

PECULIARITIES OF MANAGER'S BEHAVIOR IN THE SYSTEM OF PUBLIC ADMINISTRATION AND LOCAL SELF-GOVERNMENT

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Conflict is an inherent part of how businesses operate today. Conflict can be defined as a lack of agreement between two or more parties, whether individuals or groups. In economic relations, conflicts are of particular importance, as they can significantly affect the overall state of the economy and the interests of individual participants in these relations.

The behavior of a manager in a conflict situation is a complex and multifaceted process that encompasses both professional management skills and the ability to respond emotionally. Different management styles used by managers determine their approach to conflict resolution (some may use an authoritarian style to quickly suppress misunderstandings, while others prefer democratic methods that involve dialogue and compromise). Depending on the nature of the conflict and the level of tension in the team, managers should use different strategies to achieve the desired result.

In addition, an important aspect is the ability of a manager not only to resolve conflicts but also to anticipate their occurrence, prevent them and create conditions in which employees can interact effectively without unnecessary tension. This requires developing communication, emotional intelligence, and leadership skills, as only conscious management of interpersonal relationships can reduce the risk of conflict escalation. Given this, a manager's behavior in a conflict situation requires not only a high level of professional training, but also an understanding of interpersonal relationships among employees. Effective conflict management helps to maintain high labor productivity and creates conditions for the growth of trust and cooperation in the team of a public sector enterprise.

Conflicts can have both positive and negative effects. Positive effects include: stimulating innovation, improving the quality of management decisions, increasing their validity, and improving the performance of enterprises. They can also help improve the social and psychological climate in the team and the relationships between its members.

On the other hand, the negative consequences of conflicts include: reduced group cohesion, communication problems, aggressiveness, and reduced motivation to achieve high performance. Conflicts can also lead to: loss of working time, discipline violations, deterioration of employees' health and their dismissal from the public sector enterprise. Effective conflict management is possible only when a manager is able not only to influence their development in the system of public administration and local self-government, but also to prevent them. It is important that the manager be able to recognize the sources of conflicts and eliminate the circumstances that may cause them.

Conflict management is an important aspect of the daily work of a team. It is

necessary to prevent conflict situations from arising and to ensure that employees can focus on their daily work rather than wasting their time and energy on fighting and confrontation. Practice shows that modern managers need to have the knowledge and skills to: predict, prevent and resolve conflicts. A manager must be able to: prevent conflicts, resolve disputes and bring people out of a state of hostility.

Conflict management also plays a key role in strengthening team bonds [1]. Before implementing new ideas, they should be discussed at general meetings or conferences so that employees do not feel excluded from the problem-solving process. This helps each employee to feel that they are important to the team and that they meet the expectations of the administration in the system of public administration and local self-government.

The effectiveness of conflict management directly affects the stability of a company's operations. This applies to the likelihood of conflict situations, the extent of negative consequences, and the elimination of the causes of disagreements. The CEO has an important advantage that provides him/her with strategic leadership in a conflict: he/she has the right to define goals, ways and methods of achieving them, monitor their implementation and analyze the results [2].

Thus, effective conflict management is a key aspect for maintaining stability and development in the system of public administration and local self-government. It allows finding common solutions and alternative approaches to problems, preventing their escalation and minimizing negative consequences. Timely detection and resolution of conflicts helps to avoid their serious consequences and contributes to the creation of a harmonious and productive working environment.

References

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УПРАВЛІННЯ КОРПОРАТИВНОЮ КУЛЬТУРОЮ СУБ'ЄКТІВ ПІДПРИЄМНИЦТВА НА РІЗНИХ РІВНЯХ УПРАВЛІННЯ

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