



# **THEORETICAL BASIS OF DEVELOPMENT OF COMMUNICATIVE COMPETENCE OF INTERNAL AFFAIRS SYSTEM STAFF IN THE PROCESS OF SPEAKING COMMUNICATION**

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**Abstract.** This article analyzes the specifics of developing the skills of internal affairs officers to communicate with citizens, criminals or complainants in their official working conditions, and the theoretical foundations of developing the communicative competence of internal affairs system employees.

**Key words:** Communicative competence, communication, non-verbal speech, verbal speech, communicative competence.

## **Introduction**

Development of communicative competence of internal affairs employees in official working conditions is very important for employees operating in the field and their effective work. Taking into account that today's modern employee of the field of internal affairs has a speech influence on citizens in the process of speech activity and interaction, this process requires them to know the main forms of communication specific to the field. The ability of a field worker to enter into speech communication in a professional manner is manifested in his communication with ordinary citizens, starting with officials. The effectiveness of communication in such fields also requires the ability to establish a relationship with the interlocutor.

One of the main conditions for the effectiveness of communication in the practical work of an internal affairs officer is the ability to communicate with a citizen, criminal or complainant. This process involves not only speaking, but also hearing, psychological overcoming of communication barriers, persuasion, influence, and interpersonal and group communication prevention of negative relations, consists in mastering the skills of neutralization.

Successful communication is the achievement of communicative goals, that is, the appropriate selection of linguistic and speech tools and the ability to use them in speech. The effectiveness of communication depends on various factors, which is related to the versatility of speech activity. The inherent complexities of acquiring the communication competencies required of an internal affairs officer are the most important part of the officer's job and the key to achieving constructively constructed communication goals. Communication is a process of interaction between the participants of communication aimed at the realization of a specific goal related to the speech activity process and based on the goal of the speech activity. Verbal speech is oral and written speech. Non-verbal speech is perceived through various senses and facial expressions (gestures, tactile, visual hearing, etc.). The complexity of the activities of modern internal affairs bodies requires the expansion of training opportunities for employees of internal affairs bodies to perform the tasks assigned to the field.

## **Literature Analysis And Methodology**

The process of retraining of internal affairs personnel in Uzbekistan should be focused on the development of skills necessary to solve modern problems that arise in the performance



of official duties. The process of employee development includes the development of cognitive, emotional, social and moral skills of internal affairs employees. This helps internal affairs officers to effectively establish relations between members of society. During training, employees need to develop critical thinking, effective communication and emotional intelligence. In the process of improving the qualifications of an internal affairs officer in any country special attention should be paid to the continuity between the practical activities of the internal affairs officer in the conducted trainings. Also, in the process of improving the qualifications of internal affairs officers, the developed procedures related to the activities of internal affairs officers in the country and the results of psychological tests conducted in the process will be discussed.

Effective work of internal affairs officers requires constant development of physical, cognitive, emotional and interpersonal relationships. However, in the rare situations where an officer must use force, the skills and tactics learned are critical. For this reason, it is appropriate to include psychological training (20 hours), development of communication skills (20 hours) as part of the training hours for law enforcement agencies and internal affairs officers. The hours taught in the self-improvement process of an internal affairs officer should mainly serve to prevent problems that may arise in the moral and speech process. By taking short-term professional development hours during their service, the employees who have completed the long-term training will develop critical thinking, effective communication and emotional intelligence. Open-mindedness, the ability to understand and solve problems, understanding, service-oriented plans, self-control in a team, communication skills, discipline and self-control, work-oriented attitudes can be indicated as high moral standards of internal affairs officers.

## **Discussion And Results**

Today, the complexity of the activity and system of modern internal affairs bodies requires continuous improvement of the qualifications and skills of its employees. The Code of Professional Culture and Service Discipline of Internal Affairs Officers includes not only the arrest of a criminal or the detection of violations of the law, but also the development of control, protection and order tactics among the main tasks of an internal affairs officer. In the framework of our research, it is also aimed to justify the need to develop experiences for the formation and development of psychological skills necessary for the professional and communicative competence of an internal affairs officer. It can be said that the system of general professional and branch-oriented basic skills and skills of internal affairs officers consists of a set of professional knowledge that they need to acquire. In the professional training of internal affairs officers, it is necessary to inculcate them with the normative foundations of the concept of “communicative competence” as public servants. The laws and requirements developed in the legislation related to the behavior of internal affairs officers in our republic are not perfect. Today's advanced technologies and employees operating in the digital space have not developed communicative standards for communicating with citizens through the Internet and social networks, or liability for violations of these standards has not been established.

## **Conclusion**

Our studies show that a number of deficiencies have been identified in the training and retraining of internal affairs officers. As a serious indicator, the modern internal affairs officer's lack of knowledge of the legal requirements for his communicative competence in the digital space and the failure to follow these standards together with internal affairs regulatory



documents require the improvement of the existing system of internal affairs officers' qualification and retraining processes.

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