

Annotation

Theme of qualifying work: «Influence of features in group conflicts on the communicative competence of civil servants».

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Information about an organization, the contracting authority: Volgodonsk city Council, Rostov area Volgodonsk.

Actuality of research theme: In a difficult modern period it is needed to have skills of conflict co-operation, possess ability, to work with them as with a positive factor. It is in this connection possible to mark the sharpness of question, because presently the study of conflicts is compared as the most progressive area of psychology.

Purpose of work: to expose influence of features in group conflicts on development of communicative competence of civil servants.

Objectives:

1. To carry out the comparative analysis of the conflicts theories.
2. Analysis connection of process of communicative competence with the conflict the state servants.
3. To consider the features of structure in group conflict social - of the conflicts context.
4. To define methods optimizations in group relations of civil servants, lead to diminishing of conflict climate in organization.

Theoretical significance of research: consists in that research results, will fully complement the picture of development of positive functions of conflict, and also study of terms, ways and mechanisms of forming in group conflicts of civil servants.

Practical significance of research: Got results of empiric research and created program of training can allow the psychologists of department of shots more in detail and purposefully to develop theoretical and practical bases by which probability of diminishing of conflicts is in organization their prophylaxis and adjusting.

Research results: After the holding of analysis, the results of this research were showed by tension of relations and exceeding of subzero emotions in a collective. By dominant strategy of conduct in a conflict situation in organization there is avoidance and that the high level of requirement is incident to the greater quantity of collective in approval. And also the high level of aggression was determined practically at the half of exposing to verification of surveyed in this organization.

Results of final verification of experimental and control groups, after the conducted psychological prevention measure defined that in an experimental group on the row of indexes of many methods, changes happened:

- It is a form of conduct in a conflict a «rivalry» diminished on 26%, from 48%.

- level of emotional efficiency, type of emotional hindrances in intercourse 36% selections, became better and became within the limits of norm.

- Greater part of collective has a general tendency to intermediate AB to the type of personality at 72%.

- Indexes became better on strategy of peaceful nature at 40% and diminished on strategy of aggression on 32%.

Recommendations: There is application of the offered product in-process specialist of department of shots, probably will be instrumental in adjusting of relations, and also improvement of exit from conflict situations and increase of level of communicative abilities to set optimum strategies in a conduct, by mastering of methods of adjusting of conduct. And also to the increase of efficiency of work of civil servants, productive co-operation in a command, abilities to be finished say trainings of skills of group command communication.