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CRISIS AND CONFLICT SITUATIONS THAT ARISE DURING STUDENTS' STUDIES. METHODS OF STRUGGLE AND THEIR SOLUTIONS

Nowadays, each person can face different views, beliefs and interests of the people around him. Such clashes, caused by personal characteristics of people, their interaction with others, subjective and objective factors, can lead to conflict situations. Interpersonal conflicts are an integral part of student life, which can lead to negative consequences.

Interpersonal conflicts are conflicts between people in the process of their psychological and social interaction. For many, the word "conflict" is usually negative. Most people believe that conflict is something that must be avoided. But if you take a more thoughtful approach to this phenomenon, you can come to the conclusion that conflict is not only inevitable, but also necessary, since the search for a favorable and positive outcome requires intellectual efforts that are associated with the analysis of the reasons for its occurrence, its causes, as well as ways to resolve and overcome the contradictions that have developed between people. Interest in this issue is due to the fact that interpersonal conflicts in higher education institutions can be the cause of deterioration in students' well-being, the formation of a feeling of dissatisfaction with educational activities and can also negatively affect academic performance and the effectiveness of training in a future profession.

The problems of interpersonal conflicts in higher education institutions require special attention from both researchers and teachers, which determined the relevance of studying this problem in the study.

Key words: student, conflict, situation, methods, solution.

Новицький Юрій, Гаєрилова Надія. Кризові та конфліктні ситуації, що виникають під час навчання студентів. Методи боротьби та їх вирішення. У наш час кожна людина може стикатися з різними поглядами, переконаннями та інтересами оточуючих людей. Такі зіткнення, зумовлені особистісними особливостями людей, їхньою взаємодією з оточуючими, суб'єктивними та об'єктивними факторами, можуть призвести до конфліктних ситуацій. Міжособистісні конфлікти – невід'ємна частина студентського життя, яка може призвести до негативних наслідків.

Міжособистісні конфлікти - це конфлікти між людьми в процесі їх психологічної та соціальної взаємодії. Для багатьох слово «конфлікт» зазвичай негативне. Більшість людей вважають, що конфліктів – це те, чого слід уникати. Але якщо більш вдумливо підійти до цього явища, то можна прийти до висновку, що конфлікт не тільки неминучий, але й необхідний, оскільки пошук сприятливого і позитивного результату вимагає інтелектуальних зусиль, пов'язаних з аналізом причин за її виникнення, її причини, а також шляхи вирішення та подолання протиріч, що склалися між людьми. Інтерес до даної проблематики зумовлений тим, що міжособистісні конфлікти у ВНЗ можуть бути причиною погіршення самопочуття студентів, формування почуття незадоволеності навчальною діяльністю, а також можуть негативно впливати на успішність та ефективність навчання майбутній професії.

Проблеми міжособистісних конфліктів у вищих навчальних закладах потребують особливої уваги як науковців, так і викладачів, що зумовило актуальність вивчення даної проблеми у дослідженні.

Ключові слова: студент, конфлікт, ситуації, методи, вирішення.

Formulation of the problem.

Adaptation to studying at a university is largely determined by the personal qualities of the student. Young people use the communication methods and skills that they acquired at school, and they are not always successful. Differences in moral attitudes, behavior, values, and norms can lead students to a conflict situation.

Analysis of literary sources. The works of Ball G.O., Bastun M.V., Vykhruhshch A.V., Gordienko V.I., Kryukova D.F., Kostyshina G.I., Hrydyna N.N., Shevchenko N.F. deeply illuminate the problem of conflict situations in the university. Rappoport and other researchers, various methodologies, categorical apparatus are given, the experience of conflict classification is systematized, the characteristics of their social functions.

Types of attitudes to a crisis situation. The following types of attitudes are distinguished in crisis psychology person before the crisis.

1. Ignoring attitude. A person does not want or cannot realistically assess the consequences of what is happening; makes every effort not to notice misunderstandings, conflicts in interaction with others, which arise more and more often; turns a blind eye to professional problems that did not exist before; does not want to see the deterioration of his health, which also indicates the presence of a crisis state. The so-called "ostrich" policy is chosen: a person does not have internal resources, energy, strength in order to look "the truth in the eye". Perhaps the ignoring attitude is a distant result of childhood mental trauma, when the person really had no way to counteract the circumstances, and the best he could do was to ignore the situation [1].

