PM World Journal
Vol. V, Issue V – May 2016
www.pmworldjournal.net

Book Review

Managing Conflict in Projects
Author: George Pitagorsky, PMP
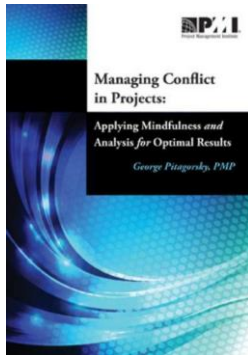Reviewer: Edward Raibick, PMP

PM WORLD BOOK REVIEW

Book Title: **Managing Conflict in Projects**

Author: **George Pitagorsky, PMP**

Publisher: Project Management Institute, Inc.

List Price: $29.95   Format: Soft Cover

Publication Date: 2012   ISBN: 978-1-935589-7

Reviewer: **Edward Raibick, PMP**

Review Date: April/2016

Introduction

The book titled **Managing Conflict in Projects: Applying Mindfulness and Analysis for Optimal Results** discusses conflict as a natural part of project management and a fact of everyday life. The book engages the reader in looking at the various types of conflicts experienced in organizations and projects. Once these types of conflicts are reviewed, the book dives deep into conflict management as a process, so that conflict can be analyzed, addressed and resolved.

The book does not imply that one method or solution can be used for all circumstances and situations. Instead it takes an in depth view of the conflicts, politics, and emotions that often occur in human interaction, and offers a variety of obvious as well as not so obvious ways of mitigating the issue.

Overview of Book's Structure

- **Chapter 1** provides an introduction to conflict and conflict management
- **Chapter 2** categorizes the types of project conflicts and the roles of stakeholders.
- **Chapter 3** takes the reader through the process of stepping back from the situation so they can further analyze the situation objectively.
- **Chapter 4** discusses the communication and conflict resolution process.
- **Chapter 5** reviews the analysis phase of the resolution process.
- **Chapter 6** covers conflict styles and approaches to mitigate the situation.
- **Chapter 7** discusses *emotional intelligence* and human behavior.
- **Chapter 8** reviews the practices and methods of facilitating a solution.
- **Chapter 9** discusses approaches and techniques in addressing the issue.
- **Chapter 10** covers the closure of the conflict.

Highlights

The **Managing Conflict in Projects** book provides a documented process for analyzing and resolving conflict in a variety of situations. It takes the reader through

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the practice of being responsive instead of reactive to people and conflicts. It also discusses situations where known conflicts are strategically brought to the surface at specific stages of the project to achieve a greater outcome. Methods of "gamesmanship" are discussed to help maneuver through the most difficult of situations and accomplish the project's goal while minimizing the strain on relationships.

Highlights: What I liked

Anyone who has dealt with conflict on a project at the workplace would realize that the business environment, office politics, and the roles of the players in the organization have a lot to do with the strategy for the conflict resolution. This book provides strategies and methods for dealing with these situations to overcome obstacles in the project.

Who might benefit from the book

This book is a quick read and a handy book of reference for those involved with day-to-day conflict in a business. The tools provided can be utilized in both professional and personal life situations. It provides insights and experiences in laymen's terms to illustrate the points discussed by the author.

Conclusion

Overall, **Managing Conflict in Projects** provides the user with insights and tools for mitigating conflict. It centers the user on analyzing the conflict and avoiding being pulled into a conflict situation. It also provides the details on how the analyze and approach the resolution in all types of situations and political climates.

As a project manager, it is important to minimize and overcome conflict in order to maintain productivity. Strategies are shared to address the most difficult situations and keep the focus on the overall project goal.

For more about this book, go to:
http://marketplace.pmi.org/Pages/ProductDetail.aspx?GMProduct=00101350301

Editor's note: This book review was the result of a partnership between the publisher, PM World and the PMI Dallas Chapter. Authors and publishers provide the books to PM World; books are delivered to the PMI Dallas Chapter, where they are offered free to PMI members to review; book reviews are published in the PM World Journal and PM World Library. PMI Dallas Chapter members can keep the books as well as claim PDUs for PMP recertification when their reviews are published. Chapter members are generally mid-career professionals, the audience for most project management books. If you are an author or publisher of a project management-related book, and would like the book reviewed through this program, please contact editor@pmworldjournal.net.

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About the Reviewer

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Edward Raibick, PMP is a consultant with extensive engineering, managerial and IT Project Management experience. Edward holds an Associate in Specialized Technology degree in Electronics, a Bachelor's degree in Information Technology and Master's degree in Information Technology with a concentration in Internet and IT security. His career includes over 10 years with the IBM Corporation and over 15 years with Texas Instruments. Edward is a member of the Project Management Institute, Dallas Chapter, having acquired his PMP certification in 2011.

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