

## Psychology of Social Relations and Communication (Ijtimoiy Munosabatlar Va Muloqot Psixologiyasi)

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### Annotation

The process of communication through interpersonal relationships in social life in Ushba is provided to the human psychology of communication in connection with the connections between them.

**KEYWORDS:** socialization. Society, communication, personality, attitude, types of communication, human psyche, culture.

Preparing the youth of our republic, which is on its way to independent development, for a new social environment, educating them in the spirit of the times is one of the urgent and priority tasks. In our developing society, great attention is paid to the issue of raising a healthy generation, a perfect human being. One of the important qualities of a perfect person is the culture of communication. It is difficult to have a healthy social relationship without an insufficiently formed culture of communication. Communication is the main form of interpersonal relations, with the help of which people communicate with each other mentally, exchange information, influence each other, feel and understand each other. Human relations are such interaction processes that interpersonal relations is formed and manifested. Interpersonal relations mean the process of interaction, communication and dealing between people. L.S. Vygotsky also points out that the main weapon and tool in interpersonal relationships is the process of communication. According to him, in interpersonal relations, first, behavior is the main tool, and then behavior is the tool. Because, even when a person is alone, he retains the function of dealing. Communication can only be done between people. The importance of communication in human life is immeasurable. A human child becomes a person in the process of interacting with others. Through communication, a person acquires social experience and culture. If a newborn person is deprived of the opportunity to communicate with others, he will never become a person, that is, he will lag behind in his psychic development. After all, human mental development begins with communication. People can never live without talking and communication. If a person does not speak for a long time, he will eventually forget to speak and think. It is a process that raises us to the human level. We know that communication takes place in three forms:

1. Verbal
2. Non-verbal
3. Paralinguistic

Language is the main tool of the communication process. Verbal communication is also done using language. Verbal communication is unique to humans and requires language acquisition as a necessary condition. As a means of communication, speech appears simultaneously as a source of information and as a means of interaction with the interlocutor. It is necessary to remember the words of the great poet Saadi: "We don't know whether you have a mind or not, whether you are great or small, until you say a word." Verbal (speech) communication includes: the meaning and essence of words, phrases. The main place is occupied by the accuracy of the use of the word, its expression and universality, sounds, pronunciation of

words, tone expression and essence. Verbal communication is verbal, commenting on verbal communication and verbal basis means evidence (grounds). Words play an important role in the process of verbal communication. The word can be pronounced, repeated in internal speech, written, expressed using special signs. Communication is not only the exchange of information between people, but also covers people's emotions. This aspect of communication is non-verbal communication. Gesture, movement, tone, intonation, pause, laughter, smile, eye contact, tears, etc. are used as non-verbal communication tools. Nonverbal communication tools complement verbal communication. Using nonverbal means, one word can have many meanings. When teaching languages, it is necessary to teach non-verbal means that are characteristic of the owner of this language. Otherwise, the foreign language will not be fully mastered.

Nonverbal communication is closely related to the power of observation. The receiver of communication should be in a position to see, hear and even feel the speaker. The recipient of the communication should be in a place where he can clearly see the speaker's face, gestures, tone, clothes, appearance, and also hear his voice. While this is observational, nonverbal communication can be planned or unplanned. It is planned when the speaker wants to convey a clear message to the audience through conscious gesture, body posture and other forms of behavior. Non-verbal communication is considered unplanned, even if the speaker's actions, posture, or appearance are involuntarily made by the receiver. The meaning of non-verbal influence is "without speech". This includes the positions of the interlocutors in relation to each other in space, situations (close, distant, intimate), gestures, facial expressions, pantomimes, looks, direct feelings of each other, appearance, various signals (noise, smells) coming out of it. All of them strengthened the communication process, and the interlocutors got to know each other better helps them get According to the American scientist Megrabyan's formula, 7% of spoken words, 38% of paralinguistic factors, and 58% of non-verbal actions affect the positive impressions of interlocutors who are meeting for the first time.

