Abstract:
This bachelor thesis, entitled “Strategies of Dealing with Different Types of Personalities for Managers in Educational Institutions” is focused on the communications between kindergarten principals and legal representatives of children while addressing arising conflicts and conflict situations - which are influencing standard kindergarten operations more than ever before. This study analyses different types of communication, sources of conflict and discusses possible solutions of various conflict situations between kindergarten principals and legal representatives of children. This thesis enumerates related terms and various published psychological and managerial studies. Case report methodology was used to analyze outputs from focus group which consisted of kindergarten principals discussing conflicts and their solutions. Opinions of case study attendants, whether they deal with conflicts according to specific personality types, is also part of the analysis, including the ability to identify personality type and the adaption of the corresponding communication style.