

## CONFLICT SITUATIONS AND ELIMINATION IN PEDAGOGICAL ACTIVITIES

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### Annotation.

This article provides a scientific and theoretical analysis of the causes of conflict in the work of teachers and the teacher's attitude to the conflict situation, and develops methodological recommendations.

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The task of education today is to teach students to use the ever-increasing flow of information, to create a favorable environment for continuous learning. In this regard, the study of contradictions in the pedagogical process is of particular importance.

Improper communication and communication process leads to inability of both the teacher and the student to control their emotional state, nervousness, irritability, the use of rude words, pedagogical contradictions can result from mistakes such as public humiliation.

The following categories of students cause conflicts in the pedagogical process:

1. Children with troubled families and tense family relationships often engage in "jazz" in the classroom and, for trivial reasons, strain relationships with peers and adults, who are often described by their teachers as "difficult to raise".
2. Children who have been brought up with mistakes in their upbringing and development - infantile, overly masculine or whimsical - do not have the will to systematically engage in the acquisition of knowledge. Lack of emotional arousal and braking also prevent knowledge from flowing into the classroom.
3. Children with mental retardation also have difficulty in mastering the content and meaning of knowledge as a result of the difficulty and complexity of the lessons and the knowledge imparted, which increases their tendency to nervousness and conflict. Because the lesson will be difficult for them.
4. Gifted students are not satisfied with the level of knowledge imparted during the lesson due to the rapid acquisition of knowledge set in a particular subject program. This can lead to student boredom, often leaving the classroom, and not being able to get along with the teacher. As a result, they cause various conflicts in the learning process.

In the pedagogical process, there are cases when the main reason is the teacher. The teacher is the cause of the conflict in the following cases:

- 1) In the teacher-student relationship, the teacher uses a one-sided - authoritarian form of communication, that is, constantly shouting, not listening to others;
- 2) The teacher separates individual students and treats them well, the teacher has favorite students;
- 3) The teacher's small talk, punishing students for trivial things;
- 4) The teacher does not give independence to students, both in class and out of class, and demands that everything be as he says;
- 5) The teacher blames the "sinners" in front of everyone and discredits in front of his peers;
- 6) disregard for the age and status of students;
- 7) disrespect for students, rudeness;
- 8) Not understanding the psychology of children, not helping them in time;
- 9) Nervousness, irritability of the teacher.

Conflict between students or teachers-students is not limited to two people, but also negatively affects the mood of others. This process can be as follows:

1. Conflicts between two or more students in a class have a negative effect on the effectiveness of the lesson. The teacher and the student spend a lot of time discussing the conflict.

2. Conflict makes class management more and more difficult. If the conflict deepens in the classroom, the teacher will lose control of the class.

3. As a result of conflict, solidarity, cooperation and friendship in the classroom weaken.

Conflict situations often involve aggression and violence. There are cases of aggression and violence as a solution to the conflict. Some believe that conflict can be resolved through threats, blackmail, and violence.

Psychology defines aggression as follows: "Aggression is a state of psychological or physical violence against another person, which is a psychological and psychological consequence of a conflict between the parties, on the other hand, a feeling of suddenness. It is a common companion to conflicting situations as a way of self-defense or to put pressure and pressure on another person"

Three general methods of overcoming aggression in pedagogical conflicts are proposed. They are: passive method, active method and logical method.

The passive method is manifested in the expression of grief, sharing, conversation about one's mood, feelings, issues that bother him. Allowing them to let go of their emotions without letting them go will prevent the aggressive situation in the heart from escalating. In this regard, women feel much better after crying.

All types of active method are built on active action. Adrenaline decreases in the course of exercise, movement, labor, which is the medical basis of the physical state of the human mood. As a result, a state of pleasure is created in the human mood.

The logical method is the method of rational, intellectual people, which requires a lot of heart and mental work. Such people emphasize the essence of the problem. Understanding its essence leads to the solution of the problem. This process is similar to the analytical analysis of human emotions. In the process of aggression in the team, the teacher is required to do the following:

- Not being able to stand on one's own two feet and not respond angrily to anger;
- To take into account that if the teacher in a state of aggression shows ridicule, pitching, arrogance, the crisis will be aggravated;

Demonstrate the teacher's readiness for further discussions. Trying to figure out what is behind these emotions of anger;

- Trying to suppress your emotions. The teacher must adequately accept that this is not the time to let go of his emotions in a state of aggression, and not to allow anger to arise. Understand and know that if these actions are done correctly, they will create the basis for the opponent to start again from a slow rage;

- Active listening position is one of the ways to get the parties out of a difficult situation, it means that the teacher is smarter, can calmly subdue the situation in their own interests.

In conclusion, one of the most important issues is the study of ways to analyze and resolve conflict situations that arise in the work of educators. Timely understanding and management of conflicts is a guarantee of effective education.