



## INTERACTION, ATTITUDE, ETIQUETTE AS THE MAIN ELEMENTS OF THE ART OF ELOQUENCE

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### ABSTRACT

*In this article, it is highlighted that an important process arising from the needs of people's activities - the specific features of interaction in human society are manifested as the main elements of speech skills. It contains information about interaction, attitude, etiquette, types of communication, strategy, professional communication process, forms and stages, content and direction, professional speech culture, communicative and informative communication techniques.*

Interaction is a multifaceted process of connection between people arising from the needs of joint activity. In the interaction process, the exchange of information, that is, the communicative aspect, plays an important role, and it is manifested in the perception of each other by the participants of the communication. When working together, a person has to address to other people as necessary, communicate with them, that is, establish relation, achieve mutual harmony, receive necessary information and give information in return.

Mutual action in the process of interaction, that is, in the process of speech, consists of understanding each other not only with words, but also with actions and gestures. So, interaction is a process of verbal or non-verbal intercourse between individuals. Being a component of interaction, personal behavior, pleasantness or unpleasantness of interaction depends on the intercourse of people. Interaction determines the quality level of communication and it is the expression of feelings and experiences.

Attitude is the unique approach of each person to the events exchanged between the participants of the communication. That is, after the process of communication and dealing, certain conclusions are reached.

#### ✓ Types of Interaction

1. Communicative interaction ensures the exchange of information, emotional experiences and thoughts between the subjects of interaction.

2. Interactive interaction is a process that ensures the influence of subjects on each other's behavior.

3. Perceptive interaction is the side of communication that provides more correct and

accurate perception and evaluation of subjects.

4. Identification is the ability to mentally stand in one's position, perceiving the emotional experiences of conversations, and trying to get into one's situation.

5. Stereotyping is the use of preconceived notions.

6. Causal attribution - ineffective or erroneous communication as a result of the incorrect use of patterns that have settled in the emotional experiences and imagination of a person.

Strategy of Interaction- In what form does the communication take place?

Forms of communication consist of dialogic, monologic, open, hidden formal or personal informal types.

Communication techniques are understood as psychological factors (communicative skills and abilities), tools (speech, verbal, non-verbal), methods (emotional, psychological-characterological) that ensure its effectiveness.

Nonverbal means include spatial positioning, tones, and emotional support mechanisms.

Communication is the process of interacting with each other during various activities arising from common needs [1].

Process of communication

According to B.F. Parigin, communication is such a multifaceted process that it simultaneously includes:

- The process of interaction of individuals.
- Information exchange process between individuals.
- The process of one person's relationship with another person.
- The process of one person influencing others.
- Ability to empathize with each other.
- The process of understanding each other.

✓ Forms and stages of communication

The initial stage is a person's communication with himself.

T. Shibutani wrote in the book "Social Psychology": "If a person understands himself even a little, then he can give instructions to himself" [2].

The second stage is to communicate with others. A person's communication with himself actually determines the nature and extent of his communication with others. If a person makes a habit of communicating with himself and always withdraws himself from society, then it can be said that he experiences serious difficulty in talking with others.

✓ According to the content and direction, the following communication types are determined:

Socially oriented (focused on the general public and arising from the interests of society).

Focused on the subject in the group (communication in the process of work, education or in the process of completing a task).

Personal communication (a relationship established by one person with another person in order to solve their problems).

✓ Interpersonal communication in the activity of specialists

Interpersonal communication is considered relevant in the field of activity, and it is the main factor in the emergence of mutual problems between people, because the addresser first faces the need for practical help. Demonstrating tactics in solving law enforcement tasks, the ability to mitigate conflicts, ensure the peaceful passage of demonstrations, operatively solving legal disputes taking into account the scope of interests of social partners in solving problems play an important role in increasing work efficiency.

#### ✓ Process of Professional Communication

Conversation in the professional work process means oral communication in the modern interpretation. In this case, authorized specialists (interlocutors) will communicate with individuals. To solve specific problems, it is recommended to use the following types of communication:

The interpersonal side of communication reflects the interaction of a person with the immediate environment, other people and the generalities that will be connected in his life.

The cognitive side of communication allows you to answer questions about who the interlocutor is, what kind of person he is, what can be expected from him, as well as many other questions related to the personality of the partner.

The communicative-informative side of communication consists of the exchange of ideas, opinions, interests, feelings, inclinations, and different people.

The emotional side of the communication is related to the feelings, mood and performance of the tasks in the personal relations of the partners.

The conative (behavioral) side of communication serves to coordinate internal and external contradictions in the views of partners [3].

