

## SUMMARY

**Graduate qualification work on the topic:**

The role of the head in conflict management in female collective  
(on the example of SBI center «My family», Vladikavkaz)

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**Client organization:** Regional office in the Stavropol territory  
of the political party «Civil position»

**Keywords:** a conflict, an organizational conflict, methods of conflict management, a female collective, gender features, the role of the head, intraorganizational interaction.

**Relevance of the research topic.** Processes of modernization of the Russian society actualized a problem of the social conflict's management, and researchers had to analyze the conflict at all levels of society, including in the organization. Modern social transformations — political, economic, socio-cultural, complication of social structures and the relations, emergence of new types of business activity and many other things have changed the image of the former organizations and have made the new ones. Owing to certain features of an organization professional orientation, homogeneous collectives have spread. Therefore, character and a vector of intraorganizational interactions have changed, and in such situation, the conflict became one of the most important organization characteristics that didn't reflected in scientific knowledge. It makes the chosen theme extremely actual.

The conflict management in different structured organizations differs from one another. Because of raising homogeneous, including female collectives, we need to remove the features of the conflict regulation inherent in female collectives.

Thus, the object of the research is female collective's conflict, and the subject – features of conflict management in it.

The research goal is detection of gender features of the conflict in the organization and removal of rules of effective conflict management in female collective.

The work consists of introduction, two heads – theoretical and practical, the conclusions and appendices.

In the first theoretical chapter signs and features of the organizational conflicts, their reasons, structure and dynamics are systematized, the author has paid the attention to features of female collectives. Also he has points out the conflict management in collective, places and roles of the head in this management.

In the second chapter the research is conducted, using such methods as: the disconnect observation, questioning and testing.

Detection of features of the female collective conflicts and the description of effective methods of conflict management in it is the goal of the research.

The research was conducted on the base of SBI center «My family» in the Republic of North Ossetia-Alania.

The results were systematized and presented in the second empirical chapter and the appendix. So we confirmed two hypotheses, which had put before a research:

- the female collective conflict's character has the features;
- it is necessary to make the list of universal recommendations about effective conflict management in female collective.

Following the results of a research we have marked out features of the conflicts in female collective and have output rules on effective management of them.