

## The Role Of Communication Culture In Interpersonal Relationships

**Sanobar Maxmudova**

Andijan Branch of Kokand University

Student of Psychology, Faculty of Social and Human Sciences,

[sanobarmaxmudova@gmail.com](mailto:sanobarmaxmudova@gmail.com)

### Abstract

This article analyzes the role of communication culture in the system of interpersonal relations, its psychological essence and significance in the life of society. The role of communication culture in the formation of interpersonal relations, social adaptation and ensuring mutual understanding is highlighted on the basis of scientific sources. The psychological factors of effective communication and the problems arising from its deficiency are also considered.

**Keywords:** culture of communication, interpersonal relationships, social psychology, verbal and nonverbal communication, empathy.

Communication culture is the ability of a person to follow social norms in the process of exchanging information, to understand the emotional state of the interlocutor and to clearly express his or her own thoughts. It is manifested through verbal (speech) and non-verbal (facial expressions, gestures, body movements). Psychological studies show that people with a high communication culture adapt quickly in a social environment and effectively resolve conflict situations. In interpersonal relationships, a culture of communication builds social trust. Effective communication strengthens emotional closeness between individuals, develops cooperation, and prevents conflicts. Individuals with insufficiently developed communication culture experience misunderstanding, emotional tension, and social isolation. Communication is the process of people entering into relationships with each other in various activities arising from the needs of their joint activities. That is, the activities of each person in society (work, study, play, creativity, etc.) include forms of interaction and interaction. Because any work requires complex cooperation between people, such as communicating with each other, transmitting various information to each other, and exchanging ideas. Therefore, the

place of each person in society, the success of their work, and their reputation are directly related to their ability to communicate.

Interpersonal communication, which seems easy at first glance, is actually a very complex process, to which a person learns throughout his life. Regarding the psychological complexity of communication, B.F. Parigin writes: "Communication is such a multifaceted process that it simultaneously includes the following:

- a) the process of interaction of individuals;
  - b) the process of information exchange between individuals;
  - c) the process of one person's attitude towards another person
  - g) the process of influencing others by one person;
  - d) the ability to empathize with each other;
  - e) the process of individuals understanding each other.
- In fact, the social experience of each person, his human image, qualities, and even flaws are the product of communication processes. A person isolated from society, deprived of the opportunity to communicate, may retain individual qualities, but he cannot be a person. Therefore, in order to imagine the importance of communication in the development of the individual, we will

analyze its functions. The most elementary function of communication:

ensuring mutual understanding between interlocutors;

laying the foundation for social experience; preparing a person for a particular activity, inspiring him;

The results of studies show that isolation, that is, the effect of leaving a person alone on his psyche, has been noted in a person who has been in a thermal chamber for a long time, a violation of perception, thinking, memory, emotional states. However, scientists have also studied the fact that people who are not intentionally, but by the will of fate, occupy themselves with purposeful activities do not lead to such significant negative changes. However, any loneliness and lack of communication cause a person to feel unbalanced, emotional, irritable, anxious, worried, insecure, sad, and anxious. The full satisfaction of a person's need for communication also affects his work activity. 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 cases where people are talking and doing things together, standing side by side, people find strength and additional will to work more, faster than their colleague in front of them. True, if in this cooperation they like the person next to them, if there is a feeling of mutual sympathy between them, then a person comes to work "as if he came to a holiday." That is why at the beginning of our century, the American sociologist and psychologist John Moreno, having studied the direct impact of this factor on productivity, developed sociometric technology, that is, based on a questionnaire, he identified those who liked each other and those who disliked each other, and laid the foundation for the sociometric methodology. Children are taught to communicate from a young age,

first in the family, and then in educational institutions. One of the methods of teaching communication is to form communication skills in the form of exercises. The educational value of communication is that it broadens a person's worldview and develops his psyche. Communication is of great importance in the comprehensive formation of a person. Even in order to learn simple things, it is necessary to communicate through imitation. Relationships develop based on the rules of society. There is a huge difference between individuals. Social psychologists distinguish the following obstacles that may arise in the process of communication: psychological, situational, substantive and motivational obstacles. In addition, one of the psychological cultural defects of the interlocutors can serve as an obstacle to communication, that is, their inability to hear or listen, the lack of "feedback". People The conversation between them often does not turn out as expected, not because of their lack of intelligence, but because of their selfishness: each of them is interested in himself or in advice that interests him. As a result, instead of one "intelligent" dialogue, two useless, even harmful monologues take place. That is why it is necessary to learn communication, the art of conversation, to acquire socio-psychological culture, to be able to control oneself, one's mood and emotions, to develop knowledge and skills, to develop the ability to interest the interlocutor with one's speech. However, for this, first of all, one should remember the general rule of any communication: only a person who can satisfy the needs and desires of other people, his interlocutors, can achieve respect. Every intelligent person must have the skills and art of cooperating with others. This task makes teaching people the ethics of behavior and communication more relevant than ever. Engaging in proper communication is one of the abilities that is formed before all other

