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**A PHENOMENON OF THE CONFLICT  
IN EDUCATION FOR SECURITY  
–AN EXAMPLE OF THE CZECH REPUBLIC  
(Part 2, continuation)**

**Summary**

*Security belongs to the basic qualitative standards of citizens' life in every country. It is a very frequently discussed question involving education for security. The paper presents a concise analysis of the phenomenon related to the conflict of education for security using the example of the Czech Republic.*

**Key words:** *education, security, education for security, conflict, country, national security*

During conflicts one often comes across a phenomenon of transferring the conflict into counterirritants. It is easier to cope with them than to tackle the problem of the increase in the needs which are related to “the intense hunger”. The aim of creating the counterirritants is sometimes temporizing. As a rule, expanding the conflict assumes heterogeneity of the objectives which are being achieved.

The tactics of gaining allies<sup>1</sup> is an attempt to improve one's position and at the same to weaken the position of the opposing party by obtaining moral and active support from outside i.e. the people who are not involved in the conflict.

The party which has no power and influence prefers escalation of socially accepted behaviours such as: discussion or protest<sup>2</sup>.

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<sup>1</sup>Frequently used in conflicts.

<sup>2</sup>Trying not to cause strong tension.

On the other hand the powerful party wants to create a high level of emotional tension unilaterally to bring the conflict to a close and prefers so called controlled escalation. It manifests itself in the following modes of behaviour: the party imposes conditions, reveals the differences and protects its personal interests, depreciates the importance of the opposing party's point of view, emphasizes one's identity, reveals and specifies the feelings, etc.

One of the slightly different methods of strategic behaviour of preventive results, used in the process of managing the conflict, is a conscious change of the conflict conceptualization<sup>3</sup> in order to decrease or liquidate the level of the feeling of frustration. The positive aspect of the conflict reconceptualization is an assumption of more positive attitude to the opposing party. The negative side, however, is a dismissal of the necessity to solve the conflict.

There are five basic directions of the conflict reconceptualization:

- perceiving the conflict in a less abstract category, i.e. in a way that makes it easier to solve the conflict;
- changing the conflict in such a way which will decrease the feeling of threatening one's own identity;
- striving for weakening the polarization of the positions held by the conflicting parties, expressed by the utterance: "we or them" or "all-or-nothing";
- dividing a large conflict into several smaller ones, relating to fewer people, fewer problems, rules, etc.;
- realizing the fact that in spite of the conflict the relationship with the other party may be or is co-operative.

One of the reasons of the conflict escalation is the parties' aggression which the conflicts are often accompanied by. To manage the conflict constructively the knowledge gained during researches on aggression and methods of controlling it should be applied. Application of both: the knowledge and the methods enables the party to manage the conflict.

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<sup>3</sup>The conflict reconceptualisation.

There are five basic styles of the conflict management:

- imposing (competing);
- avoiding;
- compromising;
- accommodating;
- solving problems (collaborating).

The presented styles are a kind of space where every person can be placed depending on his personal tendency to react to the conflict. In the conflict situation the disputants react in a certain way, although they are not always aware of that.<sup>4</sup>

The vertical dimension reveals the degree of concentration on oneself and the degree of assertiveness<sup>5</sup> with respecting the interests and rights of the other people. The horizontal dimension shows how willing the person is to co-operate and how important the relationships with other people are to the individual.

Assertive, self-confident people are likely to treat the conflicts as the competition situation, or collaboration, and co-operation. However, the people with a low degree of assertiveness will avoid or mitigate the conflicts, they will try to accommodate to the existing situation. The combination of these two dimensions enables the individual to determine one's own individual style of reacting in a conflict situation and handling the conflict. In a nutshell, those styles are as follows.

Competing is the basis of domination and fight. It is frequently described in the category of exerting pressure and using "win-lose" tactics. It is an egocentric pursue to meet one's needs at the expense of the other party. The basis for this approach is an assumption: "to win at all costs" and following the principle that "all ways of acting are good if they lead to achieving a set goal"<sup>6</sup>, often including manipulation.<sup>7</sup> People who strive for power or have power over the others are more likely to manipulate other people. Competing can be applied when:

- there is a need for quick, decisive action;

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<sup>4</sup>Especially interpersonal conflict.

<sup>5</sup>The notion "assertiveness" is understood as a tendency to pursue one's own interests and rights – and, if necessary, protecting them.