#### ✓ Professional culture of a specialist

Professional culture is one of the most important socio-cultural concepts, because it is an important factor in the formation of a person's worldview, upbringing and character. As a part of general culture, a person's professional culture is based on universally recognized moral and ethical values, norms and rules, and methods of interaction. It is manifested as a unity of the individual and the social system to which he belongs. However, the general culture is distinguished by the norms and standards of life.

For people, regardless of their activities, professional culture is based on common methods and is more useful in the areas of socialization (entry into society) and education. As a result, cultural (ethnic, religious, political and other) values, norms, stereotypes of behavior are refined.

But professional culture is defined on the basis of the norms and standards associated with the profession and is included in a certain social and professional group with a specific interaction, as well as belonging to the individual.

The characteristic feature of professional culture is that cultured attitude permeates all forms of human being and consciousness, and is based on the principles of humanity in the literal sense as the basis of universal human values.

As an effective regulator of human and social life in an adaptive world, professional culture becomes proportional in response to changes in practice in all spheres of people's behavior - politics, economy, legislation, social order, etc.

In the process of vocational education, a person as a subject demonstrates autonomy, integrity and consistency in the acquisition of culture. Later, this subject becomes its creator,

initiator and successors.

Correspondence to professional cultural values is determined when the subject masters the profession, expressing the positions of the person's identity. The subject realizes itself in the cultural layers of professional activity, tries to develop spiritual and creative potential to achieve goals and results, thereby developing professional culture and self-development.

The structural elements of professional culture include the followings:

- to demonstrate intellectual culture, expressing the principle of humanity in the experience of working with people, regulate emotional interaction with people and others;
- to be able to act in a cultured way of thinking, including a logical approach to each incident, to collect all the information, and to follow all the components of communication in his dealings;
- to be civilized in the sense of meaning, to maintain a normal activity experience with a correct approach to all kinds of values;
- commitment to special and integral principles of professional culture;
- the ability to maintain the expression of respect among all the listed elements of culture, and the formation of the subject as a skilled professional at the social and professional levels.

Professional culture, first of all, includes necessary tools such as professional knowledge, skills, experience. To be effective, it should use the most reasonable methods. The elements listed above will help every professional to achieve efficiency in their work. According to some scholars, professional culture is the point of realization of professional skills through the combination of their special knowledge and experience.

A high level of professional culture helps to create good behavior and morals. A healthy team environment that helps to increase efficiency is first of all deep work, positive emotional attitude of all members, prevention of conflicts in the team and maintaining a good atmosphere and following optimal behavior during activities. This, in turn, ensures the efficiency ratio. Therefore, some scientists equate the high level of development of professional culture with professional skills. And the existing stereotypes will disappear [4].

Along with the ethical factor in the professional field, it is also important to be able to maintain an aesthetic attitude. It is also considered a cultural factor. It's not just about understanding and perception, but about being able to appreciate beauty and create that beauty in your living and working facilities and environment. That is, every employee should be able to create a comfortable environment around him.

The next factor of professional culture is the ability of a person, constant self-improvement and search, the need for creative activity, all of which are becoming an urgent problem of professional culture. Today, in every field of activity, which limits creativity, the understanding of people and the understanding of their problems is disappearing.

Features of professional culture include:

- integrativeness (tendency) - in all cases, the owner of professional culture should treat the person in a civilized manner;
- sociability is highly humane, formation of a professional culture showing the same attitude without stratification of individuals, important in the team, and also allows the individual to be more effective;

- the personal nature of professional culture, which means that by acquiring important knowledge, skills and abilities that must be mastered by a person in the process of special training, he can understand the real content of the problem and satisfy the needs of the person in execution;

- dynamism and efficiency, which reflect responsibility, are the motivating force of the professional culture, which requires skillful experience in its regulation, in which professional growth can be realized through the development of personal qualities of the employee;

Thus, professional culture is a type of general culture, which reflects a person's level of knowledge acquisition, is a specific type of activity carried out on the basis of social and personal education, special theoretical knowledge and practical skills, and a well-rounded employee has a superior value system and ethical and moral principles.

✓ Forms of conversation in the specialty

According to the form, two specific types are distinguished:

✓ Equal conversation, conversations of colleagues (for example, with specialists, with a citizen who applied to solve a problem);

✓ Unequal conversations (for example, the age differences);

According to the content of the conversation, it is divided into the following types:

✓ Interview (dialogue during the interview process given to the media, professional reporting process);

✓ Conversation-assignment (related to assignment in the work process, communication in activity);

✓ Analysis of the conversation (regarding the resolution of the conflict situation and other problems);

✓ Conversation-education (communication for the purpose of increasing the level of discipline);

✓ Educational conversation (conversation to learn about the news);

✓ Informal conversation (communication to improve psychological state, team communication).

✓ Communication practice of the representatives of the specialty

One of the most important components of professional activity for a professional is a tool that can be implemented in various life situations, always within the legal framework - the process of communicating with citizens. Accordingly, the culture of communication is considered the most important professional necessity in the acquisition of speaking skills by employees.

