
Some of the Effectiveness of Interpersonal Communication

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Abstract: The article attempts to reveal the efficiency of interpersonal communication, the psychological essence of the concept of "emotional state" through a comparative analysis of the definitions of the phenomenon under study proposed by various psychologists, as well as through its relationship with the concepts of "emotion", "mental state". This article may be of interest to psychologists, teachers, leaders of organizations involved in situations of interpersonal communication by the nature of their activities.

Keywords: interpersonal communication, competence-activity approach, efficiency, psychological essence, person.

Scientific interest in the study of the emotional state was maintained even in antiquity. Despite this fact, modern science has not lost the need to study such a complex concept. The relevance of the study of the emotional state is currently dictated by the need for each person to adapt to the rapidly changing socio-economic conditions, the inexorably growing scientific and technological progress, which requires a person to have great intellectual costs, with less physical exertion. An increase in mental activity leads to an increase in emotional stress, and a decrease in physical activity does not allow emotional unloading. Therefore, there is a need to search for new methods of regulation of emotional states, allowing coping with the information flow that over saturates the psyche of a modern person, which in itself is impossible without understanding the essence of the emotional state.

Disclosure of the essence of the emotional state gives us the opportunity to identify the distinctive characteristics of this phenomenon, to determine its place and role in the structure of the personality included in the activity. To this end, we turn to the consideration of various definitions of the broader concept of "state".

In modern science, there is still no generally accepted definition of this phenomenon. Most definitions of the concept of "state" have the same logical basis. Many scientists characterize the state as a combination of some characteristics: properties and relationships (L. A. Simanov), processes (V. L. Marishchuk), functions and qualities (O. I. Medvedev), components of the psyche (Y. E. Sosnovikova), etc., which determine the efficiency of activity, working capacity, the level of activity of systems, behavior, etc. Researchers define the concept of "state" as a factor affecting performance, etc. There is some substitution of the essence of the state by the description of the shifts that occur when the state occurs.

There is another point of view on the definition of the state. Based on the views of P. K. Anokhin [1], E. P. Ilyin defines the state as "the reaction of functional systems to external and internal influences, aimed at obtaining a result useful for the body" [2]. In our opinion, the state really reflects the impact of external and internal stimuli on the body, and also helps the system maintain its own integrity or change its structure in order to adapt to new conditions, i.e. get a useful result.

In the Modern Psychological Dictionary, ed. V. V. Yurchuk, the phenomenon under study is described as “a characteristic of any system that reflects its various positions (configurations) relative to certain coordinate objects of the environment (society); the state of the subject can be determined from the standpoint of the external and internal order; a state is an integrally specific feeling of comfort - discomfort, coziness - discomfort, well-being - trouble, satisfaction - dissatisfaction in certain substructures of the body, established by the consciousness, sub consciousness of the subject, within certain time-spatial frameworks” [3, p. 665].

In this definition, the state is considered as a descriptive category that characterizes the subject (system, phenomenon) in the aggregate of its properties and qualities in a certain period of time; determines the subject in relation to other objects of the surrounding reality; states the unity of the external manifestation of the subject and its internal content.

Summarizing the above definitions, we can define the state as a phenomenon of reflection of the impact of external or internal stimuli on the subject. The main characteristics of the human condition are: relative stability, integrity, specificity of the flow dynamics.

Starting from the general definition of the concept of "state", let's move on to the consideration of the emotional state. There are two points of view on the nature of emotional states in modern psychology. The first point of view is shared by scientists P. K. Anokhin, N. D. Levitov, L. V. Kulikov, A. O. Prokhorov, Yu. one of the mental states. At the same time, the entire emotional sphere of the personality is reduced to emotional states and is included in the classification of mental states.

The above researchers define the mental state as a complex polystructural phenomenon that characterizes a person at the moment, as well as a holistic symptom complex in the dynamics of a person's mental activity, expressed in the unity of behavior and experience. It emphasizes the integrity and stability of mental states, the unity of behavior and experience [3].

Scientists call the main characteristics of mental states in general and emotional states in particular: activation and tone; duality ("ambivalence"); the breadth of the spectrum of experiences, the dominant emotion, the intensity, the individual specifics of the emotional response.

Sharing this point of view, we believe that emotional states can indeed be considered as a type of mental states, but at the same time we note that not the entire emotional sphere is reduced to mental states.

Scientists who adhere to the second point of view on the psychological essence of the phenomenon under study, V. K. Vilyunas, B. I. Dodonov, E. P. Ilyin, A. N. Leontiev, G. Kh. Shingarov, attribute emotional states to the emotional sphere of the personality, identifying emotional states with emotions, and emotions with the emotional sphere of the personality. Therefore, there is a need to distinguish between these phenomena.

