

STRESS AS A FACTOR IN CAUSING CONFLICTS

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Abstract: A person is in different situations in his daily life and lives in different moods. Today, it is common to experience stress frequently. Isn't a person who looks at the situation through the lens of stress prone to conflict situations?

Key words: stress, negative impact, work, salary, anxiety, resistance, fatigue.

INTRODUCTION

Today, data from various research centers around the world show that people are increasingly exposed to stress. Statistical data show that the rate of this data being submitted to APA (American Psychological Association) journals and published has been increasing over the years. Conflicts naturally occur in various areas of human activity. As our president said, "Recently, we have been witnessing conflicts between the builder who promised to build a house and the population who invested in it with trust"[1.] Similar situations are observed in many areas. If a person is stressed, this serves to intensify or escalate conflicts.

Literature analysis

One of the main problems of modern society is the need to carry out professional activities in extreme situations, under conditions of increased mental stress. Russian psychologist, specialist in the psychology of professional activity Nikiforov G.S. The most typical, widespread stress factors in professional activity, depending on the organization and content of labor activity, were classified as follows: - excessive overload, intensive mental activity or a clear underload in the amount of work performed; - changing the duration or conditions of work; - sudden or regular distraction of attention (unexpected excitement or exposure to constant noise and, as a result, the development of early fatigue); - working conditions; - inconvenient working hours; - monotony of the work performed; - novelty, reorganization at work; - negative impact of physical environmental factors (temperature, noise, vibration, humidity, oxygen deficiency, hunger, thirst, overload, etc.); - shift work; - difficulty of the activity performed, including lack or incompleteness of information, time pressure, increased requirements for error-free and quick actions, etc.; - quality of equipment; - danger to life and health; - increased responsibility; - disruption of biological rhythms (including sleep disorders); - worry about the consequences of wrong actions, fear of making mistakes; - uncomfortable functional state of the body during the implementation of activities; - lack of or low participation in the decision-making process; - the need to make too many decisions.

Professional career: - status problem; - unsatisfactory prospects for career advancement; - unclear scope of responsibilities and rights inherent in this position; - change in job responsibilities; - possibility of dismissal (dismissal, unemployment) or early retirement; - disappointment due to reaching one's career limit; - feeling of being a "prisoner" of the work being done (professional "trap"): nothing better can be found; - lack of necessary professional knowledge and skills; - unfulfilled expectations; - transfer to another job.

Salary: - lack of clarity in salary payment; - experiencing a discrepancy between the effort expended for the work performed and its payment; - unequal salary.

Relationships at work: - conflict (problem) with management; - poor management; - relationships with colleagues at work; - restriction of freedom of behavior; - intrigue; - isolation in the work team.

Extra-organizational sources of stress: - family problems; - life crises; - financial difficulties; - conflicts of personal values with the values declared by the organization (Nikiforov, 2006).

According to the author, the greatest influence on the etiology, depth of stress development and its possible consequences depends on the individual characteristics of the person. Some of them contribute to the employee's stress resistance and increase his ability to withstand stressful environmental conditions. The main psychological characteristics that help a person adapt to and overcome a stressful situation are identified: goodwill, optimism, self-esteem, strong-willed qualities and a sense of humor. Self-control is a very important quality that ensures a person's ability to control himself, his emotions, his behavior, and the ability to perform professional duties even in the most adverse conditions. With a developed sense of self-control, a person knows how not to panic in any situation, is able to subordinate his emotions to reason. Maintains clarity of mind and does not disrupt the organizational structure of his mental life.

The occurrence of a state of prolonged stress observed in people of various professions has led to the use of the terms "professional burnout" or "emotional burnout".

The concept of "emotional burnout" was first introduced in 1974 by the American psychiatrist G. Freudenberg. Occupational burnout syndrome is manifested by increased emotional fatigue and is associated with prolonged exposure to factors that create moderate intensity stress associated with professional activity.

Burnout syndrome is described in detail in the concept of V.V. Boyko. According to him, emotional burnout is a gradual dynamic process that fully corresponds to the mechanism of stress development and consists of three stages: tension, resistance and exhaustion.

Other scientists divide these stages into: anxiety, resistance and exhaustion. A person first experiences anxiety from various levels of stress. Then the resistance stage begins, during which the person seriously resists. Having spent all his energy, he experiences the exhaustion stage.

Diagnostic methods for determining stress: D.A. Leontyev's Life Meaning Test, B. Bas's Orientation Questionnaire Test, Fetishev, Kozlova, Manuilov Creativity Assessment Tests can be included.

We are focusing on factors that help to increase a person's stress tolerance in the correction or prevention of stress. In this regard, we recommend music therapy sessions. For this, we can include various classical music or symphonies created by the world's best composers. The mysterious melody of music serves to calm the rhythms of a person's nervous system.

There are various ways to use aromatic substances. These can be common aroma lamps, inhalations, compresses, baths. The principle of choosing scents is general: spicy, warm, bright, astringent scents are used to stimulate and tone. For example, cloves, coffee, iris. Cool, light, bright scents are used for relaxation, for example: valerian, rose. The smell of mint helps to increase adaptive abilities. The choice of scents should be exclusively individual. For many, the smell can be soothing, but for others it is associated with an anxious, tense situation and causes this state. You can create compositions, but in this case it is better not to use more than three scents.

Conclusion

A person needs to pay attention to himself from time to time. By focusing on his spiritual well-being for a while, he can prevent conflict situations that may arise. To do this, he must first consciously understand the exercises and activities that will improve his mood and increase positive emotions. Of the most commonly used therapies, Ecotherapy is suitable for many people. A person comes into the world only once. Repeating this wisdom, do not spend your life in conflicts, but rather live in search of a positive meaning from life, enjoy the beauty of life, and feel the happiness of living. This is the greatest philosophical conclusion.

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