CONFLICT IN THE ORGANIZATION AND METHODS OF THEIR PERMISSION
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Introduction.
The purpose of my work is a study of the conflict and on the basis of the material studied, the development and study ways of overcoming the conflicts of the organization.
The objectives of my work include: theoretical concepts of 'conflict', a description of the forms of conflict. Thus, an analysis of conflict situations and ways to combat them.

Conflict is the eternal companion of our lives. The word "conflict" - from the Latin translates to "clash". [1.C 23] At the heart of every conflict lies a contradiction.
The basis of conflict situations in the enterprise is a clash of interests, opinions, goals, different ideas about how to achieve them. Experts will develop a lot of recommendations on various aspects of human behavior in conflict situations. It is believed that the constructive resolution of conflict depends on certain factors.

It is very important to determine the causes of the conflict, as knowing them, it is easier to take some concrete steps to address them.

In the most general form of the conflicts that arise in an organization can be caused by the following three groups of reasons due to:

And labor process;
And psychological characteristics of human relationships, ie, likes and dislikes, cultural and ethnic differences of people acting director, etc;
And personal originality of the group members, such as inability to control their emotional state, aggression, uncommunicativeness, tactless. [2.C 35]

1.Stratiifii behavior in conflict
There are five basic strategies of behavior in a conflict: competition, cooperation, compromise, evasion, adaptation. These strategies are very often mentioned in all sources. With them, we encounter very often, but I read it necessary to mention them again in his article.

The style of competition or rivalry can use a person who has a big and strong-willed, persistent nature, with authority hardly interested in cooperation with the other side.

Style of cooperation may use a person in such cases, if you do not defend their own interests and have to take into account the wishes and interests of the other side.

Style compromise. Its essence lies in the fact that both sides seek to resolve differences. As they say compromise.

Style evasion. Used by man when the problem is that you have touched not so important to you, you do not assert their rights and interests do not cooperate with anyone.

Style devices means that you are acting jointly with another party, but do not try to defend their own rights and interests in order to smooth the conflict. [3.With 45]

2.Metody manage and resolve conflicts.
When communicating with people in conflict behaviors can be very diverse. For example, in conversation with a "inconvenient" opponents can focus on their personal characteristics.

"Absurd man" - often beyond the scope of professional conversation, unrestrained, impatient, his attitudes and approaches to a situation confines the person or staff unit and unwittingly pushes them to ensure that disagreed with him, argued. Form of behavior - to stay within the professional conversation and try to remain calm, to refute his absurd assertion follows arguments by resorting to other employees.

"Knowall" - always knows everything better than any other, requires a word, all the interrupts.

"Talker" - and often tactless to interfere in the conversation, oblivious to the time he spends on his questions and retreat.

"Inaccessible companion” - closed, often feels beyond time and space, as all unworthy of his attention

Finally. Despite the fact that you are trying to build relationships with other people on the principles of goodwill and harmony, conflict, alas, happen. It is therefore very important to have the ability to effectively resolve disputes and disagreements that labor relations are not bursting with every conflict, but rather developed and strengthened.
Methods of preventing and resolving conflicts

The methods of conflict resolution at the organizational level include:

- advance the objectives of integrating between management and staff of the organization;
- compliance with the rules of delegation of authority and responsibility between the hierarchical levels of management;
- various forms of promotion, involving mutual combination and variation of the monetary and nonmonetary incentive systems.

To the monetary incentive may include the following systems:

- the organization of wages in an amount adequate labor contribution of the employee;
- premium policies, based on the performance of work and professional conduct of staff;
- employee participation in profits and capital of an enterprise;
- system of special privileges and entitlements allocated from the profit organizations and non-binding, defined by law (preferential or interest-free loans to target the needs of staff and payment of various insurances, tuition employees or their family members, etc.);

For non-monetary incentive systems may include:

- involvement of staff in the development of critical decisions within departments and the organization as a whole;
- the use of flexible employment of staff, flexible work and rest;
- application of the so-called virtual management structures that do not involve a strict regime of finding employees in the workplace;
- use of styles and methods of leadership, meeting the interests of employees;
- moral encouragement of staff;
- joint activities (sports, parties, introduction of new staff, etc.).

It should be noted that the successful application of motivational systems and their transformation into an effective way to prevent conflict should, on the one hand, these methods are used in unity and relationship, and on the other side - their use should not result in a violation of justice.

For the regulation of the conflict on a personal level, many experts will develop recommendations on various aspects of human behavior in conflict situations, selection of appropriate behavioral strategies and means of conflict resolution and management. It is believed that the constructive resolution of conflict depends on the following factors:

- the adequacy of the perception of conflict, ie, sufficiently accurate, not distorted by personal biases estimates of actions, intentions, as the enemy and their own;
- transparency and efficiency of communication, a willingness to fully discuss the issues when the parties honestly express their understanding of what is happening, offer a way out of conflict situations and create an atmosphere of mutual trust and cooperation.

Supervisor is helpful to know what character traits, especially human behavior inherent conflict of personality.

Summarizing the research psychologists, we can say that they include the following:

- inadequate self-esteem of their opportunities and abilities, which can be either overestimated or underestimated. And in fact, and in another case it may conflict with an adequate evaluation of others - and the soil is prepared for conflict;
- the desire to dominate at all costs where possible and impossible;
- conservative thinking, attitudes, beliefs, unwillingness to overcome old traditions;
- excessive principled and straightforward in his statements and judgments, the excessive desire to tell the truth in the eye;
- a certain set of emotional qualities of personality: anxiety, aggressiveness, stubbornness, irritability.

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References:


