



## Conflict Prevention among Youth

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**Annotation:** The article is devoted to the problem of conflict prevention in the youth environment, which is one of the most urgent in the context of modern socio-cultural conditions. The article reveals the role of the organizer of work with youth in organizing the prevention of various conflicts among the youth, discusses some methods, techniques and methods of conflict prevention, as well as techniques for overcoming conflict situations. The content of the article is based on a theoretical analysis of domestic and foreign literature on psychology, sociology and pedagogy in the field of conflict prevention and management among young people, the formation of conflictological competence of young people. Young people, as becoming subjects of social relations, are trying to find and occupy their own niche, to achieve a significant status. The content of the professional activity of a specialist in working with youth is reduced to the analysis of youth problems, to the development of social youth programs and projects. Its main task is to monitor the need to adjust existing and develop new youth projects in accordance with current needs. If a conflict nevertheless arises at any level, then a youth worker should organize its management. Conflict management is an activity aimed at weakening and containing the escalation of the conflict, at resolving the conflict situation, which involves the organization of mediation. This may be the creation of a working group to resolve conflict interactions, psychological work with participants in the conflict, disclosure of the true causes of the development of the conflict, orientation of the participants in the conflict to comply with the norms and rules of conduct.

**Keywords:** conflict, prevention, youth, organizer of work with youth, conflictological competence.

### Introduction.

At the present stage of development of society, when changes in the economic and social spheres lead to an aggravation of interpersonal interaction, one of the decisive roles is assigned to the youth generation. The specificity of the social status of young people introduces young people into a circle of social contradictions and conflicts. Young people, as becoming subjects of social relations, are trying to find and occupy their own niche, to achieve a significant status. However, a stable position in various spheres of public life is not always achieved at the same time. The formation of social maturity, along with gaining independence, for the modern generation of young people in a prefigurative culture inevitably occurs through conflicts associated with the borrowing of experience, continuity and innovation, status advancement, simple reproduction and the creation of a new social quality.

In youth conflicts, sociologists highlight such contradictions as the contradiction between the increased opportunities for individual self-expression of young people and the uncertainty of the future; between the democratization of social norms and new dependencies; between modern,



simultaneously acting trends of adaptation and innovation in the process of development and formation of the younger generation.

All this contributes to the growth of conflict tendencies that destroy social structures, which is functionally destructive for young people. Conflicts in the youth environment often have severe social consequences, require the expenditure of resources not only for the young people themselves, but also for society as a whole.

### **Discussions.**

Conflict management technologies in the youth environment allow resolving a conflict situation by eliminating the causes that form the conflict, i.e. prevent escalation. However, for the prospect of this direction, it is necessary to develop the entire conflict management system, which is included in the professional competence of a specialist in working with youth. The professional activity of a specialist in working with youth contributes to the exit of society from a crisis.

Entering a society that lives by its own social laws and has its own social structure, young people open up wide prospects for themselves, but the availability of numerous options is often limited by socio-economic status, cognitive skills, and the ability to adapt to the adult world.

In relation to the youth environment, three types of conflicts are traditionally defined: intergenerational, intergroup and interpersonal. Specific youth conflicts should be singled out, which are based on the aggravation of the interests of various categories of representatives of this social group, due to the social status of young people, as well as the peculiarities of the interaction of young people with socialization institutions, subcultural characteristics of young people.

Provocative factors of conflict behavior of young people are considered to be the age-related features that accompany growing up: mental instability, neurotic disorders, the severity of characterological features, typical behavioral grouping reactions, emancipation reactions and other features of the period of growing up. There are a number of behavioral stereotypes due to reactions characteristic of the period of growing up (grouping, refusal of contacts, opposition, imitation, compensation, hypercompensation).

Education and production are among the main institutions of socialization; therefore, conflicts are quite common in educational organizations and among working youth. Social regulators, which are a set of rules, norms and techniques that establish socially approved and acceptable behavior of members of society, the procedure for fulfilling their duties and exercising rights, procedures for resolving contradictions and conflicts, directing them towards the development of society, as well as compensating for damage and attracting responsibility streamline the life of society, maintain its stability, harmonize social relations, smooth out their contradictions.

The creation of a system for preventing conflict interactions is the initial link in the entire system for resolving conflicts among young people.

Based on psychological research, today technologies are being developed for the prevention and resolution of conflicts in various educational organizations, youth centers, and development centers.

Conflicts in the youth environment are manageable and resolved by increasing the conflictological competence of both a specialist in working with youth and young people themselves. To this end, each party needs to be trained, and the most effective training format is conflict competence training.

Competence within the framework of conflictology is represented by professional awareness of the whole variety of strategies for the interaction of conflict participants, the ability to implement constructive interaction to get out of a conflict situation or prevent its development.



To solve the problem of getting out of conflict situations, the following can be used: the technique of active listening, the technique of "I-statement", "I-appeal", the technique of communicative recruitment, the creation of a situation of mediation.

The active listening technique is implemented with an emphasis on attentive perception and analysis of verbal and non-verbal information, in particular on the content of the interlocutor's speech, his facial expressions, and gestures that reflect the emotional state. It is important to focus and reveal the hidden feelings of the participants in the conflict situation, this is necessary for making the right decision and further tactics for resolving the conflict.

Ignoring negative emotions creates tension that must be worked out to create emotional comfort, which will help resolve the conflict situation. The main condition for active listening is the ability to hear and perceive the feelings of the interlocutor.

Basic principles that should not be ignored:

- active, attentive listening and participation;
- the subject of the conversation should be in the center of attention;
- respect for the interlocutor;
- do not evaluate the statements of the interlocutor;
- encourage the interlocutor to continue the conversation;
- use non-verbal means of communication to keep the conversation going.

