

## SUMMARY

**Graduation thesis:** Methods of settling and preventing interpersonal conflicts among university students

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**Relevance of the research issue** based on the fact that students are increasingly involved in conflict situations, which is explained by the expanding diversity and scale of conflicts in the modern society. Today, the starting positions of Russian youth are very different. They differ in terms of property, territorial and ethnic characteristics, marital status, which determines the strong inequality of opportunities for self-actualization. It leads to socio-stratification risks, which results in the marginalization of youth, their accession to semi-criminal and criminal structures, alienation from the public life and etc. Young people are the most important social resource and the future of the society that is why the above situation is so topical. Conflicts in the student environment can lead not only to the deterioration of the well-being of young people, but also to the feeling of dissatisfaction with learning, and can also influence on the effectiveness of the studying.

Nowadays, the main task the national higher education faces is the upbringing a person who can successfully overcome the conflicts.

That is why, the problem of interpersonal conflicts in the student society, the ability to control and manage them are so important. This requires the development and implantation of the effective technologies for resolving and preventing interpersonal conflicts among university students based on the understanding of the causes of interpersonal conflicts, as well as modern technologies and methods for their resolution and prevention.

**The purpose** of this work is the development of a program for the regulation and prevention of interpersonal conflicts among university students.

**Research objectives:**

- systematize the information about the conflicts' content on the basis of a theoretical analysis;

- identify the causes and characteristics of interpersonal conflicts in the student environment;
- to determine the conditions, methods and technologies of the regulation and prevention of interpersonal conflicts among university students;
- organize and conduct a research on interpersonal conflicts among university students;
- develop a program of the regulation and prevention of interpersonal conflicts among university students;
- to check experimentally the effectiveness of the program of the regulation and prevention of interpersonal conflicts among university students.

**The research hypothesis** is based on the assumption that ensuring the settlement and prevention of interpersonal conflicts among university students will be more effective if:

- the basic conditions that optimize the process of development of students' individual features will be identify;
- a program of the regulation and prevention of interpersonal conflicts among university students will be developed and implemented.

**Provisions to be protected:**

1. Conflicts are an essential part of the students' life, which requires the development and implementation of the effective technologies for the regulation and prevention of interpersonal conflicts among university students, based on an understanding of the causes of interpersonal conflicts in the students' society.

2. The main technologies of conflict resolution among university students are: mastering by students all components and phases of the conflict resolution; development an optimal style of behavior in a conflict situation; development the student self-government; involvement on the conflict regulation the third side; engagement the student self-government in the process of conflict resolution and prevention among students.

3. The effective technologies in conflict prevention among university students are: different organizational methods aimed on optimizing educational activities and interaction within the collective; providing objective, subjective and socio-psychological conditions to prevent the interpersonal conflicts among students; psychological methods and techniques aimed on the prevention of interpersonal conflicts (they include the development of personal characteristics that provide conflictological competence, the ability to constructively resolve emerging conflict situations, the ability to self-regulation and self-management in various conflict situations).

4. The necessary conditions that ensure the effective regulation and prevention of interpersonal conflicts among students are: the attention on the individual and age characteristics

of the students; the creation of the atmosphere of acceptance and understanding of the individuality of everyone, a non-valued attitude to each other and a belief in the success of the person; including the resources of the educational environment in the process of formation of effective interaction between students and others.

5. The program of the regulation and prevention of interpersonal conflicts among university students, implemented with the specifics of the student age, consists of educational, cognitive, emotional and behavioral blocks, and is aimed on the effective development of students' subjective characteristics and constructive styles during the conflict.

6. The use of technologies for the settlement and prevention of interpersonal conflicts leads to changes in the subject characteristics, styles of interpersonal interaction among students, which contributes to the harmonization of their personality and makes it possible to predict the successful resolution and prevention of interpersonal conflicts in the student environment.

**The theoretical significance** of the research lies on the fact that the results of theoretical and empirical analysis expand the scientific understanding of the causes and peculiarities of the emergence and development of interpersonal conflicts in the student environment. It was also proposed the theoretical grounded system of technologies of the regulation and prevention of interpersonal conflicts among university students.

**The practical significance** of the results of the research based on the ability to apply the results in the different psycho-diagnostic, psycho-prophylactic and correction-development work with students in the training group, as well as in the preparation of studies about conflict resolution and prevention. The developed program can be used by the psychological service of the university to regulate and prevent interpersonal conflicts in the student environment, as well as to develop students' subjective qualities and styles of interpersonal interaction that allow them to constructively resolve emerging conflicts.

**The main result of our research** becomes the development of methods for the regulation and prevention of interpersonal conflicts in the student environment. The results of the study are reflected in the following:

1. The main technologies for the settlement and prevention of interpersonal conflicts among university students have been identified.

2. The conditions that ensure the effectiveness of the settlement and prevention of interpersonal conflicts among university students have been determined.

3. A program for the regulation and prevention of interpersonal conflicts among university students was developed and implemented.

4. The effectiveness of the program for the regulation and prevention of interpersonal conflicts among university students has been experimentally revealed.