<sup>6</sup>Further Clausewitz, Carl. *Vom Kriege*, Berlin 1832.

<sup>7</sup>Including the deceitful tactics of resolving the conflict.

- unpopular decisions are introduced;
- incompetent people are to be eliminated.

Avoiding, also called withdrawing, isolation and escape takes place when one party is not helping the other party to reach its goals and is not assertively pursuing its own. This style is typical for people who prefer to withdraw from the conflict rather than try to solve it in a constructive way. People avoid conflicts in different ways. If the opposing party is more powerful, people withdraw and give up pursuing their own rights and interests. However, when the individuals have the edge, they impose their opinion regardless which party is really right. As a result of such approach both parties lose because postponing solving the conflict means creation of a new conflict situation. The avoiding tactics may be used when:

- the issue is trivial and there are more important matters which have to be tackled;
- there is no possibility of winning;
- there are chances of more advantageous solution of conflict at a later date;
- more time is needed to get prepared better for the negotiations;
- there is a risk that the solution adopted will cause other conflicting problems.

A compromise is based on the assumption that in a given argument each party gains and loses. In this case we search for a common ground of agreement. It is a resultant of two tendencies: “to protect one’s own interests” and “to co-operate”. Objectively, from the organisation’s point of view, it is the best solution. The most desirable result of a compromise is equal concessions of the claims made. A compromise may be appropriate for scenarios where:

- the conflicting party is equally powerful;
- there is a need to gain an advantageous solution within a short time;
- it is possible to solve a complicated argument;
- the co-operation or competing has not been efficient so far.

Accommodation is the opposite of competing. This as an action taken for the benefit of the other party. The party of “accommodation” approach sacrifices its goal to enable the other party to meet its needs. It can be effective for preserving future good relations with the other party.

Similarly to people who apply the style of “avoiding”, mitigating people are convinced that an argument is an evil and a threat. Using “accommodating” approach is not always a favourable situation for the party. Accommodation is mainly used in the following situations:

- when a mistake was made and we have the courage to admit it;
- it is more necessary for the other party to win;
- the conditions are created for a favourable solution to the contentious issues;
- there is a big risk of lose;
- to create an opportunity for both the subordinate and the supervisor to learn from their own mistakes.

Collaborating is the most desirable approach of solving conflicts. It is based on the paradigm: “win-win” and aims at meeting the needs of both parties to an optimal extent. In majority of cases a solution satisfying both conflicting parties can be found. It does not have to be related to equal concessions of both parties and fair distribution. The collaboration can be described as a suitable relation when the arguments of both parties are important and the mutual agreement is sought by taking into account the interests of the other disputant during the decisions making process. Having realized what is one’s individual style of reacting to the conflict, enables the party to manage and control the course of conflict and the negotiations conducted.

Conflict resolution is a significant issue in education. A conflict appears in almost every area of human activity, taking sometimes the form of armed conflicts<sup>8</sup>. In spite of the fact that conflict may play a number of positive roles, we still search for the ways of regulation and solving conflicts. It mainly results from the negative consequences which this phenomena is usually accompanied by.

Regulation and solving conflicts relate to such clashes which could not be prevented. Solving the conflict is getting rid of the factors that led to its occurrence and abandoning hostile actions directed against the other party. Regulation is a conscious impact on the course of conflict made by the party involved or by the participants in order to limit its

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<sup>8</sup> Of economic, independence, national or religious background.

violence and intensity as well as to shorten its duration.<sup>9</sup>

Admitting the need to introduce regulations usually takes place when the parties realise that they are not able to settle the argument to their own benefit themselves. Making them settle the argument is an essential element of negotiation.<sup>10</sup>

Limiting the violence and intensity of conflict can be obtained via, among others, the following actions:

- Limiting the range of conflict i.e.: the number of its participants and the litigious matters,
- Limiting the number of means of fighting, technical measures and kinds of actions taken,
- Defining the opponent clearly,
- Establishing relationships between the parties which will prevent them from possible mistakes or misunderstandings,
- Presenting the opponent and his actions objectively.

The ability to resolve conflicts and countermeasure various forms of offensive actions, including violence and aggression, has a close relation to the human safety and the functioning of human in extreme conditions such as armed fighting.

