

The Concept of Interpersonal Communication in Psychology and its Social Psychological Phenomenology in Personality Formation

Jumayev Ulugbek Sattorovich

Candidate of Psychology (Ph.D) Associate Professor

Khoshimova Hilola Khakimovna

Asia International University Faculty of Social Sciences and Technology

Master's degree in pedagogy and psychology, 1st course student

ABSTRACT: Communication is the reality of human relations, which includes any form of joint activity of people. However, the nature of this relationship is understood differently. Sometimes activity and communication are considered as two aspects of human social existence; in other cases, communication is understood as an element of any activity, and the latter is considered as a condition of communication. Finally, communication can be interpreted as a separate activity.

KEYWORD: Communication, personality, idea, V.V. Znakov, emotion, macro-micro level, ideality, communicative, kinetic, object, subject, attractiveness, psychology.

INTRODUCTION

The category "Communication" occupies one of the central places in the science of psychology along with such categories as "thinking", "behaviour", "personality", "relationships". Interpersonal communication is aimed at mutual knowledge, establishment and development of two or more persons, and includes mutual influence on the regulation of situations, attitudes, behavior and joint activities of the participants of this process. interaction process.

In the last 20-25 years, the study of the problem of communication has become one of the leading research areas of psychology and especially social psychology. Its transition to the center of psychological research is explained by a change in the methodological situation that has clearly defined itself in social psychology in the last twenty years. From the topic of research, communication has simultaneously become a method and principle of studying the first cognitive processes, and then the personality of the whole person.

The main part

V.V. According to Znakov, communication is a form of interaction between subjects, which initially arises from the desire to determine each other's mental qualities, and interpersonal relations are formed between them.

The subject-subject approach to the problem of relations between communication and activity overcomes the one-sided understanding of activity only as a subject-object relationship. This approach in local psychology B.F. It is implemented through the methodological principle of communication as a subject-subject interaction developed theoretically and experimentally by Lomov. Lomov and his staff. In this regard, communication works as a separate independent form of the subject's activity. Its result is not a changed object (material or ideal), but the relationship of a person with a person, with other people. In the process of communication, not only the exchange of mutual activities, but also ideas, ideas, feelings, the system of "subject(s)" relations are manifested and developed.

A.V. Brushlinsky and V.A. Polikarpov, at the same time, gave a critical understanding of this methodological principle and listed the most famous research periods in which all multidimensional problems of communication in the science of ethnic psychology were analyzed.

The problem of the structure of communication occupies an important place in local social psychology. Currently, the methodological study of this issue allows us to identify a set of very generally accepted ideas about the structure of communication, which serve as a general methodological guide in the organization of research.

In science, the structure of an object is understood as the order of stable connections between the elements of the studied object, which ensures its integrity as a phenomenon of external and internal changes. The problem of communication structure can be approached in different ways, both by dividing the levels of analysis of this phenomenon and by listing its main functions. In general, there are three levels of analysis.

Macro level: a person's communication with other people is the most important aspect of his life. At this level, the process of communication is studied over a period of time comparable to the duration of a person's life, in which attention is paid to the analysis of the mental development of a person. Communication works here as a complex evolving network of relationships between an individual and other people and social groups.

Mize level (intermediate level): communication is a changing set of purposefully completed communications or interaction situations that are in the current life activity of people at certain periods of their lives. In the study of communication at this level, the main attention is paid to the components of communication situations - "about what" and "for what purpose". Around this core of the topic, the topic of communication, the dynamics of communication, the tools used (verbal and non-verbal), and the stages or stages of communication through which ideas, ideas, and experiences are exchanged are revealed.

Micro level: here the focus is on the analysis of elementary units of communication as conjugated actions or transactions. It should be noted that the elementary unit of communication is not the change of intermittent behavior of its participants, but their interaction. It includes not only the action of one and the partner, but also the support or opposition of the other (for example, "question and answer", "prompt to action - action", "communicate related information", etc.).