Paralinguistic tools are widely used in communication. Especially, paralinguistic tools related to the head and eyes are used both in speech and in works of art. The non-verbal communication of the Uzbek language is divided into three main types: phonation, oculusics and kinesics. Phonation is the study of how sound is heard in speech, how low and high, thick and thin the voice affects communication. We know that the use of different sounds in speech makes the communication rich in emotions and serves to strengthen the same emotion. Therefore, the correct use of sounds in communication helps to understand non-verbal communication. Information is delivered mainly by intonation and emphasis. Intonation shows how a sentence is delivered with emotion, and accent shows the importance of a particular word or sentence.

There can be no human society without communication. It is communication that forms a community of individuals working together. At the same time, new relations and connections are formed between people during the activity. Therefore, communication and activity are closely related.

According to the classification proposed by L.A. Karpenko, the following tasks of communication are distinguished.

- The task of establishing communication is to prepare the interlocutor for communication;
- Information task - exchange of certain information, thoughts and plans with the interlocutor;
- Encouraging action - stimulating the interlocutor to perform an action;

Coordination task - organizing activities in cooperation with the interlocutor and coordinating actions in its implementation;

- The task of providing understanding is to understand the interlocutor's thoughts and feelings;
- Amotive task - to arouse certain emotions in the interlocutor and to change them;
- Establishing a relationship - determining one's personal place and position in the system of relationships;

- Influence - change the interlocutor's behavior, personal characteristics, goals and attitudes.

## DISCUSSION AND RESULTS

We are witnessing that the qualities of people, such as the culture of mutual interaction, behavior, politeness, showing respect for others, are manifested through the culture of interaction. Making friends or enemies in this life also depends on one's behavior. Think about it, as soon as we open our eyes in the morning, we start dealing. How many people do we talk to in a day? How can we talk? What are the secrets of success in trading? Have you ever thought about the essence of these simple questions? Charles Schwab said: "I have been convinced in my dealings with so many famous people that no matter what their profession or career, they are friendly with people in the face of criticism and good with the people they deal with. "They have achieved a lot because of their talent." At this point, it is natural that we can say that the American pedagogue Dale Carnegie reached the level of popularity because he understood and was able to demonstrate the culture of high treatment. Carnegie also separates his employees it was praised by many. He insisted that the following verses be inscribed on his tombstone." Here, a person who is able to gather smarter people than himself rests forever." The only secret of man's achievements was his sincere appreciation of people. But not everyone can distinguish the essence of this word. A person can be beautiful. But if his language and manners are not beautiful, it is useless. It is about talking to a person and having a close relationship no one likes to be. Because we are human and we create beautiful words. Everyone likes a good speech. But a bad word has the power to affect the human psyche very quickly. We can implement examples of such attitude everywhere (in the family, neighborhood, public places, school and circle of friends). People grow to the level of a mature person through interaction. Even a baby who does not know how to speak will start to cry if you say something bad. This is the power of words. In the perception of a person by a person, at least two people should be involved, and both of them are active subjects. So, in the process of mutual understanding, both parties should know each other's needs, motives and directions and be able to put themselves in the position of the opposite party. In the process of communication, people who perceive each other try to understand each other. The following mechanism is used for this.

- identification;
- reflection;
- Stereotyping.
- empathy

Identification is such a psychological phenomenon that the interlocutors try to put themselves in each other's place in order to perceive each other more correctly. That is, trying to understand another person through one's own knowledge, imagination, and qualities, means comparing oneself with someone else. This shows the situations in which a person compares himself or his personal life after seeing someone else.

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

Stereotyping is a case of using images that have been formed in people's minds during communication and used as templates. Social stereotypes are formed in each person about one or another group of people are images. A.A. Bodalev and his students observed that such stereotypes sometimes ensure the correct direction of communication, and in other cases they can be the cause of errors in it. Such errors in perception and understanding are called causal attribution (from the Latin "cauza" - cause, "atrebutio" - means to give, add, exaggerate). For example, two newly-acquainted people meet: one in ordinary clothes, the other in luxurious clothes. Then, from the imagination of a person in ordinary clothes, the thought "I can't start a

conversation by bragging" can pass to the person in front of him. This is also a stereotype. The correct perception of people is related to their perceptible, i.e., emotional cognition (perception, feeling) sphere, while their understanding of each other is directly related to their thinking spheres and is a complex process.

