

## SUMMARY

**Subject matter:** The improvement in the effectiveness of conflict management in modern Russia (on the example of “Germes+”, ltd.)

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**Customer organization:** “Germes+”, ltd.

**Topicality of the research:** The processes of the modernization of the Russian society put the problems related to conflict management at the top of the priorities list, and this necessitated the scholars to conduct a comprehensive analysis of this notion both at the macro-, and at the micro level, including the organization itself.

In modern conditions the skilled and competent conflict management is becoming one of the important factors of ensuring the effective development of modern organizations and this, naturally, makes the problem of the study of conflicts and causes of their origin, resolution and management topical.

**Objective of the research:** is the substantiation of the theoretical principles and the development of practical recommendation for the improvement in the effectiveness of conflict management in modern organizations.

**Tasks of the research:**

- to give the definition of conflict and reveal the causes of the origin of conflicts;
- to examine the methods of conflict resolution and the ways of resolving conflict situations;
- to analyze the inter-personal conflicts in “Germes +”, ltd.;
- to determine the main directions of work on conflict prevention in “Germes+”, ltd.;

-to develop recommendations for the improvement in the effectiveness of conflict management in “Germes+”, ltd.

**Theoretical significance of the research:** is to specify the theoretical principles of conflict management and the causes of their origin in the work of modern organizations, and to examine methods of conflict resolution in Russian and foreign organizations.

**Practical significance of the research:** is that the results obtained can serve as the initial material for further scientific and practical workings out in the field of conflict management, and they can also be used to improve such aspects of “Germes+”, ltd. as staff motivation and stimulation.

**Results of the research:** we have analyzed the theoretical and practical principles of conflict management in modern organizations, and namely:

- specified the content of conflict and detected the causes of conflict origin;
- analyzed the performance of “Germes+”, ltd. in the context of conflictogenity;
- determined the main directions of the work on conflict prevention in “Germes+”, ltd.;
- development recommendations for the improvement in the effectiveness of conflict management.

**Recommendations:** The results of the analysis of the conflict situations in “Germes+”, ltd. testify to the effect that the most frequent causes of conflict are the mistrust and lack of understanding among the employees, and also the unfair use of the reward system.

In this respect we have worked out a complex of practical recommendations which, in our view, should orientate the “Germes+”, ltd. management towards focusing on conflict management:

- to pay additional payments for the work on holidays and days off, for professionalism;

- to use the reward system according to the annual results;

- to use the system of the re-distribution of work-time by introducing flexible working hours;

- to use the system of non-material stimulation to meet the physical needs such as: meals on the premises;

Covering of travelling expenses, realization of health-improving and recreational measures; organization of corporate festivals.

The adoption by “Germes+”, ltd. of the proposed recommendations can promote the increase in the effectiveness of the trade and business activity, the decline in the personnel turnover, the growth in labor productivity.