In order to prevent the escalation of the conflict through the removal of emotional stress and creating a comfortable atmosphere, you can use the "I-statement" and "I-appeal" techniques as a way to convey information about feelings. At the same time, insults and condemnations against any of the interlocutors are completely excluded. Defending one's own interests occurs without pressure, condemnation or accusation of the opponent.

Professional skills are required from a specialist in the implementation of "You - statements", because statements reflect the opinion of one of the parties, which causes dissatisfaction, irritation and the formation of a defensive reaction among other participants in the resolution of the conflict situation, prompting them to explain and justify.

A non-accusatory description of the conflict behavior of one of the parties to the conflict, followed by a description of the rational and emotional reactions to this behavior of the other side, is implemented in the "I-appeal" technique. The final stage is important here, where the desired is brought to the opponent in acceptable terms ("I would like to ...", "I would prefer ...").

In order to improve conflictological competence, it is advisable for a youth worker to master the "communicative recruitment" technique, which is successfully implemented in resolving conflicts among young people.

A specialist working with youth in resolving conflicts in a youth environment needs psychological defense skills in order to feel confident in any situation. Integration of one's own solution, well-formed proposals of one of the parties to the conflict, as a rule, does not raise objections from the conflicting parties.

It is possible to use such methods of overcoming or eliminating negative relations between the participants in the conflict, such as working with additional information, and not just with the available information, searching for the cause of the current conflict situation. Directness and creative activity, emphasis on equality and interdependence of the conflicting parties, are tactical



methods of conflict resolution. Equality with all participants in the conflict situation, the desire to move towards conflict resolution, demonstrating one's own interest. Flexibility in negotiating is all part of success.

The main goal of conflict prevention among young people is to create such conditions for interaction between members of society, under which the likelihood of serious contradictions would be minimized.

Conflict prevention among young people is implemented in the following ways:

- Prevention of the development of a conflict situation or its resolution at the initial stage. This is possible if it is possible to eliminate the cause that gave rise to the conflict. Using the methods of verbal influence, integration into activities, analysis of the life situations of the conflict participants, as well as practical skills for recognizing conflictogens, it is possible to prevent the escalation of the conflict.
- Exacerbation and resolution of the conflict through the elimination of contradictions that gave rise to the conflict and the creation of conditions conducive to the optimization of interpersonal interaction. Open communication with the parties to the conflict, cooperation in finding a solution to a conflict situation, creating a favorable emotional environment, i.e. the use of constructive methods is aimed at preventing conflicts in this way [7].

In our opinion, the prevention of conflicts among young people should include three areas:

1. Formation of a favorable atmosphere for interpersonal interaction of young people, optimization of cooperation as a universal way to prevent the development of a conflict situation among young people.

Collaborative relations arise due to the mood of people, the readiness of team members to act together, readiness for cooperation. The algorithm of actions of a specialist working with youth in a conflict situation should take into account expectations, accepted practices, norms of language and behavior. The reason for the lack of desire to cooperate in the team is often the barriers formed by competitive behavior. Collaboration is a joint activity. In the process of carrying out these activities, all parties receive the benefits they need. A person, within the framework of cooperation, at a high level evaluates not only his own interests, but also the interests of the other side.

The balance of interests of all parties, recognition of the value of interpersonal interests is the basis of the entire strategy for the prevention of conflicts among young people.

2. The main task of the entire system for preventing and resolving conflicts remains teaching the skills of mutual assistance, optimizing the processes of mutual understanding. For a successful, comprehensive solution of the main task, a youth worker uses such socio-psychological methods as the method of sympathy, the method of maintaining the reputation of a partner, the method of respect for the dignity of a partner, the method of mutual complementation, the method of non-discrimination, the method of psychological recovery. The main vector of influence of the above methods will be the cognitive and emotional-volitional sphere.

3. It is very important to form the ability to identify signs of the beginning of the conflict. Each conflict has a pre-conflict (often latent) stage. Learning how to identify it, distinguish conflict signals (conflictogens) and remove, "work out" them is a necessary task for a specialist in working with youth. It is important to recognize the beginning of the conflict in a timely manner, since in this case it is easier to eliminate the conflict. The beginning of a conflict can be recognized by signals: discomfort, incident, misunderstanding, tension, crisis.



## Conclusion.

Conflict prevention among young people is a serious management activity, including the preventive identification of conflict factors, the elimination or weakening of factors that exacerbate social tension, which minimizes the risk of destructive development of society. Conflict prevention among young people is the impact on the socio-psychological phenomena underlying the future conflict, the disclosure of the internal resources of the conflict participants in order to positively structure interpersonal interaction.

The content of the professional activity of a specialist in working with youth is reduced to the analysis of youth problems, to the development of social youth programs and projects. Its main task is to monitor the need to adjust existing and develop new youth projects in accordance with current needs. If a conflict nevertheless arises at any level, then a youth worker should organize its management. Conflict management is an activity aimed at weakening and containing the escalation of the conflict, at resolving the conflict situation, which involves the organization of mediation. This may be the creation of a working group to resolve conflict interactions, psychological work with participants in the conflict, disclosure of the true causes of the development of the conflict, orientation of the participants in the conflict to comply with the norms and rules of conduct.

The youth worker, using conflict management methods (intrapersonal, structural, interpersonal, negotiation and problem solving methods), plays a decisive role in managing conflicts in the youth environment. Its mediating functions are especially significant in the course of negotiations in the settlement of conflicts.

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