

# Be a Smarter Project Manager

## How to Manage Stakeholders' Conflicts and Your Stress Level in a Volatile Project Environment



### Keys to Conflict Busting

Conflict...can't live with it and can't live without it. You can find it within yourself, in your relationships with family, friends and at work. There are conflicts at global levels that have impacted others such as the tsunami and earthquake in Japan resulting in nuclear reactors being affected creating conflicts in what to do and how to respond. Some crises are minor and some reach levels that impact people even to death. Some conflicts arise due to environmental factors and some due to political and economic greed which impact individuals, families, the workforce and organizations at large. How does it affect you?

#### WHO SHOULD ATTEND?

Project manager, product owner, functional manager, team leader or team member who need to work as a team effectively to deliver project on time, within budget and meet stakeholders requirements.

**Date :** 18 - 19 Oct 2011

**Time :** 9.00am - 5.30pm

**Venue :** Grand Dorsett Subang Hotel  
Jalan SS12/1, Subang Jaya  
47500 Subang Jaya

By means of mini-lectures, group discussions, assessments, games, and group exercises, you will:

- Become more self-aware of personal conflicts and hot buttons that are unique to each person.
- Understand different communication styles that often are the cause for a conflict.
- Share experiences and realize that you are not alone in facing conflicts.
- Learn your anger styles that feed conflicts and find ways to channel it positively.
- Identify strategies to manage conflict better.

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**VALERIE JAQUES** has worked in the areas of leadership coaching for the past 12 years and counseling for more than 20 years. Working with both local and multi-national organizations in Malaysia and regionally, she is well-trained in coaching for leaders in varied organizational settings; using appropriate assessment tools that assist the executives to successfully manage their conflicts, integrate their work situations and organizational culture. She has been an associate with the Centre for Creative Leadership Asia Operations since 2005. Valerie is also active regionally in the area of outplacement services resulting from mergers and acquisitions. She has helped numerous organizations and their employees to successfully manage issues related to both internal and external changes as well as transitions.

Valerie is also certified in Critical Incidence Stress Management (CISM) both from the CISM Institute as well as the UN Department of Safety and Security. With this she has supported a few multinational organizations as well as individuals who have experienced trauma and crisis. Valerie is currently pursuing a PhD in Clinical Psychology from the Ateneo de Manila University in the Philippines with focus on Personality Assessment and Development of Character Strengths.



**LEE NAN PHIN** has more than 20 years of experience in managing projects in various environments; ranging from the Government, Financial Services Industry to the Conglomerates, System Integrators and Independent Software Vendors.

He has chalked in more than 10 years experience in Project management Training and Consultancy Services. He is the coauthor of 'Foundation IT Project Management' and 'Managing Complex IT Project' seminar. He also lectures for MSc. IT Programs in Universities and Colleges. As a facilitator in PMP® Certification program, he has trained more than 500 PMPs.

#### SUBSTITUTION/ CANCELLATION POLICY

50% refund for cancellation received in writing not later than 10 October 2011. No refund can be made for cancellation received after 10 October 2011. Substitutions are allowed for a registered delegate. The organizers reserve the rights to cancel/ postpone or make any amendments and/or changes to the program if warranted by circumstances beyond its control.

## OUTLINE

### Day 1

#### Morning

- Define conflict
- Explore the internal and external forces involved
- Share experiences of project management conflicts and challenges
- Identify key factors contributing to conflict situations

#### Afternoon

- Paired activity – non-verbal conflict which explores the body's response to intra and interpersonal conflict
- Conflict Dynamic Hot Buttons
- Assessment on verbal communication styles – conflicts experienced with different styles

### Day 2

#### Morning

- Understanding different attachment behaviours resulting in specific intra and interpersonal conflict situation
- Assessment of anger styles in relationship – which one is like you
- Anger management techniques

#### Afternoon

- Movie review – identifying types of conflicts, communication styles, intrapersonal hot buttons, anger styles used in management that feed conflict. Managing conflict strategies
- Summary, evaluation, Q&A

**"One complementary 1-to-1 Coaching & Consulting Session (45mins)  
Limited to the FIRST 5 Paid Participants"**

Contact the following agent to obtain registration form:

**Advanced Technology Studies Centre Sdn Bhd**

Unit 1003 & 1005, Block B, Phileo Damansara 2

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