

Summary

Subject matter: Conflict management in a modern organization (on the example of “Irbis”, ltd.).

Author: Brailko Artyom Vyacheslavovich.

Supervisor of studies: Korgova Marina Anatolievna, doctor of sociology, professor, chair of creative and innovative management and law.

Customer organization: “Irbis”, ltd.

Topicality of the research: The dynamic development of the domestic economy, the principally new nature of the social and work relations and the aggravation of the problems on the employment market increase the degree of the social tension in the sphere of work and production, activate the interest in the theoretical and practical problems of personnel management, specifically, in the problem of conflict management in modern organizations.

Objective of the research is the improvement in the practice of conflict management in “Irbis”, ltd.

Tasks of the research:

- to give the definition of the conflict in organizations, to examine its essence, structure, types and functions;
- to reveal the typical causes of the origin and development of conflicts in modern organizations;
- to explore the methods of conflict management in modern organizations;
- to describe “Irbis”, ltd. and analyze its performance;
- to study the specific features of the conflicts in “Irbis”, ltd. and the practice of their management;
- to develop recommendations for the optimization of conflict management in “Irbis”, ltd.

Theoretical and practical significance of the research is that its main results not only promote better understanding of the nature and mechanisms of the

origin and existence of conflicts in organizations but also give an idea of the ways and methods of conflict management in modern organizations.

In the practical plane the introduction of the recommendations for the improvement in the work of the organization on the basis of the optimization of the conflict management process can be of practical use for “Irbis”, ltd. and for other organizations of various forms of ownership.

Conclusions: conflict management is a purposeful influence on the conflict process ensuring the solution of the socially significant tasks. The process of conflict management includes conflict prediction; prevention of some conflicts and at the same time stimulation of others; cessation and suppression of the conflict at all its stages; conflict regulation and resolution. Management becomes only possible if certain conditions are available.

Recommendations:

- to appoint the commercial director as the person in charge of the execution of the main principles, the system of conflict management;
- to teach the commercial director the methods of conflict resolution;
- to hold trainings for the staff to develop behavioural skills in the conflict situation;
- to make it a duty for the commercial director to use the conflict prevention strategy, the conflict suppression strategy of the delay strategy.