

# **Abstract**

The thesis is focused on the construction of conflict situations of social workers of OSPOD (Authority of Social and Legal Protection of Children). The first part explains what conflict is from the perspective of helping professions and social constructionism. This section explains the Relational Dialectics Theory (construction of meanings related to individual identity and relationships through the use of language) and the structure of discourse construction using Gee categories. The aim of this work was to examine the construction of conflicts between clients and social workers who work at OSPOD. The results showed what is the structure of the construction of conflict situations and what kind of struggles of discourses can be called conflict.