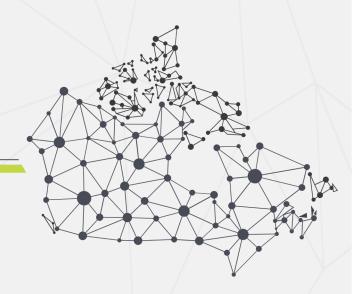
Managing Conflict in Federal Procurement



Mike Colbourne, ADR Practitioner, Business Dispute Management Program, PSPC Michelle MacDonald, Manager, Business Dispute Management Program, PSPC







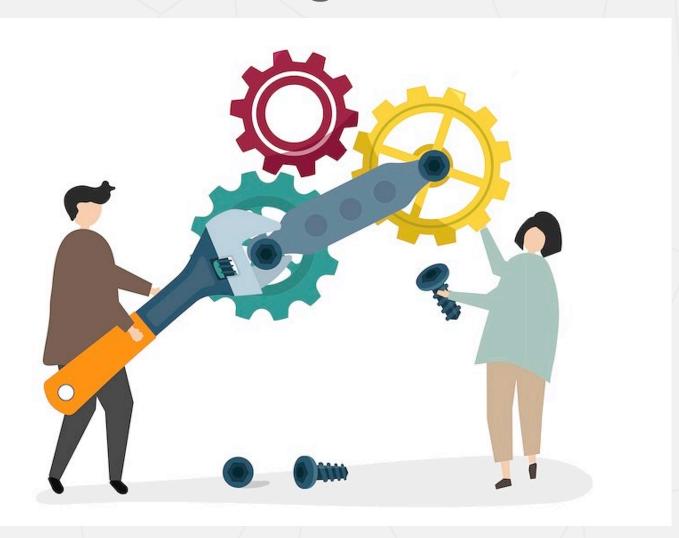
Conflict is normal!



Procurement Conflict

Contract interpretation Interpersonal Timeliness

Resolving Conflict



Conflict Coaching



Facilitated discussion



Mediation



ARBITRATION



Litigation



Where to go for help



Questions



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