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Professionalism in interethnic relations management

Abstract. Our world is becoming increasingly multicultural and diverse, and the ability to navigate and foster positive interaction between different ethnic groups is crucial to maintaining it, its harmony and productivity. This article is aimed at in-depth study of the concept of professionalism in the management of interethnic relations, identifying the basic skills, knowledge and attitudes required to succeed in this field. Professionalism is the key to creating a harmonious, equitable and understanding society, where all its participants feel respected and accepted, regardless of their nationality or ethnicity, cultural peculiarities, their traditions and values. In this regard, the main objective of our research is to identify the factors that contribute to the successful management of harmonious interethnic relations. Special organizations and institutions require professionals in this field who are able to overcome cultural differences, prevent conflicts and promote mutual understanding between different groups. Having understood the principles of professionalism in this context, we will be able to develop certain strategies and approaches that contribute to the creation of high-quality cooperation in an interethnic environment. This is necessary not only to strengthen harmonious relations, but also to unlock the full potential of various ethnic groups, which leads to innovation, creativity and general social progress.

Keywords: labor; positive interaction; interethnic relations; ethnicity; high-quality cooperation; general social progress; innovation

Introduction

The culture of interethnic relations is an organic component of the spiritual life of society and its culture. This is a set of special personality qualities, skills and knowledge, manners of behavior, the commission of certain actions that manifest themselves in the interaction of representatives of various ethnic communities and which allow us to achieve mutual understanding in many aspects. In a broad

sense, this definition is usually understood as the interaction of peoples in different spheres, for example, in politics and culture. In the scientific literature, this topic is the object of close attention due to its ambiguity and complexity.

The new socio-cultural conditions that emerged in the 21st century marked the beginning of the world development. The relations between states and nations have influenced the development of the world capital market, labour force, goods and services, the formation of a new information space and, especially, the internationalisation of the problems of man-made impact on the natural environment.

Over the past few years and to the present day, the problem of interethnic relations is an urgent and acute problem of mankind. Using the example of recent events taking place both abroad and in our country, it can be noted that the nature of such relationships can range from respect and friendship to complete rejection and discrimination.

The trend of growing significance of this problem can be traced due to the increasing influence of national identity on the daily life of society. This process is often accompanied by negative manifestations in public life, such as the ignition of hotbeds of conflicts between representatives of different ethnic groups. It is very difficult to stop these phenomena, so it is necessary to prevent them at all. In order to prevent conflicts, a number of discussions and events should be organised to develop and establish inter-ethnic relations.

It is extremely important to form a basic knowledge in society about the system of relations between ethnic groups. Each nation has a special set of characteristics, which are conditioned by the spiritual, economic and political life of nations. It is thanks to the creation of a friendly atmosphere that it is possible to fully penetrate into and become familiar with the cultural traditions, values and historical experience of another ethnic group.

The formation of the culture of interethnic communication is a complex, multidimensional and long-term process, which asserts in the perceptions, feelings, thinking and actions of people humanistic norms of benevolence, friendliness, tolerance, mutual understanding in relations between people of different nationalities. At the same time, modern multinational society cannot exist without it.

At the moment, this communication is hampered by the growing tension among society, the violation of political stability and the destruction of cultural heritage. And as a result, a person comes to realize the need to form strong and friendly relations between people of different nations.

Since school days, we have been faced with the problem of establishing good relationships with children of different ethnic groups. That is why scientists believe that it is only during the student years that ethnic consciousness is fully formed, and we approach this issue more consciously and practice this aspect most often. This is due to the fact that the number of Russian universities that support the program of inclusive education or exchange training is growing. Hundreds of students from different countries study at our higher education institutions, thereby allowing us to come into contact with various systems of worldview and worldview.

