Summary

**Subject matter:** Conflict of interests in staff management.

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**Customer organization:** “Energokom, ltd, ltd.”, KMW.

**Topicality of the research:** Conflicts at home, conflicts with friends, conflicts at work. Any communication can lead to a conflict of interests. Conflict has played and is playing an important role in the life of the society and in the viable activity of an organization. In this connection it is small wonder that the study of conflicts attracts the attention of many scholars. In psychology there are significant traditions in the study of conflicts. Huge theoretical and empirical material accumulated for nearly one hundred years is reflected in the diversity of the approaches and theoretical platforms. In the first half of the century conflict was not regarded as a separate object of research but was views as an integral part of much broader concepts (for example in psychoanalysis or sociometrics). Psychological were interested in ether the effects of conflicts or in come of reasons leading to it but not conflict itself as a central link of the research.

What is a conflict of interest? How can one realize that the conflict situation is ripping? Conflict – is the class of the opposed – interests, goals, wishes and positions of interacting subjects. Conflict situation is the least integral invisible entity possessing all its main properties. There is a mistaken idea that tension arises prior to conflict. And having felt this one has to immediately get down to its prevention. But sadly enough none has ever succeeded in this.

From the aforesaid it follows that the problem set is topical.

**Objective of the research:** is the analysis of the conflict of interests in the organization and determination of the methods of its overcoming.

**Tasks:**
- to determine the nature and essence of the conflict of interests;
- to reveal the causes of the conflict of interests at work;
- to find the ways out of the conflict of interests in staff management;
Theoretical and practical significance of the research: is the possibility of the use of its recommendations in organizations during the conflict of interests.

Results of the research: Firstly: we have examined all the causes of the conflict of interests and types of conflicts in organizations; examined practically all the conflicts that might arise; described the ways of the prevention and resolving of the organizational conflicts of interest. Having examined them we can say that there are still a lot of vulnerability in the technologies applied for the resolving of conflicts, particularly as regards personality and intra group conflicts in organizations whose methods of resolving are still waiting for their development.

Recommendations:

Work with conflicts at the moment of their arisal. Don’t wait for them to be excessively polarized.

If you avoid conflict only because you consider yourself powerless of fear it get rid of this by practicing in the work with conflicts.

Use your knowledge to determine your position: on your own side, on the side of the opponent or on the neutral side.

If you got bogged down in your own position you will not be able to fully express your feelings or will be offended by another man and will fail to express your own insult and anger.

If you feel neutral don’t use this position only to avoid the conflict or act patronizingly or distance yourself from the whole situation, Use your opponent to act as onlookers and give useful recommendations. What your opponent accuses you of even in the smallest degree are your own double signals, feelings and emotions you had or you did not. Don’t forget that your opponent is that part of your own self which for some reasons worries you.

Neither of the sides will gain in a conflict until they understand and throw light on the nature and essence of each of the sides. Enghtenment is our common task: until everyone is enlightened, no one is enlightened.