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IT-625

Assignment 2-1

Conflict Plan Resolution

**Team Dynamics**

The structure of the team including tree of management is correct. There is a lot going on in this case study and it’s best to just start from an overview. The large current issues and conflicts are the budget is 20% over. The manager just quit, and there is a huge gap in communication. The team is lacking many skills in each part of this entire project. This team and company never should have taken this project. To begin the developers didn’t have any knowledge of the language they were using and had to be sent to ‘training’ to learn, which is absurd. Having so little experience of the language means the team was not ready for the project and should have given it to another more experienced company which is the fault of the client and company providing the service. The next problem is there is a series leadership problem throughout the company. The company doesn’t seem to comprehend anything besides profit which blinds the leaders focus. Every problem is a leadership problem and if the leader in this case the manager was willing to quit in the middle of the project that means all the other leaders are just as bad for not being more aware of the situation. Moving forward to legal team that is not able to finish in the timeline of the project we could blame this on poor leadership and communication but hr’s job should have been able to make a better contract. The fact that the client was able to change the project goal and not have any financial consequence nor a change in the deadline is just poor a poor contract on the company providing the software. I understand that it is important to please the client and let them have the final say but it should also have some effect on finances and the deadline.

**Conflict Resolution Leadership**

First thing to do in this resolution is to find a new manager willing to lead the team in the correct direction to help ensure this project gets done. Meaning this manager also must be willing to meet with the client and be able to set and explain what all these changes has done to the project. Due to the current state of the project, I would recommend someone extremely experienced. This new leader will also need to bring on some more leaders to help guide the team in growth and coaching mainly for the development team. Just to reiterate this development team has close to zero experience with this type of work and is struggling heavily in the process. This coach will need to be able to guide and teach the time will being able to help support communication to other leaders. These two new leaders will have to be quick and assertive to save the project implementing a high communication environment that is filled with feedback for growth. Being able to accommodate not only the developers but also the client and their frustrations. There will have to be some compromise on the deadline and ideally on the budget due to all the changes. However, this will be tricky and will need just the right person to make it happen.

**Motivation and Confidence**

To help keep the team motivated I recommend bringing in some more experienced developers that know more how the languages work. From reading the case study it seems there is some frustration with the developers having to do some much work repeatedly. Bringing in some more experienced developers can help bridge the gap in all of this work.