

TOPIC: DEALING SECRETS

PLAN:

- 1. THE ROLE OF INTERPERSONAL COMMUNICATION IN PERSONALITY DEVELOPMENT.**
- 2. PSYCHOLOGICAL MEANS OF HUMAN BEHAVIOR AND COMMUNICATION.**
- 3. COMMUNICATION AND LEARNING PROBLEMS.**

Rajabova is the daughter of Akila Azim

Alisher Navoi Uzbek Language and Literature University

Student of the foreign philology faculty of the academic lyceum

Abstract: *Opinions are given about the role of interpersonal communication in personal development, psychological tools of human communication and communicative learning problems.*

In fact, the social experience of each person, his human appearance, qualities, and even defects are the product of communication processes. A person separated from society, deprived of the opportunity to communicate, can retain individual qualities, but he cannot be a person. Therefore, we analyze its functions in order to imagine the importance of communication in the development of a person.

The most elementary function of any communication is to ensure that the interlocutors understand each other. In Uzbeks, it starts with a sincere greeting and an open face. One of the rarest and greatest qualities of the Uzbek people is that when someone enters their home, they welcome them with an open face, they see them, they ask how they are doing. It is characteristic that we feel such sincere reception even when we go to condolence. Similar primary contact methods exist in other nations and peoples, that is, this aspect has a national identity.

Its second important function is the foundation of social experience. A human child is socialized only in the circle of people and forms the necessary human characteristics. The fact that monsters, and then reappears among humans after a certain period abduct a human child, has shown that "Mowglis" continue to develop as biological beings, but lag behind in socialization. In addition, it has been proven in many psychological experiments that such a situation limits the child's cognitive abilities.

Another important function of communication is that it prepares and inspires a person for this or that activity. A person who has distanced himself from a group of people, who is out of their sight, does not even go to work, and even if he does, he can do things that benefit only himself and not society. For example, many studies have studied the effect of isolation that is, leaving a person alone on his psyche. For example, in a person who has been in a thermal chamber for a long time, disturbances in perception, thinking, memory, and emotional states have been recorded. However,

scientists have also learned that busying themselves with purposeful activities of people condemned to loneliness, not on purpose, but by the decree of fate, does not lead to such great negative changes. However, any kind of loneliness and lack of communication causes a person to feel unbalanced, emotional, stuttering, anxious, self-doubt, sadness, and anxiety. It is interesting to note that after a certain period of time, those condemned to loneliness begin to speak. If these are the words about what one sees or feels, then the need to talk about something arises. For example, a scientist named M. Sifr lived in a cave for 63 days to realize his scientific goals. He later wrote that a few days later, he caught a spider on the ground and started a dialogue with it. "We," he writes, "were solitary living beings in this lifeless cave. I began to talk to the spider, I began to worry about his fate..."

Full satisfaction of a person's need for communication also affects his work. People, their presence, the fact that there is an opportunity to talk to each other in this environment often increases a person's ability to work, especially in the work that is done while talking, and in the operations that are performed side by side, people are more dependent on the colleague in front of them. , will find strength and additional will to work faster. True, if he likes the person next to him in this cooperation, if there is a feeling of mutual sympathy between them, then the person comes to work "as if he came to a holiday". That is why the American sociologist and psychologist John Moreno studied the direct effect of this factor on productivity at the beginning of our century, he used sociometric technology, that is, based on a questionnaire, he determined those who liked each other and those who rejected each other, and founded the methodology of sociometry. .

Humanity's tool of communication is language, and people communicate with each other through speech. Our wise people have many instructive sayings about the rules of speaking, being careful with the language, thinking about every word, every sentence, in short - speaking etiquette and culture of communication. According to one of them, the honor and pride of a person can be seen in his cultural speech. Humanity is not visible in someone who does not follow the manners of speech. If the speech is appropriate and meaningful, it is useful to listen to it in silence.