The complexity of understanding emotions lies in the fact that, when defining this phenomenon, the authors refer them either to any class of emotional phenomena (emotional tone, mood, affect, etc.), or only to one, which they call emotions proper and is separated from other classes of emotional phenomena. So, for example, a number of scientists define emotions as a mechanism: “an internal psychological mechanism for the connection between thinking and sensory-objective activity” (L. S. Vygotsky); “a mechanism that disturbs the balance in the image of the environment” (V. K. Vilyunas) [4]; "psychophysiological mechanism" (G. Kh. Shingarov); “Psychological mechanism of significance change” (A. S. Sharov).

Representatives of the second group describe emotions as a process: “the process of internal regulation of activity” (A. N. Leontiev); “a complex process that has neurophysiological, neuromuscular and phenomenological aspects” (K. Izard); “a process that reflects personal significance in the form of experiences” (R. M. Granovskaya).

It is possible to single out a third group of scientists who consider emotions as a “physiological state of the body” (P.K. Anokhin); “emotional states included in mental states” (N. D. Levitov).

A more detailed analysis of the definitions reveals that many authors associate the description of emotions with the motives and needs of the individual (A. N. Leontiev, S. L. Rubinshtein). Some of the definitions contain an understanding of the evaluative nature of emotions (V. K. Vilyunas, R. M. Granovskaya, B. I. Dodonov, A. S. Sharov). Scientists P. K. Anokhin and G. Kh. Shingarov, when describing emotions, point to the adaptive nature of the phenomenon under study.

In our opinion, emotion is a unit of the emotional sphere of a person, i.e. an integral, indivisible structure, which is the core, the properties of which are inherent in any phenomenon of the emotional sphere. One of the main features of emotion as a mental phenomenon is its ability to reflect, i.e. coding of incoming information from the surrounding reality into a subjective attribute of the subject of emotions, and emotions do not reflect objects and phenomena as such, but their significance (personal meaning) for a person. The reflection of the significance of objects and phenomena is the characteristic of the emotional sphere that distinguishes it from other mental phenomena [4].

We are in solidarity with the majority of scientists and believe that experience is a form of reflection of emotions, sharing the views of representatives of the activity approach, we believe that experience is a “unit of personality study” and “acts in every act of human activity” [5].

The main purpose of the emergence and functioning of emotions is to preserve the integrity of the individual and the body as a single system. In other words, emotion arises at the moment when structural changes occur within the “organism-personality” system, caused by the influence of external and internal stimuli, both at the social and biological levels.

Thus, we can assume that emotion is a mental phenomenon of reflection in the form of experiencing the significance of the impact of external and internal stimuli, aimed at maintaining the integrity of the individual and the body as a single system.

Any emotion can be represented as a process, i.e. a successive change in the stages of development of an emotion, which begins with an assessment in the form of experiencing the information entering the brain and ends with a response of the body in the form of psycho physiological changes or a behavioral act. In more detail, this process is as follows.

At the first stage, the organism perceives information coming from an external or internal stimulus (at this stage, the psycho physiological characteristics of the organism play an important role). Further, at the second stage, on the basis of the received signal, a need is formed as a need for something, and there is a moment of evaluating this need in the form of an experience, the assessment is influenced by the psycho physiological characteristics of the organism and the value-semantic sphere of the personality. If this need is significant for the organism and the personality as a whole, then emotional arousal occurs, which determines mobilization shifts in the body: there is an increase in excitability, speed and intensity of mental, motor and vegetative processes, or, on the contrary, their decrease. Then, at the third stage, emotional memory (life experience) is connected, which determines the attitude of the body and personality to the information received, which ends (the fourth stage) with the

emergence of a certain psycho physiological state or behavioral act, discharge occurs and emotional stability occurs. In other words, the emotional process is always a response to the impact of a significant external or internal stimulus.

The emotional state, in our opinion, is a more complex mental phenomenon that includes one or more emotions. But, unlike emotions, the main purpose of the emergence of an emotional state is to search for the necessary internal resources or external opportunities to satisfy a significant need. It arises as a result of the inability to respond to a significant impact, or as a result of the ineffectiveness of this method of response.

The evaluative nature of the subject itself. Unlike emotional response, which characterizes "what" and "how" is meaningful to the subject; the emotional state reveals how the subject reacts to a significant stimulus or event. In other words, during an emotional reaction, the characteristics of the stimulus of influence and its significance for the individual are important; in an emotional state, the emerging psycho physiological changes are important, which inform about the presence or absence of the necessary internal resources (opportunities or abilities) to meet the actual need.

Specificity of flow dynamics. The main difference between the dynamics of an emotional state and the course of an emotional response is its cyclicity and the maintenance of emotional stress at a certain level.

Thus, the emotional state is a complex mental state of reflection in the form of experiencing the significance of the impact of external and internal stimuli. The essential characteristics of this concept are its complexity, low intensity, duration in time, non-objectivity and, most importantly, the evaluative nature of the subject himself, as well as the cyclist and maintenance of internal emotional tension.

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