2. Exaggerating attitude. A person has a panic that builds up like a mountain avalanche (it is about the opposite of the first attitude to a crisis situation). A person records every, even completely random, change in circumstances as a sign that heralds the deepening of suffering, the growth of troubles. She treats external circumstances, her health, mental state like a real hypochondriac, exaggerating, exaggerating every little thing, creating unwanted instructions for herself, provoking complicating the situation, reducing one's own ability to adequately respond to new adverse circumstances. You can overcome an exaggerating attitude to difficult life situations as follows: work on self-esteem, find ancient reasons for well-compensated, hidden self-doubt; to find those spheres in life where independence, autonomy, creative abilities are manifested; move towards freedom from addictions.

3. Demonstrative attitude. A person constantly emphasizes that his the situation is the worst, that fate is unfair to her and lives there are too many trials in her life: if she has an illness, then it is so complex and dangerous that it has never existed before; if it is a family conflict, then all acquaintances, neighbors, employees, relatives and friends will know about its terrible details. The reasons for a demonstrative attitude can be the desire to receive sympathy, to constantly feel interest in oneself, to be in a role a sufferer, a victim who imperceptibly exploits those around him, creates in them an emotional dependence on himself, manipulating a frank desire to help and support. A person with a demonstrative attitude to a crisis often uses his own body as a means of drawing attention to himself. Unfavorable life circumstances are interpreted from the utilitarian side and the life position becomes rentier. An effective step in overcoming such attitude is work with manipulations, analysis of one's own manipulative influences [3].

4. Voluntarist attitude. Man with volunteer attitude to one's own life begins with redoubled energy deny reality: does not accept reality, does not want to reckon with the deterioration of working capacity, exacerbation of chronic diseases, the need to stop in its forward movement and, perhaps, change the direction a little or take care of a reliable environment. Such a person always has a clear plan of action, a goal from which one cannot deviate. Moving under the influence of her own will, she does not accept her weaknesses, does not allow herself to rest, relax, be direct, sincere, tired. She expects similar behavior from others and therefore often suffers from loneliness. This position threatens one's own health, artificially prolonging and deepening the crisis. Ways to overcome this attitude are learnt to live in the present, perceive reality as it is, and not as it should be to be based on a person's life plans.

5. Productive attitude. A person with a productive attitude soberly, patiently perceives himself at all times - even in times of luck, success, inspiration, and in periods of the loss of hopes, the collapse of the most cherished dreams and desires. Remembering the difficult periods of her life, she does not lose hope of gradually coping with them. Sometimes you need to distract yourself, relax, relieve tension to see what to do next.

Life techniques in difficult conditions. The life world, which is built by the individual, affects the choice of a certain life technique in a crisis situation. There is a principle in psychology psychological unity of the individual and the world around him. The personality and the event, mutually refracting, depending on the psychological processing of various life circumstances, cause different experiences and reactions, structure reality in accordance with the depth of suffering. Individual history, which actively influences the choice of a certain strategy for overcoming the crisis, cannot be dismissed either. It is known that previous failures, a state of grief, and depression determine an individual's response to a difficult life situation. Difficult life circumstances that do not have a deep foundation in the form of a chronic stress state, according to researchers of this problem, occur quite rarely (1-9% of cases), that is, external troubles, no matter how complex and unexpected they are, always find a prepared ground. In difficult life conditions, constructive, non-constructive and self-defeating coping strategies. Among the popular strategies for transforming critical situations, you can call it a downward comparison. Some people try to compare their difficult situation with those who are in even worse conditions, with those who have it much more difficult. Such a comparison, which most often occurs spontaneously, without conscious effort, helps primary, superficial adaptation to new life conditions due to the fact that a person finds hidden reserves of optimism in himself [2].

