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**TECHNOLOGIES OF EFFECTIVE COMMUNICATION AND RATIONAL BEHAVIOR IN CONFLICTS****Kornieieva O. M.**

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**Abstract.** The article is devoted to the development of a detailed plan of the trainings, which are included in the program for improving interpersonal relations in the team. The given exercises can be used in educational institutions of various levels to work with teenagers and adults.

**Key words:** conflict, emotional intelligence, interpersonal relations, game, training.

**Training:** Technologies of effective communication and rational behavior in conflicts

**Objectives:** relieving tension and preparing participants for work. Development of skills for avoiding and smoothing out conflict situations. Participants' awareness of their own shortcomings in conflict interaction.

**Possible exercises:** «Put the baby to bed», «Communicational zones», «Throw a snowball», «Dragon catching its tail», «Letter to the past».

**Game «Hula – hoop»**

**Goals:** 1) to gain new experience of the conflict; 2) to work in conflict conditions to achieve the goal.

**Materials:** A light hula hoop for each team

**Time:** 30 minutes

**Procedure:**

This classic activity is unparalleled in its ability to provoke conflict in a team. Break the large group into smaller teams of about seven people (this is usually the maximum number of people who can go around the hula hoop). Each team gets a hoop.

First, it is necessary to demonstrate the technique of holding hands, which is used during the exercise. Team members should bend their elbows, extend their arms in front of them, palms inward.

Then have the students put their hands together so that they point to the person across from the hula hoop. This position of the hands must be maintained throughout the exercise. This prevents them from grabbing the hoop. First, put the hula hoop on the top of the team's index fingers to start.

The goal of the exercise is to simply lower the hoop to the ground. Each team member's fingers must be in constant contact with the hoop.

If someone loses contact or his or her fingers slip out of the hoop, the team must return to the starting position and start again.

Once the team understands the team goal and rules, place the hoop to the starting position and start. Usually the hoop begins to rise as if by magic.

Conflict arises when team members are convinced that they are doing everything right and begin to blame others on the team for lifting the hula hoop. Comments such as, "Who is lifting the hoop?" and "Stop it!" Most teams have to start over several times before they begin to address challenges and take action to resolve conflict and achieve success. This is a good exercise to use to get teams to reflect on what it takes to resolve conflict and achieve success.

Variations: In the classic version of this game, a light pole was used, and the team stood in two rows facing each other.

Question for discussion

1. What were your first thoughts about this activity?
2. How did your perception affect your behavior?
3. How effectively did the team deal with disappointment?
4. Was there a conflict in your team? Why or why not?
5. How was the conflict resolved?
6. How did you balance personal responsibility and the team's goal?
7. Name some real-life situations that may be similar in nature to this challenge

Improvement of the psychological microclimate often occurs with the help of art therapy. You can use isotherapy techniques, foil metaphorical associative maps to work with images, tension, envy.

The absence of hidden resentments in the team is important for the improvement of interpersonal relations, because this contributes to constant tension in the group, even if everything seems to be fine, tension is constantly felt. For this, you can use the "Bridge" exercise. The bridge is a technique of getting rid of images. The bridge is a fairly common image that can be used in various techniques: diagnostic, self-esteem correction, etc. Material: colored pencils and A4 size paper. Instructions: imagine that you are near the bridge, which is near it? What kind of bridge is this? New or old? What is around? Imagine that you leave your images and negativity in front of this bridge, which opens the way for you and cross it to the other side. Imagine what or who is waiting for you there. There you need to depict on paper what you saw with your eyes closed.

There is another technique of working with images that allows you to look at your own tension as a concrete thing that prevents us from living, destroys a person from the inside. Material: A4 size foil. Instruction: take a piece of A4-sized chat foil and begin to mash it, recalling images of a certain person and putting into this action all the tension that arose inside because of this image. Then roll this foil into a ball, make it as dense as you think necessary. Then touch this ball. This is your insult, imagine how unpleasant it is to the touch, and insults also harm your emotional state.

The next step is to flatten your ball, turn it back into a sheet of foil. Be prepared for the fact that this will not be an easy task, the foil can tear, this is confirmed it is very difficult to restore our emotional state. After you manage to flatten the foil, you need to pay attention to the fact that images affect us. And now try to turn this foil into something else, pleasant for you, during this you need to imagine how your offense turns into something else, gradually leaving you. After that, you need to place your figurine on an A4 sheet, and around it, using colored pencils, create drawings that can complement your figurine. Reflection: How did you feel when you drew the

background for your figure? What did you feel when you formed the ball? What emotions did it evoke in you?

Using this technique allows you to visualize your own resentment and tension, and allows you to see that resentment, first of all, harms us, and not those we offended.

To prevent and overcome conflicts, you can also use metaphorical-associative cards using different methods: the participant asks a question, and then takes a card from the deck; the participant answers out loud 4 psychologist questions related to a certain card; the participant answers the psychologist's questions about himself, which he asks at a fairly fast pace.