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WAYS TO DEVELOP THE COMPETENCE OF POSITIVELY RESOLVING CONFLICT SITUATIONS IN FUTURE TEACHERS

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Abstract

This article outlines ways of developing the competence of positively resolving conflict situations in future teachers. It highlights the complex nature of conflicts, showing that they contain both destructive and constructive aspects, as well as elements of violence and cooperation. At the same time, the article подробно explains approaches aimed at resolving conflicts and fostering mutual understanding between the parties involved.

Keywords: Conflict, situation, competence, resolution, event, opposing relations, opportunity.

Introduction

No person can consider themselves completely protected from conflicts. Conflicts can sometimes arise suddenly and unexpectedly, significantly changing a person's way of life. Conflict is an integral part of every individual's life, and no one can confidently say they are guaranteed to avoid it. From childhood, we encounter conflict situations and search for ways and methods to overcome them. From this perspective, conflict is a social phenomenon, as it encompasses events

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and processes in the daily lives of many people and can negatively affect peaceful and harmonious relationships within families, among relatives, and in work teams.

As we grow older, the intensity and impact of conflicts also increase. But do we really understand what conflict is? Do we always behave appropriately when faced with conflict situations? Does conflict pose a threat to our lives? What is its internal nature? How can we avoid or overcome it? According to what patterns do conflicts develop? Is it possible to eliminate the factors that cause conflicts in advance? Can a person learn to live without conflicts?

Such questions naturally concern many people. Since everyone inevitably encounters conflicts, it is pedagogically important to develop and foster broad knowledge about them. Therefore, both theoretical knowledge and practical skills related to conflict are essential in preparing young people for independent life and helping them find their place in society. Promoting such knowledge is one of the urgent tasks of our time.

Conflict is an open clash of opposing interests and relationships.

We have stated that conflict is a natural phenomenon. Conflict is normal, as it is inherent in our everyday lives. However, in many people's minds, there exists a traditional belief that conflict is not normal, but rather a negative situation that should be avoided or escaped. From childhood, we are taught to avoid conflicts, not to be quarrelsome, and to distance ourselves from situations and people associated with disputes. In our national mentality, conflict is often equated with something undesirable. We prefer the absence of conflict and view it as one of the worst periods in life. As a result, the habit of avoiding conflict becomes deeply ingrained in our thinking.

In foreign countries, all managers at various levels, as well as business leaders, receive training in conflict resolution. Without acquiring knowledge and skills in managing conflicts, it is impossible to operate effectively in modern socio-economic systems.

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Conflicts are a natural component of human life. There is always a possibility of encountering them, and each of us has at least once been an active participant in a conflict situation. Therefore, it is incorrect to assume that one can completely isolate oneself from conflicts or be fully protected from them.

Conflict resolution is a set of knowledge and skills aimed at eliminating a conflict situation and restoring relationships in a constructive way.

The first step in overcoming conflict is the belief that the interests that caused the disagreement can be harmonized, followed by efforts to achieve this. Bringing interests closer together and coordinating them opens the path to resolving the conflict.

Thus, conflict always has two sides: one that intensifies it and another that reduces it. One side may lead to destruction, while the other leads to compromise, creativity, and peace. Conflict cannot exist with only one side; regardless of its complexity, it always contains both destructive and constructive elements.

Therefore, the complex nature of conflicts shows that they include both destructive and constructive aspects, as well as elements of violence and cooperation. Conflict: Destructive or Constructive?

The constructive potential of conflict:

✓ Conflict can have positive potential in the following cases:

✓ it reveals hidden opportunities and new aspects of a problem;

✓ it helps discover new ways, methods, and possibilities for solving problems;

✓ it contributes to building new relationships based on trust, sincerity, cooperation, and acceptance of truth;

✓ it unites people around common ideas;

✓ it creates opportunities for sincere, open, and warm communication and teaches people such interactions;

✓ it forces individuals to clarify their thoughts and reconsider their positions.

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The destructive potential of conflict:

Conflict can be destructive in the following cases:

✓ when no resolution is found and control over the situation is lost;

✓ when it leads to feelings of anger, hostility, resentment, hatred, and revenge;

✓ when it causes severe stress;

✓ when it creates long-term disputes and disagreements between people;

✓ when a minor issue is exaggerated into a major conflict.

✓ when it leads to violence and war.

Unfortunately, in many cases in real life, conflicts end in violence. This is because most people do not possess sufficient knowledge about the true nature and essence of conflicts.

Conflict resolution is a process aimed at mutual understanding and awareness between the parties involved.

From this perspective, conflict resolution can be classified into the following types:

➢ resolution and termination of conflict through voluntary agreement between the parties;

➢ symmetric resolution of conflict (both sides either win or lose equally);

➢ asymmetric resolution of conflict (only one side wins);

➢ escalation of a conflict into a larger dispute;

➢ gradual fading, weakening, and disappearance of the conflict.

As can be seen, classifying conflicts based on their resolution does not encompass all their characteristics. This is because many non-standard situations arise during conflict resolution. Therefore, in developing the competence of future teachers to positively resolve conflict situations, attention should be paid to the following:

✓ conflict emergence is a natural phenomenon; it should not be feared or cause panic;

✓ both subjective and objective causes of conflict should be analyzed;

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✓ conflict represents a clash of interests between parties;

✓ resolving a conflict requires voluntary efforts and mutual consent of both sides;

✓ every conflict has a solution—it is important to be able to find it;

✓ if a conflict is not resolved, it may appear to fade away, but in reality, it does not disappear and may later lead to more serious conflicts;

✓ effective conflict resolution requires specific knowledge and skills;

✓ during resolution, the focus should not be on the opposing person's personality, but rather both sides should unite and focus on the problem itself;

✓ conflicts are caused not by people, but by situations and interests;

✓ conflicts will always exist, therefore young people must develop skills to manage them.

It is necessary to ensure the timely implementation of decisions and conclusions made regarding a conflict situation. It is incorrect to assume that once a decision is made, the conflict will resolve itself. Only the implementation of decisions related to conflict resolution can be considered a true resolution. A situation may indicate that a solution has been found, but whether that solution is actually implemented depends directly on subsequent efforts. If one stops at the stage of finding a solution, the conflict will never be fully resolved and will remain in a state of tension. Therefore, continuous attention to the conflict is essential.

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