

SPEECH SKILLS OF FUTURE TEACHERS - PEDAGOGICAL AS A SOURCE OF CONFLICT RESOLUTION

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Abstract

On the importance of the teacher's speaking skills in conflict resolution in pedagogical activities due to lack of speaking skills or conflicts that arise or may arise in the teaching process.

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Speech is the highest and basic means of human mental activity. Because isn't speech also what separates man from other creatures? Therefore, the highest products of human mental activity, the fruits of thinking, are realized through language and speech. Language is a powerful tool for bringing the products of thought to life. The teacher's speech can be considered as the main tool of pedagogical influence. Because in order to have a pedagogical impact on students, educators and educators must be so skilled that his speech must be eloquent. In order to become an orator, every future educator must know his native language and use it correctly in practice and in theory. Currently, due to the lack of speaking skills, the effectiveness of the pedagogical process is low, and pedagogical conflicts occur in the educational process. As a result, conflicts have many negative consequences. Prospective educators today often lack speech skills. Deficiencies in speaking skills lead to conflicts in the pedagogical process, and as a result, disrespect for teachers in the educational process leads to a decline in the quality of teaching.

"Speech culture means complete thought, beautiful expression," writes linguist Lola Khodjaeva. That's right. Without a coherent whole, which is not logically connected to the whole idea and its effective expression, it will not fit into the mind of the soul, nor will it be deeply understood when it is accepted. So, what do you need to pay attention to in order to achieve a complete idea, a beautiful expression? What are the speech criteria? Let's talk about it.

Communication activity is a condition in which the individuality, uniqueness, diversity of knowledge and imagination of each person is reflected, and thus it attracts humanity for centuries. Therefore, the role and potential of the society in the field of communication, its aspects, nature, techniques and strategies, as well as the teaching of communication, has increased dramatically.

Dialogue is an internal psychological mechanism of human interaction in society, which is an important factor in predicting the productivity and efficiency of human labor, given the need to make different

production decisions together, rather than individually, in the current new democratic relations. In social life, in interpersonal relations, it is inevitable that there will be some separate conflicts, disagreements. Therefore, sometimes scientists openly admit that conflicts or disputes can have not only negative but also positive aspects.

If we talk about the constructive consequences of some conflicts, sometimes a conflict between two people leads them to the right conclusion in the future, and encourages them not to retaliate, to be effective, to be vigilant. Or, at first glance, interpersonal conflict based on reprimands causes a person to constantly work on himself, to correct his own behavior. Such conflicts are called constructive. The consequences of a destructive conflict are often negative, leading to interpersonal antagonism, nervousness of the parties. Every speech has its own characteristics. Before talking about the qualities of a typical speech, ask, "What is primary in speech?" The question must be answered. The search for an answer in the East and the West has been going on for a long time.

The famous orator Mark Tullius Cicero said that "clarity and purity are the prerequisites for speech," while Aristotle considered "beautiful speech, persuasion, and reasoning" to be the primary phenomena. Speaker Dionysus Halicarnassus, on the other hand, emphasizes "expediency" in his speech. Note that there is no Chinese wall between them, one requires the other. They are interconnected and difficult to understand without each other.

Any speech is done under certain conditions. Factors such as space, time, topic, and audience play a role. This process of communication takes place face to face with the public, in the audience, through radio or television. Speech features are also referred to in some sources as the communicative quality of speech.

These are accuracy, clarity, precision, simplicity, eloquence, richness, expressiveness, logic, brevity, expressiveness, imagery, comprehensibility, and purposefulness. So speech is both a theoretical and a practical phenomenon. Not only sound education but his alertness and dedication too are most required. Accurate speech requires emphasis on grammar and grammar. This criterion is fully applicable to reading and narration. Emphasis is placed in different places according to the nature of each language. Some of the syllables in a word are pronounced with a punch, which means that the stress is important in conveying the meaning and content.

Therefore, everything we see, hear, read, or witness has its basis. This applies not only to the reality of our planet, but also to all the planets, stars and celestial bodies in the galaxy. Even if something that doesn't have a base doesn't exist, it's still a deposit. Be careful. You are standing in front of a luxurious, ornate, high-rise building. No matter how tall it is, no matter how "dignified" it is, it is nothing if it does not have a foundation. Sooner or later it will fall and become a ruin. Even the earth has a base. No matter how much the Archimedes thought about it and spent their lives, Beruni realized that the cornerstone was the absolute truth. If it weren't for the Earth's base, it would already be out of orbit.

