

# MANAGING STAKEHOLDER CONFLICT

Conflict is everywhere...how does it affect you and your management of stakeholders?



Project Stakeholder Management is a NEW KNOWLEDGE AREA found in the latest version of PMI Guide to Project Management Body of Knowledge (PMBOK® Guide 5th Edition). It presents clearly the processes in managing stakeholders.

But good processes require good judgment and skillful execution. In the real world project managers need to deal with conflicting demands from various stakeholders. Some of these conflicts arise due to environmental factors while others are due to political, personality and economic factors. How do these conflicts affect you, your projects and your family? If you have these challenges in your projects, come to this workshop and explore various approaches to understanding more about your stakeholders, the nature of the conflicts and how to manage these conflicts better.

## BENEFITS

By the end of this workshop, you should be better able to:

- Identify types of stakeholders and influencing tactics;
- Understand different communication styles that often are the cause for a conflict;
- Become more self-aware of personal conflicts and hot buttons that are unique to each person;
- Learn your anger styles that feed conflicts and find alternatives to channel it positively so as to influence and motivate stakeholders towards more effective conflict resolution.

## EXTENDED BENEFITS

One complementary 1-to-1 Consulting Session (45mins) on 31st October 2014. Limited to the FIRST 3 Paid Participants.

## WHO SHOULD ATTEND?

Project, Program, Portfolio, Functional Managers, Product Owner, Business Analysts or Consultants who find it challenging to manage project stakeholders demands and their expectations.

**Date** : 29th – 30th October 2014

**Time** : 9.00am - 5.30pm

**Venue** : Akademi PKNS

15th Floor Menara PKNS, Jalan Yong Shook Lin, Petaling Jaya, Selangor, MALAYSIA.

## OUTLINE

- Define stakeholder management and conflict
- Stakeholders conflict analysis with case simulation
- Share experiences of conflicts and challenges, identify key factors contributing to the conflict situation
- Assessment of conflict dynamics and anger styles
- Anger management and conflict resolution
- Experience highly interactive sessions with assessments, activities and role plays that will enhance your abilities to manage stakeholders conflicts for a successful project



## LEE NAN PHIN

MSC, PMP®, CSM

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

He was the Chairman of Malaysia National Computer Confederation Open Source Special Interest Group and members of SIRIM/TC4 committee. He is the co-author of 'Foundation IT Project Management' and 'Managing Complex IT Project' seminar. He also lectures for MSc. IT Programs in Universities and Colleges.

In the Project Management Training and consultancy services, NAN PHIN has chalked in more than 10 years experience and successfully delivered more than 800 PMP®.

Organized by:



## VALERIE JAQUES

Consultant Psychologist

Managing Director / Psychologist, Integrated Psychology Network S/B

VALERIE JAQUES has worked in the area of growing people and leaders for more than 25 years. Besides her own consultancy practice she has been an associate with organizations that coach leaders since 2005, working with both local and multi-national organizations. She is well-trained in executives coaching using various assessment tools to help executives to manage their conflicts, integrate their work situations and organizational culture.

Valerie is also active 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 certified in Critical Incidence Stress Management (CISM) both from the CISM Institute as well as the UN Department of Safety and Security. She is currently pursuing a PhD in Clinical Psychology focusing on Personality Pathology Traits.