



# PROJECT MANAGEMENT TERMS

- **CONFLICT RESOLUTION**
- **NEGOTIATION**
- **MEDIATION**
- **ACTIVE LISTENING**
- **TEAM BUILDING**





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# Conflict Resolution

Techniques for  
resolving  
disagreements within  
a project team.



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## Negotiation

A method of reaching  
a compromise  
between conflicting  
parties.



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## Mediation

A neutral third party helps resolve conflicts.



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## Active Listening

Paying full attention to understand all sides of a disagreement.



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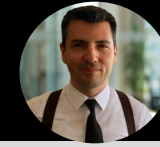
## Team Building

Activities designed to strengthen the team's collaboration and trust.



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