

THE ROLE OF CONFLICT MANAGEMENT IN THE WORKPLACE

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***Анотація:** У статті розглядаються стратегії управління конфліктами для подолання конфліктів на робочому місці. Запропоновано методи запобігання соціально-трудова конфліктів ,які виникають в процесі зіткнення протилежно спрямованих позицій, думок чи поглядів персоналу на підприємстві.*

***Ключові слова:** конфлікти, запобігання, співробітники, компанії, підприємці.*

***Abstract:** The article considers conflict management strategies in coping with conflict in the workplace. Methods of prevention of social and labor conflicts, which are carried out in the process of clash of opposing positions, opinions or views of staff at the enterprise are analyzed.*

***Keywords:** conflicts, prevention, employees, companies, entrepreneurs.*

Introduction

Conflicts are common in the life of enterprises and reduce the efficiency of employees. Labor conflict is a conflict in the field of labor relations over the means of employment, wages, use of professional and intellectual potential, various elements and factors of the labor process (organization, content, working conditions, etc.), the price level for various benefits, real access to these benefits and other resources caused by conflicting interests. It is necessary to understand the role that conflict management plays in overcoming interpersonal barriers.

Basics

It is important to be as specific as possible when defining the conflict. There are two general ways of looking at a conflict - as a win-or-lose situation or as a joint problem: win-win. If we look at a conflict as a joint problem, there is a greater possibility for a creative solution that results in both of us being satisfied.

The following ideas will aid in developing a constructive approach to dealing with conflict situations:

1.State the problem. We'll have a better chance of resolving a potential conflict quickly if we have a clear idea of what behavior is acceptable or un- acceptable to us and if we express our position to the other person.

2.Check your perception. We should always check to make certain our message has been received accurately.

3.Generate possible decisions. It is important, once we have shared what is bothering us, to consider how change can occur. We need not come up with all the decisions ourselves.

4. Clarify the requirements for work. Every specialist must have a clear idea of what results are expected of him, what are his duties, responsibilities, limits of authority, stages of work. To do this, the manager must set and describe the tasks to be performed by the employee.

5. Use a system of sanctions, rewards and punishments. Incentives can be used as a method of conflict management, which, if properly influenced by people's behavior, can prevent conflict. The reward system mustn't encourage unconstructive behavior by individuals or groups.

6. Establishing a hierarchy of powers. Use of structural organizations that can intervene in resolving controversial issues.

7. Use of organizational complex goals. The common goal of the organization unites all employees, all structural units. It acts as a collective content-forming and motivating factor orients people to cooperation.

8. Reach a mutually acceptable decision. When we have considered all the possible alternatives we and the other person could generate, we should decide which of them would be mutually acceptable.

9. Implement and evaluate the decision. Before we put the proposed solution into effect, we should try to agree on how we will check it later to see if it solved the problem. Plan a meeting to evaluate progress.

These strategies can be used in coping most conflict situations. Developing necessary communication skills for dealing with conflict, managers should focus on conflict partnership based on realistic principles of human behavior and communication.

Conclusion

It is in the interest of any leader that the conflict that has arisen in his organization be resolved as soon as possible, as its consequences can cause both moral and material damage. If we know what events led up to the conflict and especially the specific event that triggered it, we may be able to anticipate and avoid future conflicts. Methods of conflict prevention are proposed. Using them at the enterprise it will be easier for the manager, to anticipate and prevent the conflict of interests of employees.

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