



METHODS OF ACHIEVING EFFICIENCY THROUGH PSYCHOLOGICAL COACHING IN IMPROVING STUDENTS' COMMUNICATION

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Article history:	Abstract:
Received: 3 rd April 2023 Accepted: 6 th May 2023 Published: 6 th June 2023	This article covers the topic of psychological importance of formation of speaking and communication skills in students. The article also provides information on the important role of communication as a social and psychological reality .

Keywords: *Social-psychological training, mental processes, human personality, position, feelings .*

INTRODUCTION. Social adaptation of each person is carried out with the help of communication. Now, a student entering a higher education institution undergoes a process of disadaptation. That is, it is difficult to find friends, communicate with fellow students and teachers. If the student has developed public speaking skills, he quickly adapts to the team, takes the initiative. It can be seen that in the formation of public speaking , strengthening of communication skills of students is of special importance.

Communication is an important form of interaction that shows the inner and outer world of a person. In the process of constant communication, people reflect their views, imagination and feelings about the outside world, the way of life of society, its social, economic, and spiritual life. With the change in the social relations and living conditions of the members of the society, their imagination, concepts, worldviews, decency and moral norms about the material world also change[3].

Such a change takes place on the basis of common interests and goodwill of people. With the emergence of human society, the need for communication between people was felt . The first factor that makes students communicative is empathy. It is realized in the process of forming the ability to understand other people's feelings, to approve the point of view of others, and it normalizes the relations in the team . Communication is the process of people entering into mutual relations during their activities based on the needs that arise during their cooperative activities in a certain community or group[4].

ANALYSIS AND RESULTS. At work, in transport, at home, there are people who have their own ego as a person, so we need to know how to communicate (treat) with whom . How knowledgeable and intelligent a person is is shown through his communication .

People communicate and realize their inner world, purpose, behavior and relations with each other with the help of words. Because of this, it is necessary that people's behavior should be pleasant in communication . People like and respect such people[5]. Communication is also a unique art. Perfect learning of this art is necessary for every person. At the same time, learning the native language is a sacred duty of every person. After knowing the language: it is necessary for a person to master the art of using it. In the process of communication, sweetness and beautiful speech are never sold anywhere. There is only one way to achieve this, and that is to practice sweet talk. This is mainly done by reading a lot of books . Behavior is the face of a person[6]. According to the researches , the speaker's positive attitude towards the listener, addressing them in a clear, calm tone helps them to feel freedom.

If we define communication, it is a conversation between two or more people as a form of oral speech, conversation, interpersonal conversation and exchange of ideas. Communicativeness is one of the signs that are unique to people . People have a desire to say something to each other during their activities. Usually, sociability is a multifaceted process of development of connections between people arising from the needs of joint activities[7].

Communicativeness (relationship) is a quality that involves active exchange of information between those who work together. In this process, the communicative aspect of the relationship is taken into account. People turn to language first in communication. Again, communication between people one aspect is the mutual action of the participants in the relationship - exchange not only with words, but also with actions during the speech process[8]. For example, when we enter into a relationship, we communicate with gestures if he satisfies us. Another aspect of the relationship is how the participants feel



about each other. For example, we treat a person with respect or contempt before entering into a relationship[9]. It is during the dialogue that we observe his actions, because of his behavior and events, our opinion of the interlocutor changes in some sense. So, communication is one of the important aspects of a person, and the culture of communication ensures the appearance of negative and positive thoughts in people. Communication etiquette is a process that brings a person to spiritual maturity. Communication etiquette is formed from childhood. As the child grows up, the level of communication etiquette expands[10].

Communication etiquette is a process that determines a person's activity and protects him from all mistakes. As a result, his moral beauty increases. The development of communication motivation of students on the basis of cooperation is first of all manifested as a result of the change of their communication motivation. In this case, cooperative teaching is to teach every student to daily intensive mental work, to educate consciousness and independence as a person, to create a sense of personal dignity in every student, to build confidence in one's own strength and abilities. It envisages strengthening and forming a sense of responsibility in studying[11].

For this, it is necessary to develop communication motivation based on cooperation. Communication and speech are one of the processes that are unique to humans. People have a need to communicate with each other during their activities. Communication is, naturally, the most important sign of the creation of human society. It is necessary to develop cooperation technology and communication motivation among students, freeing it from various factors affecting its development, and creating friendly, free communication between students and professors. The importance of the formed qualities and qualities of a person is very important for the success of communication between people[12].

In particular, if a person has well-formed positive qualities (politeness, modesty, humanity, truthfulness, conscientiousness, etc.), the communication process will end positively. Because in order for individuals to understand each other correctly, for communication to be successful, it is desirable for them to be sincere. Sincerity among people is one of the most wonderful qualities of a person, it is a reasonable attitude to events, not to get carried away by various influences. One of the ways to teach students to communicate is to develop communication skills in the form of training[13]. During youth, a

person should be taught to communicate through socio-psychological training. People themselves should react positively to these methods and take active action. Because a person cannot be fully formed as a subject of activity and as an individual without communication. At the core of today's educational process is the issue of teaching communication.

