Автор: *Tetyana Lepeyko, Head of Department of Management, Business and Administration; Kateryna Lohinova, PhD, Associate Professor of Department of Management, Business and Administration; Elvin Omarov, Associate Professor of Department of Management, Business and Administration*

Назва статті: ENHANCING ENTERPRISE MANAGEMENT SYSTEMS THROUGH CONFLICT MANAGEMENT TECHNOLOGIES

Анотація. Modern communication, both at the level of society and at the level of an enterprise, is accompanied by conflicts. The nature of conflict is the incompatibility of the goals of one entity with the goals of another entity, and this is a natural inherent feature of human relations. The way a person reacts to a conflict determines the negative or positive outcomes of any conflict. For this reason, it is business leaders who have the opportunity to resolve conflicts with the greatest positive effect if they have full information about the nature of conflicts, their sources, ways of responding to them and resolving them. Conflict presents challenges but also presents rich opportunities for improved relationships and problem-solving. Skillful management of conflicts is an invaluable skill for everyone in leadership positions. For this reason, the study proposes to evaluate and consider the importance of communication with five styles of conflict management in an organisation according to the TKI model (Thomas Kilman Model). The research emphasizes the need for effective communication skills in managerial situations to resolve conflicts and optimize work. The research was based on a survey of twenty-two employees and managers with long-time experience in different organizations, who have had their own share of conflict and have a grasp on managing conflicts. The results of the investigation demonstrate that out of the five proposed conflict resolution styles according to the TKI model, the largest number of respondents lean towards the collaborative style (working towards a goal), which is appropriate in conflict management, and that for collaboration to be practical, the need for fast and effective communication is key. However, some organisations may focus less attention to conflict, which can have negative consequences and affect the morale of all stakeholders, including both employees and employers. Based on the survey, the TKI model is the optimal conflict management approach. Consequently, developing effective communication skills is crucial for managers, administrators, and stakeholders to manage conflicts to enhance productivity.

Ключові слова: conflict management, communication, management technology, management system, enterprise.