

**M.P. Ospanbayeva\*** 

*Candidate of psychological sciences, ass.professor  
M.Kh. Dulaty Taraz Regional University  
Taraz, Kazakhstan  
[Omachabbat@mail.ru](mailto:Omachabbat@mail.ru)*

**G.U. Oralymbetova** 

*Senior lecturer  
M.Kh. Dulaty Taraz Regional University  
Taraz, Kazakhstan  
[Oralymbetova-g@mail.ru](mailto:Oralymbetova-g@mail.ru)*

**M.S. Tileubayeva**

*PhD  
J. Washington University  
Washington, USA  
[ai\\_arum@mail.ru](mailto:ai_arum@mail.ru)*

## STUDY OF INTERPERSONAL CONFLICT RESOLUTION WITHIN PSYCHOLOGICAL ATTITUDE THEORY

**Abstract.** *Ways of solving interpersonal conflicts within the framework of the theory of psychological relations were analyzed in the article. The level of tensions in the relationships of the couples who participated in the experiment was determined by the subjects' own assessments. The test subjects had the opportunity to determine the results independently after the psychotherapeutic effects carried out in a period of 2 months. The nature of interpersonal conflicts was grouped according to the degree of visibility, duration, content of interaction in the course of the research. It became known that the degree of resolution of bilateral tensions is related to the length of the "hidden period" in the process of conflicts. It was found that conflicts, which flare up quickly and escalate quickly which are recognized by the respondents as highly controversial whom are easily amenable to psychotherapy. On the other hand, it was concluded that the conflicts, which do not have the appearance of an open conflict are assessed as not having too high a degree of escalation, require intensive intervention. It was conducted by M.Kh.Dulaty Taraz Regional University. The intermediate results of the experiments were reported and discussed at the seminar of Zhambyl region psychologists on the theme «The role of psychological activity in the development of the Mediation Institute».*

**Key words:** *conflict, relationship, transformation, interpersonal, strike, responsibility, behavior, value.*

**Introduction.** A modern psychological strategy for solving interpersonal conflicts is to change personal attitude to the incident. It is known that human behavior does not change without the influence of an external influence or without his/her own attitude to that influence. According to the laws of classical physics, it is clear that "if the force doesn't influence on it, an inanimate object always moves at uniform in constant speed." Therefore, based on the law of acceleration, the quantity that causes a change in velocity is force. Now, when this postulate is

transformed into the psychological space, the question arises as to what is its relation to human behavior [1].

As a man has been a social being, his behavior is influenced by the perception of the people around him. How and to what extent he perceives others or evaluates each other, the level of mutual understanding, the degree of communication, etc. subjective factors determine interpersonal relations. Psychological problems such as neglecting or devaluing one another lead to the emergence of discord between people in the process of mutual relations. Therefore, it is clear that

the prerequisite of interpersonal conflicts is the process of mutual communication. Therefore, a hypothesis was created to determine the cause-and-effect relationships in interpersonal relations and study it within the framework of the theory of psychological relations in order to unravel the knot of conflict and differentiate the psychological mechanisms of its regulation[2].

The assumption of solving interpersonal conflicts by changing the attitude to their causes was implemented based on Matthias J. Koornstra's research. His research on how to influence the situation positively by changing the choice to the situation can be taken as a modern psychological strategy for conflict resolution without arguing. As a result of the experimental study of the testee's feelings, reactions and universality properties of the valence scales, the author formulates them as points of adaptation and uses the mechanism for solving the psychological problem. For example, a certain psycho-emotional state, with the help of a directed effect purposefully, on the basis of bringing it back to its original state, it is possible to achieve effectiveness. Therefore, within the framework of this conclusion, the effect of comparing and showing the relationship between the situation of a person in a conflict situation and his initial situation is great; as a result of determining the personal relationship of each of them and providing sources for the cause of the conflict, there is an opportunity to change the choices of the opponents. M. Koornstra's concept is highly effective as it contributes to the resolution of interpersonal conflicts without the intervention of a third party [3].

