

# Three Steps to Mitigate Project Conflicts

Andy Holtmann -- 22 July 2015



It's one of those things we all dread. Something goes horribly wrong on a project. Perhaps an accident where proper safety regulations were not adhered to. Maybe it's a subcontractor that says he never got his set of plans or is missing a vital piece of project information and now is weeks behind schedule. It could be a heated debate about an unpaid invoice and work not done properly that stops a project in its tracks until it's sorted out.

As contractors, these conflicts come with the territory. However, the fewer there are and the quicker they get resolved can make all the difference in your project's overall success. So how do you prepare for and defend against conflicts when they arise?

[Dexter + Chaney co-founder and CEO John Chaney](#) has penned an article that will appear in the August 26 issue of *Construction Executive's Tech Trends* that shows how technology advancements are helping to mitigate conflicts by creating powerful audit trails, streamlining workflows, better connecting project team members, and increasing their access to critical information.

Here is a sneak peek of some of what John will be talking about:

## Digitizing Documents

Today, construction documents can be scanned and directly connected to data in [construction management software](#). When a conflict arises, software users can drill into the data in their software—down to the deepest details, including specific dates and times. They can look at a transaction or action and, if it is accompanied by scanned documentation, they have a powerful audit trail to verify facts, approvals, prices, etc.

## Mobile Computing Expanding Access to Information

Mobile computing advancements have helped connect the field and the office thanks to devices like tablets and smart phones. Cloud computing, meanwhile, is powering those devices in the field, allowing users to connect to their complete software applications, no matter where they are.

This means that your project managers, foremen, subcontractors, vendors and others can see the same set of data you see in the office—in real time. Better access to updated information means a much better chance that everyone on your team is working on the same page, with current data. Fewer disputes will happen due to a lack of information.

## Customized, Streamlined Workflows

Workflows have, for years, been a part of business (and construction) management software, allowing a number of once complicated, often tedious steps to be grouped into simple one- or two-click processes. Today, however, leading-edge software is putting the power of workflows into the users' hands—letting them decide how they will shape their business.

These new workflows allow users to define and enforce specific rules and tasks, creating a streamlined flow of processes throughout their organization. These automated workflows ensure that processes are moving along as they should be and that data or decisions get routed to the right people automatically rather than through slower, traditional means such as email, FTP sites, paper or even word of mouth.

These workflows also work to mitigate conflicts by ensuring the data flows to where it needs to—automatically. And alerts in the software prompt people when action is needed or decisions need to be approved.

In the August Tech Trends article, John will explain how these key technologies are reducing construction conflicts and protecting companies' bottom lines.

What are the biggest conflicts your projects face and how are you using technology to help resolve them?