In this regard, we found it necessary to cite eight rules of speech:

- ☒ do not talk nonsense;
- ☒ To speak softly with grace;
- ☒ being able to speak with an open face and maintain sincerity in the face;
- ☒ speak in a way that does not make the listener comfortable;
- ☒ speak only useful things.
- ☒ To think and speak thoughtfully, to remember that words spoken without thinking will bring regret;
- ☒ Not interrupting or interrupting when people are talking;
- ☒ Not talking much, because this is not a good sign.

Everyone should refrain from words that harm others. After all, as it is said in the holy Hadith Sharif, "Don't blame someone else for something bad that you don't blame yourself for." For this, you need to be careful with your language, never say words that hurt someone's tongue, leave one's heart, hurt one's sense of honor, trample on one's honor and dignity. It is necessary to have always sweet words, to always speak well and meaningfully, because the pain of the tongue is worse than the pain of a spear...

Thus, communication is the internal psychological mechanism of people's cooperative activities in society. In addition, considering that in the current conditions of new democratic relations, there is a need to make various production decisions not individually, but collegially - together, the culture of people's behavior and communication techniques are important factors of labor productivity and efficiency.

When people interact with each other, one of their main goals is to influence each other, i.e. to persuade their ideas, encourage them to act, change their attitudes and is to make a good impression. Psychological influence is the ability to influence the thoughts, feelings and actions of people using various means.

In social psychology, three main means of psychological influence are distinguished.

1. Verbal influence is the influence we show through our words and speech. The main tools in this are words. It is known that speech is a conversation, a process of interaction, and its tool is words. Both in monologue speech and in dialogic speech, a person wants to influence his partner by finding the most effective words, using all his vocabulary.

2. Paralinguistic influence is the surrounding factors that disturb the speech, strengthen or weaken it. This includes high or low speech, articulation, sounds, pauses, stuttering, coughing, tongue movements, exclamations. Depending on this, for example, if our friend promises us something, we will know how sincere he is. We believe that he will say, "Of course I will!" with an open face and a bold voice.

3. The meaning of non-verbal influence is "without speech". This includes the positions of the interlocutors in relation to each other in space, situations (close, distant, intimate), gestures, facial expressions, pantomimes, looks, direct feelings of each other, external appearance, various signals (noise, smells) coming out of it. All of them enhance the communication process and help the interlocutors to get to know each other better. For example, if in the first minutes of the meeting your friend turns around without looking at you and says, "I'm glad to see you," would you believe it?

A characteristic thing in the communication process is that when the interlocutors want to influence each other, they first think about what to say and what words to influence. In fact, those words and actions around them play an important role. For example, according to the famous American scientist Megrabyan's formula, 7% of spoken words, 38% of paralinguistic factors, and 58% of non-verbal actions influence the positive impressions of interlocutors who are meeting for the first time.

Later, this attitude may change, of course, but a popular saying is true: "Welcome by looking at the head, watch by looking at the mind."

How the communication goes and who has more influence depends on the roles of the partners. An influencer is a partner who has a deliberate goal of influence and uses all of the above-mentioned means to achieve that goal. If the boss is busy and invites an employee to his room, he gets up to meet him, shows a compliment, asks about the situation, and then moves on to the main part of the conversation.

The addressee of the influence is the person to whom the influence is directed. However, if the initiator is not well prepared for the conversation, or if the addressee is a more experienced partner, he will be able to take the initiative and return the power of influence to the owner.

In recent years, the concept of "professionalism" has become frequently used. Because the implementation of fundamental reforms in society, increasing labor productivity due to the improvement of the "human factor" has become the demand of the time. Special attention is paid to professionalism in the field of people management. Many specialists admit that among all the functions they perform, getting along with people, influencing them, and properly organizing and managing their activities are among the most complicated. Inability to establish normal relationships with people, especially in the field of business. Not being able to clearly imagine the relationship between the two cause's communicative failure or miscommunication in applied psychology. In this case, in simple terms, people cannot understand each other, and as a result, a project or a good plan may not be realized and may drag on for several months.

