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SUMMARY

Theme: «The role of leader in resolution and prevention of organizational conflicts (evidence from The Administration of local self-government of Alagirskiy district) (The project is «Conflicts in organizations»)»

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Key words: organizational conflict, leader, process management, prevention of organizational conflict, conflictological competence, conflict management, analysis of conflict situations, constructive resolution of organizational conflicts, the role of "third party," recommendations for the successful resolution of organizational conflicts, personal characteristics of the leader.

Relevance of research topic. Management as a laborious process, which consists of such components as organization, planning, control and motivation of social actors and their main aim is to ensure focused, coordinated work, as certain participants in joint labor. In the process of the activity conflicts, or the open clash of opposing parties because of mixed motives (needs, interests, goals, ideals, beliefs).

The conflict creates a spirit of confrontation and tension, which can lead to serious crises within the organization. To prevent this, managers should constantly monitor the prevention and resolution of conflicts in the organization. The head, in fact, is a person who primarily interested in stimulating functional conflict-positive orientation, and conflict prevention destructive orientation by virtue of their official position.

The lider. as a unit of the central management typically has a certain amount of power and authority. It follows that it can have some influence on their subordinates, thereby influencing their behavior in an organizational conflict. It is from the head, as potential subjects of the conflict situation, determines the level of conflictogi and socio-psychological climate in the team.

The relevance of the study determined by the fundamental importance of the role of a leader as one of the leading actors in the prevention and resolution of organizational conflicts. Also need to identify the influence of personal characteristics of the head, as factors influencing the prevention and resolution of organizational conflicts is no less pressing.

The research purpose is to formulate recommendations for leaders for settlement and prevention of conflicts in the organization.

Objectives of the study:

- to analyze the concept of organizational conflict", as well as its nature and types;
- to investigate the influence of the head on the process of settlement and prevention of conflicts in the organization;
- to identify the features of organisational conflict in the administration of the Alagirsky local government district;
- to develop recommendations for the prevention and resolution of organizational conflicts in the administration of the Alagirsky local government district.

The theoretical significance of the research lies in the consistent implementation of the basic scientific principles, identify specific organizational conflict, structure, and functions of conflict processes, development of theoretical models, including origins, types, implementation, constructive or destructive nature of conflicts, the main directions of the settlement process and prevention of organisational conflicts, which creates a theoretical basis for further studies of the role of the leader in organizational conflicts.

The practical significance of the research is that was developed the project "Conflicts in organizations", which can be used for the development of conflictological competence of subjects of management activities. In addition, some insights can be used in the educational process in the framework of teaching such disciplines as "Conflict", "Management", "Mediation", "Technology of conflict resolution", etc.

The result of our study was the establishment of a project aimed at training managers on a constructive solution and prevention of organizational conflicts. The basis of this project is training "Conflicts in organizations", consisting of 2 programs. The first program is designed both for ordinary workers and managers and involves a two-day training. The main purpose of the first program is to familiarize the participants with the basic concepts: organizational conflict types of conflict causes of organizational conflict, etc., as well as training on the main directions of the prevention of organizational conflicts. For best efficiency after each theoretical block the

participants were provided the opportunity to consolidate their practical skills in exercise Tolerance in communication, Formula competent criticism, "Prosecutors and lawyers", etc. When implementing the first programme were used the questionnaire "Conflicts in organizations". The second program is designed for executives only. The second program focuses directly on the concept of "head" as well as on the concepts of "key qualities of the ideal leader", "leadership styles", "the 5 strategies of behavior in conflict." The main purpose of the second program is teaching managers the basics of constructive conflict resolution. When you implement this program have been used three methods:

- 1) test to determine leadership style according to the method of V. P. Zakharov;
- 2) test of Thomas-Killman;
- 3) test " Conflict personality ";

After analyzing the theoretical material and conducting the experimental study, we have formulated certain conclusions. Conflicts in organizations exist. Supervisor, in our view, being at the core of management and has sufficient amount of power for the constructive resolution of these organizational conflicts. In practice, however, the determining factor in this process is not only the authority of the leader but also his personal characteristics. In the analysis of the results obtained in the research departments of local government Administration of Alagir district, we came to the conclusion that the personal characteristics of the leader play an important role in solving and preventing organizational conflicts.

Also it was developed practical recommendations for the most effective implementation of the settlement and resolution of conflict. Special moments of a leader's job as the main subject of conflict resolution in the team, is the principle of objectivity, required for implementation of the functions of the head. You should note that for the leader it is crucial to constantly improve themselves, self-learning and self-development in this aspect of its activities.