

THE MAIN TYPES OF CONFLICTS AND THE BEST WAYS TO RESOLVE THEM

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Abstract: This article discusses the impact of conflicts on livelihoods, the main types of conflicts, methods of resolving conflicts and the causes of their occurrence.

Keywords: A crisis; conflict; competition; organizational conflict, interpersonal conflict, intrapersonal conflict, types of conflict, compromise, rivalry, avoidance.

The problem of the conflict is always relevant. After all, with the conflict faced by every man being a social being. Sometimes conflicts improve results and relationships through the new information, the consideration of opposing interests, the emergence of creative solutions. But if the energy of the parties to the conflict turned against each other, conflicts can be destructive both for the participants and for the organization as a whole.

Horizontal conflicts do not involve people who are subordinate to each other.

Vertical account for the majority of all conflicts, as made up of individuals who subordinate to each other.

Objective this kind is easier to resolve in a constructive manner, because the causes are more external, that it is possible to handle, does not affect personality, causing resentment, anger and so on.

Subjective this is more difficult, because any means solutions can't help you as long as people will not be willing to let go of the situation and to agree to a truce.

The true conflict is adequately recognized by the other party, as it has objective reasons and most of all a mutual desire to resolve it.

Random conflict is rarely recognized, because it flashes under the power of the unexpected feelings and depends on easy to changing circumstances.

Incorrectly attributed to the conflict, where both sides are wrong each other understood. Sometimes it is when you are so passionate about proving her that you don't notice how really fighting about the same with the opponent?

Shifted the conflict is appropriate when the real causes are not recognized or hidden, and then on the back, and the argument is based on quite other reasons, sometimes even artificially created. Such workarounds people can consciously choose, because it is not able directly and promptly to assert their violated borders or dissatisfaction.

The latent conflict is hidden, when the true cause is not realized, but the irritation is present, the output of which can not give, since it is not clear where to start and something to complain about.

About – takes place only in case of erroneous perception of information and each other. Differs from incorrectly assigned to the fact that in this variant there are no objective reasons.

Conflicts develop and help to achieve recognition, assert themselves, to be free and to consolidate its position and place in some system. They are intended to suppress another, to devalue, humiliate or even destroy a competitor .

Conflicts can be of different types. List the various bases for classification of conflicts and their typology. On the basis of conflicts can be intrapersonal (conflict with yourself), interpersonal (between two persons) and organizational. Organizational conflict, whether real or perceived, is of two types - organizational and inter-organizational.

Interorganizational conflict occurs between two or more organizations. Different businesses competing with each other, are a good example of interorganizational conflict.

Intra-organizational conflict is the conflict in the organization, and can be investigated on the basis of the level (e.g., Department, workgroup, individual), and can be classified as interpersonal, intragroup and intergroup.

Interpersonal conflict, whether it is significant or affective, refers to conflict between two or more individuals (not representing the group of which they are) the same or another group on the same or a different level in the organization. On the basis of the amount of conflicts can be significant and affective.

Substantive conflict is associated with work, rather than individuals, while affective conflict is drawn from the emotions. Significant conflicts can be associated with the facts of the situation, the method or means to achieve solution of the problems, purposes or goals and values. Thus, it includes conflict and task conflict processes in their field. On the other hand, affective conflict (also called attitude or the opposite of a favorable conflict) deals with interpersonal relationships or incompatibilities, and focuses on the emotions and frustrations between the parties. The conflict of relations included in the scope of affective conflict.

Affective conflict is almost always preclude joint decision-making. Based on the results of conflict can be constructive or destructive, creative or restrictive as well as positive or negative. Destructive conflict is also known as dysfunctional conflicts, because such conflicts do not allow the group to achieve their goals.

Recommendations and methods to prevent conflicts.

Competition.

This style is chosen either because of weakness or when a man feels his power and supremacy. For example, a strong, active and self-confident head, amid competition with another company making decisions that are prejudicial to his employees, but in the future yields a result. Or such a situation could see parents who have several children of different ages.

When Junior wants to win the championship, but fails because a priori it is the youngest in the family, it by competition trying to get rid of the enemy. For example, provokes a fight and then runs to complain to his parents that his

offended brother, who now must punish. Many interpersonal conflicts spill over into this method, which, unfortunately, is not always constructive.

Cooperation.

When both sides realize that to get out of this unpleasant situation is possible through cooperation when there will not be a loser or winner, and all will get the desired result. Actually very complex, as it requires internal maturity and readiness to listen, hear and respect the interests of the opponent, as well as patience and restraint.

Fixture.

When the forces are unequal, or one side is not confident in himself and prefers to leave everything in their places out of fear to make things worse, it just adapts, adapts, sacrificing their interests and needs. Sometimes it's justified, as it allows to preserve the security and integrity when the enemy is aggressive and dangerous, or when too strong and the loss is obvious, there is simply no point wasting your resources and to be substituted.

Compromise.

Of all the types is the best way, as the opponents to make concessions, trying to agree on the option that will suit everyone. When steps toward each other are doing both. This method partially satisfies requirements, but is very valuable as it allows you to maintain relationships, to extend further cooperation.

Avoidance.

When a person assumes responsibility, recognizes the conflict, as if deviating strongly from him, by forgetting, stretching the time for decision. This method can lead to the fact that someday patience will end and the enemy will explode, but is useful when you need to pull the time to weigh the pros and cons and evaluate the situation.

Try to talk like you're emotional, it's important to listen to others and understand that they govern and what he wants. You should not evaluate his character and actions, speak only on behalf of myself.

In difficult situations it may be most appropriate the involvement of a third, not interested in someone else's victory party. That will help establish a dialogue and hear each other, time stopping, asking questions and paraphrasing.

Try to find directly the problem itself, if it will be possible to allocate the following steps to complete the argument will be easier to do. The sources of the scandals is unmet needs, learn to identify them, and especially finding the addressee. It happens sometimes that a person breaks into a stranger; for example, the seller, sincerely believing that he made a mistake or was rude. But the basis for this perception was dissatisfaction in recognition when someone else was raised at work, ignoring the efforts and skills of this person.

Summing up, we can say that conflict situations arise in all social spheres. Conflict is one of the types of social interaction, the participants of which can be individuals, social groups and organizations. The whole process of functioning of society consists of conflicts. And the more complex the social structure, the more differentiated the society, the more diverging and mutually exclusive interests, goals and, therefore, more sources for potential conflict.

Conflicts are inevitable, so everyone must learn to live in a conflict world. This means learning how to manage conflict situations, that is, avoiding unnecessary conflicts and their difficult forms; use the constructive potential of the conflict and minimize its destructive potential; choose the best behavior patterns and successfully resist the aggressive intentions of other people. The ability to manage conflicts naturally gives a person the feeling that it is he who influences the situation, and not the situation on him. Which, in turn, leads to increased self-esteem and business performance.

Conflict resolution is the principle that all conflicts can not be sure to be resolved, but conflict management training can reduce the chances of unproductive escalation. Conflict management includes the acquisition of conflict resolution skills, self-awareness of conflict regimes, communication skills in conflicts, and the creation of a framework for managing conflicts in a particular environment. All members of each organization should be able to minimize conflict - and solve

the problems caused by the conflict before the conflict becomes a serious obstacle to the overall work.