

## INTERPERSONAL CONFLICTS AND THEIR PSYCHOLOGICAL PHENOMENA

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### ABSTRACT

This article empirically and theoretically from the point of view of application analyzes the directions of research into the phenomenon of interpersonal conflict, factual materials concerning the mechanisms and structural and dynamic characteristics of interpersonal conflict, and its practical significance.

**Keywords:** conflict, perception, personality, character, latent, emotional, negative, emotional, objective.

### INTRODUCTION

As long as a person exists, as society develops, various disagreements, disputes and disputes will arise, leading to conflict situations. Modern man lives in a complex world in terms of its content and socialization tendencies. This is due to the pace and rhythm of technical and technological changes that impose new requirements on people, and the saturation of information that creates a lot of "noise" that has a profound impact on people.

### RESEARCH METHODS

Any conflict has its reasons and arises in connection with the need to meet the needs. Its object is considered to be the value that is able to satisfy this need and due to the possession of which conflict arises. Material, social and spiritual values can be considered as objects of the dispute [3]. Participants in the conflict can be individuals, social groups and organizations. The main participants in the conflict are partners with opposite intentions.

### RESULTS AND DISCUSSIONS

They form the core of the conflict. The conflict ends when at least one of the main parties withdraws from the conflict. Depending on the nature of these parties, disputes can be divided into four types:

- internal personal, in which one side of the personality is opposed to the other;
- interpersonal, in which one person is opposed to another person;
- individual conflict - group;
- conflict group - a group in which its carriers can be both small and equally large social structures.

In addition to the main parties to the conflict, there may be other participants that play secondary roles in the conflict. These roles can be both significant and just as insignificant, up to the level of the so-called "outcast" roles. The roles of the participants in the conflict are not the same, but they are also different from the social and, similarly, psychological points of view. However, in addition to the set of participants in the conflict that make up the microenvironment of the conflict, an important and sometimes decisive role in the conflict is

played by the macro environment, which is the socio-psychological conditions in which the conflict develops and expands development of the conflict. With the help of the concept of the social environment, the soil in which the conflict arises and develops is determined. This concept includes not only the closest of the parties to the conflict, but also distant, much broader parties, to which the national or class parties belong, to which the parties to the conflict belong, as well as large social groups, which is society as a whole.

The nature of the conflict depends not only on the objective conditions, but also on the subjective perception of people acting in a given conflict situation, or the image of the conflict. This image or perception does not correspond to the actual state of affairs, the real situation. These images and representations of people can be of three types:

- own ideas about oneself;
- perception of other participants in the conflict;
- large and small images of the external environment in which the conflict unfolds.

Not the objective reality itself, but these images, the ideal picture of the conflict situation, are the direct basis of the behavior of those in conflict [3,88].

Within the framework of the dynamics of the conflict, the following three main stages of its development can be distinguished [4,46]:

- latent stage (pre-conflict situation);
- stage of open dispute;
- the stage of conflict resolution (completion).

In the latent (latent) stage, all the main elements that form the structure of the conflict, its causes and main participants are identified, that is, the main resource base of the conflict effort, behavior, in particular, the object of the conflict, a possible conflict struggle, is identified, at the same time, this object has two parties capable of to make claims, the realization that one or both sides of the situation are in dispute.

A sign that the conflict has moved from the latent stage to the stage of open conflict is the transition of the parties to conflict behavior. As noted above, conflict behavior consists of outwardly expressed efforts of the parties. The quality of a special form of interaction lies in the fact that they are focused on preventing the opponent from realizing his own goals and on realizing his own personal goals. Other signs of conflict behavior are:

- expansion of the number of participants
- an increase in the number of problems that give rise to complex causes of conflicts, the transition from work problems to personal problems;
- the emotional coloring of the conflict is dark, black with anger, hostility, hatred, enmity, etc. interference with negative emotions, such as;
- Mental stress - an increase in the level of stress to the level of a stressful situation.

At the stage of an open dispute, the entire set of actions of the participants in the dispute is classified by the term escalation, and it is understood that the aggravation of the conflict increases the destructive (destructive) impact of the parties on each other, which creates new grounds for a negative outcome of the conflict [5].

In addition, despite the fact that the problem of interpersonal conflict is widely expressed in many psychological literature and studies [2], the study of interpersonal conflicts in the

educational process does not have proper discussion and views. At the same time, a number of studies note that conflicts can be both destructive and constructive.

According to N. V. Grishina, the positive potential of conflicts can be used to implement educational functions [3]. It should be noted that the positive role of conflict as a development mechanism has been repeatedly noted in the general methodological sense in the science of psychology.

The multilevel and multi factorial nature of the determination of psychological phenomena is also important for understanding the mechanisms for controlling human behavior in conditions of interpersonal conflict. Therefore, it is advisable to distinguish between such aspects as a conflict situation and interaction in a conflict situation [4].

The separation of these two sides of reality occur as follows human interaction system. Like any system, it is characterized by a set of objectively characteristic conditions for it. One of such cases of the system of interpersonal interaction is a single case. It consists of a set of individual objective factors that make it possible to assess a given situation as a conflict, regardless of how the participants in the interaction perceive it. The actualization of these factors in specific situations is a controversial situation.

The presence of a conflict situation, as noted above, does not mean that the interaction develops according to the conflict type when considering the features of a cognitive interpersonal conflict. In the process of analysis, at least three behavioral strategies can be distinguished, each of which determines the features of the development of relations between the participants in a conflict situation.

First, avoid this situation; secondly, "negotiation", "trade" relations, etc. and, finally, conflict relations associated with the struggle and confrontation of the parties. E.A. Orlova and L.B. Filonov, when analyzing the dynamics of the balance of objective and subjective factors of the emergence and development of interpersonal conflicts, distinguish the following patterns:

The implementation of specific forms of behavior by the participants in a conflict situation will depend at least on the decision of one of the parties regarding the type of interaction. The direction of the interaction of both participants, the choice of the nature of the behavioral structure, as well as the effectiveness of this behavior depend on how the behavioral mechanisms are adequate to the situation and how acceptable they are for decision-making.

The choice of mental mechanisms that determine the structural aspects of interaction and determine the mechanisms of individual actions and behavior should exceed the sets necessary for this particular situation for each participant.

The nature of the direct behavior of the participants in the conflict situation does not go back to the individual characteristics of the personality of the participants in the interaction and does not depend only on them. The behavior performed is a unique projection depending on how each of them defines the interaction situation when it occurs.

## CONCLUSION

Speaking about interaction in a conflict situation, it is worth noting that the study of changes in the nature of interaction between people makes it possible to identify some situations that are involved as determinants of subsequent behaviors.

Thus, the development of the personality of participants in an interpersonal conflict is considered by us as an actualization and subsequent formation of various forms of subjectivity in them. The most important condition for the realization of the personality-developing potential of conflict interactions is the position of the psychologist's subjectivity.

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