

Different ways of Resolving and Managing Conflicts

Mamayusupova Iroda Khamidovna

Lecturer, Department of Distance Education, Muqimi Institute of Pedagogy and Psychology, Kokand

Abstract:

This article provides a brief overview of the I.S. conformism. Intergroup and interpersonal conflicts - methods of determining the causes of the conflict. conflict management, dispute resolution through negotiations, the nature of the tariff of human relations is directly related to the mood of a person. Elements of a culture of people management include ethical rules defined by the relevant norms.

Key words: Intergroup and interpersonal conflicts - methods of determining the causes of the conflict. settlement of conflicts, resolution of disputes through negotiations, tariff on the nature of human relations.

During the videoconference chaired by President Shavkat Mirziyoyev on November 15, 2017, dedicated to the implementation of the tasks set in the country to prevent and combat crime, problems and responsibilities of leaders in this regard, special attention was paid to duties and responsibilities. and the morality of leaders. In particular, the head of our state said: "It's one thing to be demanding at work, it is quite another to touch people's personalities. People can obey you at work, never forget that they have the same rights as you on any other issue. We all know that our people are aristocratic, noble people. Our people can tolerate anything they want, but, I repeat, they do not tolerate injustice and injustice. A true leader is not appointed by a leader to test the endurance of true leaders, but to create the right conditions for them, to lighten the burden. Leaders at all levels should be an example to everyone with their morality and culture. " In today's market economy, both leadership and leadership practices have changed. "The most important challenge today is to fulfill our first presidency," he said. A. Karimov is able to introduce innovations in all spheres of life, especially in management, at the national level, in the management of regions, cities, districts, villages and makhallas, in the management of industry relations, to take responsibility in difficult times, to make the right decisions to go in step with life. It is about finding people who are pure in faith, knowledge, business and trust them. " Taking into account the described situation, in improving the quality of management processes, in making management decisions, their control is an urgent task. Making managerial decisions is one of the most pressing issues, especially in conflict situations. A dispute is the absence of a compromise between two or more parties consisting of a particular person or group. Each side strives to ensure that its point of view is accepted, not allowing the other side to do so. (for example, two engineers build a lathe and require each to develop their own design). From a modern point of view, efficiently managed enterprises not only have conflicts, but they must also exist. Of course, conflict is not always positive. In some cases, this interferes with meeting the needs of an individual or an entire enterprise. But in most cases, conflicts help to formulate different points of view, allowing additional information to be obtained to find alternative solutions. This makes the decision-making process more efficient and allows people to express their opinions. In the Uzbek dictionary, the concept of conflict is interpreted as follows: in the management process, a dispute is a situation arising from the inability of the parties to come to an agreement between the manager, employee and other employees in resolving certain issues. ...

Conflicts in production have a negative effect on people's mood and reduce their ability to work, worsen the "psychological climate" in the team, and increase staff dissatisfaction. Therefore, constant attention to these issues is one of the conditions that ensure the management of work collectives, the stability of personnel. Conflict situations in the management process can arise for various reasons. Among them: - shortcomings in the organization of work; - imperfect payment; - poor working conditions; - violation of labor laws; - unsatisfactory level of management; - a low level of culture of interaction, etc. The conflict can serve to increase a specific task and improve the efficiency of the enterprise or can lead to a decrease in personal satisfaction and efficiency of the enterprise, not allowing him to complete the task. To manage conflicts, it is important to know the causes of the conflict situation. For the organization, the following main functional (positive) consequences of the conflict can be distinguished: the problem is solved in such a way as to satisfy all parties, and as a result, people feel involved in solving a problem that is important to them. The partner quickly and easily implements the decision. The parties will develop experience of cooperation in solving problematic issues, which can be applied in the future. As a result of effective resolution of conflicts between managers and employees, the "subordination syndrome" is eliminated, that is, the fear of openly expressing one's opinion, which differs from the opinion of high-ranking officials in the line of duty.

