

Managing Conflict in Federal Procurement



Mike Colbourne, ADR Practitioner, Business Dispute Management Program, PSPC

Michelle MacDonald, Manager, Business Dispute Management Program, PSPC



Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

Canada



Conflict is normal!



Procurement Conflict

Contract interpretation

Quality

Money

Interpersonal

Timeliness

Resolving Conflict



Conflict Coaching



Facilitated discussion



Mediation



ARBITRATION



Litigation



Where to go for help



Questions



Business Dispute Management Program
BDM.GCC@tpsgc-pwgsc.gc.ca