

SUMMARY

Graduation thesis: Prevention of interpersonal conflicts in small groups (based on the example of the student community of the «PSU» School of International Relations)

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Key words: interpersonal conflicts, small group, student environment, causes of conflicts, conflict resolution conditions and methods of conflict resolution and prevention.

Relevance of the research issue based on the fact that conflicts arise in all planes of human relationships, and the system of higher education is no exception. Students as a special social category, a specific community of people, purposefully, systematically mastering knowledge and professional skills, most reflect the entire diversity and variability of modern society.

Modern scientists have established that conflict is a normal phenomenon in the life of an individual and society as a whole. In the student group, there may also be conflicts, which are easier to prevent than to resolve them constructively. Particularly relevant today is the problem of interpersonal conflicts in student groups. The distinctive features of the conflict here are that it arises and proceeds in the sphere of direct communication of people, as a corresponding result of aggravated contradictions between them.

The purpose of this work is the Development and implementation of a program for the prevention of interpersonal conflicts in small groups of students.

Research objectives:

- reveal the essence of the concept of interpersonal conflicts;
- study the characteristics of small groups in the student age;
- identify the conditions and ways of preventing interpersonal conflicts in small groups;
- explore the psychological features of the causes of interpersonal conflicts in small groups of students;
- develop and implement the program «Prevention of interpersonal conflicts in small groups of students»;

- analyze the effectiveness of the implementation of the program «Prevention of interpersonal conflicts in small groups of students»

The research hypothesis is based on the causes of interpersonal conflicts in small groups can be both objective and subjective factors. Great importance is given to the individual and personal characteristics of the members of the team: the lack of communication control skills in communication, the underdeveloped level of empathic tendencies, tolerance, the presence of intolerant attitudes, the high level of aggression in relations, the lack of an optimal strategy of constructive behavior in the conflict. The implementation of the program "Prevention of conflicts in small groups" will be effective, since it takes into account all the specifics and specifics of conflicts in a small group.

Provisions to be protected:

1. Interpersonal conflict – an open clash of interacting subjects based on opposite needs, interests, goals, motives, incompatible points of view, causing activity of the parties aimed at overcoming the controversy and resolution of the situation in the interests of both or one of the parties.

2. At each development level, the student group has specific psychological characteristics, which will no doubt affect the success of group work, the relationships in it.

3. Causes of conflicts in student groups are: lack of understanding of the psychological essence and nature of the conflict, the lack of skills of communicative control in communication, underdeveloped level of empathic trends of tolerance, the presence of intolerant installations, high levels of aggression in relationships, a lack of optimal strategy of constructive behavior in the conflict.

4. In order to prevent interpersonal conflicts requires a special program aimed at students' understanding of the psychological essence and nature of the conflict, development of skills of communicative control in communication, the development of empathic tendencies, tolerance, reduction of intolerant attitudes and aggression in the relationship, making optimal strategy of constructive behavior in the conflict.

The theoretical significance of the research lies in the fact that the work summarizes the various approaches of contemporary researchers to the concept of «conflict», describes the main characteristics of the structural components of the conflict, studied the approaches of modern researchers to the problem of prevention of conflicts in general and student age in particular.

The practical significance of the results of the research is that the research presents a conflict prevention program among students, fully tested and ready to use by psychologists, supervisors of student groups.

The main result of our research becomes the development and implements the program on «Prevention of conflict in small groups». The results of the study are reflected in the following:

1. The essence of the concept of interpersonal conflict.
2. Studied the characteristics of small groups in student age.
3. The conditions and methods of prevention the interpersonal conflicts in small groups.
4. Investigated the psychological characteristics of the causes of interpersonal conflicts in small groups of students.
5. Developed and implemented the program «Prevention of interpersonal conflicts in small groups».
6. Judging the effectiveness of the program «Prevention of interpersonal conflicts in small groups».