

SUMMARY

Theme: "Prevention of interpersonal conflicts
as a condition for a successful communicative process
in volunteer activity"

(on example of volunteer centre
PSU "PROFI-SOCI-LINGVA")

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Structure of work: 113 pages, 160 bibliographic titles,
2 appendixes.

Key words: conflict, interpersonal conflict, the dynamics of conflict, conflict resolution, communication process, communicative competence.

Relevance of research topic is determined by the fact that procedures of preventing and resolving interpersonal conflicts in teams are severely limited or absent at all. To avoid this, managers and teams need to have appropriate theoretical and practical knowledge of origin, stages, motives, conflict resolution and prevention. Conflicts affect all spheres of public life. Often they have a negative impact on the person, the state of society and on the effectiveness of employees. Interpersonal conflicts are widespread in organizations of any kind. This process refers to those phenomena and processes that are difficult to manage, based only on life experience. This requires a system of theoretical and methodological knowledge on the prevention of such conflicts.

Thus, **the research purpose** is the development of a program for the prevention of interpersonal conflicts in volunteer activity (by the example of the Volunteer Center of the PSU "PROFI-SOCI-LINGVA").

Realization of this goal involves the formulation and solution of **the following tasks:**

1. Conducting a theoretical analysis of the state of development of the research problem in psychology.
2. Identifying the specifics of interpersonal conflicts in volunteer activity.
3. Definition of sociological methods of organization study relevant to the research topic.
4. Impact analysis of the level of volunteers' communicative competence on the emergence of interpersonal conflicts.

5. Develop and implement a program for the prevention of interpersonal conflicts in a volunteer activity.
6. Evaluation of the preventive program's effectiveness of interpersonal conflicts in the activities of volunteers.

The theoretical significance of the research includes study of factors of the interpersonal conflicts among volunteers' origin. Besides there was designed the theoretical model of the necessary communicative competence of volunteers, a typology of the most frequently encountered conflicts in this activity.

The practical significance lies in the conducting of complex study of the socionic characteristics of PSU volunteer center's staff and asset and the development of a volunteer training program for conflict-free behavior including two blocks: theoretical and practical.

Hypothesis of the research. Volunteer knowledge of the successful communication's factors helps to prevent interpersonal conflicts, and also forms the ability to choose the right strategy in cases of conflict interaction.

The inferences to be defended:

1. The prevention of interpersonal conflicts in volunteer activity is based on theoretical knowledge about the nature, assumptions, patterns of occurrence and stages of conflict development and is determined in a set of methods, based on the specifics of the specific conflict situation and the specifics of its participants.
2. The level of communicative competence of the individual has a direct impact on the level of conflict of the individual.
3. Prevention of interpersonal conflicts in organizations is such conditions that would help minimize the emergence of confrontation in the team: diagnosis and accounting of personal characteristics of employees, their status, emotional state, level of professional skills, experience.
4. The program for the prevention of interpersonal conflicts in volunteer activity should include both theoretical and practical components aimed to create an atmosphere of friendliness, mutual respect, a favorable psychological climate, and also allowing them to acquire the skills of a communicative culture, and to increase the conflictological competence of employees. The development and implementation of socio-psychological training exercises, as well as acmeological training programs and targeted orientation should be conducted in accordance with the received results of the diagnosis of personnel.

5. Establishing successful communication between individuals is an important condition for effective interaction in a volunteer environment. This is facilitated by the knowledge of volunteers of the basics of negotiation, techniques of conducting a conflict-free conversation, typical communication errors, rules of argumentation and tactics of behavior in the conflict.

The result of our research is the prevention's program of interpersonal conflicts in volunteer activity, designed for 5 lessons, including 40 academic hours. The implementation of the program included training volunteers to adequately assess the conflict situation, methods of making rational decisions, influencing the decrease in the overall level of conflict in the organization. The aims of the program were: expanding the communicative competencies of volunteer asset, the formation of harmonious communication orientations, as well as the skills of effective interpersonal interaction.