

CONTINUING EDUCATION

COURSE OUTLINE – PM Primer: Conflict Resolution

INSTRUCTOR:	N/A	PHONE:	780-539-2975
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PREREQUISITE(S): None.

REQUIRED TEXT/RESOURCE MATERIALS:

Course materials are included.

CALENDAR DESCRIPTION:

This online course focuses on how project managers can resolve conflicts in a project setting. Any time you convene a group of people to work together as closely as project teams do, conflicts are bound to happen. Project team members will likely have different views, personalities, and work styles that may clash as project objectives and goals are pursued.

To ensure that projects achieve their goals and project teams reach their full potential, conflicts must be carefully managed and effectively resolved by skilled practitioners and key stakeholders. Project managers and team leaders must recognize the triggers that signal conflict and intervene as early as possible, to prevent problems from shifting focus away from work and to ensure that project participants interact professionally as they meet their responsibilities and execute their roles.

CONTACT HOURS: 2 hours

PDU: 2

DELIVERY MODE: Online self-paced

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon successful completion of the course, you will receive a Certificate of Completion.

EVALUATIONS: Learners must achieve an average test score of at least 70% to meet the minimum successful completion requirement.

The following list outlines the PDUs you will earn for completing this course, based on the certification you have.

Designation	Technical	Leadership	Strategic/Business	TOTAL
PMP®/PgMP®	0.75	0	1.25	2
PMI-RMP®	0.75	0	1.25	2
PMI-SP®	0	0	1.25	1.25
PMI-ACP®	0	0	1.25	1.25
PfMP®	0	0	1.25	1.25
PMI-PBA®	0	0	1.25	1.25

STUDENT RESPONSIBILITIES: Completion of any practice lessons, quizzes, assignments, or tests.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

LEARNING OUTCOMES:

Upon successful completion of this course, learners will be able to:

- Identify the stages of conflict
- Recognize the structural differences that can cause conflict
- Distinguish between different conflict types and apply strategies to resolve them
- Describe how concern for oneself and concern for others interact to create different styles for dealing with conflict
- Compare different negotiation styles and describe when each should be used
- Demonstrate how power and BATNA can be used as tools during negotiations