In the course of the conflict, the situation that especially influences people to come to an agreement and bring them closer together – the understanding of the common interests of all of the opponents. This emphasizes the importance of solving interpersonal conflicts by transforming the relationship to the target. One of such studies is S. Levin's work who examines the inconsistency of views on the form of conflict, as opposed to mutual relations. In this study, the relationship factor arising from dissatisfaction with the course of interaction of the opponents was proven, the reasons for these were the inconsistencies of mutual values, gaps in the levels of education, common trust and lack of harmony [4].

N. Leonov emphasized that behavioral norms have meaningful importance in psychological theories about interpersonal conflicts. In his research, he pointed out the nature of socio-psychological problems and how they are treated in different ways. It was concluded that behavioral deviations of opponents

during the conflict are the conditions for the development of certain cultures, therefore, it is necessary to consider different approaches within the framework of general problems [5].

As a result of studying the nature of interpersonal conflicts arising from mutual misunderstanding and determining their possible causes, the possibility of optimal resolution of disputes is being increased day by day. In recent years, the social nature of this psychological situation has been gaining momentum in the country. This process was considered in G. Nietbayeva's research, it was analyzed that the wishes of the parties are of central importance as the core of official reconciliation activities. It has been determined that the conciliation activity is based on causal relations in interpersonal relations in order to satisfy the demands of the opponents[6].

**Research conditions and methods.** As the psychological relationship between people is relative in nature, it is clear that there will be no absolute truth depending on the behavior of the opponents. Therefore, truths in interpersonal relationships are evaluated conditionally. Wim Hofstee, a psychologist at the University of Groningen, noted that "Behavior and personality are often difficult to assess". For example, the expert may be biased, and the evaluated subject may lie in court. Willem Karel Bernhard Hofstee, who stated that everything in the universe is relative, a scientist is an expert-psychologist in the field of personality, who was the chairman of the National Committee against Racism in the 1990s. He was asked to analyze the psychological tests used in the immigration department. "It is very difficult to get the absolute truth about human behavior" was born at this time: "Every psychologist knows about this effect; this is a variable that specialists should always take into account" [7-8].

First of all the citation of this example is related to the direct statement given in its meaning, and secondly, it is related to the equivalent of the term "psychological relationship" in the circulation of the Kazakh language. The use of the term "relevance theory" known in physics as "the theory of relativity" in the Kazakh-speaking psychological space, misleads the considered issue from the truth. In order to study effective interpersonal conflict resolution, it is essential that test takers understand psychological relational theory. Therefore, in order for the term "relative" to be given by the word "comparable" and to reveal the exact meaning of the studied problem without diverting it in another direction, this concept is presented in this

article as an alternative to "subjective". There are two reasons for this conclusion:

-first, relevance refers to the degree of relevance to the situation at that moment, and therefore subjectivity in relation to the perception of time [9];

and if we take into account that time is a variable (irregular) quantity, it is undoubtedly a very important factor in resolving conflicts between people;

- secondly, in the process of interpersonal communication, it is based on the subjective attitude of the parties involved in it; i.e., the subjective value of correspondences in relation to subjects' perceptions of the situation.

During the research period, the effectiveness of solving interpersonal conflicts by means of tactics of transformation of attitude to the target was analyzed. This is the optimal approach that contributes to the ultimate resolution of the conflict, since the end result is to focus on the process of expanding the minds of the testees. Its effectiveness is determined by the following factors:

- it does not require the participation of the opponent as it avoids conflict situations;

- the phenomenon of understanding that replaces the argument, because it develops the responsibility of the testee, prevents conflicts of the same cause again.

Since the main concept of the research has been the resolution of interpersonal conflicts as a result of the transformation of personal relationships, psychological strategies for its practical application were developed: various mechanisms of positive influence on the opponent were considered and factors of spiritual growth through the expansion of personal consciousness were analyzed. The applied results obtained during the research were discussed and approved during scientific meetings: at the regional seminar «The role of psychological activity in the development of the mediation institute». M.Kh.Dulati Taraz Regional University and the communal state institution «Education Department of the Akimat of Zhambyl region» in cooperation with the Mediators' Council of Educational Organizations under the Education Department of Zhambyl Regional Administration presented «Psychological Strategies for Resolving Interpersonal Conflicts» at the scientific event [10].

