

SUMMARY

Theme: «Specific of the solution of vertical conflicts in the organization (on example of Municipal Educational Institution №1, the kinder garden of the village Kakhon)»

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Relevance of research topic consists in the fact that that conflicts exist everywhere and in all spheres of our life. All people, one way or another, meet with conflict in their lives. It may be small clashes to domestic violence, conflicts in the workplace, conflicts in the sphere of geopolitics, which harassed the mind of those who always thinks about what is happening and cares for the world. The modern businessperson can face with many complex situations that require the ability to eliminate numerous contradictions between people. Each person must learn to live in a world of conflict, learn to manage conflict and avoid unnecessary conflicts.

Today the problem of vertical conflict in the workplace is very important. The hallmark of conflict in the workplace is that conflict arises and is in direct communication people and is the result of rising problems between them.

The modern social situation of development is such that it confronts humanity with quite a difficult choice between the desire to resolve the conflict and descent into confrontation on various levels. In today's world, the need for a scientific study of conflicts in all spheres becomes indisputable because it ended the period of neglect, avoidance or negative attitudes towards conflict. Conflicts are a reality of our daily lives. It was a period when the conflicts have become desirable.

So, **the research purpose** are to reveal the specific of vertical conflicts in Municipal Educational Institution №1, in the kinder garden and to recommend how to resolve and prevent them.

To achieve the goal it is necessary to solve a number of **objectives**:

1. To investigate causes of vertical conflicts in the workplace;
2. To reveal characteristics of vertical conflicts and methods of their regulation;

3. To carry out an experimental investigation of problem of the collective conflicts in Municipal Educational Institution №1, in the kinder garden;

4. To formulate recommendations to regulate vertical conflicts in the workplace.

The theoretical significance of the research on the basis of the conducted analysis of existing scientific approaches to the study of problems of vertical conflict in the workplace, we have developed recommendations that can be used to resolve conflicts in the organization. The results of the study can be used to solve problems in the workplace. In addition, the data obtained in the study can be used to identify the causes of conflicts in organizations. **The practical significance** lies in the fact that the study of vertical conflict in the workplace can be useful for institutions and organizations, labor collectives and directly to those people whose work involves interpersonal communication.

Results of our investigation was the development and implementation of the project, the results of which recommendations were proposed for resolving conflicts in the workplace.