

Categories of Person in Conflict and Methods of Conflict Resolution in the Occurrence of Conflicts between Medical Personnel

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Abstract

This article presents the ideas of the structure of conflicts and conflict situations, the conditions of their occurrence and characteristics of human behavior in conflict situations.

Keywords: *Conflict; Conflict Situation; The Behavioral Objective and Subjective Conditions of Conflict; Types of Conflicting Personalities*

Introduction

We all know that the recent increase in various scientific, technical, spiritual, economic influences on man in modern societies, the increasing complexity of the way of life in modern societies, also exacerbates the various conflict situations that people may encounter.

Therefore, since conflicts are an integral part of human life, it is impossible not to recognize conflicts and ignore them. You just have to learn to manage conflicts, to find solutions to them.

The Main Findings and Results

The typology of conflicts, that is, its division into specific types, appearances, is a much more complex phenomenon. Because every real conflict consists only of its own peculiarities. In this context, the study of dividing conflicts into similar groups poses some difficulties. But in terms of ways to bring conflicts to a standstill, to a positive outcome, it is possible to highlight some general rules and principles: In conflict situations, different categories are observed depending on what behavioral characteristics a person exhibits. In conflict situations, 14 different personality types can be identified. These are:

1. A person in the conflict category of the demonstrative category.
2. A person in a rigid category of conflict.

3. Disputed person of uncontrollable category.
4. A person in conflict with a category that requires clarity.
5. Disputed person of non-conflict category.
6. Targeted conflict person in the target category.
7. A quarrelsome person of the cowardly category.
8. Disputed person of cyclothymic category.
9. Hyperactive conflict person.
10. An emotionally conflicted person.
11. A person in a highly influential category of conflict.
12. Conform, a conflict person of a flexible category.
13. Disputed person of the category "stuck".
14. Disputed person of the excitable category.

Let us consider the characteristics of six different types of persons in conflict situations separately:

1. *Demonstrative Personality Traits:*

- wants to be the center of attention;
- wants to look good in the eyes of others;
- his attitude towards others stems from the way people treat him;
- can easily succumb to superficial conflicts;
- easily adapts to different situations;
- is emotionally active and mentally inactive;
- organizes work depending on the situation and does not always follow;
- avoids systematic, heavy work;
- does not shy away from conflicts, does not feel bad in conflict situations;
- often causes conflict, but does not consider itself to be so.

2. *Characteristics of a person in the rigid category of conflict:*

- suspicious;
- very high self-esteem;
- requires constant personal recognition;
- does not take into account changes in circumstances and circumstances;
- inaccurate and incomprehensible;
- hardly enters the opinion of others, does not agree with the opinion of others;

- considers it an obligation to be noticed by others;
- accepts disagreements or disagreements with others;
- extremely resentful, also sensitive to real or insignificant injustices.

3. Characteristics of an uncontrollable conflict person:

- inadequate self-control;
- behavior cannot be clearly stated;
- manifests itself as aggressive and extremely aggressive;
- often does not follow generally accepted social norms;
- has a high level of self-esteem;
- tends to blame others for failures and mistakes;
- cannot organize their activities in a planned manner or implement their plans in a consistent manner;
- the ability to adapt to their goals and circumstances is underdeveloped;
- Does not draw lessons from the past for the future.

4. Characteristics of the person in conflict in the category that requires clarity:

- takes work very seriously;
- extremely demanding;
- makes high demands on those around him, which seems to be persecution;
- has a high level of anxiety;
- extremely attentive to everything;
- attaches great importance to the critical thinking of others;
- sometimes extends the relationship with friends, acquaintances, which seems to be the result of offending him;
- sometimes suffers from himself, worries about his mistakes, and sometimes even responds to these mistakes as headaches, insomnia;
- prefers not to express their feelings externally;
- does not feel good about real interactions in the group.

5. Characteristics of a person in conflict category:

- there is instability in their thoughts and opinions;
- has a light-hearted nature;
- have internally conflicting opinions;
- there is some inconsistency in their actions;
- relies on instant success in situations;

- cannot see the future, the perspective enough;
- subject to the opinions of leaders and others;
- does not have enough willpower;
- Does not think deeply about the consequences of their own actions and the reasons for the actions of others.

6. Characteristics of a goal-oriented conflict person:

- sees conflict as a factor in achieving its goals in time;
- Proves itself as an active party in conflict resolution;
- prone to influence in relationships;
- acts purposefully in disputes, assesses the situation of the parties, calculates different situations;
- can apply effective methods of treatment in conflict situations.

7. The cowardly category. Among such people, there are individuals who routinely overestimate the likelihood of being threatened by the social environment, and they are prone to excessive social experiences, fears, and apprehensions. They rarely engage in conflicts and play a passive role in them.

