

## Summary

**The theme of the final qualifying work:** "Socio-psychological characteristics of the emergence of conflict behavior in the student group."

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**Information about the contracting authority:** FSBEI HE "PSU".

**Relevance of the research topic.** The importance of a favorable and non-destabilizing socio-psychological climate in the student group has a significant influence on a huge list of factors: the personal and social aspects of the individual student's personality.

The socio-psychological climate is a dynamic structure that is built on the cooperation of all members of the collective and on their interpersonal cohesion. Numerous researches of collectives show that a positive climate reaches its level when all three named groups of intracollective relations represent a single whole in each individual member of the collective and help him to reveal his creative potential and active life position.

Studying the socio-psychological climate in the student group is an important part both for the researchers and for the members of the group themselves, since with the revealed irregularities in the work of the whole system, the correct selection of psychological programs can increase the team's cohesion in the context of the subjective activity approach, which entails change in the collective as a whole, as well as in its individual members, in a positive way.

Relevance of the research topic. The relevance of this work is to consider such a social factor as conflict forms of behavior. Conflicts occur in the life of every person. These are various conflict interactions without which it is sometimes impossible to solve the tasks set. The life of a person in the modern world is

incredibly loaded with situations that require the ability to resolve numerous contradictions between other people. During communication sometimes we discuss with other people any topics where the interlocutor is not always ready to agree with our opinion, even just to listen. Even against our will, a conflict situation may break out, in which we will either have to follow the opinion of our opponent, or go ahead, guided only by our convictions.

Conflict situations arise in all spheres of human life. Conflict is a kind of interaction between individuals, organizations or social groups. At all times, society is confronted with conflict situations and the more complex the social stratum, the more differentiated the society, the more the different interests and goals of each individual and, consequently, the more sources for conflict.

Conflicts are found in everyone's life and that's why it's so important for us to learn to live in a conflict world. This means learning to resolve conflict situations, or avoid unnecessary conflicts. It is also important to use the constructive potential of the conflict and reduce its destructive potential, to choose the optimal behavior models for each conflict and successfully resist the aggression of others. The ability to manage conflicts gives a person the feeling that it is not dependent on the situation, which in turn leads to increased self-esteem and increased business results.

Particularly relevant today is the problem of interpersonal conflicts in educational institutions. This problem is a socio - psychological aspect of the emergence of conflict behavior in students. The distinctive features of the conflict here are that it arises and proceeds in the sphere of direct communication of people and the result is the escalated contradictions between them.

The purpose of the work: the study of conflict forms of behavior in the student age and the definition of their socio-psychological reasons.

**Research objectives:**

1. To give a theoretical analysis and to reveal the theoretical aspects of the problem of conflicting forms of behavior.
2. To consider and reveal the features of the formation and development of

conflict-related forms of behavior at an early stage of training.

3. Describe the psychological conditions and factors that influence the formation of conflicting forms of behavior in the student group.

4. Empirically explore the psychological characteristics of conflict behavior in the student group at an early stage of professional training.

5. Develop a psychological program and recommendations for harmonizing the attitude of students in the group.

**Results of the study:** theoretical analysis of the problem made it possible to identify, structure and clarify the concept of conflict forms of behavior, as well as their formation in student groups at the stage of vocational training.

Factors influencing the successful formation of conflicting forms of behavior in the student group at the stage of vocational training were identified. These factors include: general adaptability of the group, tolerance towards each member of the student group, satisfaction with the learning activity of all members of the group, emotional satisfaction with the team.

In the late stages of vocational training in the student group, the main factor in the development of the group is their overall cohesion and professional orientation in the activities of graduates.

On the basis of an experimental study, a portrait of the styles of conflict behavior of the first-year student group was compiled.

In order to improve the high level of the socio-psychological climate in the student group, we developed a psychological program of activities aimed at maintaining favorable psychological conditions, to maintain a high level of the socio-psychological climate.

**Recommendations:** the results of studying the features of the formation of conflicting forms of behavior in the student group at the stage of vocational training can be used in the process of further research on this topic, as well as to help practicing psychologists in developing a psychological program for the formation of optimal relations of conflict behavior in the student group.