



TRAINING WORKSHOP

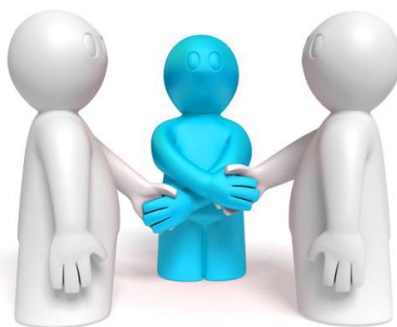
Dealing With Conflict & Crisis on Projects

22-24 April 2019

8.00 am - 2.00 pm

Manama, Kingdom of Bahrain

QQA Seal of Recognitions



Course Fee: BD 216

For registration & inquiries:

Tel: (973) 17-810 725 / 17-727 100

Fax: (973) 17-827475

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Website: www.mohandis.org

Introduction:

Whenever two or more people have to work together, there is potential for misunderstandings, disappointments and competing agendas. Conflict and team crisis can easily flare up. This spells disaster for a busy project team, who cannot afford to take their eyes off their targets. Conflict and interpersonal crisis saps the energy of the project team and distracts them from their focus. Conflict must be managed decisively and effectively. This is a program about managing crisis and conflict. These are not skills that come naturally. Most project managers need help to develop these skills and form competencies that can be applied for the benefit of their projects. Projects can be perfectly planned, and yet can be unsuccessful due to interpersonal conflicts and tension.

The objective of this program is to provide participants with a theoretical framework and practical techniques with which to understand, predict and prevent conflict and crisis within teams - especially project teams. Participants will complete the course with the skills and confidence they need to effectively prevent, manage or resolve conflict and crisis when it happens.

Objectives & Benefits:

The objective of this program is to provide participants with a theoretical framework and practical techniques with which to understand, predict and prevent conflict and crisis within teams - especially project teams. Participants will complete the course with the skills and confidence they need to effectively prevent, manage or resolve conflict and crisis when it happens

Course Outline:

- Conflict in project teams
- Sources of conflict on project teams
- Conflict - a positive or negative force?
- Managing conflict and crisis in project teams
- Methods for resolving conflict
- Negotiating successfully
- Preparing to negotiate
- The climate for negotiating
- Trying to find common ground
- Conducting the negotiation
- Skills Practice
- Tips for handling conflict and aggression
- The need for well-developed interpersonal skills for conflict management
- Effective interpersonal interactions
- Building trust
- Skills practice



Methodology:

This seminar is interactive, allowing for active participation and skills practice during sessions. There will be several short lectures, followed by case studies, videos, practical assignments and group discussions.

Who Should Attend?

Project Managers, Project Team Leaders, Project Team Members, and Project support personnel, HR and Training Managers, Procurement Managers, Engineering Managers.



Course Lecturer: Mr. John Blacklaws

Mr. John Blacklaws is an accredited international business consultant. John gained his experience in senior Human Resources and Operations Management roles in large national/multinational corporations such as Liberty Life, British Petroleum, Anglo American Corporation and BHP Billiton.



John consults widely on business optimization and talent management matters. His clients are based in the Middle East, the United Kingdom, Korea, the West Indies and Southern Africa. He lectures on MBA and other Business School program and regularly speaks at international conferences. In addition to managing his own business consultancy, John is an Associate of several foremost international business consultancies. John has 15,000 hours of project management experience is a certified PMP® Project Management Professional, accredited by the international Project Management Institute®. John holds several qualifications from various Graduate Schools of Business. He holds a Masters in Project Management from the George Washington University. He is also accredited as a Chartered HR Practitioner.

Quality Procedures

Assessment: All assessments will be conducted during the workshop. Assessment tasks consist of e.g: quizzes, practical discussions, case studies, role plays, on-site exercises, hands-on.

Certificates: Certificates will be awarded to the learners who pass in the assessments and completed at least 75% of the attendance report.

Course Language: English

Progress Reports: Progress and attendance reports linked to the specifications for the reporting period will be sent to the company for each learner. This report will list learner's progress and achievements with respect to the appropriate section of the syllabus, indicating the progress made towards the training objective.



“Dealing With Conflict & Crisis on Projects “

REGISTRATION FORM

Name:

Organization: Department:

Position: Email:

Address:

Telephone: Mobile: Fax:

Course Title	Duration	Date & Venue	Time	Course Fee
Dealing With Conflict & Crisis on Projects	3 Days	22-24 April 2019 Manama, Bahrain	8:00 am - 2:00 pm	BD 216

Note:

- For Individual/ overseas, payment shall be received upon submission of the completed registration form.
- Registration shall be reconfirmed only once payment has been made prior to the course.
- No Show of participant/s during the course will be charged in full amount accordingly.
- Cancellation of participant/s shall be submitted in writing to BSE ten days (10 days) before the course.

Method of payment:

- I will pay by Cash
- Invoice the Organization (Please attach the authorization/nomination letter)
- I enclose a Banker's Draft payable to Bahrain Society of Engineers-Training Centre
- Bank BIC: NBOBBHBM / IBAN: BH18 NBOB 0000 0099 0989 11
- National Bank of Bahrain-Manama Main Branch
- Please Debit to Amex: _____ Visa: _____ Master Card: _____

Card Number: Expiry Date:

Card Holder's name and address (if different from above):

Signature..... Date:

Request for Special Needs/Disability Support: (if required)

Nature of Disability: Required Support:



جمعية المهندسين البحرينية - مركز التدريب
Bahrain Society of Engineers - TRAINING CENTRE

Please send this completed form to:

BSE-Training Centre, P. O. Box 835, Manama, Bahrain

Tel: +973 17-810725 or 17-727100, Fax: +973 17-827475 / Email: bsetraining@batelco.com.bh