

The final bachelor work deals with the issue of directing and leading people, specifically targeting the field of communication and conflicts management. The main concern is focusing on the reasons and solving of this conflicts, their effects on the working team and the way how leaders deal with employees who have the problematic behavior.

The work uses the theory of the issue of conflicts according to mentioned literature and also my own experience.

It gives you an idea about the most important as well as the most complicated factors of success of the leader - manager, about his behavior and also the behavior of the employees, about the conflict dilemma and also their cooperation and effective communication.

The part of the final bachelors work is the evaluation of an empiric probe which expresses the overall intelligibility of communication, the complicity of cooperation, important employees motivations and the ways of solving the situations at selected schools.