

ABSTRACT

This thesis is focused on the management of conflicts which could arise in the work environment. The theoretical part of the thesis is centered around the social and psychological aspects of work interactions, their significance and influence on work performance, as well as undesirable phenomena in the workplace. The last chapter is about conflicts and their solutions. The empirical part of the thesis focuses on the current climate in the selected organization. It investigates how the selected organization has so far solved the social behavior of its employees in the workplace. Above all, it focuses on conflicts and their influence on the working relationships that prevail in the chosen company, using a quantitative survey (semi-structured interviews and questionnaires). From the analysis of the obtained results, an educational seminar will be proposed as a feedback for the organization.