

## **Learning Objectives**

- Identify the areas in the *PMBOK® Guide* that address conflict management.
- List the common sources of conflict during a project.
- Recognize the different methods for resolving conflicts.
- Recognize the five approaches for resolving conflicts defined by the Thomas-Kilman Model.
- Recognize the six methods defined in the *PMBOK® Guide* that addresses conflict management.

### **Section 1**

- Conflict Management
- Project Resource Management
- Project Stakeholder Management
- Manage Stakeholder Engagement Description
- Manage Stakeholder Engagement Tools and Techniques

### **Section 2**

- Manage Communications
- Sources of Conflict
- Conflict Not Addressed
- Conflict During the Project Life Cycle
- Initiating Phase
- Planning Phase
- Executing Phase
- Monitoring and Controlling Phase
- Closing Phase
- Thomas-Kilmann Model
- Recognized Techniques for Conflict Resolution