

SUMMARY

Subject of the thesis: "Conflict consulting as a way of conflict settlement in an organization".

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Keywords: organization, style of leadership, conflicts, consulting, types of personality, technologies and mechanisms of conflict settlement.

Relevance of the research issue: Conflict consulting as a way of conflict settlement in an organization becomes more actual due to serious changes in nowadays society. Modern society needs new ways of conflict resolution in organizations.

The object of the research: Conflicts in organizations.

The subject of the research: Conflict consulting as a actual and perspective way of conflict settlement in organizations.

The purpose of the work is to analyze the specifics of conflict consulting as a way of conflict settlement in organizations

Research objectives:

- examine fundamentals of conceptual analysis of social conflicts;
- analyze main reasons of address to conflict consulting;
- study a role of consultant in a process of consulting.

Theoretical and practical significance: Theoretical results promote a better understanding of conflict consulting character as a way of managerial activity in organizations. Practical significance of the research is that its results can be used as methodological prerequisites for further development of conflict consulting conception.

In the research the process of conflict consulting is considered to be a real mechanism of organizational conflicts management. The author made a research of conflict consulting from social point of view. A thorough analysis was held and it has the following results:

- The analysis of organizational conflicts is possible only by studying of the process of two-way influence of social conflicts which in total form difficult conflict situations;
- Conflict consulting allows not only to solve concrete tasks but also has a training function helping to the staff influence on different kinds of conflicts;

- Conflict consulting is a special instrument capable in influencing on different conflicts and taking into account the personality of each of conflict situations.