SUMMARY

The theme of the given work is 'Conflicts in the organization: the nature and methods of settlement'.

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The purpose of consider the conflicts in the organization is to draw public attention to a phenomenon or problem. The aim of this study is to develop understanding of the causes, effects of labor disputes in organizations and their resolution. Thus, the importance of the topic due to the need to study the nature of organizational conflict and methods of settlement of these conflicts, which have a negative impact in organizations. The subject of the study is a process of conflict resolution organization..

Research in the field of conflict are a specialized form of research that works to improve the effectiveness and efficiency of organizations. The notion of conflict in the organization is based on research works of foreign and domestic scholars devoted to this problem. The study of conflict has always been in the focus of attention of scientists and thinkers, not only at the present stage, but a few centuries earlier. In the given work our attention is concentrated on the concept of conflict in the organization and their settlement. The realisation of this purpose assumes setting and solution of some problems, in number of which: describe and reveal the concept and essence of the conflict, consider the types of conflicts in the organization, to determine the characteristics of conflict management in organizations, to analyze the role of a third party in resolving organizational conflicts.

Theoretical and practical significance of the thesis is that certain findings and conclusions made in this study can be used to further scientific investigations, as well as the significance lies in the fact that the findings can be used in the work of Conflict, for managers prevention and settlement of industrial disputes in the organization.

The significance of conflict is an integral part in the life of society. And so,
the best methods to prevent conflicts not eliminate the need to live in conflict. Regularly the contradictions and discrepancies in organizations often lead to an inevitable clash of parties. Need the appropriate management of this process, the objective of which should be to prevent the occurrence of unwanted, negative conflicts plan, giving an inevitable conflict situations constructive character.

The study of organizational conflict - one of the important areas in conflict resolution. At present, the issue of conflict management in the organization is particularly acute, as each organization seeks to optimize its operations and make it more efficient, which makes this issue relevant to the study of both the theoretical and practical terms.

Conflicts create an unfavorable moral and psychological climate in the team, it's hard to affect the nervous and mental condition of the people. However, conflicts can have not only destructive, but also the creative force, if their resolution is to improve working conditions, the introduction of new production and management technologies.

To do this, the conflict enters a third party that will act as a neutral organizer of the meeting, sending the conflict in the search for solutions to problems and contribute to dialogue. In general, for an effective solution to this problem, we recommend a combination of different approaches, methods, actions that will be described in the final qualifying work.

**The structure of work** is subordinated to the solution of the problems of a study and includes: introduction, two chapters, which consist of four paragraphs, conclusion, bibliographical list. The overall volume of work composes 51 pages.