Students always feel the need for communication during their studies[14]. The educational value of communication between people is that it expands a person's worldview and shapes his psyche. In other words, all mental processes develop through communication. The second direction in the formation of the student team environment is the formation of the spiritual culture of the team members. Therefore, it is important to provide students with information that stimulates their judgments about human communication, human personality, features of mutual evaluation ("I and others", "I control through the eyes")[15]. It can be taught communication methods through special exercises organized through essays, conversations, trainings. Information about the human personality and interpersonal communication is important at the age when the student thinks about his mental state, communication is very important and very selective.

In the opinion of the famous scientist NP Anikeyeva, each person occupies a certain social role in communication with other people. Usually, roles can reveal the full nature of a person or mask it[16]. However, the position - the choice of roles definitely depends on the essence of a person, his strength, weakness, level of potential, self-criticism, thoroughness of his behavior, ability to see himself from the outside. It is permissible to say that Sometimes failures in communication encourage students to hide their best qualities in order to be more innocent and protected. Mental characteristics characteristic of all people are determined by the type of nervous system and, first of all, in temperament: in the rate of exposure, in natural signals (sound, light, color, smell, temperature changes), in social signals (so z, event, hypersensitivity, emotional arousal, level of anxiety, extroversion, introversion)[17].

In psychology, extroversion and introversion, which we all know, are clearly reflected in the field of communication as a mental description of a person. Extroversion is an individual's view of the outside world, and introversion is the view of the inner world[18]. People with dominant extroversion characteristics associated with a strong type of nervous activity are more approachable, able to communicate freely in terms of relationships and



acquaintances. Students eagerly make new acquaintances, enjoy noisy circles. Introverts are people who belong to the weak type of nervous activity. If they tend to indulge in their inner world, experiences. They usually worry a lot about the people around them, they prefer a narrow circle of loved ones[19]. From this point of view, people who are in the middle of the "extroversion-introversion" axis are called centroverts in psychology. They are moderately approachable and moderately lonely[20].

They can also be taught to communicate by working with speech. For example, training such as reciting a poem aloud, telling a story, also helps in the formation of communication. One of the components of personality development in higher education is the communication culture of students. In higher education, communication culture is one of the most important resources in the development of an expert in the intellectual field and a person who can approach education creatively. The development of communication culture allows a higher education student to acquire universal characteristics, meet the social demands of society, and acquire high professional knowledge[21]. LNKulikova, A.V. Molojavenko, VNMyasichev in their work highly valued the importance of communication in the development of the student's personality. Psychologists asked the following questions in order to determine a person's ability to communicate. "Why should we communicate?". Those who received the following answer to this question: "Communication creates commonality between people, controls their joint activities, appears as a way of knowing, and serves as the basis for knowing individuals[22].

In this way, communication serves to identify a person, ensures his participation in cooperative activities and creates an atmosphere of mutual cooperation among the subjects of communication. Before answering the question of why it is necessary to start communication, we should not forget that there are habits, needs, and skills that attract communication. Adapting to different generalities, a person appears in this process as an object and a subject of communication. In the process of communication, a person feels a certain influence of those around him. In turn, he himself has a certain influence on them in the process of communication. Communication is the need of a person as a social, conscious being. Communication can be defined as the exchange of information between two or more people. Communication takes a leading place among the activities performed by people and serves to fulfill the

most important needs of a person. That's why its role is important for every person[23].

include forms of interaction and interaction. Because any work requires complex cooperation such as people getting along with each other, transferring various information to each other, exchange of ideas. Because of this, the position of each person in society, the success of his work, and his reputation are directly related to his ability to communicate. Interpersonal communication, which seems easy at first glance, is actually a very complex process, and people get used to it during their life[24].

The implementation of interpersonal communication functions depends on the following aspects:

- The spiritual and moral instructions of the communication subject are also explained by directions such as humanitarianism, emotional-positive, personal approach, individuality and originality. The function of communication between people depends not only on the spiritual-ethical orientation of the subjects of communication, but also on its humanitarian-ethical content. Usually the form of communication is instantaneous, random, thematic, planned[25].

- Declaration of the event consists of information, message, conversation, conversation, talk, discussion, etc. Paying attention, interest, approval, empathy, influencing with the help of perspective, activities based on understood and understood motivation, etc. It is related to the effectiveness of communication, positive motivation, attention, and interest in the topic. In psychology, motivation as a manager of the communication process requires meaning, awareness, confidence and determination. Meaningful aspects of interpersonal communication include showing individuality in achieving goals and commonality, as well as using various functions of communication[26].

