

Summary

Subject matter: Conflict management in modern organizations: problems and ways of their resolution (on the example of the CB “Center-Invest”, plc. Pyatigorsk).

Author: Makarova N.O.

Supervisor of studies: Salogub A.M., candidate of science (sociology), assistant professor, chair of creative-innovative management and law.

Customer organization: CB “Center-Invest”, plc.

Topicality of the research: is conditioned, firstly, by the oversimplified understanding of the role of conflicts in an organization, ignorer of the fact that conflicts may have positive effects which, in their turn, promote the improvement in the psychological climate in the collective and employees’ capacity for work, secondly, lack in the majority of leaders of a complex approach to conflict management; thirdly, the need for the sociological analysis and a creative synthesis of the Russian and foreign experience in the organizational-administrative sphere and the development of recommendations on the optimization of the practice of conflict management in individual organizations (on the example of the CB “Center-Invest” in Pyatigorsk).

Objective of the research: is to reveal the most topical problems in the practice of conflict management and develop practical recommendations and their improvement.

Tasks: 1. to determine the essence and structure of conflicts in organizational and administrative sphere; 2. to study the history and the theory of evolution of conflicts in management; 3. to reveal the most typical causes of the origin of conflicts, their effects and the effective methods of their management; 4. to examine in detail the functional operation of the “Center-Invest” and its staff policy; 5. to conduct the analysis of the practice of management of organizational conflicts in the CB “Center-Invest”, plc.

Theoretical and practical significance of the research: is the increased interest in conflicts connected with the growth of tension in different spheres of social interaction, with the acute need of various public structures and individuals in the

practical assistance in their resolution. Its practical recommendation can be used for further development of the strategy and practice of management of organizational conflicts in the bank sphere.

Results of the research: In the course of the analysis of the practice of conflict management in the CB “Center-Invest”, plc., we revealed its most widespread types, and, namely, industrial and interpersonal.

Recommendations:

- to use a “collaborative” strategy;
- to use a structural method;
- to hold a number of measures to prevent the origin of conflict situations.