The problem of accepting something different from the usual is inextricably linked to understanding oneself. Ethnic tolerance is the main feature that should be taken into account in the process of forming interethnic relations. It implies the value of every person, regardless of what nationality they are; respect for customs, traditions, and religious holidays. This is a special recognition of the uniqueness of another nation. All spheres of society take part in the formation of the system of interethnic relations: from the government to secondary schools. Such a system is based on respect for other cultures, their values, special equality between ethnic groups and, of course, the protection of their rights and freedoms. Therefore, the culture of interethnic relations is an integral part of the life of each of us. Our modern society, respectful attitude to different nationalities and formation of friendly relations between representatives of these cultures require special attention to this problem. Respect and tolerance are the two main principles in the formation of interethnic relations.

The elaboration of the research topic

Ethnopsychology is one of the branches of psychology that deals with the study of differences and certain characteristics among different ethnic groups and communities. This science is quite young. The term «ethnopsychology» was first introduced by the famous philosophers-linguists G. Steintal and M. Lazarus. The purpose of their research was to understand and identify the special psychological mechanisms through which interaction between people took place, the formation of their individuality, ethnic tolerance among representatives of various ethnic groups.

Based on the recommendations of ethnopsychologists, various specialists and scientists, solving the tasks of finding fundamentally new approaches to the problems of individual development and social formation of people, should always remember that they are not dealing with an abstract person or a group of people, but with carriers of a national-peculiar psyche [1]. However, if this fact is not taken into account, then it is not worth waiting for the comprehensive development of the personality.

According to Bondareva E.A. [1], «ethnopedagogy» is another young branch of science. She is engaged in researching the experience gained from different ethnic groups during her studies. According to our topic, ethnopsychology and ethnopedagogy complement each other, highlighting the methodological foundations for the correct perception of national education and helping to train highly qualified specialists in this field.

Our state is multinational and we have quite a lot of experience in communicating with representatives of different ethnic groups, but this is not enough to create high-quality interethnic relations. Recently, many studies have been conducted, conflict analysis based on regional data and based on these results, Avksentiev A.V. concluded that people born during the collapse of the USSR still feel unprepared to communicate with people of other nationalities. It is worth paying attention to the fact that «over time, due to economic and political crises in extraordinary circumstances, national psychological characteristics come to the fore» [2]. Cassidy V.F. [3] argued that a professional in the management of interethnic relations is a specialist who must be able to efficiently manage communication between representatives of different ethnic groups and take into account their special psychological characteristics. The requirements for a specialist in this industry are quite high, both in terms of skills and knowledge. We are only talking about very high quality and professionalism, because future political relations between ethnic groups depend on it. Professionalism involves the development of certain abilities, a wide range of in-depth knowledge and understanding of the features of interaction, communication models between different ethnic groups and moral norms.

Thus, according to Sadokhin A.P., Grushevitskaya T.G., the application of this knowledge in practice will allow:

1. To introduce the principles of humanism and equality between people into everyday life.
2. To foresee the social consequences, the nature of their manifestation on ethnic groups.
3. To find genuine ways to resolve the conflicts that have flared up, preventing their further tension.

According to Griffith D.A. and Harvey M.G. [4], «from the point of view of content, such assistance can be expressed in various forms: pedagogical, material, legal, psychological, informational, educational and many others» [5].

Neil G. Jesse and Kristen P. Williams [6], state that the work of a specialist in working with refugees and immigrants in the process of their adaptation to a new culture can be divided into three stages. At the first stage, the national psychology of representatives of various ethnic communities can either favorably affect the work of a specialist, or become an obstacle. In case of counteraction to the goals of the specialist, it is necessary to take constructive steps to change the content and quality of the activities carried out. At the next stage, the interaction stabilizes.

Thus, political psychology, ethnopedagogy and ethnopsychology are important components in the formation of national education and interethnic relations [7]. These sciences help to understand the peculiarities of the psychology of different nationalities and to anticipate the political activities of these peoples [8]. Professionalism in the management of interethnic relations contributes to the creation of a peaceful environment in multinational societies [9]. The development of this area will help prevent discrimination and the emergence of false stereotypes about cultures of other nationalities. Consequently, it is also necessary to develop methods to strengthen interethnic relations in such a way that everyone respects the rights, customs, traditions and values of other communities [10].

