

ANNOTATION

Theme of graduate work:
«Conflictological competence of
municipal employee as a determinant of
his professional success»
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Keywords: conflict, conflict resolution, conflictological competence, municipal self-government, municipal service, conflicts in municipal self-government, professional success.

Topicality of selected theme is confirmed by ever-increasing number of conflicts in the area of municipal management; dissatisfaction conflictological training of municipal employees; insufficient knowledge of the nature of the conflicts in the area of municipal services, as well as ways of their settlement and resolution.

Aim of graduate work is selection and analysis of some relevant facts about the conflictological competence as a component of the professional competence of experts, in particular, municipal employees, and develop recommendations for its formation.

Problems, designated in graduate work:

- Define the concept, functions and components conflictological competence;
- Identify conflicts in municipal government;
- Consider ways of conflict management and resolution in the field of municipal government;
- Formulate methods of forming conflictological competence of municipal employees.

The theoretical significance of the study is that the results are a contribution to the psychology of conflict, creating a theoretical basis for further study conflictological competence of municipal employees. The practical value of the research is to develop an algorithm productive development conflictological competence of municipal employees.

According to the study, we conclude that conflictological competence is an integral part of professional competence. It is a complex socio-psychological education, is the system of knowledge in the field of conflict resolution, ability and willingness to act in a conflict situation, carrying out prevention, management and resolution of conflict. Today conflictological competence is one of the professional requirements for municipal employees, because they often face in their work with the conflicts in both the external and the internal environment.

Conflictological competence plays one of the most important roles in resolving conflicts in the municipal service. We recommend form conflictological competence gradually, developing one of its components at every stage. First the Gnostic component, providing knowledge about conflicts, then already formed projecting, regulatory, reflexive status, regulatory and communication components conflictological competence, providing the ability to work with the conflict, ensuring its prevention, management and resolution, the ability to conduct the mediation efforts.