One of the most primitive and most common methods of handling a conflict is deterrence which is to prevent a group from taking actions, the costs of which will outweigh all possible profits.<sup>11</sup> Applying a method of deterrence is aimed at bringing about a fear of consequences. This method is only effective when the party is fully capable of implementing it. Otherwise it can make the party seem ridiculous, indecisive and may jeopardize its authority.

When the conflict occurs, an agreement should not be feigned but the

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<sup>9</sup> Limiting negative conflict consequences and changing the conflict form a destructive into constructive phenomenon.

<sup>10</sup>More on negotiations: Mika, Janusz. *Komunikace mezi uchazeči o zaměstnání a pracovníky Oddělení pro zprostředkování zaměstnání na Úřadu práce v Karviné*. In: *Zarządzanie i komunikacja społeczna w edukacji. Kontekst, struktura, środowisko*. Toruń: Adam Marszałek, 2010, pp. 141-158. ISBN 978-83-7611-753-9.

<sup>11</sup>The cold war between the Union of Socialist Soviet Republic and the United States of America may be an example of using such a strategy. Each party threatened the opposing party with total destruction if it decides to make a nuclear attack. The perspective of a total annihilation was supposed to deter the rival from using the nuclear weapon. None of the parties wanted such a "madness" to happen.

parties should start settling it. A conflict which was dampened down comes back like a boomerang. It can appear unexpectedly and the individuals may be taken by surprise by its intensity and consequences. The destructive conflicts which cause chaos and hinder co-operation are most dangerous because they lead to negative emotions and fighting against each other. Those are the conflicts which should be settled actively and their spontaneous escalation should be prevented.

Efficient conflict settlement is determined by self-control and abilities to distance oneself. According to Niccolo Machiavelli *the one who adjusts his conduct to the circumstances and orders his temper to be obedient, wanders the least*<sup>12</sup>.

Recognition and analysis of one's own style of reaction in a conflict situation can be useful for handling the arguments and conflicts. The style of reaction is a learnt ability which can be improved. As far as effectiveness is concerned, there are no unambiguously good or bad styles of reaction to the conflict situations. The assessment of a given style depends on its adequacy to the situation in which it takes place<sup>13</sup>. A description of different styles of reacting to conflict coincides with the description of styles of conflict management presented hereinbefore.

One of the ways of resolving conflicts is influencing the processes which were elicited by the conflict and serve keeping and intensifying conflicts<sup>14</sup>.

The first step that leads to overcoming the conflict is identification of the parties which are involved in conflict situations.

In some environments there is a common view that the conflict develops and solidifies when the conflicting parties do not understand each other and have misperceptions of each other. If they are enabled to enter into mutual contacts, the false stereotypes could be verified or rejected, and possibly the conflict could be settled.

Practical examples show that in many cases those ways are failing. The areas of the contact of antagonist groups representatives and nations become fronts of the fights. The opportunities of communication and discussion are not taken. If so, they are used to attack the opponent who is not listened to, no importance is attached to the opponent's arguments.

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<sup>12</sup>Machiavelli, N., *Księżę. Rozważania nad pierwszym dziesięcioksięgiem historii Rzymu Liwiusza*, PIW, Warszawa 1984, p. 211.

<sup>13</sup> The external conditions impose the choice of a certain style.

<sup>14</sup> So called "symptomatic treatment".

It happens that "open door policy" and increasing the opportunity to communicate accompany moves which touch the essence of conflict and are effective.

Another way of combating conflicts can be an attempt to shape positive attitudes towards sides of the conflict via presenting positive information about them. As psychological research and life practice showed, conveying such information is pointless<sup>15</sup>. In a conflict situation such information is ignored, their recipients question the authenticity of the information and distort the information easily. Even if the information is believed, it is shortly forgotten. This method may be applied in a situation preceding the conflict and in a situation of recognising a potential conflict.

There are some opinions that conflict can be defused by the contact of the leaders. They have more chances to reach an agreement in a course of a calm debate than big communities excited by the conflict<sup>16</sup>. This method like every method has some obvious disadvantages. In a situation of the strong conflict escalation a room of manoeuvre of the leaders is very limited. The leaders can be exposed to attacks from the individuals from their own party who require them to gain certain compromise and concessions from the opposing party. The parties may always feel dissatisfied with what has been achieved. Only the leaders with a great authority, large influence and on the top of the situation can conduct effective negotiations heading for elimination of a conflict.

