

PERCEPTUAL SIDE OF INTERPERSONAL RELATIONS IN COMMUNICATION.

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Abstract

Communication is a major component of the human second signaling system. In interpersonal communication, in addition to expressing your opinion, expressing your needs, expressing your feelings, you can enter into a dialogue by listening to the opinion of another person, listening to your wishes, expressing sympathy, and in the process of communication - communicative (transfer of information), interactive (joint action) and perceptual (joint) perception. Below we will look at the mechanisms that influence a person's perception of a person in the process of communication.

Key words: perception, identification, reflection, stereotyping, causal attribution, socio-psychological characteristics, empathy, psychological influence, verbal influence, non-verbal influence, paralinguistic influence, active state.

Enter. Communication is a process unique to humans. People have a desire to say something to each other during classes. Communication is a multifaceted process of developing connections between people, arising from the needs of joint activities. Communication (relationships) involves the exchange of information between participants. This takes into account the communicative aspect of the relationship. When entering into relationships, people first turn to language.

Another aspect of communication is the mutual actions of the participants in the relationship - in the process of speaking, they exchange not only words, but also actions. In the process of communication, people not only exchange information and interact with each other, but also try to understand, understand and perceive each other more correctly and accurately. This aspect is associated with the problem of personal perception and understanding. In the process of joint activities, correct understanding and clear perception of the individual ensures effective communication. Psychologists under the leadership of Russian psychologist A.A. Bodalev observed in laboratory conditions a number of psychological laws that make it possible to determine the mechanisms by which people perceive each other.

Such mechanisms include:

- identification;
- reflection;
- includes stereotypes.

Identification is a psychological phenomenon in which interlocutors try to put themselves in each other's shoes in order to perceive each other more correctly. That is, an attempt to understand another person through one's own knowledge, imagination, qualities, comparison of oneself with someone (consciously or unconsciously) - this is identification. For example, his friend or brother can understand the inner state of a young man going on a date for the first time.



Reflection is the presentation of oneself from the position and situation of the interlocutor in the process of communication, that is, reflection refers to the perception of another person, the desire to look at oneself through someone else's eyes. Because without this, a person may not know himself clearly in the process of communication and choose the wrong forms of communication.

Stereotyping is a case of using familiar images formed in the minds of people during communication as a template. Social stereotypes are the images that each person has about a particular group of people. A.A. Bodalev and his students noticed that such stereotypes sometimes provide the right direction for communication, but in other cases they can be the cause of errors in it. Such errors of perception and understanding are called causal attribution (from the Latin "cauza" - cause, "atrebutio" - to add, add).

When people try to establish connections between his appearance and character in order to form an idea of a person whom they see for the first time, in order to determine such connections, A.A. Bodalev showed a group of students photographs of people with different appearances. 9 out of 72 people said that people with high chins are strong-willed, 17 people said that people with wide foreheads are smart, 3 people said that people with thick hair are more stubborn and determined, 5 people said that short people are domineering. hungry, tend to boss others around, beautiful people either built a building for themselves or were told they were ignorant, etc.

Naturally, such thoughts are not entirely true, but ideas passed down from generation to generation in the minds of people have formed such images. Primary information about a stranger plays a role in the formation of the concept of a stranger. For example, two groups of students were shown the same portrait, and in the first group this person was a great scientist, and in the second group this person was a state criminal, and in both cases he was asked to give his portrait. socio-psychological characteristics. Since the instructions are different, the definitions given in them are also different. Students in the first group said that this person should be hardworking, kind, compassionate, caring, and smart, while students in the second group described him as ruthless, cunning, and persistent. People from the first group called the eyes in the portrait wise and gentle, while others called them evil and cruel. Thus, social perception or the process of people correctly perceiving and understanding each other is one of the important problems of communication. This process is psychologically complex, and each of the parties participating in the dialogue acts as both an object and a subject of this perception. When a person is considered as an object of perception, all the qualities and aspects of the "image of another person" formed in him are meant; the signs that serve to create such an image include: the appearance of this person, his clothing, behavior, emotional state, voice, manners, etc. But among them, a person's face is the object that gives the interlocutor the most information. This is why it is much easier to talk face to face than to talk on the phone. If people's correct perception of each other is associated with their perceptual, i.e., emotional cognition (perception), then their understanding of each other is a complex process directly related to their thinking. It is believed that a person who correctly understands another person is able to enter into his emotional state, in other words, he develops empathy - the ability to understand the feelings of other people. Only a highly conscious, cultured person who has "seen a lot" can correctly understand others and take their position. Issues of psychological influence in communication When people interact with each other, it is one of their main goals - to influence each other. i.e., persuading your ideas, calling to action, changing attitudes, and



leaving a good impression. In social psychology, there are mainly three means of psychological influence.

1. Verbal influence is the influence we exert through our words and speech. The main tool is words. It is known that speech is a conversation, a process of interaction, and its instrument is words. In both monologue speech and dialogic speech, a person wants to influence his partner by finding the most effective words, using his entire vocabulary.