Each of the listed levels of analysis requires special theoretical, methodological and methodological support, as well as its own special conceptual apparatus, and since many problems of psychology are complex, the task is to develop methods for determining the relationships between different levels and these relationships is to reveal the principles.

When it comes to the structure of communication, it is permissible to recognize the following. The perceptive side is the process of mutual perception by partners, their mutual knowledge, which is the basis for mutual understanding, is manifested in perception skills: determining the content of the meeting; understanding the partner's mood by his verbal and non-verbal actions; taking into account the psychological impact of perception in the analysis of the communicative situation.

The communicative side is the use of communication tools, divided into verbal and non-verbal. A good communicator is a person who has a rich repertoire of communication techniques used at different levels of communication.

The interactive side is the interaction of people, which implies a certain form of joint activity organization.

The subject of interpersonal communication: mental processes and situations that ensure the transaction; communicative practices that mediate interaction between people; norms and rules developed within a certain socio-cultural group, which often unconsciously allow joint activities.

Communication functions are roles and tasks that communication performs in the process of social existence of a person. The tasks of communication are diverse, and there are different bases for their classification.

One of the generally accepted classification bases is to distinguish three interrelated aspects or characteristics of communication: informational, interactive and perceptive. Accordingly, information-communicative, regulatory-communicative and affective-communicative functions are distinguished.

The information-communication function of communication consists of any exchange of information between persons in mutual communication. Information exchange in human communication has its own characteristics. First, we deal with the ratio of two entities, each of which is an active subject (as opposed to a technical device). Secondly, the exchange of information necessarily includes the interaction of thoughts, feelings and actions of partners. Third, they must have one or similar message encoding (decoding) systems.

The transmission of any information is possible through various signal systems. A distinction is usually made between verbal (speech used as a signaling system) and non-verbal (various non-speech signaling systems).

In turn, non-verbal communication has several forms:

kinetics (optical-kinetic system including gestures, facial expressions, pantomime);

paralinguistics and extralinguistics (voice, sound system, pauses, cough, etc.);

proxemics (norms of organizing space and time in communication);

visual communication (eye communication system).

The regulatory-communicative (interactive) function of communication is the regulation of behavior and the direct organization of joint activities of people in the process of interaction. The concept of interaction is used in two ways: firstly, to describe the real communication of people (actions, counteractions, support) in the process of joint activity; secondly, to describe the influence (influence) on each other in the process of joint activity, or more broadly - in the process of social activity.

As an interaction (verbal, physical, non-verbal) in the process of communication, a person has motives, goals, programs, decision-making, execution and control of actions, i.e. all components of the partner's activities, including mutual encouragement and behavior correction. Identification is a mental process of simulating oneself with a communication partner in order to know and understand his thoughts and ideas.

The affective-communicative function of communication is related to regulating the emotional sphere of a person. Communication is the most important factor determining the emotional state of a person. The whole range of unique human emotions appears and develops in the conditions of human communication - the convergence of emotional states or their polarization, mutual strengthening or weakening.

Another classification scheme of communication functions can be given, in which, in addition to those listed, other functions are distinguished:

organization of joint activities; people getting to know each other; formation and development of interpersonal relations. In part, such a classification V.V. It is given in Znakov's monograph. Znakova; cognitive function as a whole G.M. It belongs to the perceptive function identified by Andreyeva. Comparison of two classification schemes allows to include cognitive functions, formation of interpersonal relations and affective-communicative function in the perceptual function of communication as conditionally more capacious and versatile. In the study of the perceptive aspect of communication, a special conceptual and terminological apparatus is used, which includes a number of concepts and definitions and allows the analysis of various aspects of social perception in the process of communication.

First, it is impossible to communicate without a certain level of mutual understanding between the subjects of communication. Understanding is a certain form of reproduction in the knowledge of an object, which appears in the subject in the process of interaction with the reality that can be known. In the case of communication, the object of perceived reality is another person, a communication partner. At the same time, understanding can be viewed from two sides: the reflection of goals, motives, feelings, mutual attitudes in the minds of interacting subjects; and how to adopt these goals that enable relationships. Therefore, in communication, it is recommended to talk about interpersonal perception or perception, and not about social perception in general. Some researchers prefer not to talk about perception, but about the knowledge of another.

