

Examining the Communication Competence of Psychologists in Professional Settings

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Abstract: The article is devoted to the analysis of the concept of professional communicative competence of a psychologist, it examines various definitions of communicative competence and related concepts of communication, communication. Professional communicative competence is defined as the basic professionally significant personality quality of a psychologist, the specificity of whose work lies in communication, communication, and interaction with people. Its structure highlights the following elements: communicative knowledge; communication skills and communication abilities.

1 INTRODUCTION

The role of a psychologist is considered essential and in high demand within society, requiring a significant level of professional preparedness. The profession places a premium on effective communication, emphasizing the need for a psychologist to possess a cultivated professional communicative competence, communication abilities, and skills when engaging with individuals. The presence of a well-developed professional communicative competence is a pivotal criterion for evaluating a psychologist's suitability for working with people and ensuring efficient communication and interaction.

A psychologist's insufficient or low level of professional communicative competence in the realm of interpersonal communication can have adverse effects on the quality of psychological services they provide, including diagnostic, advisory, corrective, developmental, and psychoprophylactic services. Such shortcomings may lead to misunderstandings with the individuals (clients) they work with, potentially harming their mental well-being and casting a negative light on the psychology profession.

2 DISCUSSIONS

In Uzbekistan, there is currently a demand for psychologists and a need for the establishment of a structured system for training professionals in this field. The profession is gaining prestige and popularity, particularly in areas crucial for psychologists, such as:

Psychological Services in Educational Organizations: Providing psychological services in general secondary schools, academic lyceums, vocational schools, colleges, and technical schools.

Offering career guidance and psychological diagnostics to students and school graduates to facilitate informed professional choices based on individual psychological qualities.

Support for Special Needs Children: Conducting psychological diagnostics, developmental correction, and support for children with special needs, orphans, and those from disadvantaged families.

Correctional Work with Adolescents: Engaging in correctional and preventive work with deviant adolescents (11-17 years old) in specialized closed

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educational institutions and with juvenile offenders for preventive purposes.

Marriage and Family Counselling: Providing psychological counselling on marriage and family issues, as well as offering psychological help to those in need.

Sports Psychology: Working with psychologists in sports societies and teams.

Training and Advanced Training: Involvement in educational organizations for training and advanced training of various specialists.

The demand for psychologists extends beyond these specific areas, as the profession involves creative work within small groups and teams. Psychologists contribute to creating optimal socio-psychological climates and improving the functioning of these groups.

In the realm of professional activities, psychologists engage in psychological diagnosis, correction, consultation, psychological education, and psychological prevention. The effectiveness of these activities relies on the individual psychological and personal characteristics of the psychologist, as well as their communicative competence.

Communicative competence is deemed crucial, defined as the ability to establish and maintain necessary contacts with others. It encompasses knowledge, skills, and abilities ensuring effective communication. In the context of psychology, communicative competence is considered a professionally important personality quality, indicating the ability to communicate adequately in various situations.

The article explores the concepts of communication and communications, emphasizing their role in the professional life of a psychologist. It delves into professional communication, distinguishing it from general communication, and highlights its significance in the context of services provided by working specialists. The article also discusses professional communication at different levels – dyad, workgroup, and team – each characterized by distinct communicative roles and functions.

Communicative competence is viewed as a system of internal resources necessary for effective communication. It comprises communicative knowledge, communication skills, and communication abilities. Communicative knowledge includes understanding the types and phases of communication, methods, and techniques. Communication skills encompass organizing messages, speech skills, and overcoming barriers. Communication abilities are individual psychological

properties ensuring successful communicative activities.

3 CONCLUSIONS

A theoretical analysis of various concepts pertaining to the professional communicative competence of a psychologist and its structure leads to the following conclusions:

The efficacy of a psychologist's professional activities, as well as communication with individuals, hinges significantly on the development of their professional communicative competence. This competence is fundamentally composed of communicative knowledge, communication skills, and communication abilities.

The distinctive nature of the psychologist's profession and duties primarily revolves around interaction and communication with individuals. This necessitates a high level of professional communication etiquette, well-developed professional communicative competence, and proficiency in communication skills, abilities, and personal traits.

The formation and application of a psychologist's professional communicative competence occur during their engagement in professional communication and interactions with people while undertaking diagnostic, advisory, corrective, developmental, educational, and psychoprophylactic activities.

The successful outcome and effectiveness of an individual psychologist's or a team's work with people in small groups and teams are determined by the implementation of their professional communicative competence.

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