

## Administrative Procedures for Resolution of Interpersonal Disputes

(on the example of a sports team)

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**Abstract:** This article describes the procedure for managing conflicts between members of a sports team, the principles of managing conflicts at the first meeting with a conflict, and the more conflicts, the greater the likelihood of a violation of the social and spiritual situation in sports teams. . In the process of conscious attitude to the conflict, a person can keep the conflict under control, influence the conflict, prevent the "splash" of the feelings of the parties and invite the parties to a constructive relationship.

**Key words:** conflict, sports team, conflict situation, emotions, socio-psychological climate, conscious attitude, realistic and creative approach to conflict.

Most of the disputes between the members of the sports team arise as a result of the fact that the team is not organized properly, the coach does not take into account the mental state of the members of the team subordinate to him, the necessary working conditions are not created, and other reasons. The more conflicts there are, the worse the social and psychological climate in sports teams. It is natural that there are some conflict-prone people in sports teams.

Finding a solution to a conflict requires an active, i.e. active, attitude rather than a passive attitude. In a conflict situation, many people act impulsively, that is, unconsciously. They lack the knowledge and skills to behave in a conflict situation. The situation demands control over itself. So, a conflict situation calls for thoughtful steps. This is a sign of a conscious attitude to the conflict. In the process of conscious attitude to the conflict, a person can keep the conflict under control, influence the conflict, prevent the feelings of the parties from "bubbling", invite the parties to constructive relations, bring them to the negotiating table, think about the problem that caused the conflict, think and can create an observation environment.

Usually, when we have a person who is angry, focused, "angry" and "lost his temper" in front of us, we behave differently towards him. We can remove ourselves from the angry person, try to calm him down by asking him what happened, or we can teach him "reason", we ourselves can be affected by his anger, we can use taunts and anger, we can "punch" and "push" the person who caused the conflict. we can pass, giving their "literature" can become our main goal.

But it is clear that all these ways are not the ways of a sane, calm person with life experience. The use of these methods deepens the conflict, makes the tense situation between the parties more difficult, takes everyone away from the conflict solution to the other direction, that is, to the deepening of the conflict.

Therefore, at the first encounter with a conflict, it is necessary to use the steps in accordance with the principles of conflict management:

Step One: Accept the conflict situation as it is, without your own emotions. The conflict may be that you don't like the situation, create a situation against you, and it may be completely unplanned. But it is only when you fully and clearly understand the reality of conflict for what it is that you have the ability to manage it. When you first encounter conflict, the conflict is on one side and you on the

other. The first step in understanding the conflict is to evaluate it objectively, impartially, without emotions. Maintaining neutrality in one's emotions and thoughts in relation to the conflict is the beginning of the path to understanding the conflict. Such a neutral environment will allow you as a participant in the conflict to make clear, fact-based, clear and independent observations.

Understanding the conflict means recognizing the objective facts. These facts may be against your interests. But if you really want to resolve the conflict, you need to acknowledge all the facts, whether they help or hurt you. Evaluate the conflict from the situation in which it arose. However, if you are in a bad mood right now, start by acknowledging that bad mood. Recognizing that you are in a bad mood serves as a basis for not doing wrong actions. Recognizing that your moods and emotions are heightened will keep you from misjudging these emotions.

Second step: In a conflict situation, a person spends a lot of effort on the issue of the possibility of this situation not happening, and how it could be in an ideal situation. You will be embarrassed by the broken relationship with your dearest people through conflict, and you will want to establish them anew. Your dreams dictate different actions. In this case, you are more detached from reality and living in your dreams. But the conflict situation cannot be solved by giving free rein to imagination.

"He shouldn't have spoken so rudely to me", "Who am I to him, if he respected me, he wouldn't have said that", "Why does he look at everyone laughing", "He enjoys the way everyone looks at him, he actually wants to torture me", "He he must perform his duties well, otherwise he is useless", "He is always looking at me, should I always live by what he thinks?!", "Why does he interfere in my life, I am an independent person", "The boss If so, should he yell at himself?!"... These are the thoughts that occur when a person's internal emotional state is intensified within the framework of conflicts.