- The stimulus can be expressive, organizational, informative, emotional, evidence-based, etc. In face-to-face interactions between people, the potential-personal, professional-needs and practical-perception process of a person takes place.

communication and activity is considered as a specific form of social activity and at the same time individual independence. It is here that it is important to pose the problem, its purpose, task, issues, communication situation, environmental factors, elements, demand for the subject of communication. In this process, it is emphasized that it is necessary to respect the dignity of another person, to follow the simple rules of manners, ethics and etiquette developed by mankind. In addition, the emotional-



positive factor, sympathy, empathy has an important place. Knowing how to speak, speak, tell a story, inform, speak, conduct a conversation (attention, attentiveness, understanding and respect to a partner, being able to give additional meaning to thoughts with facial expressions) has a ring[27].

Communication between people must be at the level of spirituality, humaneness and high decency, the main thing is to know how to put oneself in the place of the interlocutor in interpersonal communication. To develop the culture of interpersonal communication, it is necessary to learn to feel the mood and state of the interlocutor. Among the elements included in the process of interpersonal relations are tone of voice, facial expression, movements, eye gaze, distance between interlocutors. Because of these factors, we can make inferences about another person's personality, emotional state, or intentions[28]. Interpersonal communication is mutual understanding, perception, exchange of information, teaching, development, education, self-expression, self-activation, social interaction. It has secret properties. Humanism means a set of views expressing respect for a person's rights and dignity, value as a person, concern for his well-being, all-round development, creation of favorable conditions for his life[29].

The aspect of humanizing interpersonal communication envisages the activation of the intellectual and spiritual capabilities of the interlocutors and the realization of their personal social identity. Students' personalities are formed in this kind of communication, because in this process their inner capabilities and personal humanity are fully revealed. Here, the knowledge of future specialists about personality, human and human qualities and the culture of communication will be demonstrated. Dialogue based on humanitarianism is an important condition for future specialists to implement humanitarian ideas and values in various spheres of their personal, social, life and professional activities[30].

Humanitarian aspects of communication are based on moral and practical basis - ethics. Ideas, ideals, rules developed in the course of human social life (on the basis of the life experiences of generations) and reflected in moral categories are based on normative morality. Humanization of interpersonal communication is based on the following rules:

- the main thing in communication is the person;
- the main thing in communication is to communicate in a humane manner
- friendliness, sincerity, kindness, harmony.

In this dialogue, the interlocutor needs to find ways, means, methods and forms in which he feels himself not as an object, but as an equal participant in the dialogue. The communication process should be free, natural, interesting, mutually enriching, influencing each other, self-expression. In the process of communication, attention to the personality of the interlocutor, friendly conversation, appropriate to the conditions of communication, and the rhetorical aspect of the conversation are taken into account. The interlocutor shows his manners, morals, and spiritual qualities, awakens the necessary feelings in the interlocutor, and brings about the desired thoughts and opinions. In order to have a purposeful effect on the partner, communication is carried out on a subject-object basis, on a humanized content, on a productive-creative basis[31].

Humanity in communication is not treating the interlocutor as an object of interaction, but as an object of self-representation. Formation of communication culture in students should be the focus of attention of students today. In order to successfully solve this problem, it is important to use methods and psychological training that accelerate the learning and cognitive activities of students. Such training and methods are extremely numerous and varied. These include, first of all, psychological trainings, energizing methods, problem-communicative tasks, cognitive research projects, educational discussions and dialogues.

Didactic games also play a special role in the formation of communication culture of students. Our observations show that it is necessary to make sufficient use of these methods in forming the communicative culture of students. The interest in using these methods and trainings in the educational process is increasing day by day. This, in turn, is explained by the expansion of the scope of information and the expansion of the scope of tasks related to the orientation of the educational process to the student[32].

It is necessary to develop communication skills and competencies in students, and at the same time, there is a need to find creative use of them, and the need for student learning. The use of psychodrama, i.e., theatrical lessons, which is one of the methods of psychological training, is of particular importance in the formation of communication culture among students. The effectiveness of the use of dramatized lessons in the formation of communication culture among students is evident in the following: The main scope and direction of interest in theater is always built on the basis of human and human-world



relations. Because the same principle can be realized through stage works in the form of play. Later, due to the demands of their professional activities, some students always work in an environment of interaction and cooperation when they become teachers. Sometimes he establishes business communication with students, sometimes with colleagues. This relationship is especially evident in the case of the heroes of the work of fiction; This does not mean that conducting lessons only in the form of games will improve the communication culture of students[33].

CONCLUSION. Game activities or training in classes create a process of interaction between students, and this process is definitely a reason and motivation for the development of students' communication culture. In the development of communication culture among students, it is necessary to study their psychological portraits, temperament and character traits, and at the same time, it is appropriate to support them in all kinds of ways to develop communication culture.

The individual characteristics of each student are different, their motivations, that is, the forces of motivation to work, are also different. Therefore, it is advisable to use all the exercises and trainings for the development of communication culture. Along with many methods, question-and-answer, conversation and training methods are important in forming communication culture among students.

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