qualities in the process of socialization, it is a natural and vital thing. A child begins to actively communicate with those around him before he has time to develop his language. But the paradox of the matter is that over the years, a conscious, intelligent person becomes a person who thinks about every word he says, thinks about every step he takes, and this is a means of determining his position in society. Communication is the basis of interpersonal relationships and plays a decisive role in people's interactions with each other and their functioning in society. For successful communication, such human qualities as politeness, correct speech and humility are important. Communication is not only a means of exchanging information, but also a process that develops a person's worldview and psyche. However, there are various obstacles in this process, including psychological and motivational factors, and in order to overcome them, a person must master the culture and art of communication. Therefore, achieving successful communication in society is an important factor in the socialization of a person and his formation as a person. Thus, communication constitutes the internal psychological mechanism of people's interaction in society. Moreover, given the fact that in the current conditions of new democratic relations there is a need to make various production decisions not individually, but collectively - together, the culture of people's communication and communication techniques are important factors of labor productivity and efficiency. A person can perform different roles in different communication tasks. For example, at work, he is a director, when sick, a patient who obeys the doctor's instructions, in the family, a capable child of elderly parents, a hospitable head of the family. The interaction of people performing different roles is governed by role expectations. Whether he wants it or not,

those around him expect behavior that corresponds to a certain model. If the role is not performed well, he is evaluated by social control, more or less restrictions are imposed. The condition for the immediate success of communication is that each of the interacting people uses a behavioral model that corresponds to the actions expected of him. The ability of a person to correctly, clearly, and without errors to copy what others expect from him, what he is ready to hear and see in him is called tact. It is known that tact is an important component in pedagogical activity. In particular, the pedagogical process is based on the organized activities of the teacher and students. Therefore, the teacher should not forget that the pedagogical process is formed by a group of students and should not neglect the individuality of each student. The loss of psychological contact with students, even for a short time, has serious consequences. The interactive aspect of communication is understood as the interaction of communication participants in the organization and implementation of joint activities.

Through communication, people organize joint activities.

Participating in a common activity, people influence each other.

Therefore, interaction is understood as the organization of joint activities.

There are three different models of joint activities.

.each participant performs his own part of the work independently of the others (for example, work on Saturday);

the gradual implementation of a common task by each participant (for example, work on an assembly line);

.each participant is simultaneously engaged in a common activity with others (for example, work on a football team).

The success of joint activity largely depends on how the participants in the

communicative process perceive each other, what ideas each participant forms about the other. This creates the need to study the perceptual aspect of communication.

### **Conclusion**

In conclusion, the role and importance of communication in the effective organization of interpersonal relationships is great. Because, in the process of communication, the exchange of information between individuals, their perception of each other, and their influence on their behavior are the main factors in achieving such important tasks as understanding, understanding, supporting each other, moving towards the same goal, and learning from each other.

### **References**

- Ғозиев Э. Муомала психологияси. Тошкент, 2001.
- Горягина В. А. «Психология общения». - М. 2002.
- Эргашев П. Мулоқот психологияси (маърузалар матни). Тошкент, 2003.
- Ikromjonovich T. I. SOCIO-PSYCHOLOGICAL CHARACTERISTICS OF THE EMBODIMENT OF THE PERSONALITY OF THE MODERN TEACHER //Journal of Critical Reviews. – 2020. – Т. 6. – №. 5. – С. 2019.
- Shaxslararo muloqot: darslik. V.N. Kunitsina, N.V. Kazarinova. Polsha. SPB., 2012 yil.
- Amaliy psixodiagnostika. Usullar va testlar. D.Ya. Raygorodskiy. M., 2018 yil.
- Rukavishnikov A.A. Shaxslararo munosabatlar so'rovnomasi. Yaroslavl, 2012 yil.
- Shaxs ijtimoiy kompetensiyalari shakllanishida steoretiplarning o'rni. Pedagogik mahorat jurnali.-Buxoro, 2018. - №4. - B. 94-97