

вони стануть лідерами з розвиненим емоційним інтелектом, здатні вести за собою людей та розвивати професійні та особистісні якості.

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## **THE ROLE OF THE MANAGER IN PREVENTING AND RESOLVING CONFLICTS**

Conflicts are an integral part of humanity's existence; a person cannot avoid conflicts, he or she can only take part in their resolution, resolve them or leave responsibility for their resolution to other people, but not avoid them. Understanding the nature of conflict, its purpose, patterns of development and its management is the main and key skill in working with people. Numerous researchers have been dealing with these issues in conflict studies: N. Pidbutska, A. Kosenko, P. Pererva, etc. Successful conflict resolution and prevention in the team is important for a manager of any level. It is this skill that determines the professional competence of a manager as a leader.

In the modern world, in the society of the post-industrial stage of development, where the accelerated rhythm of life is the usual pace at which people function, information stress, nervous breakdowns and depression have become quite common. In other words, chronic overwork and poor health have become the result of modern life. In most cases, the common cause of mental health deterioration is work, more specifically, poor working conditions, excessive workload, lack of opportunities for self-realization and personal development, etc. It is this disharmony in a person's life that provokes conflicts in various spheres of life, including work.

Modern organizations are constantly implementing a number of reforms that will reduce the risk of employee dissatisfaction and stress, thus preventing labor conflicts. However, this is not enough, so it is the responsibility of a competent manager to prevent and reduce the number of conflicts between employees.

Managers have a variety of strategies at their disposal to deal with conflicts. One of the main strategies is conflict prediction and prevention technology. Using this technology, a manager can identify any contradictions that may lead to conflicts in advance and predict the peculiarities of their development. Accurate forecasting reduces uncertainty in interaction, which helps to prevent conflict escalation and successfully resolve it.

Not all conflicts can be predicted, so an equally important strategy for managers is the technology of constructive conflict resolution. The criteria for constructive conflict resolution are the elimination of the main contradiction and the victory of the right side. Solving the problem that caused the conflict helps to normalize relations and reduces the risk of repeated disputes. The victory of justice has a positive impact on the team atmosphere and discipline. At the same time, it is important for a manager to take into account the interests of the wronged party to avoid new conflicts in the future.

Many studies have been conducted by T. Sergienko, I. Sydorko, and K. Yavorska, which confirm the importance of the leader in conflict resolution and prevention.

Thus, the number of managers who turn to psychology, where they seek theoretical justification of mechanisms and practical recommendations for preventing and resolving various conflicts, is constantly increasing. The description and interpretation of conflicts is an important topic that requires constant development.

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## **THE ROLE OF TEACHER LEADERS IN DISSEMINATING THEIR SCIENTIFIC AND TEACHING EXPERIENCE**

Teacher leaders play a crucial role in the education system by sharing their scientific knowledge and teaching experience with their peers. Through various initiatives such as professional development workshops, mentoring programs, and