

PSYCHOLOGICAL CHARACTERISTICS OF OBSTACLES IN COMMUNICATION IN PERSONAL DEVELOPMENT

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Abstract

In the article, thoughts on the issues of communication and interaction between people are put forward. In particular, the psychological conflict, situational, meaningful and motivational obstacles that arise in the process of communication and their characteristic aspects are shown. Also, the role and characteristic features of barriers in communication in the system of human relations are mentioned.

Keywords: communication, interaction, human relations, barriers in communication, psychological conflict, situational barriers, meaningful barriers, motivational barriers, conflict, conflicts in communication.

SHAXS RIVOJLANISHIDA MULOQOTDAGI TO'SIQLARNING PSIXOLOGIK XUSUSIYATLARI

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Annotatsiya. Maqolada insonlar o'rtasidagi muloqot, muomala masalalariga doir fikrlar ilgari surilgan. Ayniqsa, muloqot jarayonida yuzaga keladigan psixologik qarama-qarshilik, vaziyatli, mazmuniy hamda motivatsion to'siqlar va ulaning xarakterli jihatlari ko'rsatib berilgan. Shuningdek, insoniy munosabatlar tizimida muloqotdagi to'siqlarning o'rni va xarakterli xususiyatlari keltirib o'tilgan.

Kalit so'zlar. muloqot, muomala, insoniy munosabatlar, muloqotdagi to'siqlar, psixologik qarama-qarshilik, vaziyatli to'siqlar, mazmuniy to'siqlar, motivatsion to'siqlar, nizo, muloqotdagi nizolar.

ПСИХОЛОГИЧЕСКАЯ ХАРАКТЕРИСТИКА БАРЬЕР В ОБЩЕНИИ В ЛИЧНОСТНОМ РАЗВИТИИ

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Аннотация

В статье выдвигаются мысли по вопросам общения и взаимодействия между людьми. В частности, показаны психологические конфликты, ситуативные, смысловые и мотивационные препятствия, возникающие в процессе общения, и их характерные стороны. Также упоминается роль и характерные черты барьеров в общении в системе человеческих отношений.

Ключевые слова: общение, взаимодействие, человеческие отношения, барьеры в общении, психологический конфликт, ситуативные барьеры, смысловые барьеры, мотивационные барьеры, конфликт, конфликты в общении.

The goal of modern psychology is to prepare young people to become perfect human beings. When a human child comes into the world, it consists of teaching him how to move independently, walk, and what to do when he comes face to face. Then you have to get rid of some aspects of your personality or learn new habits. But people's mind, will, emotional culture, politeness, etc. are all qualities formed due to personal relationship communication. At the same time insomnia, headaches, neuroses, strokes, heart attacks and various other diseases, even suicide, are the result of this communication. A person's attitude, communication culture, self-knowledge and the ability to understand other people begin. That is, it starts with being able to correctly assess the psychological characteristics of the people around you. After that, it is necessary to be able to summarize their behavior and methods. The culture of communication and attitude is formed in a person from early childhood. Cultivating a commanding tone in communication creates competition between students and teachers. Because intimidation, frequent displeasure of students and teachers undermines sincere communication. And if methods such as mutual help, trying to understand each other, consultation are used in the family, friendly relations are

established in such families and educational institutions and the best psychological environment is created. Of course, there are obstacles that arise in the process of communication. What are these [2]:

1. Psychological conflict. This is fear of not liking the interlocutor, fear of not being understood, fear of tension, fear of being rude.
2. Situational obstacles - different understanding of the same situation by interlocutors.
3. Content obstacles - due to the fact that the interlocutor does not understand, in what sense his sentence is said, what opinion he is putting forward, it arises due to going to these considerations.
4. Motivational obstacles occur in such a situation that the person speaking either cannot fully understand the motive of the opinion he is expressing, or he may be deliberately trying to hide them (the main motive). There are also obstacles. one of the interlocutor's psychological culture defects, that is, it can serve.

The student grows up under the influence of the environment and interaction. In general, the effectiveness and efficiency of any kind of education and training depends to a large extent on the mutual moral and spiritual condition between the teacher and the student in educational institutions. It is natural for students to be cared for in every educational institution. In educational institutions, students need the care of teachers. As long as the teachers take care of the children, the child feels happy. But if the teachers approach the personality of the students very seriously or, on the contrary, ignore them, a psychological barrier will appear between them. As a result, it becomes difficult to establish sincere communication. The role and position of the teacher determines the important issue. Because a teacher as a person should be able to show himself knowledgeable in front of students of any age. The reputation of the teacher in the primary school is determined primarily by his age and position [1].

Communication is a very important emotion related to the cooperative activity of people.

All people are always at home, at work, on the street, in transport; they are in the process of communicating with relatives and strangers.

And of course, every day a person engages in many interactions that require him to follow a set of rules that create conditions for him to communicate with other people



while maintaining personal dignity and distance.

However, interaction with society today should consist of understanding and in-depth analysis of all factors that can affect people, their workplace, products and services.

Psychological and communicative barriers of communication clearly destroy the communication of not only individuals, but also the whole social layer. After all, a person is a social being - it cannot be imagined without communication. Therefore, this problem is relevant today [4].

The relevance of the communication barrier problem is connected with a number of factors, that is, with the increase and expansion of the field of professional activity, which is the essence of the system of "human-human" relations. Studying and solving the "obstacle" problem is of practical importance in increasing the effectiveness of communication and cooperation. Early recognition of the appearance of "obstacles" serves to coordinate cooperative activities.

