



# What We'll Discuss

TOPIC OUTLINE

Engineers as Managers  
Managing Conflicts  
Consulting Engineers



# ENGINEERS AS MANAGERS

- The characteristics of engineers as managers are:
- Promote an ethical climate, through framing organization policies, responsibilities and by personal attitudes and obligations.
- Resolving conflicts, by evolving priority, developing mutual understanding, generating various alternative solutions to problems.
- Social responsibility to stakeholders, customers and employers. They act to develop wealth as well as the welfare of the society.



# Managing Conflicts

The conflicts in case of project managers arise in the following manners:

- Conflicts based on schedules
- Conflicts arising out of fixing the priority to different projects or departments.
- Conflict based on the availability of personnel.
- Conflict over technical, economic, and time factors such as cost, time, and performance level.
- Conflict arising in administration such as authority, responsibility, accountability, and logistics required.
- Conflicts of personality, human psychology and ego problems.
- Conflict over expenditure and its deviations.



# Managing Conflicts



## 1. People

Separate people from the problem.

## 2. Interests

Focus must be only on interest i.e., the ethical attitudes or motives and not on the positions (i.e., stated views).

## 3. Options

Generate various options as solutions to the problem

## 4. Evaluation

The evaluation of the results should be based on some specified objectives such as efficiency, quality, and customer satisfaction.



# CONSULTING ENGINEERS



The consulting engineers work in private. There is no salary from the employers. But they charge fees from the sponsor and they have more freedom to decide on their projects.

## 1. Advertising

The consulting engineers are directly responsible for advertising their services.

Deceptive advertising such as the following are prohibited:

- By white lies.
- Half-truth, e.g., a product has actually been tested as prototype, but it was claimed to have been already introduced in the market.
- Exaggerated claims.
- Making false suggestions.
- Through vague wordings or slogans.



# CONSULTING ENGINEERS



## 2. Competitive Bidding

- It means offering a price, and get something in return for the service offered.

## 3. Contingency Fee

- This is the fee or commission paid to the consultant, when one is successful in saving the expenses for the client.

## 4. Safety and Client's Needs

- The greater freedom for the consulting engineers in decision making on safety aspects, and difficulties concerning truthfulness are the matters to be given attention.



# THANK YOU