Relationships between people are improving. People always consider it natural for disagreements to arise, leading to bad consequences that are considered "evil." Distinguish between organizational (structural) and interpersonal methods of conflict management. According to representatives of the administrative direction, if a good management formula is found, the organization will work smoothly. The prospects for improving the process of making managerial decisions are becoming one of the most pressing problems today. Since the governance of the state and society is developing on the basis of democratic principles, the foundations of a modern market economy, it is necessary to make management decisions in accordance with these laws, which, in turn, allows to achieve effective governance. It is also important to identify the specifics of management decisions, improve them and train modern leadership in this area, develop skills and competencies in them for making informed management decisions.

It is known that the level of production productivity and the speed of interaction are directly related to a person's mood. On the other hand, mood depends on our daily lifestyle and our ability to control our mood.

Regardless of when we start our day at work, it always depends on the situation before leaving home, on how we relax, on our relationship with our family, and so on. Therefore, first we must learn to control our behavior in any situation.

Secondly, those who were sitting there when they entered the room (their age and regardless of position) greet first dark. This gives them a new working day in a good mood. we started, we gave them the help they needed we said we would not spare.

Thirdly, this is a training that allows you to learn how to achieve success and achievement, experiencing emotional states. It also improves the mood of the service and further strengthens the cocktail discipline. In his work, the leader relies on ethical principles such as gentleness and mutual assistance.

The famous scientist I.S. writes about the concept of conformism as follows: the concept of conformism can be applied to a certain method of resolving the conflict between an individual and a group. A measure of conformity is the degree to which a person conforms to requirements and standards. This submission can have pure visibility. The individual does not change his views, but does not disclose them either, pretending to submit to the position of the group. In this case, when the

pressure stops or the person gets out of the control of a certain group, his personal settings will again act in a way that suits you. "Internal conformity" is a very complex concept in which, under the influence of a group, a person changes his first opinion and recognizes the views of the majority.

It is important to be polite with the participants during meetings. Because in them people come to such meetings in order to make acceptable management decisions, and such decisions are very important, first of all, for a leader.

We need to get used to listening patiently to others, try to listen to the speaker to the end, and appreciate the activity of the staff.

Sometimes, simply saying "thank you" or "thank you" in public can be better than material appreciation. If an employee needs to be punished for a lack of work, certainly not to go beyond the bounds of justice. Taking into account the gender, age and behavior of the employee when choosing the word form and type of punishment will give good results. Criticism is a tool that has a great and necessary impact on people. Therefore, it should be used with extreme caution if necessary. It is important not to misunderstand the value of an employee, not to make a dome, not to turn criticism into the most simple fight.

Ultimately, a leadership style requires certain elements of a management culture.

Elements of management culture include ethical rules defined by the relevant norms.

The relationship between production and management, as well as between managers and employees, should be based on the rules of culture. These rules include dedication to the cause of the Republic, love for the Fatherland, honest work for the good of society, a high level of understanding of social duty, humane relations and mutual respect between people.

Improving management culture means paying more attention to all of its elements. The level of a leader's culture is a very complex indicator. It is an understandable fact that no one is born a leader. But the culture of a leader depends on:

- A) the origin of the family, parents, close relatives;
- B) the environment in which he grew up from a young age, i.e. close people, friends, comrades;
- C) the level of interest in science, art, literature;
- D) the level of knowledge (education);
- E) in a close relationship with any person during puberty
Existence;
- F) attitude to nature, animals;
- G) the degree of kindness and consideration for people;
- H) attitude towards family, children, etc.

Culture is the most important complex of management style. therefore, human qualities such as high culture, careful organization, accuracy and speed, which personify confidence and love for a person, should be an example for every leader.

Recommendations:

1. Gerchikova I.N. Business ethics and regulation of international business practices. Tutorial. M. Publishing house. Consultbanker 2002
2. Petruksin Yu.Yu., Borisov V.K. Business ethics. Publishing house. "Delo" M. 2000

3. Sher Abdullah. Ethics. T .: Center UAJBNT, 2003.
4. Eric Berne Leader of the group. On the structure and dynamics of organizations and groups. - Yekaterinburg: Publishing house "Litur", 2000.
5. Electronic platform <http://scientificprogress.uz/storage/app/media/6-213.%201188-1192.pdf>
6. Electronic platform. <https://wos.academiascience.org/index.php/wos/article/view/66/63>