The main mechanisms of mutual understanding in the process of communication are identification, empathy and reflection. The term "identification" has several meanings in social psychology. In the communication problem, identification is the mental process of imitating oneself with the communication partner in order to know and understand his thoughts and ideas. Empathy is also understood as the mental process of pretending to be another person, but with the goal of "understanding" the known person's experiences and feelings. The word "understanding" is used here in a metaphorical sense - empathy - "affective understanding".

As the definitions show, identification and empathy are very close in meaning, and often in psychological literature, the term "empathy" has a broad meaning - it includes the processes of understanding the thoughts and feelings of a communication partner. At the same time, when talking about the process of empathy, it is necessary to remember the unconditional positive attitude towards the person. This means two things: first, accepting the individual's personality as a whole; secondly, one's own emotional neutrality, the absence of valuable thoughts about what is being perceived.

Reflecting the problem of mutual understanding is a person's understanding of how he is perceived and understood by the communication partner. Reasoning in the process of mutual reasoning of the participants of the dialogue is a unique idea that helps to form the behavior and strategy of the subjects of the dialogue, to understand the features of each other's inner world.

Another mechanism of understanding in communication is interpersonal involvement. Attraction is the process of forming a person's attractiveness for the perceiver, the result of which is the formation of interpersonal relations. Currently, an expanded interpretation of the attraction process is being formed as a type of social interaction dominated by an emotional and evaluative component, as the formation of emotional and evaluative ideas about each other and their interpersonal relationships (positive and negative).

The considered classifications of communication functions are certainly not mutually exclusive. In addition, there are other types of classification. This, in turn, shows the need to study the phenomenon of communication as a multidimensional phenomenon using systematic analysis methods.

The most important idea of the three-dimensional theory of interpersonal relations of V. Shuts is that each person has a specific social orientation towards other people and the position that this orientation determines his interpersonal behavior.

Theoretically, an attempt is made to explain the interpersonal behavior of a person on the basis of three needs: "inclusion", "control" and "influence". These needs develop during childhood in the child's interactions with adults, primarily parents. Thus, the development of the need for "inclusion" depends on how the child is included in the family; The need for "control" depends on whether the parent-child relationship emphasizes freedom or control; The need for "influence" depends on the degree of emotional acceptance or rejection of the child by his immediate environment. If these needs are not met during childhood, he feels insignificant, incapable, unworthy of love. To overcome these feelings, he develops defense mechanisms in himself, which are manifested as characteristic ways of behaving in interpersonal communication. These behavioral methods, formed in childhood, are present in adulthood and generally determine the typical characteristics of a person's orientation to the social environment.

V. Shuts distinguishes three types of "normal" interpersonal behavior, corresponding to different levels of satisfaction of relevant needs within each area:

deficit behavior, a person does not try to directly satisfy his needs;

excessive - a person constantly tries to satisfy needs by any means;

ideal behavior - needs are adequately met.

Features of basic interpersonal needs and types of interpersonal behavior:

the need to "control". The characteristic behavior patterns of two individuals in an interpersonal relationship may or may not be compatible. V. Shuts defines interpersonal compatibility as a relationship between two or more people, in which mutual satisfaction of interpersonal needs is achieved to one degree or another. Pathology - unsuccessful establishment of relationships in the field of attachment leads to alienation and isolation, attempts of a person to create his own artificial world. Perhaps the development of functional psychoses, autism, schizophrenia;

the need for "inclusivity". This is the need to create and maintain satisfactory relationships with other people, on the basis of which interaction and cooperation arise. From the point of view of self-esteem, this need is manifested in the desire to feel a valuable and important person, to be liked, to attract attention and interest, to achieve recognition, to eliminate applicants for approval. . Being a person who is different from others, that is, being an individual, is another aspect of the need for "inclusivity". The peculiarity of this separation from the mass of others is that in order to achieve fulfilling relationships with people, you need to gain understanding, to feel that others see only the qualities and characteristics of a person. Pathology - a person's inability to control or influence leads to the development of a psychopathic personality;

