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Summary

Subject of the thesis: "Conflict prevention and settlement of the organization with the external environment (in the case of LLC "Green")".

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The structure of the work is determined by its relevance, purpose and objectives of the conducted research. The work consists of an introduction, two chapters, 4 paragraphs, a conclusion and bibliography that includes 80 sources. The total amount of work is 82 pages of typewritten text.

Key words: The organization's conflict with the external environment, competition, prevention, settlement procedures, controversy, direct and indirect factors, prognosis.

Relevance of the research issue: In modern society, the success of any organization depends not only on the internal situation in it, but also on its interaction with the external environment, which includes other enterprises, customers, government bodies and various social associations. In this regard, the study of conflicts of the organization with the external environment is very relevant.

The purpose of the research is to develop recommendations for the prevention and settlement of conflicts of the organization with the external environment in the case of "GREEN" LLC.

Research objectives:

1) to conduct a categorial analysis of conflicts and the external environment of the organization; 2) to explore the subjects and objects of the organization's conflicts with the external environment; 3) to analyze the conflicts arising out of

the relations between the organization and the external environment (in the case of LLC “GREEN”); 4) to develop recommendations for settling and preventing conflicts with the external environment (in the case of “GREEN” LLC).

Recommendations for settling conflicts of an organization with the external environment

1. It is necessary to settle the conflict at the earliest stage of its occurrence.
2. It is necessary to settle the conflict as soon as possible.
3. It is necessary to maintain confidentiality.
4. One of the most effective methods of settling conflicts with counterparties of the external environment is arbitration courts, sole arbitrators (arbitrators) or boards of arbitrators.
5. The settlement of conflicts in the arbitration court negatively affects the staff of the company, its partners in the external environment.
6. A fairly effective way to settle conflicts is to transfer them to another level.
7. In the process of settling conflicts with counterparties, it is necessary to diagnose it, find out all the true causes.
8. In some cases, “freezing” a conflict is very effective.
9. A very effective way to settle the conflict is to replace the actors, that will allow to overcome the interpersonal factor.
10. The most effective way is a combination of a variety of conflict settlement measures, which makes it possible to settle the conflict as efficiently as possible and with minimal losses.
11. The choice of intermediary negotiating with both parties should not be accidental.
12. It is necessary to keep calm.
13. When settling conflicts, it is necessary to find mutually beneficial solutions or compromise.

Recommendations for the prevention of conflict of an organization with the external environment

1. Conduct regular monitoring of the state of the environment.
2. Carefully monitor and analyze the activities of competitors.
3. When interacting with suppliers, specify in detail in the contracts all possible conflict situations, as well as make a clause on the mandatory settlement of disputes in the arbitration court.
4. The Legal Department should closely monitor the changes in legislation in order to timely respond to any inconsistencies.
5. In the course of managing an organization, in the decision-making process it is necessary to take into account the interests of all the partners involved in order to proactively settle and effectively manage conflicts.
6. A thorough and detailed description of all the subtleties of the rights and obligations of the parties, in the contracts as well as fixing the sequence and timing of actions and the introduction of a clause on the settlement of possible disputes between the parties in the arbitration court.
7. In order to maintain the company's image and reputation it is necessary to adhere to the principle of quality and ethical approach to everything that a company does.
8. It is advisable to introduce the position of a conflict manager, who will monitor conflicts both within the organization and with the external environment, negotiate with suppliers, customers, government and municipal bodies in cases of conflict situations, as well as engage in the identification and prevention of conflicts.