

Most people have lived through a situation in their work life, where dealing with a conflict was required. Topics connected with human relations and use of communication are delicate and it is often difficult to orientate oneself in them. At the same time, people sense these delicate topics as very important. This thesis introduces a compendium of the conflict issue. It deals with topics like the classification of conflicts, the evolution of the view of a conflict, the problems of a functionality of a conflict, and the process of a conflict. The issue also includes ways of solving conflict and emphasises the importance of an efficient communication in order to prevent conflicts and their constructive processing. Then, the thesis introduces Nonviolent Communication, a popular-psychological method founded by M. B. Rosenberg in the 1960s in USA. The aim of this method is to facilitate people with the means to cope with conflicts peacefully, to break patterns of thinking that use judging or demanding which lead to negative feelings and functionless relations with others, to support mutual respect and to develop collaboration.