

CAUSES OF THE INTRAPERSONAL CONFLICTS IN THE ENTERPRISE ACTIVITIES AND PRINCIPLES OF THEIR MANAGEMENT

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The article considers the main reasons of intrapersonal conflicts, based on the classification of conflicts and the principles of their management. This topic is relevant nowadays because many enterprises suffer over the inability of employees to perform their tasks. The reason for this phenomenon is, on the one hand, the manager's lack of managerial skills to resolve the conflict situation. On the other hand, the employees' susceptibility to conflict situations in the work process, the inability to independently minimize and control them.

In the process of the research, the well-known classifications of conflicts are inspected; their features and shortcomings are indicated. It is established that the most common conflicts are characterized by content. In particular, intrapersonal conflicts. By lowering the efficiency of one person, an intrapersonal conflict can lead to conflict in the whole team, which will certainly affect the organization as a whole.

The main reasons for the manifestation of intrapersonal conflicts, which are the contradictoriness of positions, the impossibility of satisfying a certain need, the opposite of

goals, desires, motives, interests or means of achieving a goal under certain conditions are considered. The external and internal causes of intrapersonal conflicts are considered.

The main problems of conflict management at the enterprise are clarified, among which the following were highlighted: the manager's unwillingness to clarify the essence of the conflict, the lack of knowledge of common concepts and principles, inability to communicate with a subordinate experiencing an intrapersonal conflict, ignorance of the conflict resolution algorithm. In addition, in the presence of such an algorithm, the problem remains as the absence of conflict management principles for the given enterprise and / or their accounting for the construction of an action plan in a particular conflict situation.

The principles of solving intrapersonal conflict situations in organizations are suggested, to which is advisable to include the following principles: systemic, situational approach, objectivity and transparency, the coherence of personal and organizational goals, the principle of correspondence, advanced training, management optimization.