The next technique of living in difficult conditions is the ongoing comparison above. A person compares his present with yesterday and sees that it has become a little better. She feels that she can predict the next step in the development of the situation and prepare for it. Little by little mastery takes place, and movement in a positive direction becomes unconditional. The technique of so-called anticipatory mastery allows you to prepare for difficult tests and determine in advance ways to prevent complications. So, to reduce the anxiety that every person feels before surgery, this strategy is quite successful. A typical method of self-help is the prescribed sum. It facilitates self-adjustment to possible trials and allows you to avert an unfortunate turn of events in advance. For some types of personality ("white clown" - Piero), this strategy turns out to be quite natural and constructive, while other types find it self-impressive.

A well-known method of changing the attitude towards the situation is positive interpretation of unpleasant, morally difficult experiences. F. Zimbardo is the author of the technique of accepting a role, when a person learns to temporarily perform

not his role, but the role of a "lucky person" - a strong, confident, successful person. But it should be noted that it is long playing a role that is not characteristic of a person introduces dangerous changes in personal values and attitudes. Among the non-constructive strategies, which nevertheless ease the internal state of a person, contribute to his adaptation to difficult conditions, we can name the strategy of escape. A person rejects seemingly attractive ones offers, promotions, feeling that she will pay too dearly for all this. There are strategies in health that focus on emotions. This is a psychological struggle against negative emotional states and painful sensations, when a person does not want to notice the symptoms of the disease, tries to assess his condition with humor, hopes for help supernatural forces [1].

A common technique of self-preservation is the technique of denial, that is, the refusal to admit that a terrible event has already happened. Yes, a person knows about the death of his child, but continues to plan his future life. R. Lifton, who studied the residents of the city of Hiroshima, who survived the tragedy of the atomic bombing, found that most of them had a so-called "psychological disconnection". Denial is psychological a barrier on the way to the destructive penetration of tragedy into the inner world of a person. A crisis situation is processed in small doses in such a way that a person has enough strength to react to it. Among the self-defeating strategies, such destructive forms of self-help should be mentioned, such as the use of alcohol, which in certain doses really seems to facilitate the perception of the situation, gives courage and optimism. But the effect is very unstable, and further regulation of emotional states requires, as is known, a constant increase in doses. Even more dangerous is narcotization, which also contributes to the relief of tension, temporary distraction from suffering, but it's devastating effect is difficult to overestimate. The least effective coping strategies are avoidance and self-incrimination in any form. A person closes his eyes to what is happening, begins to scold himself for what happened and not to wait for the best. A decrease in self-esteem, self-doubt is really exhausting, it takes away much-needed energy. By the way, prolonged self-blame can cause psychosomatic disorders and diseases. In crisis psychology, there is such a concept as biographical stress, which denotes the total effect of all stress factors affecting a person during a certain period of life, for example, a year [2]. The aftereffects of stressors accumulate, and eventually a very minor event can be the last straw before a breakdown, illness, or crisis. Investigating this phenomenon, T. Holmes constructed a diagnostic scale "Questionnaire of life values", assuming and proving the relationship between the total number of stresses that a person experiences in a year and the probability of a serious illness. The crisis is also strengthened by unfavorable life circumstances: the past in a dysfunctional family, a difficult childhood, violence in the family, unsatisfactory relationships with loved ones, loss of loved ones, loss of work, social rejection, serious illness, destruction of life plans, ideals, etc.

Methods of dealing with conflicts during training. In the scientific literature, the concept of "conflict" is interpreted ambiguously. There are many definitions of the essence of this concept. Thus, in everyday life, the concept of "conflict" is used in relation to a wide range phenomenon - from armed clashes, opposition of different social groups, interpersonal disagreements to family misunderstandings [4].

The research encouraged us to consider the conflict from the standpoint of clearly delineating the problematic aspects of this psychological phenomenon: the conflict begins to separate from the concept of struggle acquires a concrete meaning and description, ceases to be an abstract phenomenon. The word "conflict" comes from the Latin "conflict's" - collision. It is practically unchanged in other languages. Analysis of conflict definitions makes it possible to note their similarity: 1) a state of open and long-term struggle, battle or war; 2) a state of disharmony in relations between people, their ideas and interests; clash of opposites; 3) mental struggle that occurs as a result of simultaneous functioning of mutually exclusive desires or tendencies; 4) opposition of characters or forces in the literary or stage work; the main position on which the plot is built. Today, psychologists have not reached a consensus on the definition the concept of "conflict" and understanding its essence. The explanation of the causes of conflicts by American psychologists differs from the domestic one, which is determined by the lifestyle and mentality of the people. First of all, they note the following reasons conflict: interdependence of tasks, differences in goals, differences in ideas and values, etc.