Analysis of the peculiarities of interethnic interaction and conflicts in Russia

In accordance with what was stated in the previous section, it follows that our country is a complex inter-ethnic system with its own peculiarities and commonalities. In recent years, mutual understanding of different cultures has become a popular trend. However, nowadays, the situation around the world has become more acute and relations between representatives of different ethnicities have become strained, which leads to numerous conflicts. These conflicts are not only due to the presence of different ethnicities but also due to special circumstances. Therefore, it is necessary to be more attentive to this issue and as a consequence to form competent specialists and professionals in this field [11].

In the course of the research aimed at studying the influence of professionalism on the nature and peculiarities of interethnic relations, we conducted a survey with 30 participants. The ages of the interviewees ranged from 18 to 71 years old (fig. 1).

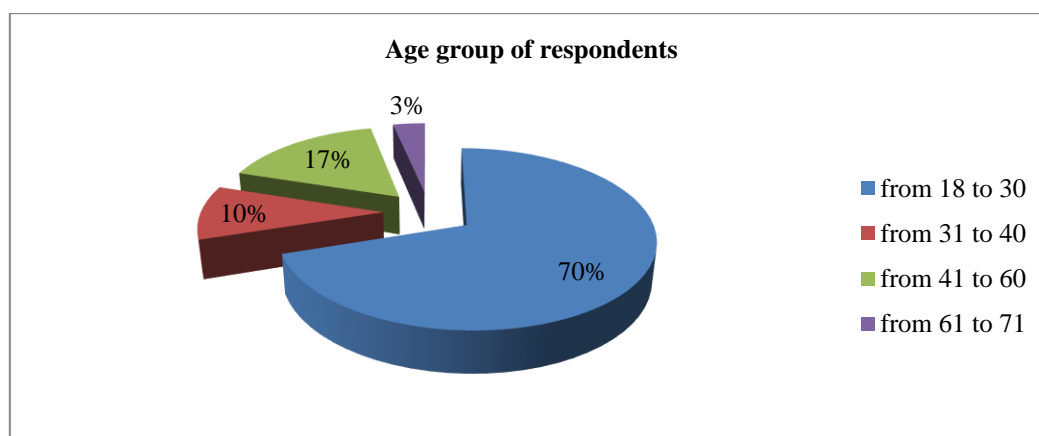


Figure 1. Age group of respondents (elaborated by the authors)

For reasons of clarity, people of different nationalities took part in my survey in order to find out what is the reason for such frequent interethnic conflicts and how important it is to be a professional to prevent them. Among the respondents were Russians, Chinese, Dagestanis, Armenians, Germans (tabl. 1).

Table 1

Nationalities of respondents

Nationality	Number of people	%
Russians	26	87
The Chinese	1	3
Dagestanis	1	3
Armenians	1	3
The Germans	1	3

Elaborated by the authors

During the survey, it was noted that 10 % of participants believe that interethnic communication in Russia occurs mainly between people of the same nationality. 50 % of them classify relationships as the most friendly and non-aggressive. And only a third of them mentioned some kind of tension between ethnic groups.

According to the answers of the respondents, we noticed that there are a number of factors and reasons why, in the opinion of the population, such conflicts occur and attitudes towards other nations are formed. They include: influence of own opinion formed in connection with certain events or as a result of falsification of history; difference in world outlook and mentality; influence of religious peculiarities; incorrectly formed public opinion and influence of relatives and close relatives (fig. 2).

