

The given list isn't full and doesn't include all the major languages of international business. Day by day our life is becoming more global. French, Dutch and Japanese can be also widely used as mentioned above because the main factor of the best language depends directly on our own goals and desires.

References

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BUSINESS CONFLICT FROM FUTURE MANAGERS' PERSPECTIVE

Конфликт в деловых отношениях глазами будущих менеджеров

Our modern world is changing every day. We have to do a lot of work day after day, and this active live without rest can lead to the increasing level of stress and, as a result, to conflicts in business. That is why we should analyze the main reasons for conflicts and how to prevent them. The topic is especially relevant for future managers and logisticians as, finding themselves in a highly competitive business environment in Belarus, they will need to deal with conflict-related issues.

The object of our study is conflict. The subject of this work is conflict situations in business relationship. The purpose of this work is to study the types of conflicts, the reason for their occurrence and ways of overcoming them. Methodology includes the review of literature on the topic and the analysis of the empirical data collected by spreading a questionnaire in Google Forms.

Conflict is often defined as the lack of agreement between two or more parties, which can be specific individuals or groups. The sources of conflict are people themselves.

Considering the types of conflict in an organization, we can point out the following: according to the stages of development, conflicts can be divided into nascent, mature and extinct; in terms of duration, they are short-term and protracted, etc.

Let's figure out how the conflict is brewing and what stages it takes on the way to its resolution. The first stage of is a conflict situation. The incident is the second

phase of the conflict. The next stage of the conflict is aggravation, or escalation. The fourth stage of the conflict is crisis and break in relations between opponents. In the destructive phase of conflict, we can't say about any partnership, opponents can lose self-control and must be separated. The fourth stage is the end of the conflict.

However, not every conflict can be resolved on its own. Thus, participants need to contribute to its resolution. For this, there are strategies to overcome the conflict: a strategy for avoiding conflict, an adaptation strategy, a power strategy, reflective defense, the strategy of the final resolution.

We conducted a survey among students and bank employees in order to calculate how often they find themselves in conflict situations in their daily life and find ways to resolve them.

150 students of the School of Business of Belarusian State University participated in the survey. Most of them major in logistics and information resource management, with prevailing female students of the third year. The main findings are as follows: 55.2% of the respondents are female from the second year of study at university; 50.7 % of the respondents major in logistics and 23.9% – in information resource management. 77.3% of the students noted that non-conflict people prevail in their social circle rather than conflict people. As a rule, the students avoid conflict situations (79.1%); if they get into a conflict, they try to defuse the conflict (59.7%). Conflicts among students, as a rule, end up with the fact that they make concessions, make a common decision with their opponents, which suits both (62.7%).

Moreover, we conducted the survey among 10 bank employees; 70% of them are male. 60% (5 men and 1 woman) pointed out that conflict people prevail in their social life. 70% of respondents usually take part in different kinds of conflicts. 100% of respondents try to reach a compromise to resolve the conflict.

Thus, based on the findings of our research we can make a conclusion that Belarusian students, as well as representatives of older generations, are non-confrontational by nature and easy to deal with, which can encourage business partnerships.

We believe that in the modern world many conflicts are not only acceptable, but also desirable. This is due to the fact that conflicts allow to identify hidden problems and ambiguities that exist in the team. Finally, it should be understood that conflicts are not resolved on their own; if ignored, they can intensify and destroy business relations among employees, and even the organization as a whole.