American sociologist and economist K. Boulding, the author of the "general theory of conflict", sought to create a coherent scientific theory of conflict. He uses the term "conflict" to analyze physical, biological and social phenomena. In particular, he emphasized that all conflicts have common elements and patterns of development, and it is their study that can reflect the phenomenon of conflict in its various specific manifestations [1].

According to domestic scientists dealing with psychology management, conflict is a phenomenon of interpersonal and group relations. Any conflict is a desire to win, to create an idea, to carry out an act. Therefore, managers believe that conflict is a kind of possible indicator of improper management activity. The stereotypical opinion that conflict is something extremely bad and harmful has been established. The American school formed its vision of conflict, associating it with aggression, disputes, and wars. The European "school of human relations" also believes that conflict is an indicator of ineffective organizational activity and unprofessional management. Friendly relations in the organization can prevent conflicts. Modern management theorists tend to believe that in organizations, effects are not only possible, but also desirable. Conflict is a certain indicator of the development of the organization, the positive role of which lies in the diagnostic essence - it helps to identify "bottlenecks", "problem areas", "painful issues", evaluate processes organization and labor efficiency, etc. D. Tjesvold notes that conflict is a distortion of the normal production process and the existence of the collective in general. However, they are singled out in the team conflicts are necessary and unnecessary. Unnecessary conflicts may occur in parallel or separately from the necessary ones, these are the so-called non-productive one's conflicts in the team (family, etc.). Therefore, conflicts are dynamics, a source of changes in social and personal relations [3].

Classification and causes of conflicts. In the conflict literature there are certain approaches to classification of conflicts. By scale, global and partial conflicts are distinguished. Global conflicts are global in scale and threaten the existence of humanity or individual civilizations (problem of war and peace, confrontation of cultures and civilizations, religious conflict, genocide, environmental disasters, etc.). In partial conflicts, there is a confrontation of individual employees with the manager or employees among themselves. Contradictions of partial conflicts are most often resolved by the authority of the manager.

According to a person's attitude to the conflict, the following are distinguished: conflicts that are evaluated as undesirable (a defensive position of the individual appears); conflicts perceived by a person as necessary (a person behaves more naturally, adequately).

Causes of conflicts. Conflict specialists and psychologists-practitioners claim that the occurrence of conflicts, as a rule, related to the psychological characteristics of the individual, his behavior and needs. The main characteristics of an individual that determine his behavior include: - natural properties of the personality, its individual and psychological properties features; system of needs, motives, interests of the individual; - an individual's internal idea of himself, his "I"-image. The natural properties of the personality are what are embedded in it from birth and is expressed by such dynamic characteristics as activity and emotionality [2].

To the characterological prerequisites of the occurrence of conflicts include persistent qualities and character traits that can, under certain conditions, lead to a collision of the individual with others: intolerance to the shortcomings of others, reduced self-criticism, impulsivity, intemperance of feelings, tendency to aggression, lack of manners, etc.

Conclusions.

Conflicts in modern society represent the origin and manifestations of objectively existing social contradictions. The contradictions of society are a specific reflection of its essence, a decisive and driving force of development. Each contradiction is specifically manifested in the context of the entire system of contradictions and requires an adequate solution.

Basic rules of constructive conflict resolution situations are as follows: the focus should be only on the problem conflict, not personality; participants in the conflict are not enemies; participants in the conflict should not succumb to negative emotions and feelings; the interests of all its parties must be represented in the resolution of the conflict.

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**OPTIMAL PHYSICAL ACTIVITY FOR MAINTAINING HEALTHY SKELETAL MUSCLE FUNCTIONING IN ADULT
ATHLETES WITH T1DM**