

SUMMARY

Subject of the thesis:
"Prevention of interpersonal conflicts in organizations"
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Relevance of the research issue: There is a necessity in the knowledge of conflict nature and ways of conflict prevention. Conflicts negatively influence on the quality of work, increase personal dissatisfaction of each member of the staff and promote staff turnover. System of theoretical and methodological knowledge is necessary for conflict prevention.

The object of the research: Interpersonal conflicts in a staff of organization.

The subject of the research: Factors guaranteeing the successful conflict prevention in organizations.

The purpose of the work is to reveal main factors of successful conflict prevention in organizations.

Research objectives:

- study theoretical fundamentals of conflict prevention in foreign and native psychology;
- examine peculiarities of interpersonal conflicts in organizations;
- study specifics of interpersonal conflict prevention in Public Corporation "International Stavropol Airport";
- examine peculiarities of diagnostics of conflicts in organizations.

Methodological fundamental of conflict prevention are complex, systematical, organizational, personal, situational approaches. Theoretical analysis indicates shows the double nature of factors of conflicts in organizations: objective and subjective. To the objective factors we refer social and economical factors of organization activity, the type of organization, the peculiarities of its structure. To the subjective – the peculiarities of interpersonal relations of the staff, cooperative activity, etc.

Factor that influence on the level of conflict potential of staff is a character of interpersonal relations of staff. It has the following peculiarities:

- communicative competence, professional orientation of employees;
- the number of conflict situations of staff;
- mismatch of leader's status in informal relations with the staff;
- psychological peculiarities of informal leader of the staff.

The main aims of conflict prevention are:

- optimization of organizational conditions for prevention destructive conflicts;
- creation and development of social and psychological conditions for minimization of destructive conflicts;
- elaboration of special technologies for conflict prevention.

In accordance with the aims four main areas were established:

- creation of objective conditions for destructive conflict prevention in organizations;
- optimization of organizational conditions for prevention objective and subjective factors of conflicts;
- elimination of social and psychological reasons of conflicts;
- blocking personal reasons of conflicts in organizations.

Methods of prevention of interpersonal conflicts include managerial and psychological methods of conflict prevention. To the managerial methods we refer: administrative measures of encouragement and punishment, increase of the level of managerial activity and professional and cultural development of the staff.