The difference of the research idea from world analogues is determined by its regional nature, comprehensiveness and long-term oriented strategic potential. Solving interpersonal conflicts by changing the attitude to the situation - because it requires a broader view of the situation, encourages them to

personal responsibility and higher awareness. This concept of research will have a positive effect on modernizing the problems of socio-psychological relations between different inter-ethnic groups of the multi-ethnic Zhambyl region undoubtedly. After all, universities are regional innovative places that it has most effectively influence the formation of rural culture in the regions. Therefore, M. Kh. Dulati Taraz Regional University, Departments of «Pedagogical Psychology» and «Social Psychology» were mobilized. In the course of the research, the material and technical base of the university fund and the potential of specialists were used: the psychological center "Secret of the soul" located in the student house and the laboratory "Psychological-pedagogical support center" of professors and students.

**Research results.** The fact that the conflict arises due to a common goal in the course of joint activity which is based on the theory of personality development activity. This aspect has been extensively studied in the science of conflictology. The level of innovation of the results obtained according to the research hypothesis created within the article depends on the uniqueness of the presented concept: in relation to the conflict situation, the probability of suppressing the negative emotion of the testee towards the opponent, its reasons based on understanding and turning it into a positive effect again, as a result of the testee's spiritual growth and spiritual growth from the existing situation, the tension is effectively reduced. and leads to a radical solution.

In the course of the study, the reasons for the negative emotions of the subjects during the conflict process were deeply analyzed, and by getting to the heart of the problem, they were mobilized to realize that one end of the negative attitude towards the opponent lies in oneself. A simple understanding of the situation is not enough in order to completely unravel the knot of conflict that has taken place. The testee must consciously understand and accept the reasons for the conflict. Only then will the state of "viewing from above" arise. From this moment on, the testee's negative emotions towards the opponent will be disintegrated, he will get rid of the negative feelings that have been strained in his body and become relieved.

According to the experimental plan, the experimental effect was prevented from artificially creating conflicts in interpersonal relations and aggravating the situation, that is, artificially preparing the effects necessary for the study. The main reason for this is that an artificial experiment cannot create

conflict dynamics. Our study aims to expand the subject's mind as a tension-resolving mechanism. Therefore, this important process, which requires the flexibility of the psyche, was organized through a real experiment.

A set of experiments was created in the laboratory of M.Kh.Dulati Taraz Regional University center «Psychological and Pedagogical Support Center». In the first stage of the experiment, a database of "client events" was created and cases were compiled. Subjective factors that caused interpersonal conflicts were determined, and psychotherapeutic, coaching, and mentoring tools for regulating mutual relations were established.

20 couples were participated in the experiment. Psychotherapeutic effects depending on the real problems that occurred in the life of the subjects were carried out. Depending on the ability of couples to perceive the situation and understanding the problem, the experimental effects lasted for a considerable time: from 20 days to 2 months. The effectiveness of the experiment was influenced positively by the study of the subjects without the participation of the opponent. Although they participated in the experiment in pairs, the cognitive-emotional activity of only one subject was sufficient for the tests, i.e. psychological effects.

The scaling method was used in the initial detection and final monitoring stages of the experiment. Verbal, written, numerical, letter, «paint palette» methods of the scale methods are optimal for measuring the experimental effect, so they have been conducted. The states of the subjects before the psychological impact were called «initial state», and the climax of the conflict between the couple was studied. In the second - formative phase of the experiment, development activities focused on psychotherapeutic effects were carried out: in addition to individual and group work, there were also «homework» performed by the test subjects independently. They are: psychogymnastics, autotraining, affirmation, meditation and rebefing exercises. These effects calmed down the voluntary and emotional spheres of the subjects, regulated the nervous systems, and led to a certain purification of the mind. Activities such as psychotherapeutic sessions, coaching sessions and mentoring conducted with the help of the experimenter deepened the thoughts of the subjects and increased their awareness. Especially using J.Vitalio's «20 questions» technique and R. Dilts' «neurological level» methods as tools were highly effective [11-13].