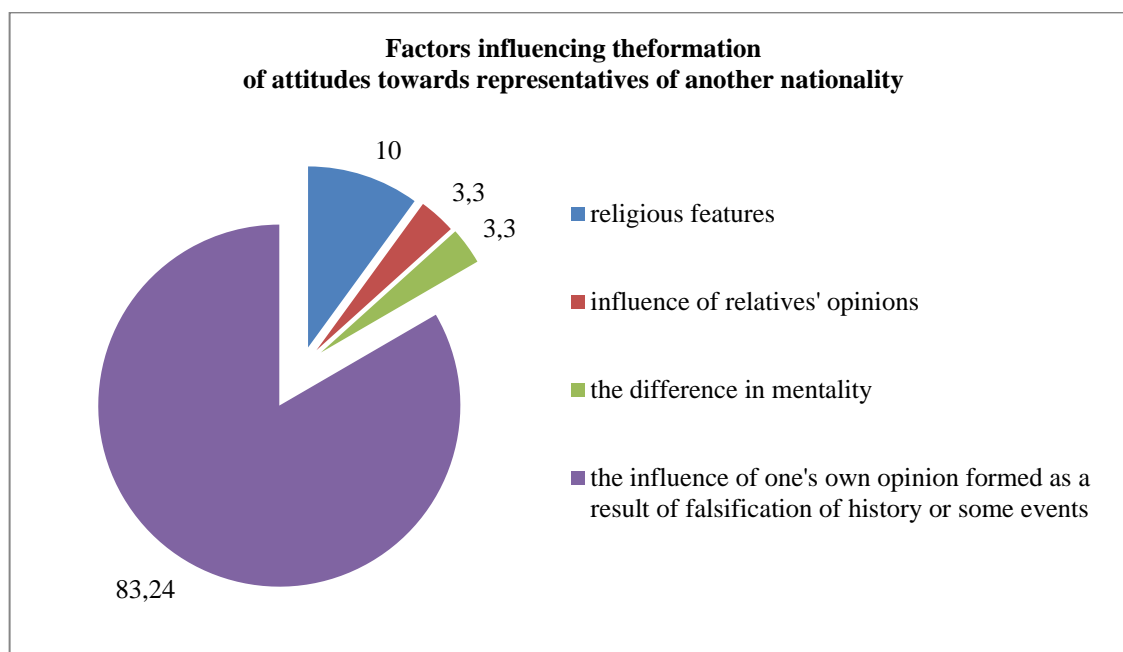


Figure 2. Factors influencing the formation of attitudes towards representatives of another nationality (elaborated by the authors)

The exacerbation of interethnic conflicts occurs due to the inadequate attention of the authorities to this issue, which also affects their duration [12]. However, the lack of certain knowledge, belief in stereotypes, non-acceptance of religion, values and traditions of other cultures in most cases create barriers in the interaction between ethnic groups and in the process of communication, and the state is also to blame. The majority of respondents agreed with my opinion, but also with their help I was able to identify several other reasons. (Table 2)

Table 2

Causes of conflicts

Causes of conflicts	Number of people	%
Personal animosity towards people of another nationality	3	10
Complete denial and misunderstanding of religion, values, and peculiarities of other cultures	4	13
The predominance of certain ethnic communities in some areas of employment	5	17
Insufficient attention of the authorities	7	23
Lack of professional specialists to resolve interethnic conflicts	11	37

Elaborated by the authors

As a result of our survey, the following result was obtained: the lack of specialists to resolve inter-ethnic conflicts and the availability of such a quality as professionalism in each of them is the main problem at the moment.

Ways to achieve professionalism in the management of interethnic relations

As it was noted, the creation of curricula for training, the development of methods of national education of the individual play a major role in achieving professionalism in the management of interethnic relations.

On this basis, we developed some events aimed at preventing interethnic conflicts and at the formation of national education. we have identified two categories of these events (tabl. 3, 4)

Table 3

Ways to achieve professionalism in the management of interethnic relations

School-level activities	Organisation and holding of Festivals of Friendship of Peoples between nations
	Essay contest on the theme: «Traditions of my nation»
	Conducting trainings and seminars for teachers and educators on managing and preventing interethnic conflicts
	Establishment of clubs where students from different ethnic groups engage in joint projects
	Organising thematic class hours on the theme: «Traditions of the peoples of our country»

Elaborated by the authors

Table 4

Ways to achieve professionalism in the management of interethnic relations

City and regional level events	Organising cultural festivals and fairs where different ethnic groups can present their culture, crafts and traditions. This will create an opportunity for interethnic communication and understanding
	Holding of the Multinational Russia event
	Organization of interethnic forums and round tables where representatives of different ethnic groups, including representatives of public organizations and authorities, can discuss problems arising in interethnic relations and look for ways to solve them
	Cultural exchanges and mutual visits: The organization of programs that allow students and youth from different ethnic groups to attend each other's events and activities, to mutually exchange experiences and understand cultural characteristics. This will help to create unity and understanding between ethnic groups in the city

Elaborated by the authors

Thanks to the introduction of these events in our country, we will be able to form a proper national upbringing for children from an early age, and together with adults we will actively promote the «friendship of peoples».