"A comprehensive way" of curing a destructive conflict consists in attempt to get rid of all factors which contribute to escalation and sustaining of the conflict. Social conditions that intensify the state of mental excitement, action of leaders and opinion-forming groups who encourage to fight and resistance are such factors<sup>17</sup>.

The "counter conflict actions" are neutralising such leaders, precluding the actions of opinion-forming groups, who envenom the conflict, whet the reluctance and hostility towards one of the parties. It could be achieved by propaganda means,<sup>18</sup> as well as administrative

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<sup>15</sup> Regardless of the source.

<sup>16</sup> This method is particularly recommended in international relationships between the states.

<sup>17</sup> They proclaim the ideology of fight – thus helping to shape the attitude of opposition.

<sup>18</sup> This is a task of the apparatus of psychological actions, PSYOPS. Further Mika, J., *Uplatnění doktrinních principů informační války a psychologických operací ve válce*



ones, in extreme cases also via police means<sup>19</sup>.

“Comprehensive” measures of eliminating conflicts have been known for a long time. They have always been used by those individuals who had certain powers at their disposal and were trying to prevent or derail processes leading to destabilization of the social order in a country. Moves towards pacifying the situation include:

- undertakings provided for weakening the feeling of economic frustration of various groups;
- foiling the political actions which can capture imagination by setting the emotions to rocking.

Comprehensive actions are not efficient during longer period of time if they are not accompanied by the undertakings leading to handling the essence of the conflict. The above phenomena require treating the causes not the symptoms.

Resolutions of the conflicts which are caused by real clashes, require correct diagnosis of those disputes and joint quest to overcome them. Accrued prejudices, hostility, stereotypes and distrust, described above as the “psychology of fight”, have to be dealt with.

In a social psychology there is an opinion<sup>20</sup> that the main way of solving a conflict between groups, is arising a situation when the two opposing parties have the same, very important goal which cannot be achieved by one party individually. The necessity to combat a common enemy can be such a goal which led to violent arguments elimination many times and thus the old conflicts<sup>21</sup> were stopped. The method of “common enemy”<sup>22</sup> was used by Adolf Hitler, who united the German society ravaged by clashes caused by the economic crises against Jews and communists. Subsequently Hitler also found external enemies.

Looking for “a common enemy”, as a way of solving conflicts has a significant disadvantage, although it may be efficient for a short period

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*a postkonfliktní stabilizaci Iráku. In: Postkonfliktní stabilizace-příklad Iráku. Univerzita obrany Brno, 2007. p. 73-82. ISBN 978-80-7231-249-8.*

<sup>19</sup> Which was used in the former Yugoslavia's countries.

<sup>20</sup> E.g. M. Sherif is a typical representative.

<sup>21</sup> E.g. during the Second World War, the creation of Russian, English and American alliance.

<sup>22</sup> Internal enemy.

of time. Apart from moral aspects of such solutions<sup>23</sup>, it is nothing more but replacing one conflict with another one, not necessarily safer and easier to win.

Having analysed the phenomenon of conflict two basic strategies<sup>24</sup> can be mentioned: soft and tough. The soft strategy concentrates on affecting and modifying the process of reaching an agreement by the conflicting parties. Moderation and mediation are the methods which, among the others, are applied in such strategies. The tough strategy consists in influencing the conflicting parties by controlling the results of the conflict which is being solved. The combination of mediation and arbitration or alternatively different forms of pure arbitration are frequently used. The existence of a common goal based on a common interest can play a certain role in elimination of a conflict, provided that such a goal is really important and highly regarded by both parties. This goal ought to be clearly defined<sup>25</sup> and valid<sup>26</sup>. There should be a general conviction that it can be reached only by acting together. The levels of debates should be created in order to reach common goals. Each uncontrolled form of debate may progress to a fight forum. However, there are opinions that not every controlled form of debate deserves participation in it. In a situation when distrust blocks action taken to solve the conflict, "a third party"<sup>27</sup> can play an important part. If "the third party" has prestige, some power<sup>28</sup> and the competences to understand the conflict, it can contribute to transforming the destructive conflict into a constructive one. A mediator is not a judge who is to assess and discipline the conflicting parties. The mediator's basic function is the assistance in finding the levels at which the solutions may be found which will satisfy the majority of the forces involved.