Post-experimental research was conducted to determine how much the subjects' conditions had changed. «Measuring the bottom line» was contributed to determine the results of the control experiment. In the process of studying interpersonal conflicts within the framework of the theory of psychological relations, new data were obtained about the current and modern conditions of conflicts in mutual relations. During the experiment, the transformational mechanisms of conflict resolution were found to be effective and optimal.

**Discussion of scientific results.** During the analysis of the results obtained in fact during the experiment, one law worthy of attention was revealed: the resolution of interpersonal conflicts depends on the nature of their ignition and the period. For example, the roots of conflicts were between 5 pairs (2: A.-M., 3: G.-T., 4: M.-A., 6: L.-F., 9: K.-T.) those participated ones in the experiment. They didn't even know that it was deep inside. After all, the hidden time of the conflicts of the test subjects lasted for a very long time. The main reason is lack of conversation. They felt that the relationship was beginning to crack, but they did not take any action: indifference turned into isolation. As a result, instead of having open conversations with each other and discussing common issues together, they drifted apart. In the course of the study, there were 5 married couples who participated in the experiment and received psychotherapy. The complexity of solving their mutual conflicts were due to the negativity accumulated issues over the years. The reason for the common disappointment that has replaced the warm feelings of the past is a decrease in trust. The psychocorrective work has been carried out with this group of subjects included 14-18 sessions. Psychotherapeutic effects are often provided through coaching technologies and partly in the form of gamification.

The next group of subjects (1: S.-M., 5: G.-L., 7: Zh.-M., 11: S.-Sh., 12: B.-P., 13: T.-A., 19: A.-P.) mother and daughter (1), brothers and sisters (5), father and son (7), father and daughter (11), older brothers (12), daughter-in-law and mother-in-law (13, 19) are united by family relations. Features of their mutual conflicts are the absence of a hidden period; The conflict that broke out due to a common disagreement turned into a fierce fight. When the forms of disputes of these couples were determined and it became clear that the grievances of both sides were related to a common situation, work was done on the basis of a specific algorithm. A tool tested in psychotherapy practice - a case of solving interpersonal conflict by

means of tactics of transformation of the relationship to the target was used. As a result, the subjects' conflicts were resolved in 3-4 sessions. The effectiveness of the psychotherapeutic effect was manifested by occasional and sometimes too strong catharsis.

The remaining 8 pairs of subjects who participated in the experiment (8: A.-A., 10: Zh.-R., 14: S.-R., 15: U.-M., 16: B.-S., 17: T .-K., 18: M.-S., 20: T.-B.) neighbors (15, 17, 18), colleagues (10, 16), friends (8, 14), friends (20). The reasons for the conflict between them arose from the fact that one did not respect his personality by devaluing the actions of the other. There were times when blaming, grudges, interference of 3rd parties aggravated mutual conflict. After analyzing the

nature of interpersonal conflicts, the causes of their occurrence were determined. On the basis of the transformation of self-relationships, the consequences of conflicts have been diffused, and it has become easier to solve their knots. Accepting the situation, admitting one's mistake, understanding one's opponent, mentally trying to put oneself in the opponent's place, changing one's attitude to the situation - contributed to the change of badness in mutual relations. Therefore, for the establishment of a positive relationship between couples, the values of being able to look critically at one's actions and take responsibility for one's behavior are required.

Table 1

Scaling result after the experiment

|      | 1-group |   |   |   |   | 2-group |   |   |    |    |    |    | 3-group |    |    |    |    |    |    |    |
|------|---------|---|---|---|---|---------|---|---|----|----|----|----|---------|----|----|----|----|----|----|----|
| N    | 2       | 3 | 4 | 6 | 9 | 1       | 5 | 7 | 11 | 12 | 13 | 19 | 8       | 10 | 14 | 15 | 16 | 17 | 18 | 20 |
| D.E. | 9       | 9 | 8 | 8 | 9 | 10      | 9 | 8 | 9  | 9  | 9  | 9  | 10      | 9  | 10 | 10 | 10 | 10 | 9  | 10 |
| C.E. | 1       | 1 | 2 | 2 | 1 | 0       | 0 | 0 | 1  | 0  | 0  | 0  | 0       | 0  | 0  | 0  | 1  | 0  | 0  | 0  |
| Δ    | 8       | 8 | 6 | 6 | 8 | 10      | 9 | 8 | 8  | 9  | 9  | 9  | 10      | 9  | 10 | 10 | 9  | 10 | 9  | 10 |

Table 1 shows the results of the experiment.

