

School Conflicts: Types and Solutions

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Abstract: This article concerns a conflict at school as a multifaceted phenomenon. When communicating with participants in school life, a teacher also has to be a psychologist. The absence of conflicts in school is a phenomenon almost impossible. And they will have to be resolved anyway.

Keywords: Conflict, destructive, constructive, teacher, student, parent, causes, solutions, resolving conflict situations.

Introduction: In the course of professional activities all teachers have to communicate with colleagues, students, and their parents, in addition to their immediate responsibilities related to the education and upbringing of the younger generation.

It is hardly possible to avoid conflict situations in daily interactions. And is it even necessary? After all, by correctly resolving a tense moment, it is easy to achieve good constructive results, bring people closer together, help them understand each other, and make progress in educational aspects.

Definition of conflict. Destructive and constructive ways of resolving conflict situations

What is a conflict? Definitions of this concept can be divided into two groups. In the public consciousness, a conflict is most often synonymous with a hostile, negative confrontation between people due to incompatibility of interests, norms of behavior, and goals.

But there is another understanding of conflict as an absolutely natural phenomenon in the life of society, which does not necessarily lead to negative consequences. On the contrary, when choosing the right channel for its flow, it is an important component of the development of society.

Depending on the results of resolving conflict situations, they can be designated as destructive or constructive. The result of a destructive conflict is dissatisfaction of one or both parties with the outcome of the conflict, destruction of relationships, resentment, misunderstanding.

Constructive conflict

A conflict is constructive if its resolution was useful for the parties involved in it, if they built, acquired something valuable for themselves in it, and were satisfied with its outcome.

Variety of school conflicts. Causes and solutions

A conflict at school is a multifaceted phenomenon. When communicating with participants in school life, a teacher also has to be a psychologist. The following "debriefing" of conflicts with each group of participants can become a "cheat sheet" for a teacher during exams on the subject of "School conflict".

Conflict "Student – student"

Disagreements between children are a common occurrence, including in school life. In this case, the teacher is not a conflicting party, but sometimes it is necessary to take part in a dispute between students.

Causes of conflicts between students are different:

- struggle for authority
- rivalry
- cheating, gossip
- insults
- resentment
- hostility towards the teacher's favorite students
- personal dislike for a person
- unreciprocated sympathy
- struggle for a girl (boy)

Ways to resolve conflicts between students

How can such disagreements be resolved constructively? Very often, children can resolve a

conflict situation on their own, without the help of an adult. If intervention from the teacher is still necessary, it is important to do it calmly. It is better to do without pressure on the child, without public apologies, limiting yourself to a hint. It is better if the student himself finds an algorithm for solving this problem. A constructive conflict will add social skills to the child's experience that will help him in communicating with peers, teach him to solve problems, which will be useful to him in adulthood.

After resolving a conflict situation, a dialogue between the teacher and the child is important. It is good to call the student by name, it is important for him to feel an atmosphere of trust and goodwill. You can say something like: "Dilshod, a conflict is not a reason to worry. There will be many more such disagreements in your life, and this is not bad. It is important to resolve it correctly, without mutual reproaches and insults, to draw conclusions, and to work on mistakes. Such a conflict will be useful."

A child often quarrels and shows aggression if he has no friends and hobbies. In this case, the teacher can try to correct the situation by talking to the student's parents, recommending that the child enroll in a club or sports section according to his interests. A new lesson will not leave time for intrigue and gossip, will give an interesting and useful pastime, new acquaintances.

Conflict "Teacher – student's parent"

Such conflict actions can be provoked by both the teacher and the parent. Discontent can be mutual.

Causes of conflict between teacher and parents

- different ideas of the parties about the means of education
- parent's dissatisfaction with the teacher's teaching methods
- personal hostility
- parent's opinion about the unjustified underestimation of the child's grades

Ways to resolve conflict with the student's parents

How can such discontent be constructively resolved and stumbling blocks broken? When a conflict situation arises at school, it is important to sort it out calmly, realistically, and look at things without distortion. Usually, everything happens differently: the conflicting party closes its eyes to its own mistakes, while simultaneously looking for them in the opponent's behavior. When the situation is soberly assessed and the problem is outlined, it is easier for the teacher to find the true cause of the conflict with the "difficult" parent, to evaluate the correctness of the actions of

both parties, and to outline a path to a constructive resolution of the unpleasant moment.

The next step on the path to agreement will be an open dialogue between the teacher and the parent, where the parties are equal.

The analysis of the situation will help the teacher express your thoughts and ideas about the problem to the parent, show understanding, clarify the common goal, and find a way out of the current situation together. After the conflict is resolved, the conclusions drawn about what was done wrong and how to act so that a tense moment does not occur will help prevent similar situations in the future.

Example

Asror is a self-confident high school student who does not have any outstanding abilities. His relationships with the kids in his class are cool, he has no school friends. At home, the boy characterizes the kids from the negative side, pointing out their shortcomings, imaginary or exaggerated, expresses dissatisfaction with the teachers, notes that many teachers give him low grades. His mother unconditionally believes her son, agrees with him, which further spoils the boy's relationships with his classmates, causing negativity towards the teachers. The volcano of conflict explodes when the parent comes to school in anger with complaints to the teachers and the school administration. No persuasion or exhortation have a cooling effect on her. The conflict does not stop until the child graduates from school. It is obvious that this situation is destructive.