A conflict does not necessarily mean hostility. Each situation can be

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<sup>23</sup>Mika, J., *Ethical Coincidence of Modern Adult Education*. In *6<sup>th</sup> International Scientific Symposium on Business Administration. GLOBAL ECONOMIC CRISIS AND CHANGES. Restructuring Business System: Strategic Perspectives for Local, National and Global Actors*. Karviná: Slezká univerzita v Opavě, Obchodně podnikatelská fakulta v Karviné, 2010. p. 762-768. ISBN 978-80-7248-594-9.

<sup>24</sup>*Vojenská strategie*. Univerzita obrany, Ústav strategických studií. Ministerstvo obrany České republiky, 2008. ISBN 978-80-7278-475-2. p. 9-57.

<sup>25</sup>In order to be noticed by everyone.

<sup>26</sup>Requires immediate actions.

<sup>27</sup>Usually mediators.

<sup>28</sup>Social, political.

considered separately from people and groups related to it. The common as well as the contrary interests are hidden in every conflict. The common interests keep the negotiations going. Every time people exchange their views in order to change their relationships, they attempt to negotiate. Every discussion leading to preparation and adopting a common and agreed attitude towards a specified conflict deserved the name: “negotiation”.

The ability to conduct a debate and negotiation does not concern only politicians, diplomats, servicemen, managers. It is also needed in everyday contacts between people: with subordinates, superiors, with representatives of authorities and social organisations, in contacts with local people e.g. during implementation of peacekeeping and stability missions.<sup>29</sup>

A negotiating dialogue is a clash of contradictory arguments, views or interests in a situation when the parties try to impose each other their own will. The parties involved in negotiations lead a dispute involving presenting proposals and demands. They are estimated by the other party and subsequently consent is given or a counter-proposal is put forward. The success in negotiation depends, among the others, on the attitude towards the conflict.

Negotiations are a way of solving a conflict. To conduct negotiation the conflicting parties have to be organized. The personalities of negotiators determine the style of negotiations chosen and applied.

The co-operative style called “the soft style” is characterised by the friendly behaviour of the participants. The aim of negotiation is an agreement and the person who takes on this style can make concessions in order to maintain the contacts or even accept one-sided loses for the benefit of an agreement.

In case of a competitive style also called “a tough style” the partners are the opponents. The aim of each party is a victory. The negotiating person usually does not trust the partner and maintains his position firmly, demands concessions as a condition for sustaining contacts. Such a person may manifest aggressive behaviour, use threats and even violence.

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<sup>29</sup>Further Mika J., *Uplatnění doktrínálních principů informační války a psychologických operací ve válce a postkonfliktní stabilizaci Iráku*. In: *Postkonfliktní stabilizace-příklad Iráku*. Brno: Univerzita Obrany Brno, 2007. ISBN 978-80-7231-249-8, p.78.

A matter-of-fact style, which is described as "a principled style", is characterised by the fact that the aim of negotiation is obtaining a reasonable result in a relatively good atmosphere. This style is based on criteria independent from subjective wishes of the partners which are favourable for both parties. People who prefer this style solve the problem together with their partners and look for various possible solutions. They do not use threats but are open to persuasion and are convinced by justified arguments not pressure.

The choice of a certain style and procedures in negotiation situation is determined by a variety of factors interacting with one another. Generally two basic groups of factors can be given: situational and personal. These are also factors determining the conflict resolution. The following situational factors can be enumerated:

- symmetry or asymmetry – related to the similarity of both negotiating parties, as far as their status, resources and accessibility of the desired goods are concerned;
- shortage of time or its access; time pressure on one party or negotiations with time pressure on both parties;
- degree and kind of the partners' involvement – direct or indirect commitment;
- the subject matter of the talks – contents of negotiations e.g. negotiations on political, economic, organizational, interpersonal issues, etc.;
- social and cultural context – i.e. the language and communication changes within different communities, cultural community of the negotiators, possible differences and the action taken in connection to those factors;
- presence or absence of audiences during negotiation;
- the venue of negotiations – negotiation on one's own territory enhances domination behaviours and achieving better results of negotiations;

- interpersonal distance – physical space between partners; the distances are different depending on culture<sup>30</sup> of a given community and its norms;
- the gender of negotiators – the results of research show that women are more open to persuasion (it is conditioned by the process of their upbringing);
- the age of partners – basically, it is easier to influence young people with little life experience<sup>31</sup>; the older the individual gets, the system of a person's attitudes becomes grounded and less susceptible to modification;
- the education of negotiators – the level of knowledge they possess; people who are experienced, have broader knowledge and objectively a greater chance for satisfying negotiations;
- the communication barriers e.g.: lack of efficient system of communication; the physical barriers of communication should be anticipated and eliminated, if possible; there are many psychological problems which have to be dealt with.