Here: N – subjects,

A.E. – the result of the detection experiment,

B.E. – the result of the control experiment,

Δ – differences of results.

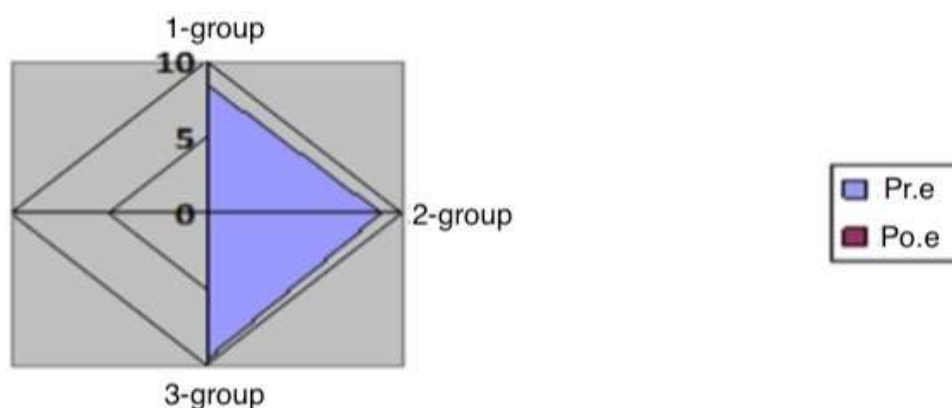


Figure 1: The pre- and post-experiment view of conflicts in the interpersonal relationships of the subjects

The results of the experimental work with the subjects are shown in Figure 1 with the conventional names "before the experiment" and "after the experiment". For example, if we analyze the comparative results of the assessment levels of mutual conflicts of couples in the detection period and the

scaling levels in the control period, it has decreased by 8.75 from the possible 10th form. To be more precise, the level of interpersonal conflicts of the test subjects was 9.2 points in the detection experiment, while this indicator was 0.45 points in the control experiment. It is worth noting that in the process of scaling the level

of conflict in the mutual relations of couples, the average value of the evaluation indicators of each of them was taken into account. According to the results of the experiment, interpersonal conflicts were almost completely resolved in group 3 (96.25%), tensions were well resolved in group 2 (88.5%), and group 1 (72%) showed a satisfactory result.

**Conclusion.** The results of the study showed that the success of interpersonal relations depends on mutual respect, mutual appreciation, respect, as well as unity. A decline in mutual cooperation leads to a cooling of the bee, and the coldness results in a gradual decline in the relationship. Interpersonal conflicts begin to escalate when people's interest in each other is replaced by indifference. At the beginning, there happened not listening or just listening, not trying to understand, not taking time, not paying attention, behavior manifestations that seem trivial at first glance, rejection of each other, underestimating, not understanding, devaluing, lack of communication, discord, criticism continue to conflict factors. Relationship is a psychological problem that prevents mutual agreement; i.e., not accepting one person as another person. This is an aspect that is not openly discussed, but of great importance. During the study of the problem, the nature of the conflict was considered within the framework of the theory of psychological

relations. One person's "stomach pulling", "turning the kidney" or "not feeling warm" to another person is related to the event, but it can also affect a third person who is not involved in the relationship. Therefore, by transferring or adapting the theory of relations from the physical plane to the psychological space, the possibility of determining the subjective causes of interpersonal relations and solving the conflict objectively has been experimentally proven.

Data processing was carried out using existing statistical methods. Since the study set consisted of only one experimental group, the correlation treatment used to compare the experimental effects of the two groups was not considered. Regeneration of the research is possible when the experimental plan and research tools are used without changes, as they are, and they are based on ready-made cases. However, since the experiment is based on the double effect of the consumer of psychological services and the testee, most importantly - the object of research is an act in a state of constant change in the attitude of a person, it is undeniable that the possibility of quantitative results is low.