Another way to achieve professionalism is to develop training programs for specialists in this field aimed at developing interethnic interaction and communication skills. In my opinion, such programs should consist of various kinds of trainings and discussions. And they should also include the following aspects:

- Active listening practice.
- Seminars on the theme «Core Values of Different Cultures».
- Creating and solving cases for team analyses of other ethnicities' peculiarities.
- Training in conflict prevention skills.

Such a program guarantees full immersion in the culture, the principles of dialogue and will help everyone to become a highly qualified specialist in this field. Mentoring and coaching can also be indispensable in this field. The creation of analytical programmes such as mentoring and coaching are aimed at supporting members of different ethnic groups. These mentors are more likely to come from

different ethnic communities. This is done to make people feel comfortable to communicate with representatives of their own ethnicity. They always pass on their experience and knowledge, help young and newcomers to adapt to the new corporate environment, develop their professional skills and overcome ethical barriers. Such analytical programmes can in many ways help future specialists to become true professionals in their field.

Implementing a system of evaluating certain situations and forming statistics is an equally important aspect of this matter. The fact is that the more frequent the feedback comes from representatives of different nationalities, the easier it will be to prevent conflicts in the future [13]. By analysing the information received, it will be possible to clearly identify problematic issues, look for ways to solve them, and encourage achievements and discoveries in this area.

As a continuation of the research, the same group of respondents was asked, «what ways to achieve professionalism in resolving interethnic conflicts in your opinion are the most effective for future professionals?»

According to the majority of respondents, the most effective way is special programmes, trainings and courses for newcomers. 30 % of respondents voted for mentoring and coaching, considering them powerful means of managing inter-ethnic relations, as they promote personal growth and create a more open organisational culture [14–16]. About 17 % of respondents voted in favour of organising and implementing the activities I have developed to foster national education in both children and adults. Systems for evaluating certain situations and analysing statistics proved to be important but not key ways for respondents, which is the reason why only 10 % voted for them (fig. 3).

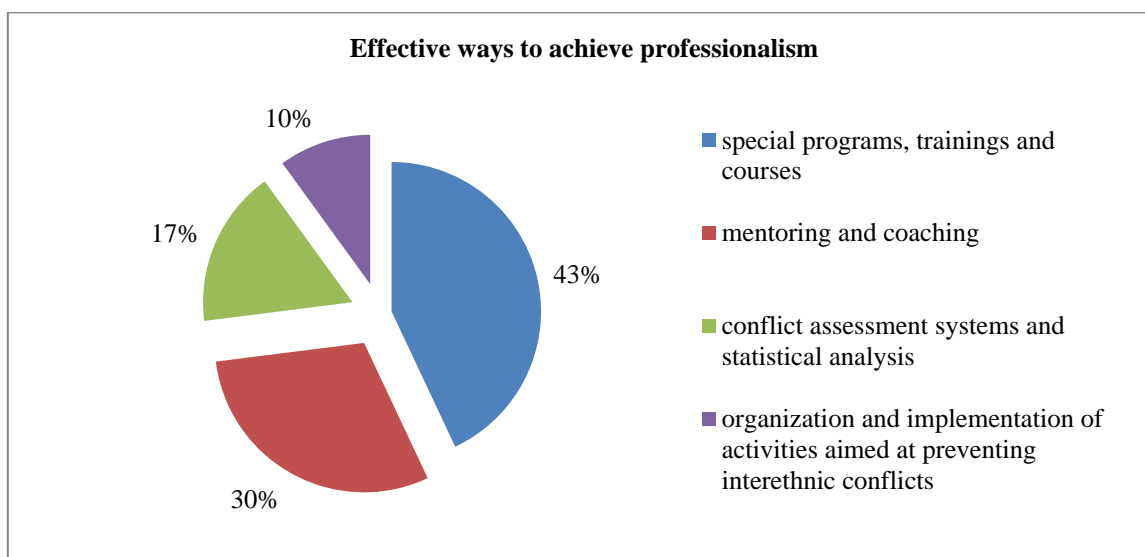


Figure 3. Effective ways to achieve professionalism (elaborated by the authors)