2. The meaning of nonverbal influence is “without speech.” This includes the positions of the interlocutors in relation to each other, situations (close, distant, intimate), gestures, facial expressions, pantomimes, glances, direct sensations of each other, appearance, various signals (noise, smells) emanating from it.

3. Paralinguistic influence are environmental factors that disrupt speech, strengthen or weaken it. This includes high or low speech, articulation, sounds, pauses, stuttering, coughing, tongue movements, exclamations. All of them enhance the communication process and help interlocutors get to know each other better. For example, if in the first minutes of meeting your friend, without looking at you, looks around and says: “I'm glad to see you,” will you believe it?

A characteristic feature of the communication process is that when interlocutors want to influence each other, they first think about what to say and what words to influence. In fact, these words and the actions around them play an important role. For example, according to the formula of the famous American scientist Mehrabian, the positive impressions of interlocutors meeting for the first time are influenced by 7% of spoken words, 38% of paralinguistic factors and 58% of non-verbal actions. Later, this attitude, of course, may change, but the popular saying is true: “Welcome, looking at the head, look, looking at the mind.” How communication takes place and who has more influence depends on the roles of the partners. The initiator of influence is a partner who has a conscious goal of influence and uses all of the above means to achieve this goal. If the boss is busy and invites an employee to his room, he stands up to meet him, compliments him, asks about the situation, and then moves on to the main part of the proposal. The addressee of the impact is the person to whom the impact is directed. But if the initiator is not sufficiently prepared for the conversation or the addressee is a more experienced partner, he will be able to seize the initiative and return the power of influence to the owner. Here we would like to talk about the problem of teaching people to communicate effectively. Because today this problem is one of the important issues of social psychology. It is known that people talking are close to each other, and the other one listens and hears. The effectiveness of communication depends on the compatibility and complementarity of these two parties. One misconception is that when a person is taught how to behave or communicate, they are only taught to speak using logical words in order to speak effectively.

The other side - listening - is almost ignored. When Dale Carnegie, the 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, working people spend 45% of their time listening, and those who are in constant communication with people receive 35-40% of their monthly salary for “listening” to people. This leads to the conclusion that listening, 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 other person is not listening to



you, if he is busy with something else, you will be annoyed with him, not only annoyed, but you will also break off the connection with him. Did you know that not listening to a teacher while he is speaking is considered the most common form of rudeness? Why can we often be good speakers but not good listeners? According to psychologists, the main obstacle is that we are caught up in our own thoughts and desires. Therefore, sometimes we seem to be listening to our partner, but in fact our thoughts are somewhere else. Listening has the same techniques and methods as speaking. There are many types of them, but mainly in everyday life we use two methods: literal translation and various interpretations. The first means supporting your partner by returning some or all of your interlocutor's words. The second way is to listen to your partner's words and express in them the main idea in your interpretation. Both methods are important to your partner because they show that you are listening and even ok with their ideas. In addition, we listen well and say "No?", "Why not?", "Look?", "Live!" even when bitten, we call on our interlocutor to once again speak out and clarify his thoughts. So in fact, the idea that the speaker is a leader, he is the absolute master of the conversation, is not entirely true. Good listening is so powerful that it brings the other person very close to you and builds trust. Because the most valuable thing in the communication process is the information itself. The listener receives only good, useful information from meaningful, good dialogue. On the other hand, the one who speaks, giving all his strength, may be left with nothing, without having time to receive "feedback" from the interlocutor who does not speak. Therefore, one of the important directions of communication training is to teach people to listen actively and correctly use all paralinguistic and non-verbal factors. In this regard, professional listening techniques include: an active posture, if it is a piece of furniture, such as a chair or sofa, do not bend over or lie on it, do not look at any place other than the interlocutor's face, show that you are interested in every word of the interlocutor by facial expressions, head shaking, etc., refers to the report; showing sincere interest in your interlocutor is an effective way not only to attract the interlocutor to you, but also to convince him of your every word when his turn comes. Thoughtful silence is a way to express your interest in the conversation, making it seem like you're listening responsibly while the other person is talking.

Conclusion is in place. If we listen well and carefully to our interlocutor, we will also develop self-respect in him. So, the listening process is not as passive as many people imagine. It is extremely important for effective communication. Because the ability to listen inspires the speaker, inspires him, creates conditions for the formation of new thoughts and ideas. Therefore, if every speech and lecture of a lecturer-professor is listened to carefully by students, both sides will benefit equally from this pedagogical dialogue. If we take into account the equal importance of the two processes involved in the communication process - speaking and listening - for active interaction, then it is not difficult to understand the importance of psychological literacy of the participants in this process and mastery of communication techniques. That is why in social psychology much attention is paid to purposefully teaching people to communicate effectively. Science has its own method in this regard, its name is called socio-psychological training (SPT). Psychological preparation of people for the process of IPT communication consists of developing the necessary communication skills. Most importantly, people's communication skills improve during IPT.

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