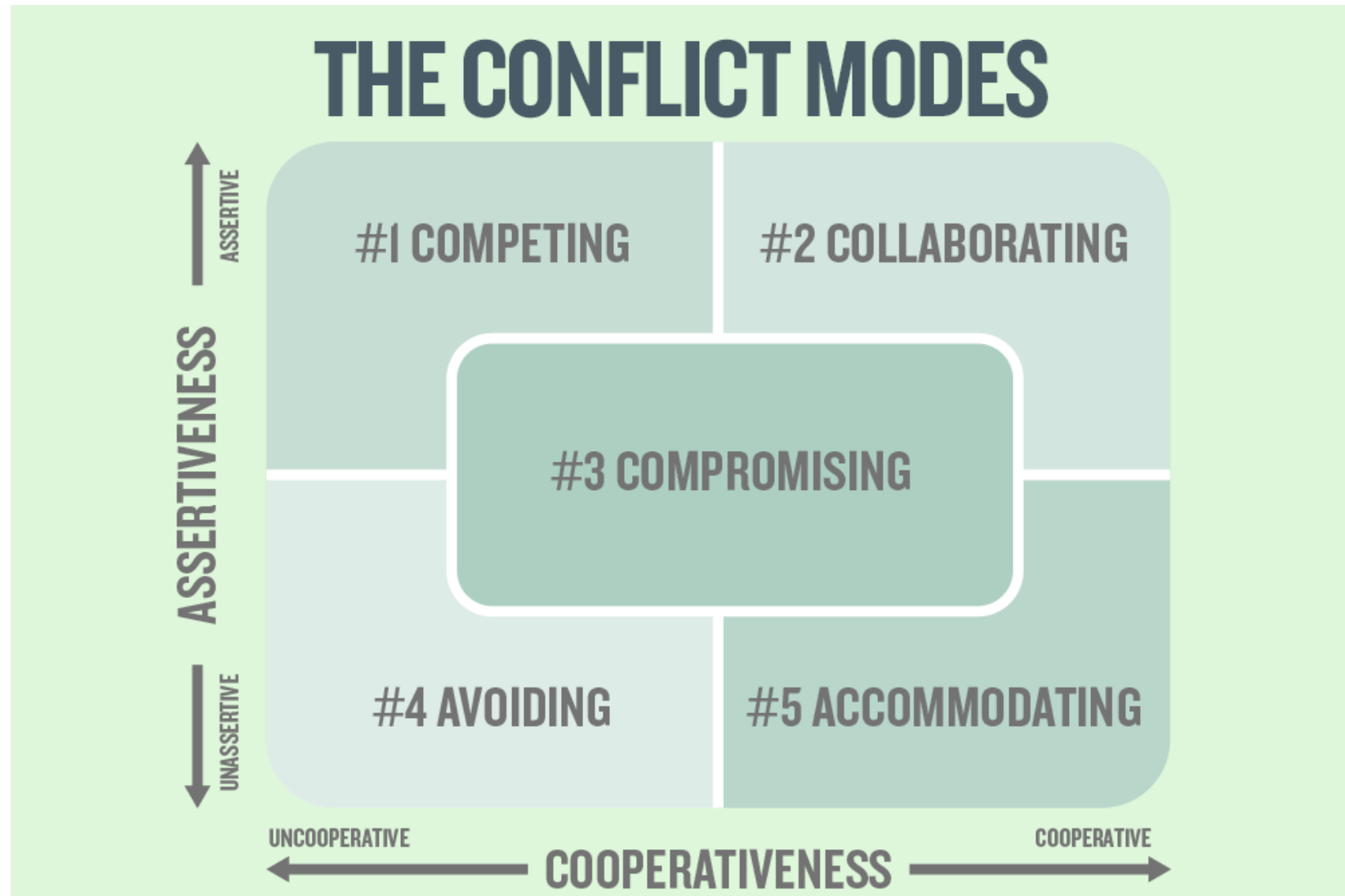
Task 5	
125 hours	\$2,500.00

1.3.2

Task 6	
100 hours	\$5,000.00

Influence of Project Manager

- **Authority**
- **Expert Knowledge**
- **Professional Advancement**
- **Coercive behaviour**
- **Work Challenge**
- **Friendship**



Conflict resolution strategies (Kenneth Thomas and Ralph Kilmann ,1975)

- Approaching a situation assertively and being unwilling to cooperate is referred to as a “competing” strategy.
- When a competing strategy is employed, someone must lose in order for the other to win
- This competing strategy may be appropriate in situations where the decision must be made quickly

- When the position is not asserted aggressively but the person is still unwilling to cooperate, there is a conflict “avoiding” strategy.
- This is a lose-lose strategy
- An avoiding strategy might be applied when the issue is not that important to you or you deem the detrimental effects from the conflict outweigh the benefits of resolving the issue in a desirable way

- When one assertively state his/her position but do so in a spirit of cooperation ,they are employing a “collaborating” strategy
- Collaborating strategy can be considered a win-win strategy.
- This is the preferred strategy in most situations and particularly in situations where the needs of both parties are important

- In situations where one do not assert their position and focus more on cooperating with the other party, they are employing an “accommodating” strategy.
- Here the situation can be described as I lose, you win.
- Accommodating strategy is employed when one is wrong or the issue is much more important to the other person.

- When one take a middle ground position on both dimensions, it is “compromising.”
- In these cases, nobody wins and nobody loses.
- Arrived at a solution that you and the other party can live with but are not particularly happy about.
- One might employ a compromising strategy when the potential benefits of trying to develop a win-win solution are exceeded by the costs