

Abstract**Graduation Level of Proficiency Paper****Title:** "The role of flight attendants in settlement and the prevention of interpersonal conflicts on board of the aircraft"**Author:** Kukhnova A.L.**Research Supervisor:** Professor of Conflictology, Public relations and Journalistics Board, Doctor of Political Sciences - A.K. Botasheva

Key words: interpersonal conflicts, professional competence of a flight attendant, conflicts on Board of the aircraft, conflicts with passengers, conflict resolution, flight attendant, prevention of conflicts on Board of the aircraft.

Topical Importance: Air travel is a phenomenon that emerged in the twentieth century which allowed people to travel great distances in a matter of hours. The number of flights is increasing every day. Hundreds of millions of people prefer this mode of transport. Recently, however, the number of conflicts on Board of an aircraft has increased. The specificity lies in the fact that the conflict occurs in a confined space, at high altitude in the absence of the opportunity to leave the conflict zone. In addition, any conflict on a Board carries a potential threat (up to lethal) for all passengers and crew members. This circumstance explains the high relevance of research this kind of conflict. In this regard, a conflict situation on Board of the aircraft is increased; there is an increased risk of conflicts, which can have much more serious consequences than on the earth. It also confirms the high relevance of the research connected with conflict on the board of the aircraft and the need for analysis of the flight attendants role in the resolution of conflicts in civil aviation.

So, the **goal** is to make recommendations to the crew for the settlement and prevention of interpersonal conflicts on Board of the aircraft.

The achievement of the goal in the present study requires the following tasks:

- to examine the specifics of the occurrence and causes of interpersonal conflicts on Board of the aircraft;
- to analyze the professional competence of a flight attendant;
- to identify the role of flight attendants in the resolution and prevention of interpersonal conflicts;
- to develop recommendations on resolving and preventing interpersonal conflicts on Board of the aircraft.

Theoretical and practical significance of the research is that the study of the existing scientific approaches to the study of issues of conflict on Board of the aircraft and carried out analysis of flight attendants role in their resolution, can be used as a basis for further research in this scientific area. The practical importance of the research lies in the fact that the results of this Graduation Level of Proficiency Paper can be used in educational activities in lecturing on the courses on Conflictology, Psychology, Personnel Management and so on.

The result of our study is a synthesis of practice for the prevention and settlement of conflicts with passengers. Developed empirical data and recommendations can be used by airlines for training of airport staff, flight attendants, aircraft commanders and employees of terminals, with the aim of ensuring safety in civil aviation.