The personal factors connected with individual features of the negotiating parties constitute another large group. This group contains individual knowledge of each party, concerning the abilities to conduct negotiations. The personality features of negotiators, predispositions, preferences, temperamental and intellectual traits, interpersonal skills, psychophysical features and the types of attitudes, represented by the participants of negotiations.

Depending on special situations connected with the organisational phase and the course of the process of negotiations, conducting negotiations requires using various techniques and tactics.

In the first stage of negotiations, at the beginning of a discussion, the techniques showing the negotiator in a good light in order to gain the sympathy and trust of the other party and also demonstration of the power seem to be the most rational. The technique which has to be used in this stage is first of all a technique of “the first impression effect” i.e.

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<sup>30</sup>Further Vybíral Z., *Psychologie komunikace*. Portál s.r.o. Praha, 2009. ISBN 978-80-7367-387-1. p. 88.

<sup>31</sup>Furhter Farková M., *Dospělost a její variabilita*. Grada Publishing. Praha 2009. ISBN 978-80-247-2480-5. p. 44.

presenting yourself and your own team and institution.

In the second phase the abilities to control the course of negotiations are the most crucial. Depending on the situation, the negotiator will have to decide on the choice of certain procedures and the choice of psychological techniques.

In the third stage of finalising the conflict, the preventive techniques which counteract entering a new conflict situation may turn out to be efficient. These are the following procedures:

- “above goal ” procedure;
- procedure of “protest abstraction”;
- persuasive skills.

The techniques of reduction of dissatisfaction with the results of negotiations include persuasion, modelling dissatisfaction, encouraging the partner to articulate his dissatisfaction.

The parties which participate in negotiations are aware of the fact that concluding an agreement is a factor changing the current situation. The agreement negotiated may be assessed in various ways by various environments. All the above may cause different interpretations of the arrangements made. If the problems are of a deeper character or there is a far-reaching change of a situation, renegotiation of the agreement concluded is necessary.

While the conflict is being resolved, the fact that self strengthening conflict situation requires time, patience and sometimes the mediator’s help should be taken into account. The mediator who is personally involved in the conflict is not a subject to the same conditions as the conflicting parties. His perception is not disrupted and the opportunities of a dialogue are not usually limited. He can understand better the messages conveyed by each party and play the role of an interpreter. It sometimes helps to overcome a mutual hostility and leads to a direct dialogue. It also helps to limit the conflict and find the way to resolve it. A failed mediation may compromise not only the mediator but also the idea of the mediation itself.

It is difficult to imagine that a fight and dispute will ever be eliminated from the international relationship. Heraclitus<sup>32</sup> considered the

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<sup>32</sup> Heraclitus of Ephesus, 550-480 BC (*Herakleitos ho Ephesios*), a Greek philosopher, belongs to the group of Ionian philosophers of nature. He was born in Ephesus in Ionia, the coasts of Asia Minor. The author of cosmological, political and theological papers.

dispute as “the father of all things”. Conflicts and disputes dynamise and drive actions.

It could be said that psychological actions became a permanent fixture of all wars and armed conflicts. They are an integral part of military operations. Wars as extreme forms of conflicts cannot be eliminated from social relationships. The analysis of armed conflicts fought all over the world shows that the negotiations may be one of the crucial ways of peaceful (political) conflict resolution. Inefficiency of the actions undertaken by the countries responsible for resolving the conflict in a peaceful way in former Yugoslavia was caused by the lack of coordination of political and diplomatic efforts and the negotiating actions. Unfortunately, the ability to negotiate is not appreciated in a military environment; it should become an element of professional qualifications. Apart from developing specialist competences, the abilities to use the methods, techniques and means of social communications should be shaped. The abilities to enter into contacts, solve problems, form the relationships between people, resolve conflict situations, and establish intercultural and interreligious communication are of substantial importance. The above abilities should be included in the military education curricula. Numerous examples show that the military interventions aimed at restoring and maintaining peace were not always fully efficient. It is also an evidence of insufficient communication skills not only in the stages preceding the outburst of military conflicts but also during the conflicts.

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