

FEATURES COMMUNICATION AND COMMUNICATION PROCESS

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Annotation

The article describes in detail the needs of people in joint activities - relationships, interactions, information and their joint activities to exchange information. It is especially emphasized that when forming personal communication, it is necessary to take into account his age, gender, profession, worldview.

Keywords: communication process, purpose of communication, communication, business, individual, functions of communication, paralinguistics, transaction, perceptual, proxemics.

Introduction

Communication is a complex process of interaction between people, consisting of the exchange of information, as well as the perception and understanding of each other by partners. The subjects of communication are living beings, people. In principle, communication is characteristic of any living beings, but only at the human level does the process of communication become conscious, connected by verbal and non-verbal acts. The person transmitting information is called a communicator, and the person receiving it is called a recipient.

Interactive: organization of interaction between communicating individuals (exchange of actions);

Perceptual: the process of perception and knowledge of each other by communication partners and establishing mutual understanding on this basis.

A number of aspects can be distinguished in communication: content, purpose and means. Let's take a closer look at them.

The content of communication is information that is transmitted from one living being to another in inter-individual contacts. This may be information about the internal (emotional, etc.) state of the subject, about the situation in the external environment. The content of information is most diverse when the subjects of communication are people.

The purpose of communication is to answer the question "Why does a creature enter into an act of communication?" The same principle applies here as was already mentioned in the paragraph on the content of communication. In animals, the goals of communication usually do not go beyond the biological needs that are relevant to them. For a person, these goals can be very, very diverse and represent a means of satisfying social, cultural, creative, cognitive, aesthetic and many other needs.

Means of communication are methods of encoding, transmitting, processing and decoding information that is transmitted in the process of communication from one being to another. Encoding information is a way of transmitting it. Information between people can be transmitted using the senses, speech and other sign systems, writing, technical means of recording and storing information.

Transaction is a unit of communication between people, a communicative fact, used in some areas of psychology. In accordance with the direction of transactions, three types of communications are distinguished:

- Dialogue is a type of communication in which transactions occur in both directions between two interlocutors.
- Indirect communication is a type of communication in which transactions occur in both directions through information recorded in some form, for example, through text, sound or video recording, drawing or diagram.
- Imitation. Through imitation, one can learn new forms of behavior, and imitation can be carried out both at the level of the actions being reproduced themselves, and at the level of awareness of the meaning of these actions.

There are different psychological mechanisms behind imitation:

- in infancy - imitation of movements and sounds is an attempt to establish contact;
- in childhood - insight into the meaning of human activity through modeling in games;
- in youth - identification with an idol, belonging to a group;
- in adulthood - learning in professional activities.

Classifications of parties to communication

- In generalized classifications, three aspects of communication are distinguished [8]:
- communicative: exchange of information between communicating individuals;
- interactive: organization of interaction between communicating individuals (exchange of actions);
- perceptual: the process of perception and knowledge of each other by communication partners and establishing mutual understanding on this basis.

A classification close to the first identifies the following aspects:

- information and communication – reception and transmission of information;
- regulatory-communicative - mutual adjustment of actions in joint activities;
- affective-communicative - change in emotional state.

Another classification option:

- instrumental function - the main work function, exchange of information in the process of management and joint work;
- syndicate - uniting groups;
- translational function - transfer of knowledge, assessments;
- self-expression—searching for and achieving mutual understanding.

Communication functions

Functions for communication purposes:

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- contact - establishing contact, that is, readiness to receive and transmit messages and maintain relationships;
 - informational - receiving and transmitting messages in response to a request;
 - incentive - targeted stimulation of activity;
 - coordination - mutual coordination and consistency in joint activities;
 - the function of understanding is an adequate understanding of the meaning, mutual understanding in general;
 - emotive - exchange of emotions;
 - the function of establishing relationships is fixing one's place in society;
 - function of exerting influence - changing the state, behavior, personal and semantic formations of the partner.

Types of communication

According to the content, the following types of communication can be distinguished:

- Material communication - exchange of objects or products of activity.
- Cognitive communication - exchange of information, knowledge. When we learn from friends about the weather outside, food prices, the start time of a concert, or how to solve a mathematical problem, we are dealing with a cognitive type of communication.

Conditional or emotional communication is the exchange of emotional states between communicating individuals. Cheering a sad friend is an example of emotional communication. It is based on the phenomenon of emotional contagion.

- Motivational communication - sharing desires, motivations, goals, interests or needs. It occurs in both business and interpersonal communication. Examples include: motivating staff to work successfully at an enterprise (business communication), a conversation aimed at persuading a friend to go to a concert with you (interpersonal communication). В зависимости от используемой техники общения и его целей можно выделить следующие виды:

- Mask contact is formal communication when there is no desire to understand and take into account the personality characteristics of the interlocutor. The usual masks are used (politeness, courtesy, indifference, modesty, compassion, etc.) - a set of facial expressions, gestures, standard phrases that allow one to hide true emotions and attitude towards the interlocutor.

- Secular communication - its essence is pointlessness, that is, people say not what they think, but what is supposed to be said in such cases; this communication is closed, because people's points of view on a particular issue do not matter and do not determine the nature of communication. For example: formal politeness, ritual communication. Формально-ролевое общение — когда регламентированы и содержание, и средства общения и вместо знания личности собеседника обходятся знанием его социальной роли.

