

THE DILEMMA OF CONFLICT: BALANCE BETWEEN EMOTION AND LOGIC

Conflicts and conflict situations have always been subjects of interest for scientists, philosophers, and the community. The dilemma of conflict is fundamental to science.

Contradictions, conflicts, and crises that occur in society are the source of its development and determine its constructive or destructive scenario. Thus, the problem of conflict runs through the development of the entire field of social knowledge.

Speaking personally, I am trying to avoid conflicts at all costs. If you ask me why, the answer is very simple: I am an allergic person to conflict. I am convinced that the best way to deal with conflict situations is to find the balance between emotion and logic. We cannot avoid misunderstandings or arguments, but how we resolve them is in our power and control.

As a future psychologist, I want to examine conflict and its handling from a more scientific point of view.

The word "conflict" comes from the Latin "conflictus" - a clash. The clash of opposing interests, views, assessments, values or beliefs. It is practically unchanged in other languages. This concept was popularised in the scientific community in the second half of the twentieth century. However, to date, there still needs to be a definition of the concept of conflict, even though there is already a separate science of conflict - conflictology. Conflictology is genuinely called the science of the twentieth century and the century itself - the century of conflictology. In my opinion, this is because we are now living in a time of rapid and global changes, which provokes the emergence of new types of conflict. Unfortunately, the number of them is growing.

In simple terms, we can define the process of disagreement and misunderstanding between people as a conflict. So many men, so many minds, right? It is more than natural for human beings to have a self-protection mechanism. It is only a pity when people do not know how to use it properly, and instead of avoiding certain confrontations, they add fuel to the fire, thus making things worse for themselves and others. Of course, it is impossible to live without the battle of wills. Frankly speaking, it is much more important how you get out of a conflict than how you got there.

Every conflict has its consequences and effects. It depends only on us whether it will grow like a snowball that can provoke an avalanche or whether we can melt it like a small snowball with our ability to get out of such situations.

There is a widespread belief that conflicts have only negative consequences. I only partially agree with this because if I look at interpersonal disputes in everyday life more deeply, I see a lot of positive aspects. I do not doubt that the main positive benefits of person-versus-person conflicts are:

- Learn how to deal with dominating and toxic people around you.
- Practice your emotional control.
- Develop your listening skills, set your own limits, learn how to be innovative and flexible, discipline yourself, fight your own fears, develop critical thinking, master your communicative skills, and balance your expectations.

Conflict can be a source of new communication norms between people or help to fill old norms with new sense. Conflict stimulates creativity and promotes the mobilization of energy to solve problems. In finding ways to resolve the conflict, mental efforts are intensified to analyze complex situations, and new approaches and ideas are developed. All these are extremely important in everyday small disputes in all areas of life.

It goes without saying that our behaviour depends on many factors, such as our temperament (sanguine, phlegmatic, choleric, melancholic), country of residence, cultural background, religion or even mood. However, one thing that remains constant is that we are all human. And if we want to change society for the better, we must always start with ourselves.