In order to increase the level of communication culture, a specialist should know the structural features of professional communication, that is, he should have three interrelated aspects in a communicative situation: behavior, perceptive attitude and competence.

It is known that in the case of communication, information is transmitted as follows: verbally and in writing. If in the process of influencing and communicating with words, verbal communication gives good results, because in this case, the employee makes important sentences while looking into the eyes of the interlocutor, and clearly conveys the idea through non-verbal influence; and in writing, the necessary information is presented consistently and artificially (dryly, without emotion), which has a weak psychological effect.

As for non-verbal means of communication, the specialist should use facial

expressions - mimics, hand gestures, body movements - posture in accordance with the situation. Correct and appropriate use of non-verbal means of communication does not cause excessive expression [5].

Professional profile

✓ Leading activities include:

- providing advice to persons in need of assistance (working on the basis of legislation, quick collection of reference and information works using technical means);
- to study laws, by-laws, regulations, international agreements (as well as normative documents, taking into account current legislation and others) and their practical application;
- legal documents, contracts, acts (agreements, licenses) of a property-legal nature, help in their registration;
- interpretation of laws;
- control of compliance with the rule of law (social-legal regulation);
- perform methodical management of legal affairs at the workplace;
- create an archive of works within the framework of its activities;
- participation in the law-making process (making proposals in the development of laws);
- ensuring legal protection of citizens, organizations, and the state;
- studying the legal practice of foreign colleagues;
- legal advocacy;
- participation in court proceedings (taking cases to court or assigning sources to the prosecutor's office).

✓ Abilities:

- logical, analytical thinking;
- high level of development of conceptual thinking (scientific knowledge), ability to perceive and understand concepts and various terms);
- good development of concentration and stability of attention (ability) to pay attention to a certain type for a long time;
- high level of development of short and long-term memory;
- oral communication skills (ability to speak correctly and clearly);
- ability to persuade;
- communication skills (ability to communicate with people);
- inclination for research activities;
- good knowledge in various fields, high level of deductive development;
- thinking (the ability to think from the general to the specific);
- ability to negotiate;

✓ Personal qualities, interests and inclinations [6]:

- organization;
- clear thinking;
- self-confidence;
- knowledge;
- honesty and decency;
- entrepreneurship;

- liability;

- impartiality;
- sociability;
- striving for self-development;
- good intuition;
- emotional and mental performance;
- the ability to quickly restore stability;
- energetic;
- perseverance, adherence to principles.

The qualities that prevent a professional from working successfully:

- getting addicted to the party related activities;
- lack of interest in the work being done;
- indecisiveness;
- inability to make decisions quickly;
- inability to resist external factors (persons, situations);
- dishonesty;
- lack of principle;
- inability to understand deeply what is happening;
- negligence;
- being convicted in court;
- bad diction [7].

✓ ✓ Prophylactic - legal deontology - as a science and curriculum

Prophylactic -legal deontology is a generalized system of knowledge about the code of conduct as a part of legal science and education.

Deontology (from the Greek meaning “important”) is a science of finding a way to express and form a speech, in which the professional can speak using the elements that serve as an effective result of communication with colleagues and applicants, and in the process of its implementation, which means having professional speech. Acquiring deontology is also a result, because it is a system of knowledge about the art of communication and the practice of making the right speech decision.

Prophylactic-legal deontology is a separate branch of scientific knowledge with methods, goals and tasks. Conceptual apparatus of prophylactic-legal deontology as an academic subject already exists. The analysis of legal literature shows that there is no clear definition of prophylactic-legal deontology yet. It is almost a new science. But the following approaches can be shown in the interpretation of this concept:

- legal deontology (in the narrow sense) – the science of applying general speech rules (the specific speech etiquette of professional lawyers);

- prophylactic-legal deontology (in a broad sense) - a science that analyzes the ambiguities in speech (not only speech etiquette, but also the psychological, political, and professional speech, as well as the ethical and aesthetic requirements governing behavior and attitude of a specialist-client speech), in general , the most acceptable and guaranteed treatment culture of people [8].

In conclusion, it should be said that communication is primarily a process of interaction in the perception of a person by a person, in which the initial mutual assessment is carried out. In this process, information about the person, life experience of the perceived person, and

emotional relationships play an important role. A lack of mutual understanding between people is often a barrier to communication - a breakdown in interpersonal relationships. Not all people are taught to feel, calculate and understand the emotional states of other people from a young age. That is why in most cases, even the closest people can cause each other unpleasantness. Of course, such a situation is not done with the intention of harming each other, but simply because they do not understand each other. Only a highly conscious, cultured person can properly understand others and properly organize the communication process.

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