

CONFLICT PROBLEM: THE REASONS FOR ITS OCCURRENCE AND THE WAYS OF ITS PREVENTION DURING COMMUNICATION

An integral part of our lives is communication with people around us. They are all very different and see this world in their own way. And quite often it can happen that our views do not coincide with the views of the interlocutor, which causes conflict. But does it really arise from different visions of the same things? Can the reason be possibly found in something else?

To start moving further, you need to understand what a conflict is.

Conflict is the lack of agreement between two or more parties [1]. In many sources you can further see the following words: «Each side does everything to ensure that its point of view and goal are accepted and prevents the other side from doing the same». This allows us to conclude that a conflict arises when two people talk about something of their own, without hearing the interlocutor and not giving him the opportunity to express his opinion. The main thing is to learn to respect it.

It is important to understand the difference between the cause of a conflict and the reason for it. The cause of a conflict and the reason for it can be completely different. Consider the example: a woman says that a man after work does not help at all with children. This is a pretext. But the fact that the woman is tired and just wants to rest is the very cause of the conflict. You need to talk about your desires immediately and directly. People can't read minds and you need to know that.

Cause and pretext. It is very important to understand the reason why right now you want to start a conflict. First of all, understand yourself. There are different techniques to prevent a conflict:

– after a person expresses his opinion, ask him again what he said, but in his own words. For example: «Did I understand correctly what you mean?» or «Do you want to say that ...?». This will enable the interlocutor to understand how his words were accepted by you. In case something is wrong, the interlocutor will be able to

immediately explain everything to you and you will understand the idea that he wanted to convey;

– if you feel that the topic is painful for you, it is better to say it right away, and not to tolerate it. For example: «I'm sorry, but I'm not ready to talk about it yet»;

– it is better to avoid phrases that carry the sense that “you are bad”. Instead of shaming a person for his opinion, it is better to talk about your feelings. For example: «It was unpleasant for me to hear this, because ...». It may turn out that a person did not correctly explain his opinion correctly and you misunderstood it.

Conflicts can also emerge in students' environment. They can be caused by misunderstanding or distorted understanding of a situation, attitudes to each other, behavior, incorrect perception of intentions [3, p. 360]. To prevent them, various methods of psychotherapy, group therapy, training technologies, gaming techniques are used.

Particular characteristics of conflict and theoretical aspects of its development have been thoroughly studied and discussed in different areas of science. Each branch of scientific knowledge developed its own approaches and terminology, considering all aspects of social life. It still remains relevant and causes a lot of interest and debates of scientists.

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