



TECHNOLOGY FOR RESOLVING INTERPERSONAL CONFLICTS IN FUTURE EDUCATORS

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Abstract

This article highlights the theoretical and practical aspects of developing technologies for resolving interpersonal conflicts in future educators. It also analyzes the types, causes, and effective methods of resolving conflicts that arise in the pedagogical process.

Keywords: interpersonal conflict, educator, conflict, communication, empathy, mediation, pedagogical competence.

Introduction

In the modern education system, professional training of future educators requires not only theoretical knowledge but also the development of their socio-psychological skills. In particular, the ability to properly resolve conflicts arising in interpersonal relationships determines the professional competence of an educator.

In preschool educational institutions, educators are in constant communication with children, parents, and colleagues. In this process, various misunderstandings and contradictions may arise. Therefore, equipping future educators with effective conflict resolution technologies is an urgent task.

Main Part

The Concept of Interpersonal Conflict

Interpersonal conflict is a contradictory socio-psychological situation that arises between two or more individuals due to incompatibility of their interests, views, values, or needs. During the conflict process, participants take opposing positions toward each other, which may lead to emotional tension, misunderstandings, and deterioration of relationships.



Interpersonal conflicts are an integral part of human life. This is because each individual has different worldviews, upbringing, needs, and interests. Especially in the pedagogical environment, including preschool institutions, such conflicts occur frequently. This requires educators to have a high level of communicative culture and knowledge of conflictology.

Interpersonal conflicts are not only negative phenomena; when properly managed, they can also lead to positive outcomes. For example, through conflict, parties openly express their opinions, problems are identified, and opportunities for their resolution emerge. In this regard, conflict can serve as a factor that stimulates development and improvement.

In psychology, interpersonal conflicts are characterized by the following main features:

- presence of opposing interests among participants;
- disruption or breakdown in communication;
- attempts by the parties to influence each other.

Interpersonal conflicts arise due to various reasons. The main ones include ineffective communication, lack or distortion of information, clashes of personal interests, as well as factors related to emotional states. In the pedagogical process, additional factors such as teaching methods, approaches to children, and level of professional experience also play a role.

A specific feature of interpersonal conflicts in the preschool education system is that they occur not only between adults but also between educators and children. In such cases, the educator acts not only as a conflict resolver but also as an educator. Therefore, future educators must deeply understand the nature of interpersonal conflicts and acquire skills for managing them effectively.

In conclusion, interpersonal conflict is a complex socio-psychological process that naturally arises in human relationships but can be effectively resolved through appropriate approaches.

Types of Conflicts



Conflicts encountered in the pedagogical process are divided into the following types:

- Cognitive conflict – differences in knowledge and views
- Emotional conflict – clash of feelings
- Behavioral conflict – contradictions in actions

The following factors play an important role in the emergence of conflicts:

Conflict resolution technology is a system of methods aimed at identifying, analyzing, and constructively resolving conflicts.

Main stages of the technology:

1. Diagnostic stage – identifying the causes of the conflict and its participants
2. Analysis stage – studying the goals and interests of both parties
3. Communication stage – organizing an open dialogue based on respect and trust
4. Resolution stage – solving the problem through compromise or cooperation
5. Reflection stage – evaluating results and drawing conclusions for future activities

Methods of Conflict Resolution (Extended)

Effective resolution of interpersonal conflicts is one of the key professional competencies of future educators. Proper conflict management not only helps to



eliminate problems but also contributes to the creation of a healthy psychological environment. Therefore, it is essential for educators to master modern and effective methods of conflict resolution.

The main methods of conflict resolution are discussed in detail below:

1. Active Listening

Active listening is the ability to listen carefully to the interlocutor without interrupting or judging, and to strive to understand their thoughts and emotions. This method is especially important in conflict situations, as it strengthens trust between the parties.

The following elements are essential in the process of active listening:

- listening to the speaker without interruption until the end;
- using nonverbal signals such as nodding and maintaining eye contact;
- paraphrasing the message (“What you mean is...”);
- reflecting emotions (“It seems that you are upset about this”).

Through this method, the parties better understand each other, and the intensity of the conflict decreases.

2. “I-message” Technique

The “I-message” technique is based on expressing one’s own feelings and thoughts instead of blaming or criticizing others. This method reduces tension rather than escalating the conflict.

For example:

- Instead of saying, “You are always late,”
- say, “I feel uncomfortable when you are late.”

This approach reduces confrontation and promotes constructive dialogue.

3. Mediation

Mediation is a method in which a neutral third party participates in resolving a conflict. The mediator facilitates communication between the parties and helps them reach a mutual agreement.



In the pedagogical context, the role of a mediator may be performed by:

- an experienced educator;
- a psychologist;
- an administrator.

Mediation is particularly effective in complex and long-lasting conflicts.

4. Role-Playing

Role-playing involves artificially creating conflict situations and practicing ways to resolve them. Through this method, future educators learn how to act in various situations.

Advantages include:

- applying theoretical knowledge in practice;
- developing empathy;
- gaining the ability to view problems from different perspectives.

5. Empathy

Empathy is the ability to understand and share the feelings of others and to respond sensitively. It plays a crucial role in conflict resolution, as it reduces tension and enhances mutual understanding.

Empathy includes:

- attentive listening to others;
- trying to understand their emotions;
- demonstrating respect in interactions.

6. Compromise

Compromise is a method in which each party makes certain concessions in order to reach a mutually acceptable solution. This method is effective when a quick resolution is required.

7. Cooperation



Cooperation is one of the most effective forms of conflict resolution, where both parties work together to solve the problem. This approach is based on a “win–win” principle rather than a “win–lose” outcome.

8. Self-regulation (Emotional Control)

The ability to manage one’s emotions is extremely important in conflict situations. If an educator can control their emotions, they can manage the situation more effectively.

For this purpose, it is recommended to:

- practice deep breathing;
- analyze the situation carefully;
- avoid making impulsive decisions.

Practical Significance

To develop conflictological competence in future educators in pedagogical institutions, the following are important:

- organizing special trainings
- using the case-study method
- strengthening practical classes
- integrating psychology and pedagogy disciplines

Conclusion

The formation of technologies for resolving interpersonal conflicts in future educators plays an important role in improving their professional competence. By properly managing conflicts, an educator creates a healthy psychological environment and increases the effectiveness of the educational process.

Therefore, special attention should be paid to developing conflict resolution skills in the process of training pedagogical personnel.

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