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CAUSES AND SOLUTIONS TO CONFLICTS IN THE ENTERPRISE

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Introduction

Any organization is a complex system with many relationships and social interaction, a kind of organism that lives and operates by its own laws. The existence and development of every organization associated with the constant emergence and resolution of conflicts both inside the enterprise and beyond, which usually develop into conflict. Conflict is a clash of opposing interests and views, extreme stress and aggravation of contradictions, which leads to action, complications fight involving complex conflicts. Conflicts that arise in enterprises, affecting the various indicators of their activity, thus changing the level of competitiveness. However, an effective system of conflict management is able to enhance the competitive advantage of enterprises and enhance their competitiveness.

Analysis of recent research and publications. Problems related to the management conflicts and prevent the negative consequences of their influence is seen in the works domestic and foreign authors – Herasinoyi LM, M. Panova, T. Dutkiewicz, Emelianenko LM, Prymush M., Grishin NV and others. The authors examine various aspects conflict and conflict situations, namely conflicts that arise during the conduct of negotiation, psychological aspects of conflict in management, the theoretical foundations conflict management.

Results

No organization can protect yourself from serious problems. Organizations, which employs thousands of people every day are faced with a variety of problematic situations related to the "human factor". These include a separate unpleasant incidents and identified negative trends. To a large extent, their causes are differences of workers by age, education, work experience, professional and life experience, the differences in their roles and responsibilities, goals and objectives, as well as a variety of personal characteristics, values, attitudes, interests, views on problems that arise in the process. As a result of these differences increases the likelihood of conflict. The presence of such problems is an integral part of any organization [1]. The basis of the conflict is a problem situation that contains conflicting interests (position) of the parties or opposing goals or means to achieve them. In most cases – a difference in the objectives, beliefs and values, demeanor and experience, as well as poor communication, poor organizational management structure and so on.

Conflicts over natural wonder philosophers in the days of antiquity. These works rarely used the term "conflict", but they operated it through the concept of good and evil, order and chaos, struggle, contradiction.

Conflict is a complex multidimensional phenomenon. As a socio-economic phenomenon it retains a tendency to snag, structure upgrades, factors that give rise to it. Different types of conflict interact, complement each other, gaining new features and forms. This led to the dynamics and complexity of the system of social and economic conflicts. Conflict is a special kind of social and economic interaction that has a number of characteristics: first, the opposite of the parties (the opposite to be expressed explicitly brought to the "boiling point"); Secondly, within the conflict interaction between participants is marked by no communication: they don't only listen, but also hear each other; thirdly, there is some violation of integrity, blocking the normal functioning of the socio-economic system as a whole [2].

Successful conflict resolution requires taking into account the interests of all parties of the conflict. People must take into account not only the interests of direct participants – those between whom there is conflict interaction, but also other factors [3].

Most of the conditions and factors for successful conflict resolution are psychological, because they reflect behaviors and interactions of opponents. Search of common or related content in common is a two-way process which involves an analysis of how the goals and interests of one party coincides the goals and interests of the other party. If the parties want to resolve the conflict, they should focus on

interests rather than on individual opponent. It is advisable to stop the opponents see the enemy. It is important to understand that the issue on which there is a conflict, it is better to solve together, combining efforts. This contributes, first, a critical analysis of their own position and actions. Detection and recognition of our own mistakes reduces the negative perception of the opponent. Secondly, you should make an effort to understand the interests of others. Understand means not to accept or justify. However, it will expand the understanding of the opponent, making it more objective. It is important to reduce the negative emotions of the opposite side. Methods producing such a positive assessment of some action opponent include willingness to convergence, a call to a third party who respected for the opponent, a critical attitude towards oneself, balanced own behavior and others. It is important for parties to combine efforts to end the conflict, taking into account the necessary status (official position) of each other. Party which takes a subordinate position or the status of junior should realize the scope of concessions that can afford its opponent. Too radical demands can trigger strong side to return to conflict confrontation [4].

Conclusions

Building an effective conflict management system is designed to facilitate the development of the enterprise, making effective enterprise management system in general, which in turn will enhance its competitive advantage. In addition, creating an effective system of conflict management is the ability to influence the competitiveness of enterprises depends on the quantitative and qualitative indicators of the company, which can be changed under the influence of conflicts.

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