Mankind, nations and languages have their own support. Peace, harmony, mutual understanding at every moment, mutual understanding at every step is the basis of the peace and prosperity of peoples, and the basis of every language is the words used in the speech of the same people. As mentioned above, our ancestors considered words and speech to be a divine blessing and wisdom, while Kaykovus said, "The best of all abilities is the ability to speak," while Navoi said, The word "fruit" stands in the flower of Bashar, "he wrote. In the West, as in the East, there is great confidence in the power of words. Political scientist Emile de Girard (1806-1884) said, "The power of the word is immense. "Sometimes, just one word was enough to stop the retreating army, to turn the defeat into a victory, and to save the country." The philosopher Ralph Waldo Emerson (1803-1882) said, "Speech is a powerful force: it convinces, motivates, compels."

Therefore, the right word, the right speech is the basis of connection and unity with the people. Especially the educator, as well as the electronic media - the beauty and charm of the speech of those

working in television and radio - is a factor that reflects the richness and sophistication of the vernacular. It is difficult to imagine the logic of speech without the inherent qualities of clarity and correctness that we have seen above. Speech that is vague and inaccurate is also illogical. Using beautiful phrases and words, speech may not be logical or meaningful. Sentences are grammatically incorrect and the words used in them are misused. Therefore, it is a good idea for the teacher to review the text several times before reading it.

The logic of speech is not only a matter of language, but also of the dialectic of thought. In order to think logically, you also need comprehensive knowledge. That is why the philosopher Nikolai Gavrilovich Chernyshevsky (1828-1889) was right when he said, "What you imagine vaguely, you express vaguely, and the confusion of uncertainty and expression is a sign of confusion." Thinking, reasoning, and communicating are important aspects of speech. It is difficult for the listener to speak without feeling the grammatical connection between the phrases and the logic. Automatic matching of words with different meanings is contrary to logical speech. Another such feature is word order. Changing the position of a word helps to make the logic of a sentence clearer and clearer. True, pauses and intonation can correct a problem. But for the text to be smooth, fluent and understandable, it needs to be logical. Deliberate omission of words also distorts the logic of the speech. Although this feature is often not noticeable in speech, the listener feels unnatural.

"Words that are used carelessly or carelessly can confuse meaning, distort meaning, and diminish attention." You need to control yourself when you think and when you speak. It's not uncommon for the words speech, orator, and logic to come from the same root. " Communicative ability in overcoming pedagogical conflicts.

Communication:

- 1) transmission of information (ideas, images, assessments, instructions) from one person to another, from one cultural unit to another;
- 2) A line or channel that connects the participants in the exchange of information;
- 3) Interaction, the process of transmitting or receiving information that facilitates the transmission or reception of information.

The main functions of communication are: the interaction of people; exchange of different ideas, interests, moods, emotions.

Features of human communication:

1. the existing relationship of two individuals, each of whom is an active subject (in which case the exchange of information between them implies the establishment of joint activities);
2. the ability of partners to interact with each other through a system of signs (verbal and nonverbal communication);
3. communicative effect only if the communicator (sender) and the recipient (recipient) have a single or similar coding and decoding systems;
4. the possibility of communication barriers (in which case the connection between communication and communication is clearly visible).

Communicative methods of communication are ways of interacting with other people in the process of communicating.

Ten Ways to Communicate:

- 1) dominant - a strategy aimed at reducing the role (place, importance) of others in communication;
- 2) dramatic - exaggerating the content of information (message) and giving it an emotional color;

- 3) controversial - an aggressive or provocative method of communicative communication;
- 4) sedative - a relaxing style of communication, the purpose of which is to reduce the interlocutor's anxiety, especially in conflict situations;
- 5) impressive - a strategy aimed at impressing the negotiating partner;
- 6) clear - focused on the clarity of the message;
- 7) attentive - to be interested in what the interlocutors are saying in the process of communicative communication;
- 8) high (inspired) - nonverbal morality - frequent use of eyes, gestures, body movements, etc .;
- 9) friendly - open encouragement of the interlocutor and interest in his contribution to the dialogue;
- 10) Open - the desire to fearlessly express their thoughts, feelings, emotions, personality, personality traits.

A communication channel is a means or path through which information is transmitted.

Types of communication channels:

1. direct - the information is transmitted directly from the carrier to the informed person;
2. indirect - in this case the information is transmitted through third parties;
3. official - provides accurate and reliable information;
4. Informal - provides unverified information through rumors, exchange of views, without reference to reliable sources.

Communication can be a source of conflict for the following reasons: differences in opinions, views, and assessments of events; two different interpretations of the event; differences in human behavior.