So, we came to the conclusion that professionalism is an extremely important factor in the management of interethnic relations. It is a quality that takes a lot of effort and patience to form. It is extremely important for future experts dealing with interethnic relations to study on a regular basis, to take various courses, trainings and seminars, developing certain skills that will allow them to work effectively with a variety of ethnic groups. The list of competencies required for experts includes the ability to build dialogue, resolve conflicts and create conditions for peaceful interaction. It is important to maintain openness, tolerance and respect for different cultures and ethnicities, as well as to constantly learn and apply modern approaches and techniques in managing interethnic relations. It is important to pay great attention to this issue and as a consequence the number of conflicts will decrease. Only when specialists are able to interact correctly and competently with representatives of different cultures, only then will they become true professionals.

Successful management of inter-ethnic relations contributes to the creation of a harmonious society where different ethnic communities can develop and cooperate together. This is the main component of Russia's social and economic progress in the context of multinationality and cultural diversity.

Conclusion

Summing up the results of the research, it is important to note that the relevance of the work was that the organisation of interethnic relations has become an important element without which modern society cannot function. Interethnic relations are a complex process that has its own peculiarities. High-quality specialists are required in all spheres, and in order to perform their duties efficiently each of them should possess special knowledge, for formation of qualitative relations between people of different nationalities.

The key aspects of professional activity in the field of interethnic relations management were analyzed. Various methods, strategies and approaches were considered that make it possible to professionally manage interethnic relations, including in the context of multinational corporations, public organizations and government agencies.

Having understood the principles of professionalism, we were able to identify certain strategies and approaches that contribute to the creation of quality cooperation in the interethnic environment. They include recommendations for the formation of professionalism in the field of interethnic relations, including the need to conduct trainings and seminars, analytical programmes, as well as the creation of special techniques to improve the quality of relations between representatives of different cultures. All these measures are aimed at improving the cultural, social and economic development of society through the effective management of interethnic relations.

Professionalism in the management of interethnic relations plays an important role in creating harmonious and constructive communication between different ethnic groups. It is only through a professional approach to managing interethnic relations that friendly relations between multinational collectives can be achieved, as well as conflicts can be prevented and tolerance and mutual understanding can be strengthened in a society.

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Профессионализм в управлении межэтническими отношениями

Аннотация. Наш мир становится все более многокультурным и разнообразным, и способность способствовать позитивному взаимодействию между различными этническими группами имеет решающее значение для его гармонии и продуктивности. Данная статья направлена на углубленное изучение понятия профессионализма в управлении межэтническими отношениями, выявление базовых навыков, знаний и установок, необходимых для достижения успеха в этой области. Профессионализм — это ключ к созданию гармоничного, равноправного общества, где все его участники чувствуют себя уважаемыми и принятыми, независимо от их национальности или этнического происхождения, культурных особенностей, традиций и ценностей. В связи с этим основной целью нашего исследования является выявление факторов, способствующих успешному управлению гармоничными межэтническими отношениями. Специальным организациям и учреждениям требуются профессионалы, способные преодолевать культурные различия, предотвращать конфликты и способствовать взаимопониманию между различными группами. Поняв принципы профессионализма в этом контексте, мы сможем разработать определенные стратегии и подходы, которые будут способствовать созданию качественного сотрудничества в межэтнической среде. Это необходимо не только для укрепления гармоничных отношений, но и для полного раскрытия потенциала различных этнических групп, что ведет к инновациям, творчеству и общему социальному прогрессу.

Ключевые слова: труд; позитивное взаимодействие; межэтнические отношения; этничность; качественное сотрудничество; общий социальный прогресс; инновации

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