

Reference:

1. Архів офіційного курсу долара США за 100 од., НБУ. – [Електронний ресурс]
2. Гальчинський А. Теорія грошей: Навч.- метод. посібник. - К.: Основа, 1998.
3. Офіційний веб-сайт Національний банк України [Електронний ресурс]. – Режим доступу: <https://bank.gov.ua/control/uk/index>
4. Показники середньої заробітної плати. Пенсійний фонд України. – [Електронний ресурс] – Режим доступу: <https://www.pfu.gov.ua/category/poslugi/pensioneram/pokazniki-serednoyi-zarobitnoyi-plat-pensioneram/arhiv-zapitannya-vidpovidi-peremishhenim-pokazniki-serednoyi-zarobitnoyi-plat-pensioneram/>
5. Фридман М., Фридман Р. Свобода выбирать: Наша позиция / Пер. с англ. М.: Новоеиздательство, 2007. — 356 с. — (БиблиотекаФонда «Либеральнаямиссия»).

Daria Khroponiuk

Research supervisor: Galko L.,
Launguage tutor: Krainiak Liudmyla,
Candidate of Philology, Associate Professor
Ternopil National Economic University

MANAGEMENT OF DIFFERENT TYPES OF CONFLICTS IN THE CREATIVE TEAM

Problem statement. Constantly contact of interests, attitudes and opinions arising in society.

The emergence of such contradictions is a manifestation the law of unity and struggle of opposites, one of the classical laws of development. Usual conflict in social labor sphere perceived as an abnormal phenomenon: failure at work, an obstacle to the realization of strategic goals. However, the absence of conflicts is necessary to consider regarded as evidence of stagnation.

The statement of basic materials. Conflicts arise for a variety of reasons. Often conversationalists provoke each other in conflict. The conflict provokes: criticism, "Sticking labels", making a diagnosis, when a person make oneself a psychologist, annoying others; manipulation of praise; orders, arrangement, threats.

As creative personality is very energetic and emotional - for them the most characteristic are not violent, organizational, horizontal and vertical, open, interpersonal conflicts of interest. These types of conflicts arise often in creative groups, especially when employees are not loaded with work, not keen on new ideas.

The reasons for conflicts classified as follows:

Conflict of roles - expectations of inadequate role-playing. (from the side of society, a specific organization, and management personnel). Inadequate performance of social roles by participants in joint activities and managerial cooperation (attitudes towards activity, different goals of activity).

The conflict of desires - collision of different desires (needs, interests, etc.) in the mind of a person, which may have a personal character or relate to the organization's activities. Clash of consciousnesses different people (groups) some kind of desire, personal or related to the goals of the organization (distribution of scarce resources, achievement of goals in the process of competition).

The conflict of conduct - clash of values, norms of behavior, life experience in the consciousness of person. Clash of values, norms of behavior, experiences of people (groups) in communication and social interaction.

Actual is the consideration the features of sublimation of creative activity as a way of solving the conflict of people with different types of temperament, since the temperament is modifying the effectiveness of creative activity. It is necessary to take into account the peculiarities of people with different temperaments, to resolve sublimate nature of interpersonal conflict. First, it concerns such qualities as the ability to understand the proposed task, to predict a possible future, the ability to transfer uncertainty, to generate ideas, to overcome the difficulties that arise on the way to solution, as well as the desire and ability to work in the creative team. To overcome destructive conflicts in the creative team, the manager should choose the most effective ways to overcome such situations depending on the nature and personal qualities of the participants in the creative process of the organization.

Conflict management can express in: completion - clarification of requirements that parties should follow when dealing with conflict.

Prevention is the formation of a community of public opinion on conflicting parties. As you know, public opinion is a powerful regulator of human behavior, many of which need constant approval and support. The presence in the organization clearly established hierarchy of authority promotes ordering of human interaction, problem solving, decision-making. Suppress resort to mediator. A person who decided to mediate in resolving the conflict, should help each side see through the eyes of your opponent, finding the best ways to solve it, creating a business moral-psychological atmosphere in solving the problem, exercising control over the implementation of agreements, trying to mitigate as much as possible the process of getting out of the conflict. Aim the efforts of all participants to achieve common goals. For this purpose, it is important to clearly, ambiguously formulate the goal, providing the role and contribution of each side in its achievement.

Conclusion. Since creative individuals are likely to identify emotions and defend their personal interests with regard to new own ideas, that is their self-expression, the issue of conflict management is quite an important part of enterprise management, organization. Conflict management, as well as personnel management in general, should carry out taking into account the complexity and multidimensionality of labor relations. Differences and disagreements are inevitable in cases where people express different points of view. A leader, who is able of behaving properly in a conflict situation, and taking measures to eliminate it, is respectful. The inability of leader constructively resolve a conflict situation reduces his authority among subordinates or even gives rise to a hostile and irreconcilable attitude to him.

References:

1. Керівництво інноватора: як вийти на нових споживачів за рахунок спрощення та здешевлення продукту / [С. Ентоні, М. Джонсон, Дж. Синфілд, Е.Олтман]; пер. з англ.– М.:Альпіна Паблішерз: вид. Юрайт, 2011.–346с.
2. Осторожно – конфликт! [Електронний ресурс]. – Режим доступу: <http://hrm.ua/>.
3. ЄмельянокЛ.М. Конфліктологія: навч. посіб. /зазаг. ред. В.М. Петлюха, Л.В.Торгової. – К.: КНЕУ, 2003. – 315с.
4. Креативное мышление в бизнесе / пер.с англ.–М.:Альпина Бизнес Букс, 2006.– 228с.