METHODS AND FUNCTIONS OF CONFLICT MANAGEMENT AND EFFECTIVE RESOLUTION

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Abstract:

In our daily life, we encounter conflict and conflict situations in many cases, and this does not leave a negative impact on a person. In such cases, it does not hurt to have a thorough knowledge of conflict management or effective resolution methods. Conflict management does not mean managing the conflict completely, instead, it means making effective decisions and finding solutions in conflict situations using several methods. One of the most important tasks is to identify the factors that caused the conflict and develop tactics and strategies to eliminate them.

Keywords: conflict management, effective management, agreements, communication method, effective decision-making, threats, and ultimatums.

Introduction

The consequences of conflict can be both negative and positive. Under the function of conflict, we understand how society and its various structural structures can affect: social groups, organizations, and individuals. Conflict is the most important factor in human socialization and development as a person. Conflict is the main key to a person's adaptation to a group because in conflict people are more visible and it is possible to clearly say who is who. If the conflict is resolved positively for the individual, it helps to eliminate the mental tension in the group and relieve stress for its participants. Otherwise, this internal tension may increase. Conflict can serve as a means of satisfying not only the primary but also the secondary needs of a person, a way of self-realization and confirmation.

The main content of effective communication technologies in conflict interaction ultimately consists in following certain rules and norms of communication.

Conditions for successful conflict resolution:

1. Forming the essence of the conflict correctly. It is more effective to do this at the stage of preparing to discuss the problem. It would be very difficult to do this in the middle of a debate.

2. Conflicting parties should communicate openly and actively. Stopping communication is not an agreement, but an avoidance strategy that leads to an impasse. During the conversation, repeat

the main points of the partner (preferably paraphrasing) so that he is sure that you have heard and understood.

3. All parties should support the prohibition of threats, ultimatums. Threats and ultimatums of any kind will backfire and backfire on both parties trying to reach an agreement, which will ultimately reduce the chances of the negotiation being effective.

4. Requests and offers should be as specific as possible. The more specific the request, the higher the probability of its satisfaction, that is, the proposed request should be simple and as simple as possible to completely suppress interests.

5. Not to move from the discussion of actions or actions to the discussion of the personal characteristics of the participants in the conflict. During the conversation, it is necessary not to mention the negative events of the conflicting parties and not to speak about them.

Rules for interviewing conflict resolution:

1. Listen without stopping. Show your interlocutor that you are attentive and that you are trying to reach an agreement. Emphasize what unites you, the point where your common interests collide.

2. Refer to any specific situation that does not fit you and try to describe it without judgment. Find out how the other side understands the situation. Express your reaction to the situation and try to understand your partner's feelings. Many conflicts arise from unspoken thoughts and feelings.

3. Discuss the reasons for the behavior of all parties involved in the conflict as openly as possible.

4. The first step towards meeting is not taken by the weak but by the wise. Privileges do not always violate the equality of positions, the party that started the conversation first or proposed a settlement agreement is not considered the defeated party.

5. From time to time during the discussion, try to formulate the essence of the conflict in a new, more precise way and invite the partner to formulate the final result of the discussion that he wants more clearly.

6. Writing down the decision and finally reiterating it is considered the right choice for coming to a discussion and finding an effective solution.

7. The conversation should not end with the formula "nothing". If a satisfactory solution is not found, the result should still be generalized, that is, we should try to form situations that have been discussed up to this point and a common point has been reached.

All destructive functions of conflict can also be divided into general functions of conflict at the personal level.

Conflict can lead opposing parties (society, social group, individual) to a state of instability and disorder. The conflict will inevitably slow down the pace of socio-economic, political, and spiritual development of the society, cause stagnation and crisis of social development, and the emergence of autocratic and totalitarian regimes. Conflict leads to the disintegration of society, the destruction of social ties, and the socio-cultural alienation of social formations in the social system. Conflict can lead to the development of negative vices such as pessimism and moral decline in society. Conflict is characterized by feelings of self-doubt, loss of previous motivation, and destruction of existing value orientations and patterns of behavior.

1. Conflict always arises based on conflicting motives or judgments. Such motives and judgments are a necessary condition for conflict.

2. Conflict is always a confrontation between subjects of social interaction, which is characterized by harming each other (spiritual, material, physical, psychological).

The presence of oppositely directed motives or judgments in the subjects of social interaction, as well as the state of opposition between them, are necessary and sufficient conditions for the emergence (beginning) of conflict.

The development of conflictology as a separate field of knowledge created the need to develop its main tasks, which are formed within the goals of conflictology. The tasks of conflictology include the development of a system of measures aimed at achieving its goals.

The science of conflictology is characterized by the following main tasks:

- the study of all contradictions that make up the scientific object, the rapid development of the theoretical basis;

- creation of an educational system, dissemination of conflictological knowledge in society;

- organization of practical work on forecasting, prevention, and elimination of conflicts.

Conflict resolution - prevention of violent actions, reaching agreements, and their implementation is more beneficial for the participants than continuing the conflict. Consequently, conflict resolution involves managing them. Conflict management means self-regulation of conflict as much as possible. The tasks of conflict resolution lie not only in the cognitive-theoretical plane but also in the utilitarian-practical plane.

The main methods of conflict management are experiments, surveys, document studies, comprehensive research, and observation. The experiment is empirical research based on the theoretical basis and methods of other scientific areas (sociology, psychology). During the experiment, real-life situations are recreated to test theoretical hypotheses in practice.

A survey is a collection of opinions and responses to questions asked by questionnaires or tests. The study of documents includes the study of information written in a special medium (information about the conflict of countries or the conflict of individuals). Comprehensive learning involves the use of methods.

Observation is a process in which the experimenter is a participant or observer of the situation being observed. This method is the most popular and simple among all methods used. Its main advantage is that it is used in opposition throughout life.

Conflictology deals with the resolution of conflicts in interpersonal and social relations. When the problem is discussed at the initial stage of its development, the conflict situation is resolved in favor of each of the parties. With the interaction of several interdependent parties, conflict can arise due to differences in views, interests, and positions on the same phenomenon. Conflictology as a science studies the methods of conflict situations, their dynamics, and ways of solving them. Research objects - social conflicts, and conflict situations in the field of psychology. Subjects to be studied are individuals, social groups, and institutions. The subject of research is their behavior in a conflict situation. Studying conflicts as a social phenomenon affects the fate of individuals, social groups, and the entire country. Dissemination of knowledge on problem-solving in public spheres. It includes areas such as teaching cultural skills of interpersonal and business communication.

To date, it seems necessary to systematize all the almost unrelated conflict studies conducted within different conflicts. Such a system cannot be implemented by artificial formation. Any conflict is based on a contradiction that plays the role of forming a system for different types of conflicts and different levels of their study. It is necessary to create it because people and governing bodies deal not with their individual psychological, legal, philosophical, sociological, and other aspects, but with real issues as a whole. These considerations justify the need to distinguish an independent science - conflictology. The object of his comprehensive study is general conflicts, and the subject is general laws of their emergence, development, and completion.

The lack of mutual understanding between people, the presence of sometimes conflicting interests, feelings of resentment, jealousy, or revenge, and the culture of passive communication, all this is becoming the basis and development factor of social conflicts.

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