That is why, in the applied direction of modern social psychology, in management psychology, great importance is attached to teaching adult people to communicative competence and to forming the necessary communicative skills in them. The problem of training managers and leaders of every enterprise, private firm or state institution cannot bypass the problem of training these leaders and managers to work with people psychologically. In general, in the current era, any specialist - a doctor, engineer, teacher, economist, agronomist, builder, journalist, cultural expert, or others, without having communicative skills, can quickly join a team in market relations, get along with many people, and cannot show his professional skills. Every intelligent person should have the skill and art of cooperation with others.

This task makes it more urgent than ever to teach people the ethics of behavior and communication. It is true that communication is one of the abilities that are formed before all qualities in the process of socialization, it is a natural and vital thing. The child begins to actively communicate with the people around him before he can speak very well. However, the paradoxical side of the matter is that as the years pass, a conscious and intelligent person becomes the one who thinks every word and every step, and this is a means of determining his position in the society. This requires a person to understand the importance of spiritual preparation for communication.

Thus, this most natural and at first glance simple human activity is so complex and colorful that studying its mechanisms, organizing the right relationships in groups and teaching people to communicate effectively is one of the important issues of today's social psychology.

It is known that when people are talking, one speaks the other listens and hears. The effectiveness of communication depends on the compatibility and complementarity of these two sides. One of the misconceptions is that when a person is taught how to behave or communicate, they only teach him to speak, to use logical words and to speak effectively. On the other hand, listening skills are almost ignored. When Dale Carnegie, a famous American speaker and psychologist, said, "A good conversationalist is not one who knows how to speak well, but one who knows how to listen well," he meant the development of these abilities in people.

According to experts, 45% of working people's time is spent listening, while those who are in constant communication with people receive 35-40% of their monthly salary for "listening" to people. It follows that the ability to listen, which is considered one of the most difficult areas of communication, brings more benefits to a person.

This is probably why the German philosopher A. Schopenhauer wrote, "If you want people to have a good opinion of you, listen to them." In fact, if you laugh, if the interlocutor does not listen to you, if he is busy with something else, you will not only be offended, but you will also break the relationship with him. Did you know that not listening to a teacher while he is speaking is considered the most common form of rudeness?

Why are we often good speakers, but not good listeners? According to psychologists, the main thing that destroys us is that we are caught up in our own thoughts and desires. That is why sometimes we seem to be listening to our partner, but in reality, our imagination is somewhere else. There are techniques and methods of listening that are similar to speaking. There are many types of them, but mainly we use two methods in our daily life: paraphrasing and interpreting in a different way. The first means to support the partner by returning some or all of the interlocutor's words. The second method is to listen to the words of our partner and briefly express the main idea in our own interpretation. Both methods are important to the partner because it shows that you are listening, and even that you are not against his ideas. In addition, we listen well, "No?", "Why not?", "Look?", "Live!" even with bites, we call our interlocutor to speak and clarify his thoughts.

So, in reality, the idea that the person speaking is the leader, that he is the absolute ruler of the conversation, is not quite correct. There is such a power in good listening that it brings the interlocutor very close to you and creates trust. Because the most valuable thing in the communication process is the information itself. The listener gets only good, useful information from meaningful, good dialogue. On the other hand, the one who speaks, giving his all, may be left with nothing, not having time to get "feedback" from the interlocutor who does not speak. Therefore, one of the

important areas of communication training is to teach people to listen actively, using all paralinguistic and non-verbal factors appropriately.

REFERENCES:

1. L. Beknazarova "Psychological features of teacher-student cooperation" Tashkent 2008
2. Davletshin "Psychology of a modern school teacher".
3. Malla Ochilov "The teacher is the architect of the heart" 2001.