Empathy and compassion are related concepts, but slightly different. Empathy is the ability to deeply understand another person in feelings and emotions, and compassion is the ability to feel the pain of others. Putting yourself in another person's shoes and assuming their way of thinking is important in the context of social interactions. Empathy is also associated with the formation of personality and emotional maturity at an early age. Empathy is a natural characteristic of every human being. But not all people in the world are empathetic. At the heart of this simple sentence is the person's conscientiousness, pure heart and kindness. It is not difficult to realize that every person has a different empathic characteristic, through his words and expressions in the process of communication. Manifestation of such cases, L.S. Vygotsky's views also reflect internalization of behavior that is, inner speech, inner world; and externalization is manifested in forms of external speech and behavior. From this it is seen that due to treatment, personality development occurs and determines whether a person is good or bad. So, L.S. Vygotsky's thoughts on the psychology of behavior and interpersonal relations are extremely valuable, because in it we see behavior as an important basis for the process of socialization of a person, and we further understand that the value of this process in the formation of a person is infinite. Dale Carnegie pays special attention to the subtle aspects of social relations. The culture of mutual interaction of people emphasizes that it is possible to gain prestige through self-restraint, politeness, respect for others, and high evaluation of one's work. Also reveals different ways to build self-confidence and public speaking. He also offers valuable advice on engaging an audience, giving a good speech, improving memory, and more. people strongly influence each other.

V.N. Myasishchev is the creator of the concept of personal relations. According to this concept, the basis of a person is his system of compromises with the environment and himself. The system of relationships appears as a result of the reflection of the surrounding reality on the mind of a person, and it is one of the forms of the reflection of reality. V.N. Without belittling the role of activity in human development, Myasishchev comes to the conclusion that the activity itself can remain a neutral process in the formation of basic mental qualities if there are no relationships between people that require cooperation and mutual assistance. As a result of debates among psychologists, it became clear that even the attitude is in many ways the opposite of the action. First, the relationship has no purpose and cannot be voluntary. Secondly, communication is not a process; it is not limited in space and time. Thirdly, the attitude is not implemented by special external cultural means; it cannot be assimilated in a generalized form. Communication is always individual. V. N. Myasishchev closely connects the issue of human development with the formation of relationships. Social relations are especially important in a person's life. Social relations are relations established between large groups of people.

1. The emergence of social relations can be noted as follows:
2. as a person's relationship with society, and society with a person;
3. between individuals as representatives of society;
4. between elements, components, subsystems within society;
5. between different societies;

Between individuals as representatives of different social groups, social communities and social organizations, as well as between each of them and individual individuals.

That is, the activities of each person in society (work, study, play, creativity, etc.) have forms of influence through the process of interaction and communication. B.F. Parigin writes about the psychological

complexity of communication: "Communication is such a multifaceted process that it simultaneously includes:

1. The process of interaction of individuals;
2. Information exchange process between individuals;
3. The process of one person's relationship with another person;
4. The process of one person influencing others;
5. The ability to sympathize with each other;
6. The process of people understanding each other.

In the process of communication, certain images and models of human behavior are formed, and then they are internalized. During communication, social and personal relations are realized, through which cooperative activities are realized.

In short, we cannot imagine language and society without language. Therefore, it is natural that the social nature of language and the most basic means of communication are always in the focus of humanity. After all, the time demands that the role of communication in the world's dominant market economy will continue to increase. In the 21st century, a person's need for the most natural communication, his desire to be aware of secrets and to be able to effectively influence others has increased even more. In addition, today, the increase in the number of people working in different professions, the relevance of relationships and communications between them, requires not just simple communication in a dense information environment, but professional, knowledge-based communication.

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