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Олена Мальцева

I-CONCEPTION AS THE OPTIMUM WAY OUT OF CONFLICT SITUATIONS

The history of human development from ancient times to nowa-days witnesses that conflicts have always existed and they are going to happen.

As a rule, a conflict situation is connected with psychological peculiarities of an individual, the interests and needs involved and also with the motives of an individual activity. The basis of many conflicts is an incapability of individual to achieve the goal, to meet his/her demands and interests. There are many ways to resolve conflicts, but in our opin-ion, "I-conception" is a very interesting way out of conflict situations.

"I-conception" has proposed by the American psychologist Karl R. Rogers. It is formed in the process of cooperation of individual and the environment and it is an integral mechanism of self-regulation of his/her behavior. "I-conception" defines a relatively constant, move or less conscious system of an individual's representation on the basis of which he/she establishes relationships with other people. This concep-tion includes an individual representation, interests, abilities, orien-tations, self-respect, self-confidence.

The practical content of the conception implies that all our re-lationships with the environment are established on the basis of our "I", our "I-image". The psychololological mechanisms of the "I-image" protection are put into individual consciousness. They are necessary for maintaining an individual's psychological balance and psy-hological comfort. At the same time, these mechanisms may com-plicate the acceptance of critical reprimands, since they break the inte-grity of a created representation.

Each individual is capable of understandig his/her own "I-image" and psycholgical peculiarities, and capable of defining tactics of his/her behaviour in a situation that may cause a conflict and not coming into conflict. And when an individual finds himself/herself in conflict, their reaction will be different: a passive reaction, a clash, self- establishment. In order to express one's own feelings, to declare

one's personal interests, thoughts, beliefs and not to provoke a negative attitude to another person, one should use the technology "I-image" while speaking.

The Dictionary of Terms of Pedagogical Mastersip defines "I-utterance" as a way of avoiding conflict in a situation, which lies in informing of one's own needs, feelings or estimation in the form which includes one's attitudes and lacks direct disapproval, inducement and being importunate.

In our opinion, "I-utterance" is a specific technology of establishing relationships between interlocutors, which pasess on information to one of them about needs, feelings of the other and also his/her opinion on the subject discussed and is lacking in accusations.

"I-utterance" may be useful in any situation, especially when you are angry, irritated, in a bad mood or not satisfied with something.

The dictionary of terms of pedagogical craft gives four components of "I-utterance": a non-accusatory description of another person's behaviour (when you…); you feelings related to this behaviour (I feel); why this behaviour makes trouble for you(because); a discription of your wish (and I would like…).

In our opinion, "I-utterance" should have three compulsory components:

• Action (When somebody raises his/her voice…);

• Reaction(…I feel humiliated);

• Desired exit (I would like to have an opportunity to discuss this subject in normal conditions).

Opposite to "I-utterance", "You-utterance" is used. If "You-utterance" prevails over "I-utterance", it means that the conversational style has features of conflict, as a matter of fact, "You-utterance" may result in a conflict in a situation, in which it has not even been expected. People consider "You-utterance" as an accusation, disapproval and accordingly they have to use protective reactions in relation to others. An individual may feel the necessity for vindication if he/she hears somebody's opinion expressed by "You-utterance".

The use of the technology of cooperation "I-utterance" has a number of advantages over usual "You-utterance":

• Expersing one's own thoughts,feelings,needs.

• Prevention or halt of development of a conflict situation.

• Saving an interlocutor's face.

"I-utterance" is not the least in relationships, it is the beginning of establishing relationships in a conflict situation.

To sum up, we can say that the use of "I-utterance" has many advantages while using "You-utterance"has some disadvantages.

The right use of "I-utterance" while speaking provides the creation of a productive dialgue, achievement of a desired result, the comfortable psychological atmosphere between interlocutors.

The optimum self-establishment plays a major role for efficient behaviour in a conflict. When realizing the reason of the conflict, his/her position in it, an individual can express his/her opinion, can have a heart-to-heart talk without pressure of the environment and during this talk each side of the conflict can express his/her discontent. This kind of behaviour will help to resolve a conflict, be on friendly terms with an opponent. After such a conflict the participants fell morally satisfied and relaxed.

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Людмила Медяник

MULTIMEDIA TECHNOLOGIES AND SYSTEM OF INTERACTIVE ANSWERS "SENTEO" IN FOREIGN LANGUAGES TEACHING AT THE POLTAVA COOPERATIVE COLLEGE

Modern society is so "informed", that requires certain reforms in the sphere of education, expansion of subjects of information offered to the students. Gradually the personality-oriented system of teaching replaces the traditional one. Traditional methods are changed to innovative. Consequently, there is displacement of accents in teaching, when a situation is so that attaining of high-quality indexes without introduction in the educational process of modern multimedia technologies is impossible. We tried to use such technologies during studying of foreign languages at the Poltava cooperative college [2].

Teachers of high schools begin to use various technical means of teaching in their pedagogical activity. Among such means we can name interactive boards, so called "smart boards", multimedia projec-