



IT 625 Final Project Milestone One Guidelines and Rubric

Conflict Resolution Plan Draft

Note: In order to successfully complete this project, you will need to carefully review the Final Project Guidelines and Rubric document and the Medical Informatics case study documents, located in the Assignments section of the course.

Overview: In this milestone, you will analyze the Medical Informatics case study in order to complete a draft of the conflict resolution plan. The detailed guidelines for what should be included in your conflict resolution plan draft are outlined below. You should use the headings provided in the outline as headings in your draft to ensure that you have considered all of the required elements. The purpose of these milestones is to provide the opportunity to complete pieces of your final project through the course of the term, and obtain instructor feedback as part of grading that you can then apply to your final submission. Keep in mind that your final project, submitted in Module Nine, will be composed of the information you have gathered in each of the five milestones, crafted into a comprehensive, cohesive, well-written, and professional project proposal.

Background: IT project managers are often called to manage new projects, or to assume leadership over troubled projects. In this course, you will have the opportunity to resolve conflict within project teams for the Medical Informatics case study, determine strategies to improve the outcome of the project, and deliver several documents that will allow you to develop the skills necessary to become a successful IT project manager. For your final project, you will analyze the Medical Informatics case study, which portrays a troubled information technology project, a project team experiencing conflict, and specific financial and timeline requirements. From this analysis you will determine the extent to which corrective action must be taken and establish strategies for mitigating conflict and managing change within the team.

The **conflict resolution plan** will allow you the opportunity to apply the leadership, communication, and collaboration strategies you have learned during this course to a real-world situation. IT projects, like any other projects, can go off course for a variety of reasons, causing stress and strife in project teams. Given the case you have analyzed, construct a conflict resolution plan that addresses the various points of issue within the project team. You will be writing this plan for your management group. For the purposes of this milestone, you will complete a **draft only**. Your instructor will provide feedback, which you can incorporate into your final project due in Module Nine.

Analyze the Medical Informatics case study and recommend strategies for managing conflict, communication, and strengthening the team.

Specifically, the following **critical elements** must be addressed:

- A. **Team Dynamics:** Analyze the team structure, dynamics, and conflict. Things to consider include:
 1. The roles and titles, reporting structure, and history of the team
 2. Stage of the five-stage team development model this team is in (forming, storming, norming, performing, adjourning)
 3. Cause of conflict
 4. Skills the team is lacking based on their roles

- B. **Conflict Resolution Leadership:** Recommend appropriate leadership strategies to resolve the conflict within the team. Consider the following:
1. Leadership style for current stage of the team development (guiding, coaching, structuring, directing)
 2. How to determine appropriate skills (soft and hard) for each role
 3. A strategy to employ to resolve the conflict (assertiveness, accommodation, avoidance, or compromise)
- C. **Motivation and Confidence:** Recommend strategies for motivating and strengthening that will allow you to develop a cohesive information technology team that will deliver high-performance results and add business value. Provide support for your recommendations.

Guidelines for Submission: This draft must follow these formatting guidelines: double spacing, 12-point Times New Roman font, one-inch margins, with APA citations only if outside sources are cited. There is no minimum length for this draft; however, it should address all of the critical elements listed above.

Rubric				
Critical Elements	Proficient (100%)	Needs Improvement (75%)	Not Evident (0%)	Value
Team Dynamics	Accurately analyzes the team structure, dynamics, and conflict	Analyzes the team structure, dynamics, and conflict, but with gaps in accuracy or detail	Does not analyze the team structure, dynamics, and conflict	30
Conflict Resolution Leadership	Recommends appropriate leadership strategies to resolve conflict	Recommends leadership strategies to resolve conflict, but recommendations are not appropriate for the team	Does not recommend leadership strategies to resolve conflict	30
Motivation and Confidence	Recommends strategies for motivating and strengthening the team that are appropriate based on supporting information	Recommends strategies for motivating and strengthening the team, but accompanying explanations are not supportive of recommendations or lack detail	Does not describe recommended motivational strategy to set team expectations	30
Articulation of Response	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	10
Total				100%