

Development of Communicative Competence of Students of Higher Education Institutions

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The concept of communicative competence The concept of "communicative competence" was first introduced by Bodalev A.A. interpreted as the ability to establish and maintain effective relationships with other people when internal resources (knowledge and skills) are available. In the sociological encyclopedia, communicative competence is defined as "... orientation to different situations of communication, based on the following. cognitive and emotional experience of a person; . ability to communicate effectively with others. constantly changing mental states, interpersonal relationships, and social environment conditions through understanding oneself and others. Kunitsina V.N. Communicative competence is simply defined as "communicative success". According to the definition, V.I. According to Zhukov, communicative competence is "a psychological characteristic of a person as a person, which is manifested in communication with people or in the ability to "establish and maintain the necessary relationships with people". includes a set of knowledge, skills and competencies that ensure successful communication processes". Communicative competence of a person is mainly formed on the basis of the experience of communication between people, it is formed in the conditions of direct interaction. In addition, a person will have the ability to control himself in communication based on examples from literature, theater, cinema, mass media. Communicative competence is the freedom to adapt to the situation and use verbal and non-verbal means of communication, to adequately reflect the mental state and personality of another person, to correctly assess his actions and to predict behavior based on them. is an indispensable personal quality that provides. characteristics of the adopted person. A comprehensive study of communicative competence can be found in the works of I.N. Zotova. According to him, communicative competence is a complex education consisting of three components: emotional-motivational, cognitive and behavioral components. The emotional and motivational component is formed by the needs for positive relationships, motivations for competence development, semantic relations to be a "successful" partner of mutual cooperation, as well as values and goals of communication. The cognitive component includes knowledge in the field of human relations and special psychological knowledge acquired in the educational process, as well as meanings, the image of the other as an interaction partner, social-perceptive abilities, and personal characteristics that form communicative potential. person At the behavioral level, this is an individual system of optimal models of interpersonal interaction, as well as subjective control of communicative behavior. As a result of analyzing the works of various authors studying communicative competence, Zotova I.N. it is concluded that the structure contains very different elements. At the same time, among this variety, the following components are clearly distinguished: communicative knowledge; communication skills; communication skills. Communicative knowledge is knowledge about what communication is, its types, stages, development laws. It is knowledge about what methods and methods of communication exist,

how they affect, their possibilities and limitations. It's also about knowing which methods work for different people and different situations. This area also includes the level of development of certain communication skills and the knowledge of which methods are effective and which are not effective in one's work. Communication skills: the ability to organize the text of the message in an adequate form, speech skills, the ability to combine external and internal views, the ability to receive feedback, the ability to overcome communication barriers, etc.

A group of interactive skills is distinguished: humanitarianism, the ability to build communication on a democratic basis, the ability to create a comfortable emotional and psychological environment, the ability to self-manage and self-manage, the ability to organize cooperation, the ability to be. to the rules and regulations of professional ethics and etiquette, the ability to actively listen and the group of social perception skills: the ability to adequately perceive and evaluate the behavior of a partner in communication, the ability to recognize non-verbal signals of his situation, desires. and behavioral motives, the ability to create an adequate image of another person as a person, to leave a positive impression. Communicative abilities as individual psychological characteristics of a person that meet the requirements of communicative activity and ensure its quick and successful implementation. In the works of other researchers, the above components and components of communicative competence are considered separately. There are also studies that consider the components of communicative competence from another angle. Studying the concept of communicative competence, Labunskaya V.A. distinguishes three components in it: accuracy (accuracy) of perception of other people; . development of non-verbal means of communication; . have oral and written communication skills. Emelyanov Yu.N. describes the qualitative uniqueness of the concept of communicative competence, which considers communicative competence to be the sum of the following qualities: a person's ability to assume and perform various social roles; the ability to adapt to social groups and situations, the ability to speak freely in verbal and non-verbal means of communication; the ability to organize and manage "interpersonal space" in the process of active and active communication with people; to know their values, needs; techniques for working with people; perceptual possibilities. Petrovskaya L.A. focuses on three aspects of communicative competence. Competence in all types of communication consists in achieving three levels of adequacy of partners - communicative, interactive and perceptive. Therefore, we can talk about different types of competence in communication. Petrovskaya L.A. Also, communicative competence (communication competence) refers to the readiness and ability to communicate at various psychological distances - both distant and recent. Difficulties can sometimes be associated with owning one of them and implementing it everywhere, regardless of the nature of the partner and the specificity of the situation. According to the author, flexibility in adequately changing psychological positions is one of the important indicators of competent communication. Ezova S.A. also considers communicative competence in terms of its components. According to him, communicative competence includes a person's ability to use knowledge, skills, and personal qualities: a) to construct and transmit a message (communication content) through traditional and virtual interaction; b) in building relationships; d) forms of communication with a partner. Thus, Ezova S.A., like many other authors, believes that communication skills are the main factor of communicative competence. Vasilyeva G.S. The structure of communicative competence includes three types of such abilities: gnostic, expressive and interactive. Kryuchkova O.V. Communicative competence is understood as a set of communicative abilities of a person that is manifested in communication with people and allows to achieve one's goals: The ability to correctly perceive the communication situation and assess the probability of achieving the goals set in it. . The ability to correctly understand and evaluate people. . The ability to choose communication tools and methods in a way that suits the situation, partners and tasks. . The ability to adapt to the individual characteristics of partners, to choose adequate means of communication with them verbally and non-verbally. . The ability to influence the mental state of people. . The ability to change people's communicative behavior. . The ability to maintain and maintain good relationships with people. . About highly developed communicative competence,

O.V. According to Kryuchkova, if a person has these abilities and shows them in communication with people, then we can talk.

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