- Business communication is a process of interaction in communication in which information is exchanged to achieve a certain result. That is, this communication is purposeful. It arises on the basis of and regarding a certain type of activity. During business communication, the personality, character, and mood of the interlocutor are taken into

account, but the interests of the business are more significant than possible personal differences.

Communication means

• Verbal (speech)

• Paraverbal. Paralinguistics (Greek para - “about”) is a branch of linguistics that studies non-verbal (non-linguistic) means that, together with verbal ones, convey semantic information as part of a speech message, as well as the totality of such means [9]. Paralinguistic means are not part of the language system and are not speech units[9], however, to one degree or another, they are represented in each speech unit, accompanying speech[10]. There are three types of paralinguistic means[9]:

- phonation - tempo, timbre, volume of speech, pause fillers (for example, uh, mm), melody of speech, dialectal, social or idiolectal features of the articulation of sounds;
- kinetic - gestures, posture, facial expressions of the speaker;
- graphic - features of handwriting, graphic additions to letters, substitutes for letters (&, § and others).

• Nonverbal

SPEECH

Speech is the most important form of human communication through linguistic structures created on the basis of certain rules.

Language is a sign system that correlates conceptual content and typical sound (spelling). The process of speech involves, on the one hand, the formation and formulation of thoughts by linguistic (speech) means, and on the other hand, the perception of language structures and their understanding. Speech is a system of signs that includes:

1. Words with their meanings,
2. Syntax is a set of rules by which sentences are constructed.

A word is a type of sign. The objective property of a verbal sign, which determines theoretical activity, is the meaning of the word, which is the relationship of the sign (the word in this case) to the object designated in reality, regardless (abstractly) of how it is represented in the individual consciousness.

Speech arose in human society to coordinate joint work activities and was one of the forms of manifestation of emerging consciousness. At the same time, speech means lost their “naturalness” over time and turned into a system of artificial signals. The physiological basis of speech is a complex, multi-membered and multi-level organization of various functional systems, partly specialized, partly serving other types of activities.

Properties of speech:

1. The content of speech is the number of thoughts, feelings and aspirations expressed in it, their significance and correspondence to reality;
2. Clarity of speech is the syntactically correct construction of sentences, as well as the use of pauses in appropriate places or highlighting words using logical stress;

3. The expressiveness of speech is its emotional richness, the richness of linguistic means, their diversity. In terms of its expressiveness, it can be bright, energetic and, conversely, sluggish and poor;

4. The effectiveness of speech is the property of speech, which consists in its influence on the thoughts, feelings and will of other people, on their beliefs and behavior.

Depending on the form of communication, speech activity is divided into oral (implying speaking and listening) and written (writing and reading).

A speech act is a separate act of speech, in normal cases it is a two-way process of generating a text, encompassing speaking and auditory perception and understanding of what is heard occurring in parallel and at the same time. In written communication, the speech act covers, respectively, writing and reading (visual perception and understanding) of what is written, and the participants in communication can be distant from each other in time and space. A speech act is a manifestation of speech activity. An utterance is a speech work created during a specific speech act, a unit of communication between two people using speech. It is considered in the context of this speech act as part of the discourse (text).

Non-verbal communication

Nonverbal communication is the side of communication consisting in the exchange of information between individuals without the help of speech and language, presented in any sign form. Such means of nonverbal communication as facial expressions, gestures, posture, intonation, etc. perform the functions of supplementing and replacing speech, conveying the emotional states of communication partners. The instrument of such “communication” is the human body, which has a wide range of means and methods of transmitting or exchanging information, which includes all forms of human self-expression. A common working name used among people is non-verbal or “body language”. Psychologists believe that correct interpretation of nonverbal signals is the most important condition for effective communication.

Knowledge of body language and body movements allows you not only to better understand your interlocutor, but also (more importantly) to foresee what impression what you hear will make on him even before he speaks out on this matter. In other words, such wordless language can warn you whether you should change your behavior or do something different to achieve the desired result [12].

Means of non-verbal communication:

- Facial expressions are “expressive movements of the facial muscles, which are one of the forms of manifestation of certain human feelings”[13].
- Gesticulation (from Latin *gestus* - body movement) - some action or movement of the human body or part of it, which has a certain meaning or meaning, that is, it is a sign or symbol.
- Body language - symbolic elements of postures and movements of various parts of the body, with the help of which, as with words, thoughts and feelings are structurally formed and encoded, ideas and emotions are transmitted. Body techniques, which include such non-

sign movements as facial gestures, head and leg gestures, gait, and various postures, also belong to body language. The science of body language and its parts is kinesics.

- Eye contact
- Proxemics is a field of social psychology and semiotics that deals with the study of the spatial and temporal sign system of communication. Acting as a special sign system, the space and time of organizing the communication process carry a semantic load, being components of the communicative situation.

Components of communication

Communication model: source, channel, message, recipients, feedback

- Message
- Talk
- Rapport
- Point of view
- Compliments
- Interests
- Language personality

Communication procedure

Understanding the structure of communication.

A human being, being a creature by nature social, is simply incapable of carrying out a full and effective activity without establishing contact between the individual individuals who can be involved in this particular activity. In addition, action is also not possible if there is no good understanding among all participants. Today, understanding the structure of communication is a rather complex mechanism. This is due to the fact that communication develops into a multi-level and multifaceted process of forming contacts between different individuals, which occurs as a consequence of the forced need to work together.

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