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## **CAUSES AND CONSEQUENCES OF DYSFUNCTIONAL STAFF CONFLICTS IN ORGANIZATION**

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**Abstract.** Personnel conflicts are an integral part of socio-economic relations in the organization. Conflicts do not always have a favorable effect on the situation, they conceived lead to negative consequences, worsening staff communication and the organizational stability. Therefore, it is necessary to timely and effectively apply tools for resolving personnel conflicts, to find the right management strategies. The relevance of the article lies in the fact that personnel conflicts in an organization are inevitable, the personnel conflicts' management and settlement is one of the important areas in the any organization managers' work. The scientific article deals with functional and dysfunctional conflicts. Particular attention is paid to the study of dysfunctional conflicts: their typology is given (divided into intrapersonal, interpersonal, between the individual and the group and intergroup). For each type of conflict, the occurrence causes, settlement methods, including administrative-legal, economic and socio-psychological HR methods are presented. It also systematizes the possible staff conflicts' consequences in case of ineffective management. Possessing the skills to transform dysfunctional conflicts into functional ones will help improve staff relations, the organizational effectiveness. The paper presents the results of sociological surveys relevant to the topic made by the HeadHunter Research Service conducted in 2019-2020.

**Keywords:** organizational conflicts; staff conflicts; dysfunctional conflicts; causes of conflicts; conflict resolution.

**JEL codes:** M10; M12.

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