People's morals are affected by a variety of factors: life experience, a particular situation, perceptions formed, or an individual's tendency to evaluate. There are three elements: cognitive (knowledge), affective (strong passions), and moral (form of behavior). Social attitudes are a state of readiness of the nervous system, formed on the basis of experience and have a dynamic (variable) effect on the individual's reactions to all the objects and situations to which he is involved.

Two methods of persuasion are direct and indirect.

The indirect method is the confidence that exists by focusing all the attention of the interested audience on the acceptable (positive) evidence. Not only sound evidence but his alertness and dedication too are most required. The indirect method is the belief that people are influenced by random factors and do not need to be consulted.

Limited communication is the lack of channels that connect the participants in the exchange of information.

Conflict resolution:

1. Recognize the existence of conflict. Recognize that opponents have conflicting goals and methods, and identify those participants. Sometimes a conflict has existed for a long time, but it has not been openly acknowledged, and each side chooses the way and method of influencing the other, and it is impossible to get out of the situation. q.
2. Determining the possibility of negotiations. Once the conflict has been acknowledged and it has been determined that it is not possible to resolve it "on the way" at once, the negotiations will focus on how to negotiate with or without mediators. agree that it can also be a satisfactory mediator.

3. Coordinate the practice of negotiations. Determining where, when and how the negotiations will begin: agree on the timing, location, practice of the negotiations, and the start date of the joint activities.
4. Determining the scope of issues that constitute the subject (object) of the conflict. The main problem is to use common terms to determine what is in conflict and what is not. At this stage, joint approaches to the problem will be developed, the positions of the parties will be clarified, more controversial issues and opportunities for rapprochement of positions will be identified.
5. Develop solution options. When the parties work together, they propose several solution options, with an estimate of the costs for each, possibly taking into account the implications.
6. Make an agreed decision. After a number of options have been discussed and possibly considered, the general decision should be submitted in writing, ie in the form of a communiqué, resolution, cooperation agreement, provided that the parties reach a mutual agreement. purposeful.
7. Implement the decision. Negotiations will be more difficult if the causes of the initial conflict have not been eliminated and only intensified by unfulfilled promises.

Communication barriers are psychological barriers to adequate communication between partners. Different barriers can occur in the communication process:

- 1) Barrier of understanding (misunderstanding);
- 2) Barrier to socio-cultural differences;
- 3) Barrier of relations.

The origin of the barrier of understanding (misunderstanding) is usually psychological, and its origin is due to various reasons. This can be caused by errors in the data channel itself - this is called phonetic misunderstanding. Phonetic misunderstandings are caused by factors such as rapid and unintelligible speech and speech involving a large number of parasitic sounds. There are also semantic barriers to communication that arise from linguistic differences in the system of meanings (thesauruses). A stylistic barrier to normal interpersonal communication can also be an obstacle and arises when the communicator's style of speech, communication situation, or the recipient's current state of mind is inconsistent. There is also a barrier to logical comprehension, which arises when the reasoning logic proposed by the communicator is too complex or misunderstood for the recipient's perception.

At the same time, socio-cultural differences, that is, social, political, religious, and professional differences, can also lead to misunderstandings, as they lead to different understandings of certain concepts used in the communication process. The perception of the partner (interlocutor) as a person of a certain profession, nationality, gender or a certain age can also be a barrier. The reputation of the communicator in the eyes of the recipient also plays an important role in removing the barrier.

Barriers to communication are purely psychological phenomena that occur in the process of communication between the communicator and the recipient, including the dislike of the communicator, mental distrust of him, all of which can affect the information transmitted. 'The secret will not go unnoticed. Any information that comes to the recipient has an element of influence in order to completely or partially change his behavior (behavior), thoughts, attitudes and desires. In this sense, the communicative barrier is a form of psychological (psychological) protection from alien mental influences in the process of information exchange between participants.

This means that in the pedagogical skills of each teacher, the ability to speak is the main tool and the basis of influence in his work. Even when an educator is able to convey his or her skills to students or learners correctly and meaningfully, his or her main tool is his or her speech. Speech is one of the most important pedagogical skills. In addition, the teacher's speech serves to resolve or provoke conflict in the educational process. Of course, the acquisition of speaking skills is acquired by each future teacher

in the period of primary education. If in the early stages of the educational process the pedagogical process is not properly organized or not organized at all, in the future it will begin to appear deficiencies in public speaking skills. not only in the pedagogical process but also in our social life and in our daily lives.

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