the need to "influence". That is, it is defined as the need to create and maintain satisfactory relationships with other people based on love and close, warm emotional communication. At the emotional level, it is manifested in a person's ability to love other people and in the realization that he is loved enough by others and worthy of love. This need usually refers to personal emotional relationships between two close people (couple relationships) and leads to behaviors aimed at emotional intimacy with a partner or partners. In childhood, if the child is not educated enough emotionally, a feeling of fear may appear, then the person may try to overcome it in various ways, to develop appropriate behavior. Pathology - difficulties in the emotional sphere usually lead to neuroses.

Currently, more attention is paid not only to the theoretical analysis of conflicts, their types and structure, but also to the development of psychotechniques of communicative behavior that significantly reduce the level of conflicts in the process of communication and interaction between people. Knowing the characteristics of communicative behavior helps to avoid unnecessary conflicts in business communication and acts psychologically well.

The technique is designed to diagnose the dominant strategy of psychological defense in communication, and it allows to determine the type of human defense mechanism.

Defense activity (psychological distress) or self-esteem is central to defense by disrupting the process of information selection and transformation. Thanks to this, compatibility is maintained between a person's ideas about the world around him, about himself and incoming information.

Summary

In conclusion Psychological defense is a system of adaptive reactions of a person aimed at defensively changing the importance of the wrong components of relationships (cognitive, emotional, behavioral) in order to reduce the impact of psychological damage on the person. Anxiety, fear, anger, shame, stress such negative emotions cause adaptive processes aimed at re-evaluating the meaning of the situation, relationships, self-image in order to reduce psychological discomfort and maintain an appropriate level of self-esteem. This process, as a rule, takes place within the unconscious activity of the psyche with the help of a number of psychological defense mechanisms. Psychological defense mechanisms work at the level of perception and change. A general feature of the defense mechanism is a person's refusal to perform activities aimed at effectively solving the situation or problem that caused the negative experience.

LIST OF REFERENCES:

1. Andreyeva G.M. Social psychology. M., 2021.
 2. Bodalev A.A. Personality and communication. M., 1993.
 3. Bodalev A.A. Psychology of interpersonal communication. Ryazan, 1994.
 4. Practical psychodiagnostics. Methods and tests. D.Y. Raygorodsky. M., 2018.
 5. Rukavishnikov A.A. Questionnaire of interpersonal relations. Yaroslav, 1992.
 6. U.S. Jumayev. The role of stereotypes in the formation of personal social competences. Journal of pedagogical skills. - Bukhara, 2018. - #4. - B. 94-97.
 7. Sobirovich, T. B. (2023). Manifestations of Moral Threats in the Ideosphere of Uzbekistan and Their Prevention Strategy. *Asian Journal of Basic Science & Research*, 5(1), 103-108.
 8. Sobirovich, T. B. (2023). Basic Criteria for Building the Third Renaissance in Uzbekistan. *Asian Journal of Applied Science and Technology (AJAST)*, 7(1), 149-157.
 9. Sobirovich T. B. National Revival and Development Idiosphere of Uzbekistan. – 2023.
 10. Sobirovich, T. B. (2023). MANIFESTATION OF CIVIL SOCIETY IN THE IDEOSPHERE OF UZBEKISTAN. *Innovative Society: Problems, Analysis and Development Prospects*, 89-92.
 11. Sobirovich, T. B., & Norman, Z. D. M. (2023). Harmony of National and Universal Values in Uzbekistan. *Harmony*, 7(1), 08-16.
 12. Turdiyev, B. S. (2022). INTERPRETATION OF UNIVERSAL VALUES IN ZOROASTRIANISM. *INNOVATIVE DEVELOPMENT IN THE GLOBAL SCIENCE*, 1(7), 109-114.
- Sobirovich, T. B. Interethnic Harmony And Religious Tolerance-An Integral Part of The Ancient Traditions Of The Uzbeks.