In such situations, we measure the actions of other people with our own emotional values, but we forget that they have their own emotional values. For us, our own emotional values seem to be the most correct formula in the world. But what if we try to use this emotional formula on ourselves?! Do we always deserve the best grades?! People are also characterized by self-doubt and dissatisfaction with what they have done. So, the conclusion is that it is necessary to evaluate both others and ourselves with the same emotional level and standards.

Step Three: The conflict situation and its analysis teach us many things. The conflict situation and the search for its solution gives a great life experience. Even if we do not have knowledge about conflict resolution, we make some conclusions in the process of real conflict and increase our life experience. Therefore, every conflict that arises is a process of your growth and development. Accepting the conflict directly, without coloring it, after basing on the facts, requires that the conflict can be resolved at an ideal level - abandoning the fantasy and starting a realistic and creative approach to the conflict. A realistic approach to the conflict means accepting difficulties without coloring and exaggerating them, and objectively assessing the situation.

No matter how much you rub the rotten apple, it will remain a rotten apple. A creative approach to conflict means that no matter how difficult it is, you must solve the underlying problem. First of all, you need to accept your responsibility - your mistakes, shortcomings, conflicts, your own. Conflict resolution cannot be done without self-analysis. Determining your situation clearly will give you the opportunity to look at the problem objectively and find the right ways to solve it. In a creative approach to conflict, you will have the opportunity to regulate your emotions and thoughts. From then on, the conflict will become a life lesson and experience for you.

The fourth step: the baby, who is learning to stand and walk from crawling in childhood, suddenly stands up and walks without fear. Even if he falls, he immediately gets up and walks again. He enjoys these activities. A child never thinks whether he is doing right or wrong. For a child, falling becomes normal. The child does not regret falling, but enjoys it. It's as much fun for a child to stand up and walk as it is to fall. What about when we grow up?! Achievements interest us and make us happy. What about losing?! Will we gain experience from falling like a child, will we make our own conclusions?! Does falling and tripping teach us anything?! How do we deal with falling and falling, making mistakes?! We don't want it, we are afraid of it, we are crushed by it, we are not in a hurry to admit our defeat, we hide our defeat from others. But is it true?! So, mistakes and losses that we think in a conflict situation are actually life experience, we need to accept them correctly, come to certain conclusions and be able to apply them in the next life. Falling, losing are the next steps, the beginning of the next life. Falling, being pushed, losing in life is not a catastrophe. Because there is life after the fall.

Step Five:Based on the principles mentioned in the previous columns, it is necessary to transform the post-conflict situation into a new one, a new law of living in a new situation, a new opportunity, and a new relationship. If you look at the conflict situation from the point of view of the need to create new opportunities, both you and your opponent will move to live anew based on the principles of creativity. You will get rid of denying each other and move on to the process of establishing a situation that is necessary for everyone and satisfying all existing parties, and building new relationships. Therefore, the beginning of the conflict should be considered as the creation of new opportunities and the establishment of new relations. Therefore, conflict is not the end of life, but the beginning of a new life.

Thus, efforts aimed at conflict resolution can be passive, impulsive or active. An active response to conflict requires a conscious response to it. A conscious attitude to the conflict requires cleaning the relationship from emotions, evaluating the conflict objectively, impartially, free from excessive emotions, looking at the objective facts with attention, recognizing one's own shortcomings, learning to look at everyone with the same criteria, thinking about the steps to resolve the conflict. requires an increase.

In the previous chapters, we have gained some knowledge about the content of conflicts, the reasons for their origin, and what situations arise in the conflict. We realized that the most necessary condition is that the conflict should not be left alone. We have seen that actively engaging in conflict, managing it, and developing a collaborative solution to it leads to conflict resolution. We talked about human qualities and skills necessary for conflict resolution. But at the same time, in order to find a solution to the conflict, it is necessary to master the unique methods of conflict management. Knowing and applying information about conflict management can also bring peace into your life. In conflictology, conflict management methods are developed based on people's character, behavior, and psychology.

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