

EMERGENCY IN SITUATIONS INTERPERSONAL CONFLICTS AND THEIR CHARACTERISTIC

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Abstract: This in the article emergency in situations to the surface coming interpersonal conflicts analysis will be done. Author of conflicts come exit factors , development stages , their psychological mechanisms , as well as such in situations conflicts solution to grow roads about scientific-theoretical and practical information gives . In the article extreme under the circumstances interpersonal relationship disorder , emotional tension and in stressful situations communication problems deep is illuminated .

Key words : interpersonal conflict , emergency situation , stress, communication , conflict management , psychological mechanism .

Login

Emergency situations (FV) – this natural disasters , man-made disasters , socio-economic crises or armed clashes as a result to the body future , society and person in life serious trail leaving Such cases under the circumstances people between relationship changes , usually intensified stress , anxiety , resources shortage and time pressure under interpersonal conflicts This in the article mother so conflicts deep study , their reasons and consequences determination goal made .

1. Interpersonal conflicts essence and types

Interpersonal conflict is two or from it more than individuals between opposition , protest or Disagreement . Disputes human of activity inevitable one is part of , but extraordinary in cases their sharpness and scope increases .

Home conflicts types :

- **Interests Conflict** – over resources (water , food , time) disagreement .
- **Values conflict** – interpersonal moral and cultural differences based on to the surface is coming .
- **Communication conflict** is wrong understanding , wrong information as a result to the body is coming .
- **Structural conflict** – authority and responsibility in the distribution uncertainties

because of come comes out .

- **Personal conflict** – emotional circumstances , antipathy or to competition based on .

2. Emergency in situations of conflicts reasons

FV conditions of conflicts to increase following factors reason will be :

- **Stress and psychological pressure** : emergency in case people too much outside emotional becomes logical thinking ability decreases .
- **Information shortage or wrong information** : people each other lack of understanding or wrong interpretation to be able to
- **Physical and resource Restrictions** : food , medicine , space, safety such as resources for competition .
- **Leadership and competent management absence** : in groups leadership clarifying until you get it internal disagreement increases .
- **Personal differences and concerns** : people personal phobia , anxiety or emotional cases different .

3. Interpersonal of conflicts psychological features

Emergency in the state conflicts following characteristic aspects with separated stands :

- **Fast increase and sharpening** : simple to the circumstances relatively conflict short time inside sharp color takes .
- **Irrational behavior** : participants emotional in terms of too much more will be and logical decision acceptance to do it gets harder .
- **Social identification intensification** : like " we " and " they " groups formed , contradiction increases .
- **Psychological protection mechanisms** : denial to do , aggression , regression , repression and etc. activates .
- **Personal distance change** : people proximity or to isolation was need various manifestation does .

4. Disputes development stages

Lewin (1948), Deutsch (1973), Tjosvold (1998) and other of experts developments based on the dispute development stages as follows is separated :

1. **Latent stage – discontent** is noticeable , but open expression not available .
2. **Started conflict** – discontent open is expressed , but still control under .
3. **Sharpening stage** – sides passion with movement they do , emotional tension high .
4. **Open conflict** – dispute intensive color takes , stable relationship will be broken .

5. **Conflict solution to grow stage** – conflict finish or soften movements begins .

5. Emergency in situations conflict solution to do strategies

Disputes solution in doing following approaches applies to :

- **Cooperative approach** : sides each other's recognizes the interests and together solution is looking for .
- **Compromise** : every two side also own from the requirements a little retreats .
- **Adaptation** : one side the other's recognizes the requirements .
- **Coercion** : strong side own wish other towards forcibly acceptance will do .
- **Retreat** : sides conflict from the solution completely give up It's going to happen .

Emergency in cases **cooperative and compromising approaches** the most effective is considered , because they conflict violence to the level of the passage prevent takes .

6. Psychological help and prevention

- **Stress management according to trainings** (psychotraining , psychorelaxation) exercises).
- **Empathy and communication improve** according to training .
- **Psychological help groups** organization to be
- **Mediation and facilitation services** on the road to put

Conclusion

Emergency in situations interpersonal conflicts human of the psyche natural protection reaction as manifestation will be . Such conflicts in advance analysis to do , their reasons and solution their ways knowledge , especially psychologists , leaders and social employees for is necessary . Healthy psychological the environment provision through emergency in situations people between mutual understanding improve possible .

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