**DIGI SCHOOL 2020-1-SK01-KA226-SCH-094350**

**Conflicts – definition, division, stages**

Definition

**Conflict** ([lat.](https://sk.wikipedia.org/wiki/Latin%C4%8Dina) *conflictus* – *clash*) is an event where an individual or a group of people try to achieve their own goals (pleasing their needs, implementing their interests) by eliminating, destroying, or subordinating other individual or a group of people, who try to achieve similar or identical goals.

Division of conflicts:

**According to groups involved:**

Interpersonal conflicts – a conflict between two or more people,

intrapersonal conflicts – our personal, internal conflicts,

group conflicts - that occur within a given group of people,

conflicts between groups – conflicts between two groups of people.

**Interpersonal conflicts**

Conflict of interest – results from different needs of people

Conflict of information - results from different information sources

Structural conflict – conflict of institutions because of power

Conflict of values –results from recognition of different values

Relationship conflict – aversion towards another person

**Stages of conflict:**

**Symptoms** – one of the partners starts to dislike something about the situation; it is manifested in non-verbal communication

**Disclosure** –the other side shows resistance through verbal communication

**Polarisation** – the attackers protect their own truth, they don´t want to retreat from their position

**Isolation** – both parties distance themselves from each other and stop communicating

**Destruction** – the conflict results in mutual physical and psychological attacks

**Tiredness** – depression, disappointment, mental and physical exhaustion occur