

CONFLICT AND METHODS OF ITS SOLUTION IN UNDERSTANDING NEW METHODS

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Abstract

The study of any problem begins with terminology. The word conflict comes from the Latin verb, which translated into Russian means to resist, to confront. Like many concepts, conflict has many definitions. In psychology, a conflict is understood as "a collision of oppositely directed goals, interests, positions, opinions or views of opponents or subjects of interaction." In this regard, it is possible to define the conflict as one of the forms of human interaction, which is based on various kinds of real or illusory, objective and subjective, to varying degrees conscious contradictions between people, with attempts to resolve against the background of the manifestation of emotions .

Keywords:

Conflict, produces, mobilize, improve, moral, psychological climate.

Introduction

Conflict, on the other hand, as a social action, undoubtedly produces a well-known, brightly colored negative effect. But it has an important positive function. The conflict serves as an expression of dissatisfaction or protest, informing the conflicting parties about their interests and needs, conflicts help to unite others, mobilize the will, mind to solve fundamentally important issues, improve the moral and psychological climate in the team.

The following types of conflicts can be distinguished: productive and destructive [2].

Effective communication manages conflict and is flexible. Productive communication leads to the resolution of the conflict and takes the relationship to a new level (progress, development).

Unproductive (destructive, conflicting) communication is communication according to a tough scenario, leading to a loop. At the same time, the conflict is not resolved.

The first communication style leads to the search for joint solutions to get out of a conflict situation; the second style of communication leads to a search for the guilty, new grievances and conflicts and, as a result, to the destruction of relations. All this can be represented in the form of a diagram:



In addition, there are: business (structural) and emotional (psychological) [3].

If conflicting interactions between the parties turn out to be indifferent to the object of the conflict and keep only on motive, then such conflicts are emotional. Emotional conflicts include all conflicts caused by feelings of antipathy or hostility. The peculiarity of emotional conflicts is. That in them the purpose and scope of the conflict are formed by the existing relationship.

In an emotional conflict, there are only two ways out: the separation of the parties to the conflict or a complete psychological restructuring of all participants.

Business conflicts can be resolved by organizational (structural) methods.

Emotional conflicts can be classified into the following types:

- intrapersonal
- social:
 - interpersonal
 - individual-group
 - intergroup

In terms of orientation, conflicts are divided into horizontal, vertical, mixed.

Horizontal conflicts include such conflicts in which persons who are subordinate to each other do not participate. The vertical ones are those in which persons who are subordinate to one another are involved. Mixed conflicts have both vertical and horizontal components.

Each conflict also has a more or less clearly expressed structure . In any conflict, there is an object of a conflict situation associated either with technological and organizational difficulties, the specifics of remuneration, or with the specifics of the business and personal relations of the conflicting parties.

The second element of the conflict is the goals, subjective motives of its participants, conditioned by their views and beliefs, material and spiritual interests [4].

Conflicts, in spite of their specificity and diversity, have, on the whole, common stages of their course:

- the stage of potential formation of conflicting interests, values, norms;
- the stage of transition of a potential conflict into a real one or the stage of awareness by the participants in the conflict of their correctly or falsely understood interests;
- the stage of conflict actions;
- the stage of withdrawal or resolution of the conflict.

The dynamics of the conflict is reflected in the phases of the development of the conflict.

Before the onset of a conflict, representatives of its parties are identified as a single WE. In the first phase of the development of the conflict, there is an emotional distance between the subjects of the conflict. They begin to see more minuses than pluses in the opposite direction. The system takes the form of a dipole with oppositely charged poles.

The second stage of conflict development - polarization - is characterized by the growth of opposite tendencies, the emergence of a sense of danger, loss of trust, and high tension in relationships.

This is no longer one system - these are two formations with opposite charges, ready to discharge at any moment.

At the third stage of the development of the conflict, the parties to the conflict clash, leading to detente.

In the second and third phases of the development of the conflict, the subjects of the conflict

(the parties to the conflict) can no longer resolve the conflict themselves and need the help of a mediator.

A decrease in tension does not lead to a resolution of the conflict. It is important to remember that phases of conflict can be repeated cyclically.

After the collision, the phase of withdrawal of the second cycle may occur again with the passage of the phases of polarization and collision, then the third cycle may begin, etc.

Therefore, we will focus on conflict prevention activities:

1. constant work to improve working conditions, improve his payment, improve the organization of production, improve the living conditions of workers;
2. strict adherence not only to the spirit, but also to the letter of labor legislation;
3. observance of official ethics.

But at the same time it is necessary to understand that:

- managing people begins with managing oneself;
- not respecting a subordinate, you will not achieve respect from him, and lack of respect is already a pre-conflict situation;

- Nothing is valued as dearly or as cheaply as politeness;
- the study of subordinates, interest in them as individuals are absolutely necessary for successful work with them; an individual approach is the way to mutual understanding with subordinates;

- withholding information creates tension in relationships.

And subordinates expect from the leader:

- knowledge of the matter;
- the ability to organize work;
- vision of perspective;
- good earnings;
- polite attitude to yourself;
- respect [6] .

So, a conflict, giving rise to disputes, checks both the entire team and each employee individually, and can significantly help both in the process of analyzing the problem and developing a solution.

Conflict performs positive functions both in the social system and in the process of argumentation. Any organization in its life is associated with the inevitability of various kinds of conflicts within it. Conflict is a natural condition for the existence of any community of people, the source and driving force behind the development of this community.

Conflict is necessary for the advancement and selection of innovations, the development and movement of the organization forward. There are no conflicts only in the cemetery. And this is good. Without them, we are in danger of degradation. But even with them it is not sweet.

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