

**THE CONCEPT AND  
CAUSES OF  
INTERPERSONAL  
CONFLICTS**

Interpersonal conflict - an open clash of interacting entities on the basis of contradictions that appear, in the form of opposing needs, goals, interests, motives that are not compatible in a particular situation.

In interpersonal conflict, a person can act as its initiator. And it may be dragged into it by accident, unexpectedly for himself. In all cases, it must be borne in mind that in an interpersonal conflict there are always two interconnected components: substantial and psychological.

The substantive side of the conflict is the subject of dispute, the issue that caused controversy.

The psychological side of the conflict is associated with the individual socio-psychological characteristics of its participants, their emotional reactions to the causes of the conflict, its course and personally to each other.

Thus, interpersonal conflict should be considered as a particular, specific form of interaction between people in the process of their communication and joint activities.

V. Lincoln identifies five main types of causal factors of interpersonal conflict:

1. Information Factors
2. Behavioral factors
3. Relationship Factors
4. Value factors
5. Structural factors

# INFORMATION FACTORS

Information factors are associated with the unacceptability of information for one of the parties.

Information factors may include:

- incomplete and inaccurate facts;
- rumors;
- premature information and information transmitted late;
- unreliability of information sources;
- unwanted disclosure of information.

# BEHAVIORAL FACTORS

inappropriateness, rudeness, selfishness, unpredictability and other characteristics of behavior rejected by one of the parties.

In interpersonal relationships, the most typical behavioral factors causing conflict situations are:

- striving for excellence;
- manifestation of aggressiveness;
- manifestation of selfishness.

# RELATIONSHIP FACTORS

dissatisfaction from the interaction between the parties.

The most important relationship factors are:

- the contribution of the parties to the relationship, the balance of power in the relationship;
- the importance of the relationship for each of the parties;
- compatibility of the parties in terms of values, behavior, goals and personal communication;
- differences in educational level, class differences;
- history of relations, their duration, negative sediment from past conflicts, level of trust and authority.

# VALUE FACTORS

The opposite of principles of behavior.

Values can vary in strength and importance. They are usually described as:

- personal belief systems and behaviors;
- group traditions, values, needs and norms;
- religious, cultural, regional and political values;
- traditional belief systems and associated expectations: ideas about right and wrong etc.



# STRUCTURAL FACTORS

Structural factors are relatively stable circumstances that exist objectively, regardless of our desire, which are difficult or even impossible to change. They require large resources to overcome: material, physical, intellectual, etc. These are, for example, factors such as law, age, lines of accountability, fixed dates, time, income, availability of equipment and other means.