

Summary

Subject matter: Interpersonal communication in the structural department of the organs of local government: ways of the improvement of effectiveness (on the example of the MO “Board property relations of Pyatigorsk administration”)

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Customer organization: Municipal organization “Board of property relations of Pyatigorsk administration”.

Topicality of the research: The problem of effective communication in organization is one of the key problems in the organizational-management theory. If is proved that the achievement of success by the head and organization as a who is impossible without effective communication. So to perform effectively managers should not only master the knowledge of interpersonal communication but also study the structural elements, forms and types of communication in the collective.

Objective of the research: is to identify the problem of interpersonal communication and propose he ways of its effectiveness in the structural departments of the organs of local government on the example of the MO “Board of property relations of Pyatigorsk administration”.

Tasks:

-to study the notion and essence of interpersonal communication, classify its structural elements, forms and types;

-to identify and analyze the main problems of interpersonal communication in a collective;

-to consider the peculiarities and problems of the process of interpersonal communications of the organs of local government on the example of the MO “Board of property relations of Pyatigorsk administration” and offer the main direction of the improvement and ways of increase in the effectiveness of the process of inter personal communication in the indicated organization.

Theoretical significance of the research: The use of the results of the research will enable one to level the negative moments, particularly, communicative barriers arising between employees for the optimization of the process of interpersonal communication in a collective and, as a result, the increase in the effective and, as a result, the increase in the effectiveness of the work the organization itself.

Results of the research:

1. We have specified the notion of interpersonal communication;
2. highlighted the peculiarities of this management category;
3. To extinguish interpersonal communications as a specific form of communication;
4. of special importance is the identification of the peculiarities and problem of the process of interpersonal communication of the organs of local government.