8. Cyclothymic type. This category of individuals is characterized by a cyclical ups and downs of mood, which makes them tired, and their morals look unpredictable, conflicted, and adventurous.

9. Hyperactive type. It is characterized by a unique and very strong experience of anxious experiences and feelings of happiness, frequent mood swings, passionate acceptance of various events. Representatives of this category are very energetic, independent, striving for leadership and adventure, but they tend to neglect their responsibilities, the tasks assigned to them.

10. Emotional type. Such people are sensitive, impressionable. Distinguished by the extreme depth of his mood, the extreme subtlety of his experiences and feelings, his social interests are manifested in his great attention to the spiritual, spiritual aspects of public life.

11. A very impressive category. Representatives of this category are characterized by a changeable mood, rhetoric, excessive distraction from external events, as well as altruism (neediness), sympathy for others, high artistic taste, artistic skills, hyperactivity, frequent depression.

12. Conform, flexible category. Individuals in this category are kind, enterprising, eloquent, and even eloquent. They do not have their own opinion and are not independent. Such people are chaotic, prefer obedience, communicate with friends, and give leadership to others in the family.

13. The category that gets stuck. This category of people is characterized by a very stable of strong emotional experiences and the formation of very valuable ideas, such as overestimation. They do not forget their grievances and try to “open the gap” with their “wrongdoer”, it is more difficult to communicate with them at work and in the family, there is a tendency to various conspiracies. In conflict, they are often the active side, clearly defining the circle of friends and foes for themselves. His interlocutors like their desire to achieve high results in any work, to set high standards for themselves and to show them, a sense of justice, principledness, constant, stable views. Such people also have many qualities that people around them do not like: quick resentment, suspicion, cake keeping, jealousy, demanding honor, and so on.

14. Active category. Characteristic features of this category of people are excessive social sensitivity, inability to control their passions, actions and aspirations, which ultimately leads to conflicts and communication problems with others.

Based on the characteristics of the above personality categories, there are the following ways of behaving in conflict situations:

There are five main ways to behave in a conflict situation:

- 1) flexibility, side press;
- 2) self-exclusion (giving up);
- 3) contradiction (contradiction);
- 4) cooperation;
- 5) compromise.

1. Flexibility, bias - the actions of the individual are aimed at maintaining or restoring a positive relationship with the opponent at the expense of their own interests. This approach can be applied in cases where the share of the individual is not so large, or where the cause of disagreement is more important to the opponent than the individual. Such behavior is used in situations where the situation is not so important, it is more important to maintain a good relationship with the opponent than to defend their own interests, and the individual's chances of victory are low.

2. Self-exclusion (left-handedness, avoidance). Such a moral individual is chosen in cases where he does not want to defend his rights, cooperate to develop a decision, refuses to express his position, refuses to argue. This method can be used to avoid responsibility for decisions when the outcome of the conflict is not important to the individual, or the situation is too complex and the resolution of the conflict requires too much effort from the participants, or his power to resolve the conflict in his favor.

3. Contradiction, competition. The active struggle of the individual for his own interests is characterized by the use of all possible means to achieve the set goals: power, coercion, other means of pressure on the opponent, the use of other participants' dependence on himself. The situation is seen by the individual as a matter of extreme importance, victory or defeat, which implies a firm stance towards opponents and an uncompromising antagonism towards the conflicting participants in the conflict.

4. Cooperation. It means that the individual is actively involved in the search for a solution that satisfies all participants involved in the interaction, but in doing so does not forget their own interests. An open exchange of views implies the interest of all parties to the conflict in developing a common solution. This form requires the positive work and participation of all parties. In such an approach, there is a possibility that the issue or disagreements will be discussed in detail, and a common solution will be developed in the interests of all participants.

5. Compromise occupies a specific intermediate position and includes both active and passive forms of influence. It partially resolves the conflicting interactions, because in this case, despite the fact that many reciprocal pressures have taken place, the causes will not be completely eliminated. This style of behavior is used when opponents have the same authority, power, and mutually exclusive interests, have limited time to seek a better solution, and are satisfied with an intermediate solution for a certain period of time.

In some cases, confrontation can be more effective than conciliation, abandonment, or even compromise in terms of resolving the conflict within reasonable, controllable norms. In this case, it is

important that the defeat does not lead to the expansion of the base of new conflicts and the area of conflict actions.

Conclusion

To conclude, it should be noted that finding a solution to a dispute is a complex, long-term process that requires patience and satisfaction, making it necessary for the parties to work on themselves for a long time. Finding a solution to a conflict is a way for the parties to understand and comprehend each other.

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