

About Communication and Border

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What is communication for a modern person? First of all, this is communication with the possibility of obtaining, distributing and saving information. Depending on the purpose of communication, its types are formed. Thus, communication happens:

Mass;

Interpersonal

Intercultural:

International;

Special (business);

Intrapersonal.

According to the Doctor of Psychological Sciences, Academician and Corresponding Member of the Academy of Pedagogical and Social Sciences, Robert Semenovich Nova, in any organization, and, therefore, in the team, interpersonal communication prevails.

Interpersonal communication is a one-time process of interaction of communicants and their impact on each other. The prerequisite for the implementation of this communication is to find subjects in spatial proximity from each other.

The moral and emotional tone of interpersonal relations in the organization defines the psychological climate of the team.

For "healthy" and cohesive team characteristic:

Contact;

Efficiency;

Organizations;

Informativeness.

Also an integral part of such a team is:

Successful execution of tasks assigned to him;

The presence of high morality;

Good human relationships;

Creation and strengthening the soil of each member of the team for professional and personal development.

Heads are very important to maintain a positive psychological climate inside the collective, as it is primarily reflected on the quality of the work performed by the team.

However, it is quite difficult to keep everything under control, minimizing all the risks and difficulties that may unexpectedly arise and stop working out.

One of these risks is the interpersonal conflict, if you admit its development, it will lead to very sad consequences, namely to the crisis of the organization as a whole.

It would seem like disagreement, even if a personal character, two employees of one organization can lead to a crisis. And very can. The human factor takes up, washing the boundaries of workers and personal relationships, concealing, and more often distorting corporate information. The conflict of two attracts more attention and participants to itself, thereby slowing down or stops the workflow at all. Further, as in the best scenarios of the domestic cinema, only without hands-written, although it happens.

To avoid this kind of situations, we suggest you familiarize yourself with a small memo that will help you, as a manager, prevent crisis situations in your team:

Conscious and careful selection of personnel. This will allow 90% to exclude personal conflicts in the workplace, when people pursue a common goal - quality and profits, then they have no time to solve issues that do not relate to work.

Learn to listen and hear. And also teach this employees. Mastering this ability, all disagreements will be solved exclusively in the walls of the intercoms, and not in the angry chats "he is to blame!".

Personal participation in the resolution of conflicts. If still the conflict takes place, then by means of a personal conversation with each participant, you can objectively assess the unpleasant situation and take faithful and effective measures to permit.

We are all humans. Do not forget about it. A completely adequate protective reaction to the external pressure is irritation. In such an ingright, it is difficult to make concessions, the more the one who your opinion is definitely wrong. Let the time to cool your employees, timeout. But keep the situation under your control and, if necessary, refer to paragraph 2 again.

This is just a small part of what and how to do when a conflict situation occurs. Maybe it can not be at all, since there are no templates for conflicts, they develop completely unpredictable. And such a situation that happened in your organization may never happen again in this form. But remember that there is no hopeless case, all problems are solved.

Psychological Center House offers you to become a member of the program "Work without conflict". Here you will learn in detail about such a phenomenon as a conflict and what to do in case of its development. Within the framework of the Program, practical classes are provided on which client cases are parsing, cases. Together with the authors and leading programs, you will be able to

develop a conflict resolution strategy that is suitable for you!

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