

CONFLICTS

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Conflict is actual or perceived opposition of needs, values and interests. A conflict can be internal (within oneself) to individuals. Conflict as a concept can help explain many aspects of social life such as social disagreement, conflicts of interests, and fights between individuals, groups, or organizations. In political terms, "conflict" can refer to wars, revolutions or other struggles, which may involve the use of force as in the term armed conflict. Without proper social arrangement or resolution, conflicts in social settings can result in stress or tensions among stakeholders.

When an interpersonal conflict does occur, its effect is often broader than two individuals involved, and can affect many associate individuals and relationships, in more or less adverse, and sometimes even humorous way.

Conflicts are divided into 5 main groups. They are: relationship, data, interest, structural and value conflicts.

In the 1970s Kenneth Thomas and Ralph Kilmann identified five main styles of dealing with conflict that vary in their degrees of cooperativeness and assertiveness. They argued that people typically have a preferred conflict resolution style. However they also noted that different styles were most useful in different situations.

These styles are: competitive (such people always know what they want), collaborative (they try to meet the needs of all people involved), compromising (for those who try to find a solution that will at least partially satisfy everyone), accommodating (this style indicates a willingness to meet the needs of others at the expense of the person's own needs) and avoiding (people tending towards this style seek to evade the conflict entirely).

The fact that conflict exists, however, is not necessarily a bad thing: As long as it is resolved effectively, it can lead to personal and professional growth. But if you personally got into a conflict situation, don't worry and take these simple steps: make sure that good relationships are the first priority. Then, keep people and problems separate.

Next, pay attention to the interests that are being presented. Don't forget to listen first - talk second and only after all it to set out the "Facts". Last, but not least, explore options together: be open to the idea that a third position may exist, and that you can get to this idea jointly.

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