

Workshop on Project Conflict Resolution and Expectation Management

Course Outline

Objective : This is a one-day intensive workshop providing participants with the key communications skills for successful project delivery. It covers three major areas of project competencies: Stakeholder Analysis & Communications Planning, Negotiation Skills for Conflict Resolution, and Expectation Management. The workshop will adopt a blended approach of management theories and practical soft skills, with a strong emphasis on problem solving techniques in a project environment. Case studies, group discussion, and role playing will be used to illustrate how influencing and negotiation skills can be applied to real-life project environment.

Target Audience : Business managers who lead or participate in projects, project managers, project team members, customer & user groups in projects.

Workshop Format : 50% Lectures, 50% Case study, role play, group discussion

Content :

- Understanding Project Stakeholders
 - ✓ The use of power-interest grid
 - ✓ Understanding different needs of stakeholders
 - ✓ Communication planning based on stakeholder analysis
- Managing Expectation
 - ✓ The concept of progressive elaboration
 - ✓ Effective communication for managing expectation
 - ✓ The importance of prioritization and tradeoffs
- Project Negotiation for Conflict Resolution
 - ✓ Sources of conflict
 - ✓ Negotiation styles: Win-win approach to negotiation vs. traditional win-lose approach
 - ✓ Understanding and mastering negotiating - sources of power and influence, stages of negotiation, negotiation as a collaborative process, negotiation tactics
- Resolution of Conflict by Understanding People' Personality

- ✓ Four types of social styles
- ✓ Internal fears of each social style
- ✓ Best negotiation strategies through addressing opponent's social style
- Conflict Resolution Simulation
 - ✓ Negotiation with a colleague to resolve resource conflicts
 - ✓ Negotiation with a vendor on procurement
 - ✓ Negotiation with a client on expectation

Benefits to course participants : Upon completion of this workshop, participants will:

- Learn stakeholder management skills including communication planning.
- Understand how to analyze project stakeholders' needs and manage their expectation.
- Acquire required skills in project conflict resolution and negotiation.

Language : Cantonese
(Course notes and case study materials in English)

Tutor : Mr Paul Mau (Detail as below bio)

Duration : 8 hours

Schedule : 4/Jul/2009 (Sat), 10 :00-13 :00 & 14 :00-19 :00

Venue : University of Macao

Tuition Fee : Mop1,800

Paul's bio:

Paul Mau, MBA, MSocSc, PMP, CPIT(PD)

Paul has over 20 years on Project Management for large scale IT, Business Process Redesign, ERP and change management projects. His experience in the IT industry includes project management and consulting positions at HP and several public listed companies. Paul is a strong people manager making maximum use of his effective interpersonal, communication, and analytical skills.

While working at HP as a consulting manager, Paul managed successful several tight projects within short timeframe. He also led several internal HP projects covering 14 countries of the Asia Pacific region.

Paul is a seasoned trainer in project management. He has delivered the full spectrum of PM courses from foundation course, PMP examination review course, to other advanced topics since 2002. Participants of the courses came from various disciplines such as IT, Consulting, Banking & Securities, Construction, Utilities, Trading, and Healthcare.

Paul is enthusiastic in promoting project management professionalism in Hong Kong. He has been serving PMI for more than seven years and was one of the early batches PMP trainers of PMI Hong Kong Chapter. He is a PMP, a Certified Professional of IT (Project Director), an assessor and a member of the Expert Group in the Hong Kong Institute for Hong Kong IT Professional Certification. He has earned a MBA degree from Keele University in UK, a Master of Social Science degree from University of South Australia, and a Master of Social Science from University of Hong Kong.