In order to solve the "obstacle" problem, it is necessary to reach these obstacles through a multifaceted research, taking into account the variety and the breadth of the field of their manifestation. All these requirements are successfully addressed in the personal approach flow. After all, the process of communication is, first of all, the interaction of individuals, each of whom has a set of special individual - psychological and psychophysiological characteristics. Therefore, it is important to pay attention to the personal aspect of a specific person as an individual-selective attitude to existence in solving the "obstacle" problem [5].

A communication barrier is a mental condition that prevents the implementation of one or another behavior and manifests itself in the subject's inadequate passivity. The obstacle consists in the strengthening of negative views and assumptions about the problem - shame, guilt, fear, anxiety, low self-esteem.

A person, as an element of communication, is a complex and effective "receiver of information" with his own feelings and desires, life experience. It creates a voluntary type of internal reaction that can amplify, change and completely lose the information it receives.

Adequacy of information reception in many cases depends on the presence or absence of communicative barriers in the communication process. In the event of an obstacle, the information changes or loses its original content, and most of it does



not reach the receiver at all.

The mechanical interruption of information causes a communicative problem and, therefore, its violation: a change of opinion occurs due to the uncertainty of the given information; these options can be recognized as a lack of information barrier.

It happens that the receiver clearly hears what is being said, but gives it a different meaning (the problem here is that the sender does not realize that his signal has caused a wrong reaction). Although the violation of information passing through one person is not very important, but if it passes through several people - repeaters, it is natural. This barrier can also be called a "reflection barrier" [3].

Most of the situations in which the violation occurs are related to feelings, and these are emotional barriers. When people receive some kind of information, they face such an obstacle when they are given more to their feelings and imagination than to concrete facts. In a person, not only words, but also the associations created by them express great emotional tension. Words have primary (specific) and secondary (emotional) significance.

The barrier of misunderstanding can be caused by psychological factors as well as other procedures. It consists of errors in the process of providing information, which is called phonetic misunderstanding. It appears, first of all, when the participants of the dialogue speak in different languages and dialects, because each language has certain speech defects and dictions that cause a violation of the grammatical arrangement of the speech. In addition, phonetic misunderstanding can be caused by fast speech without expression, rapid speech and speech with many unfamiliar sounds.

A psychological barrier between communication partners can arise on the basis of social and cultural differences. These include social, political, religious and professional differences that lead to different interpretations of certain concepts used in the communication process. Perception of a certain profession, a certain nationality, gender and age as a communication partner also creates an obstacle. For example, the reputation of the communicator is of great importance in the eyes of the recipient. The higher the reputation, the easier it is to accept the given information. The lack of desire to hear the opinion of this or that person is often explained by the fact that his reputation is at a lower level.



Communication is an invariable component of a person's social life, which is not always subject to conscious control. Means of communication are understood as the purpose and specific content of human communication. They are formed on the basis of a person's culture, level of development, education and upbringing. When it is said that a person's ability to communicate, skills and qualifications are developed, first of all, communication methods and techniques are meant.

Psychological obstacles in communication arise subjectively and secretly, the person himself sometimes does not notice them, but the people around him can immediately understand them. A person believes that he is performing his behavior and communication correctly. If he senses an imbalance, defects begin to develop.

The following are the psychological barriers that arise in the process of communication:

The first impression is one of the obstacles that cause the wrong perception of the communication partner. The first image, in terms of content, may not be the first, because the formation of the image is influenced by both visual memory and auditory memory. Therefore, it can be either true or false.

The barrier of negative view without reason or self-esteem is reflected as follows: a person can have a negative attitude towards this or that person without any reason, based on his first impression or some other reasons. It is necessary to study the motives of the manifestation of such an attitude and eliminate it.

The barrier of "negative stereotypes established by other people". If you have negative information about someone, even if you have not entered into a personal relationship with him, a negative attitude towards this person will automatically arise. Until the process of personal communication with a specific person, you should not pay attention to such previously mentioned negative statements. It is important to always approach new people with whom you have to communicate with a positive attitude and not to rely on the opinion of others in the final conclusion.

"Fear of communication" barrier. Sometimes there is a need to communicate directly with a person, but some discomfort is felt. Analyzing what prevents a calm, emotionless communication, one can witness that these emotional layers are either subjective or secondary in nature. After the conversation, it is necessary to study its timing and pay attention to the fact that no scary incident happened. Usually, such



an obstacle is characteristic of people who have a lower level of communication and feel difficulty when entering it [2].

The obstacle of "belief in the origin of misunderstanding". Such a situation is reflected in the problem of whether the partner accepts or not when entering into a personal or official relationship based on direct interaction with a person. This is often caused by the assumption that the partner may misunderstand. Prediction of the consequences of this misunderstanding, unpleasant sensations begin. It is necessary to approach the situation impartially, analyze the content of the planned conversation, and eliminate the emotional aspects that cause an inadequate approach in it as much as possible. Then it will be possible to start a calm attitude.

Studying the problem of "obstacle" in communication on the basis of a personal approach, taking into account the individual and psychological characteristics of the communication partner, creates the basis for the elimination of the situation based on the principle of interpersonal relations that serve mutual understanding and cooperation [3].

It can be seen from the mentioned opinions that communication is the basis of human relations. Therefore, communication and interaction are among the factors that determine the moral maturity of any person. This, in turn, requires the participants of the dialogue to have comprehensive knowledge, a broad outlook and high thinking. In particular, the occurrence of obstacles in the process of communication leads to the manifestation of conflicting relations between the parties.

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