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**М.П. Оспанбаева\***, **Г.У. Оралымбетова**- *М.Х. Дулати ат. Тараз өңірлік университеті, Тараз, Қазақстан*  
**М.С. Тилеубаева** - *Дж.Вашингтон университеті, Вашингтон, АҚШ*

### ПСИХОЛОГИЯЛЫҚ ҚАТЫНАС ТЕОРИЯСЫ АЯСЫНДА ТҮЛҒААРАЛЫҚ ҚАҚТЫҒЫСТАРДЫ ШЕШУДІ ЗЕРТТЕУ

**Аңдатпа.** Мақалада тұлғааралық қақтығыстарды психологиялық қатынас теориясы аясында шешуді зерттеу жолдары талданды. Экспериментке қатысқан жұптардың өзара қарым-қатынастарындағы шиеленістер деңгейі, субъектілердің өздерінің бағалаулары бойынша анықталды. 2 ай мерзімінде жүргізілген психотерапиялық әсерлерден кейінгі нәтижелерді де, сыналушылар дербес анықтау мүмкіндігіне ие болды. Зерттеу барысында тұлғааралық қақтығыстар сипаты көріну дәрежелеріне, мерзіміне, өзара қатынас мазмұнына қарай топтастырылды. Қақтығыстар үрдісінде екеуара шиеленістердің шешілу дәрежесі «жасырын мерзімнің» ұзақтығына қатысты екені белгілі болды. Күрт тұтанып, тез өршитін және респонденттердің өте даулы деп таныған жанжалдары психотерапиялық әсерге оңай икемделетіні анықталды. Ал, керісінше, ашық дау-дамай көрінісі білінбейтін және тым жоғары өршу дәрежесінде емес деп бағаланатын қақтығыстардың қажырлы араласуды қажет ететіні қорытындыланды. Зерттеу М.Х. Дулати атындағы Тараз өңірлік университетінде жүргізілді. Эксперименттердің аралық нәтижелері Жамбыл облысы психологтарының «Медиация институтын дамытудағы психологиялық қызметтің рөлі» тақырыбындағы семинарында баяндалып, талқыланды.

**Тірек сөздер:** қақтығыс, қатынас, трансформация, тұлғааралық, жанжал, жауапкершілік, мінез-құлық, құндылық.

**М.П. Оспанбаева\***, **Г.У. Оралымбетова**

*Таразский региональный университет им. М. Х. Дулати, г. Тараз, Казахстан*

**М.С. Тилеубаева** - *Университет им. Дж.Вашингтона, Вашингтон, США*

### ИССЛЕДОВАНИЕ РАЗРЕШЕНИЯ МЕЖЛИЧНОСТНЫХ КОНФЛИКТОВ В РАМКАХ ТЕОРИИ ПСИХОЛОГИЧЕСКОЙ ОТНОСИТЕЛЬНОСТИ

**Аннотация.** В настоящей статье исследованы пути изучения разрешения межличностных конфликтов, в рамках теории психологической относительности. Степень напряженности во взаимоотношениях пар, участвовавших в эксперименте, определялся по собственным оценкам испытуемых – методом шкалирования; так же как и результаты после психотерапевтических воздействий, проведенных в течение 2 месяцев, респонденты оценивали самостоятельно. В ходе исследования характер межличностных конфликтов группировался по степени проявления, срокам, содержанию взаимоотношений. Оказалось, что уровень разрешения конфликтных ситуаций зависит от продолжительности «скрытого срока». Было обнаружено, что конфликты, которые резко

вспыхивают, быстро обостряются и констатируются самими испытуемыми как сверх сложными, на самом деле легко поддаются разрешению – психотерапевтическим воздействиям. И наоборот, было установлено, что конфликты, которые оцениваются как непреднамеренные и не в слишком высокой степени обострения, требуют кропотливого вмешательства.

Исследование проводилось в Таразском региональном университете им.М.Х. Дулати. Промежуточные результаты эксперимента были представлены и обсуждены на областном семинаре психологов Жамбылского региона, по теме «Роль психологической службы в развитии института медиации».

**Ключевые слова:** конфликт, ссора, поведение, межличностный, отношение, трансформация, ответственность, ценность.

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