

Abstract

The diploma thesis considers a topic „conflict“, on which it is focused within the scope of work environment in social organizations. In a theoretical part there is predominately dealing with different types of conflict. Hereafter about their development and a cycle. Consequently there are mentioned possible approaches to conflict solutions and methods for their solving. In theoretical part there are also described terms related to the conflict as mobbing, manipulation, etc.

The empirical part represents the real presence of conflict and mobbing in chosen social organizations functioning in Příbram. Hereafter it is focused on awareness of organizations on such situations, especially on a importance of managers during their elimination, eventually process in terms of another development. An emphasis is placed on recording of those situations both from the view of employees and on the part of manager.

On the basis of findings that the development in this area of managing, in surveyed organizations, is not sufficient, the useful recommendation were suggested and a new instrument, allowing easier understanding of conflict and also more successful work with it, was created.