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64. Mobbing as a new concept of psychological pressure in Ukraine

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Introduction: We are all living in society. So every day we communicate with different people. At school, at work, at the university we face with different psychological situations. One kind of psychological violence scientists call “mobbing”. Mobbing is also known as “workplace bullying”.

Resources and methods: Mobbing was studied by such professors as Konrad Zacharias Lorenz and Heinz Lehmann. Mobbing is a word not previously used in this context in the English language. It was used by Konrad Lorenz, an ethologist, in describing animal group behavior. He termed the attacks from a group of smaller animals threatening a single larger animal "mobbing". Later, a Swedish physician who was interested in what children could do to each other between their class hours, borrowed this terminology from Lorenz and called the very destructive behavior in small groups of children directed against (most often) a single child, "mobbing". Dr. Heinz Lehmann in the 1980s used the term “mobbing” to describe the action to put pressure, the use of violence and intimidation in the workplace. People using mobbing, Lehman defines as seeking total control, cowardly, nervous and power-hungry.

Results: Mobbing is when a group of jealous individuals who can't measure up to your skill level decide to bully you. This is not a new phenomenon in science. Mobbing - continuing for a long time employee harassment in the workplace, which is detrimental to its reputation in the team, destroys the integrity of the person and violates the right to work.

We distinguish the following types of mobbing: boycott, ironies, whistle blowing. Conflict often arises between such groups: categories of students, foreigners and new employees. Some psychologists distinguish main types of mobbing:

- vertical - from his superiors or subordinates, respectively, (bossing - from English word "boss");
- horizontal - from colleagues;
- bullying – often this word denoting baiting "alone";
- sandwich mobbing – simultaneous baiting vertically and horizontally.

In any case, the situation affects working or educational process a lot. To avoid such situations, an HR manager or a psychologist should pay more attention to new employees. In the new workplace a new employee can be more enthusiastic to work than those who work for a long time. So colleagues will notice that their new worker competes with them. It will cause a series of scandals and conspiracies, but not a productive work unfortunately. Causes of mobbing by opponents may be envy, desire to humiliate and willingness to subordinate. In most cases, the perpetrators of mobbing do not specifically provoke him. Therefore, the HR manager can improve the situation competently helping the conflicting parties. Often the victim, finding solution to the conflict goes to court. In this situation further worsens climate in the team, which leads to a decrease in the success of the enterprise.

Most conflicts can be resolved by simply talking. The HR manager should translate interpersonal conflict phase in compromise. In the event of mobbing in the collective management must protect their employees from conflict.

Conclusions: If you do not have any appropriate measures to prevent this phenomenon among people in the organization, it will take more mobbing rampant, the consequences of which negatively impact not only most people in the organization, but also the effectiveness of the organization as a whole. Therefore, the solution to this problem requires a clearly defined mechanism for the prevention of mobbing processes among employees. In general, prevention of mobbing within the organization means taking action well before. The main task is to lead mobbing to a minimum. The mechanism of mobbing process prevention is to implement the individual and organizational preventive measures.

Arrangements are made by:

- 1) creating favorable conditions of work in the organization; elimination of excessive and insufficient requirements for employees; treatments;
- 2) support productive social and labor relations in the team; prevention of mobbing through consultation with the therapist, training less experienced staff are more experienced in the process, training for managers;
- 3) thematic workshops on staff development, in-house consultants on assignment problems of mobbing, development and implementation of institutional arrangements.

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