What could be a constructive approach to solving the pressing problem?

Using the recommendations above, we can assume that Asror's class teacher could have analyzed the current situation something like this: "The mother's conflict with the school teachers was provoked by Asror. This speaks of the boy's internal dissatisfaction with his relationships with the kids in the class. The mother added fuel to the fire without understanding the situation, increasing her son's hostility and mistrust of the people around him at school. Which caused a blowback, which was expressed in the kids' cool attitude towards Asror." The common goal of the parent and the teacher could be the desire to strengthen Asror's relationships with the class. A good result can be achieved by a dialogue between the teacher, Asror and his mother, which would show the desire of the class teacher to help the boy. It is important that Asror himself wants to change. It is good to talk to the kids in the class so that they reconsider their attitude towards the boy, trust them with joint responsible work, organize extracurricular activities

that contribute to the cohesion of the kids.

Conflict "Teacher – student"

Such conflicts are probably the most common, because students and teachers spend almost less time together than parents with children. Causes of conflicts between teachers and students:

- lack of unity in the demands of teachers'
- excessive demands on the student
- inconsistency of the teacher's demands
- failure to fulfill the demands by the teacher
- the student considers himself undervalued
- the teacher cannot come to terms with the shortcomings of the student
- personal qualities of the teacher or student (irritability, helplessness, rudeness)

Resolving the conflict between a teacher and a student

It is better to defuse a tense situation without bringing it to a conflict. For this, you can use some psychological techniques. A natural reaction to irritability and raising of the voice are similar actions. The consequence of talking in raised tones will be an aggravation of the conflict. Therefore, the correct action on the part of the teacher will be a calm, friendly, confident tone in response to the student's violent reaction. Soon the child will "be infected" with the teacher's calmness. Discontent and irritability most often come from lagging students who do not conscientiously fulfill their school duties. You can inspire a student to succeed in their studies and help them forget about their dissatisfaction by entrusting them with an important task and expressing confidence that they will do it well. A friendly and fair attitude towards students will be the key to a healthy atmosphere in the classroom and will make it easy to follow the recommendations offered. It is worth noting that during a dialogue between a teacher and a student, it is important to take certain things into account. It is worth preparing for it in advance to know what to say to the child. How to say it is no less important. A calm tone and the absence of negative emotions are what you need to get a good result. And the commanding tone that teachers often use, reproaches and threats are better forgotten. You need to be able to listen and hear the child. If punishment is necessary, it is worth thinking it over in such a way as to exclude humiliation of the student, a change in attitude towards him.

Example

A ninth-grade student, Nargiza, is doing poorly in her studies, is irritable and rude in communication with the

teacher. During one of the lessons, the girl was interfering with other children doing their homework, throwing papers at the children, and not reacting to the teacher even after several comments addressed to her. Nargiza, also did not react to the teacher's request to leave the classroom, remaining seated. The teacher's irritation led him to the decision to stop teaching the lesson, and after the bell rang, to leave the entire class after school. This, naturally, led to the children's discontent. Such a resolution of the conflict led to destructive changes in the mutual understanding between the student and the teacher. A constructive solution to the problem could have looked like this. After Nargiza ignored the teacher's request to stop interfering with the children, the teacher could have found a way out of the situation by making a joke, saying something with an ironic smile to the girl. After this, calmly continue teaching the lesson. After the lesson, you could have tried to talk to the girl, to show her your friendly attitude, understanding, desire to help. It would be a good idea to talk to the girl's parents to find out the possible reason for such behavior. Paying more attention to the girl, trusting her with important assignments, helping her with assignments, encouraging her actions with praise - all this would be useful in the process of bringing the conflict to a constructive outcome. After analyzing conflict situations, teachers are asked to formulate a single algorithm for resolving any school conflict. The formulation is written on the interactive board and compared with the formulation given by the psychologist.

A single algorithm for resolving any school conflict

Having studied the recommendations given for each of the conflicts at school, we can trace the similarity of their constructive resolution.

Let us outline it again.

- The first thing that will be useful when the problem has matured is calmness.
- The second point is analyzing the situation without vicissitudes.
- The third important point is an open dialogue between the conflicting parties, the ability to listen to the interlocutor, calmly express your view on the problem of the conflict.
- The fourth thing that will help to come to the desired constructive result is the identification of a common goal, ways of solving the problem, allowing to come to this goal.
- The last, fifth point will be conclusions that will help to avoid mistakes of communication and interaction in the future.

CONCLUSION

So, what is a conflict? Good or evil? The answers to these questions are hidden in the way of resolving tense situations. The absence of conflicts in school is a phenomenon almost impossible. And they will have to be resolved anyway. A constructive solution entails trusting relationships and peace in the class, a destructive one accumulates grievances and irritation. Stopping and thinking at the moment when irritation and anger surge is an important moment in choosing your way of resolving conflict situations.

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