



## CONFLICT MANAGEMENT METHODS IN EDUCATIONAL INSTITUTIONS

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### Abstract:

The article, from a scientific point of view, reveals the concept of “conflict”, the areas of types of conflicts and the areas of scientific knowledge that study it, characterizes the itimology of conflicting individuals, reveals the causes of conflicts and the scope of their resolution, as well as the technology for managing them in «educational institutions».

**Keywords:** conflict, conflictogens, conflict personalities, “rudeness”, “superiority”, aggressiveness, selfishness, emotional swing.

### Introduction

Various conflicts accompany our existence at every step. They lead to a waste of time and effort, overwhelm people with the poison of negative emotions, and have a detrimental effect on health. However, it is impossible to completely get rid of conflicts. Therefore, the ability to resolve them in a positive way is vital. Mastering a kind of "safety technique" in communication will reduce the number, tension and harmful consequences of conflicts. A psychologically educated, cultured person will be able to resolve them without battles and catastrophes.

Currently, it is not necessary to prove that the problems associated with the study of conflicts have a right to exist. Not only professional psychologists and sociologists, but also politicians, managers, teachers, social workers – in short, all those who in their practical activities are associated with the problems of human interaction - show great interest in the problems of the emergence and effective resolution of conflicts, negotiations and the search for agreement.

Unfortunately, this growing interest is largely related to the growing tension in various spheres of social interaction, with the urgent need of various public structures and individuals for practical assistance in conflict resolution.





Currently, there is a situation where conflict issues are actualized both in the realities of public life and in the consciousness of society. The need to create mechanisms and institutions for conflict management and control over the conflict process is recognized.

What does the concept of "conflict" mean?

A conflict is a clash of divergent goals, interests, positions, opinions or views of the subjects of interaction, fixed in a rigid form. It is an incentive to change, it is a challenge that requires a creative reaction; it is something that can be worked with; it is a common feature of social systems, it is inevitable and inescapable, therefore it should be considered as a natural fragment of human life; it is normal; Conflict management begins with their foresight. To anticipate, it is necessary to know the causes leading to conflict situations.

There are several types of conflicts: personal, interpersonal, and intergroup.

Conflicts are the subject of study of various sciences: psychology, sociology, political science, philosophy, art history, pedagogy, law, etc.

The analysis of conflict studies based on the study of publications showed that the following concepts are used in various fields: military, artistic, international, regional, ethnic, interethnic conflicts; "complex conflicts in various systems"; conflicts in school groups, in sports; pedagogical, social, labor, criminal conflicts, generational conflict, the conflict of "personality group", moral, moral conflict, etc.

A lot of conflicts arise because of the complexity of the character of some people. Among the conflicting personalities, 6 characteristic types can be distinguished. These are: demonstrative, rigid, uncontrollable, ultra-precise, rationalists, weak-willed.

Many conflict researchers note that 80% of conflicts arise beyond the desire of their participants. The main role in their occurrence is played by conflictogens.

The causes of conflicts can be different - objective, constructive, destructive, and the areas of resolution are business and personal-emotional.

An objective feature of pedagogical communication is highly conflictual. As practice has shown, the most difficult thing in pedagogical communication is "rudeness", which is expressed in inexcusable boorish behavior, outrageous rudeness, boorish act.

The therapy in this case may be:

- human communication with a student who is rude;
- in a situation of rudeness, take the position of an observer of the phenomenon of lack of culture, rudeness, stupidity, etc.;
- showing empathy for the interlocutor; as many benevolent messages as possible.

There are 3 types of root causes of conflicts: the desire for superiority, aggression and selfishness.





To resolve a conflict means: to eliminate the conflict situation; to exhaust the incident. Ask yourself the questions "why?" until you get to the root cause, from which others arise.

Formulate a conflict situation in your own words, without repeating the words from the description of the conflict.

A conflict situation is a diagnosis of a disease called "conflict", only a correct diagnosis gives hope for healing.

The removal of emotional tension can be carried out by such methods: "release of feelings", "pronouncing the problem", "emotional compensation", "authoritative third", using the rules of conflict-free communication:

- do not use conflictogens;
- do not respond with a conflictogen to a conflictogen;
- show empathy for the interlocutor.

Based on the material presented in the article, the following conclusions can be drawn. A conflict is a clash of divergent goals, interests, positions, opinions or views of the subjects of interaction, fixed in a rigid form.

Conflicts accompany our existence at every step.

Conflict management begins with anticipating them.

An objective feature of pedagogical communication is highly conflicted communication, in which "rudeness" is the most difficult.

Conflict management is the process of bringing conflicts into a stable state through meaningful influence on the conflict behavior of subjects of the educational space.

Dialogue is the universal "language" of a person in solving their problems in their relationships with this world, other people, and with themselves.

It is dialogue that can be the only saving tool that will help us cope with the most acute problems of our time.

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