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ТРЕНИНГ АРКЫЛУУ ОКУТУУ ЫКМАСЫН ӨРКҮНДӨТҮҮ

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СОВЕРШЕНСТВОВАНИЕ МЕТОДИКИ ОБУЧЕНИЯ ЧЕРЕЗ ТРЕНИНГ

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IMPROVING THE TEACHING METHODOLOGY THROUGH TRAINING

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Адамдар ортосундагы байланыш структурасында, атап айтканда, байланыштын негизги мазмунун бөлүп: маалымат берүү, өз ара аракеттенүү, бири-бирине адамдардын таанып-билүү. Маалымат берүү баарлашуунун коммуникативдик аспектиси катары каралат; байланыштын интерактивдүү аспектиси катары өз ара аракеттенүү; адамдардын бири-бирин түшүнүүсү жана таануусу. Окутуунун салттуу формалары, адатта, байланыш жана чечим кабыл алуу технологияларын үйрөтпөйт. Бул макалада тренинг өткөрүүнүн негизги методикалык ыкмалары баяндалган, коммуникативдик тренинде, ишкер баарлашуу трениндеринде жана активдүү угуу, команда түзүү көндүмдөрүн өнүктүрүүдө колдонулган көнүгүүлөр каралган. Натыйжалуу баарлашуу үчүн коммуникативдик кырдаалдын психологиялык мазмунун адекваттуу кабыл алуу жана коммуникативдик милдетти коюу зарыл. Макалада коммуникативдик окутуунун мүмкүнчүлүктөрү заманбап окутуу технологиясы катары каралат.

Негизги сөздөр: маалымат, билим берүү, университет, келечектеги адис, көндүмдөр, жумшак көндүмдөр, баарлашуу, баарлашуу көндүмдөрү, байланыштар.

В структуре межличностного коммуникации выделяют основное содержание общения, а именно: передачу информации, взаимодействие, познание людьми друг друга. Передача информации рассматривается как коммуникативный аспект общения; взаимодействие как интерактивный аспект общения; понимание и познание людьми друг друга. Традиционные формы обучения обычно не предусматривают обучение технологиям коммуникации и принятия решений. В данной статье изложены основные методические приемы ведения тренинга, рассмотрены упражнения используемые в коммуникативном тренинге, тренингах делового общения и развития навыков активного слушания, командообразования. Для эффективной коммуникации необходимо адекватно воспринимать психологическое содержание коммуникативной ситуации и ставить коммуникативную задачу. В статье рассматриваются возможности коммуникативного тренинга как современной технология обучения.

Ключевые слова: информация, образование, университет, IT-специалист, навыки, мягкие навыки, общение, коммуникативные навыки, тренинг.

In the structure of interpersonal communication, the main content of communication is distinguished, namely: the transfer of information, interaction, and people's knowledge of each other. The transfer of information is considered as a communicative aspect of communication; interaction as an interactive aspect of communication; people's understanding and cognition of each other. Traditional forms of education usually do not provide training in communication and decision-making technologies. This article outlines the main methodological techniques of conducting training, discusses exercises used in communication training, business communication training and the development of active listening skills, team build-

ing. For effective communication, it is necessary to adequately perceive the psychological content of a communicative situation and set a communicative task. The article discusses the possibilities of communicative training as a modern learning technology.

Key words: information, education, university, IT-specialist, skills, soft skills, communication, communication skills, training.

Even 7-10 years ago, with the emergence of new in-demand specialties in the IT field, the leaders and employees of educational organizations, who were at the origins of their formation, looked to the future with great optimism and had no doubts about solving the personnel problem. The huge demand for system administrators, information security specialists and computer networks dictated the accreditation of relevant specialties, the development of new teaching aids and work programs. But the main thing is to attract highly qualified specialists or at least improve the skills of existing ones. After a while, in many educational institutions the problem was solved, for example, by creating basic departments, attracting specialists from IT companies. But these measures did not fill a key gap - the lack of a stable influx of young teachers who are able to develop disciplines for newly introduced courses, master new software and share their knowledge with students, and most importantly - carriers of up-to-date knowledge in the most popular areas of programming [1]. Infocommunication technology (ICT) is an integral system of methods and means of collecting, transmitting, accumulating, processing, storing, providing and using information. The purpose of ICT is the production of information for its analysis and management decision-making [2].

In order to implement the goals of professional education noted in the Concept of Education of the Republic of Kazakhstan for 2022-2026, it is necessary to train highly qualified personnel for the "Knowledge Economy". To do this, the educational programs of universities will be aimed at training personnel with new skills in the field of design, administration and testing, taking into account the development of coding skills [3].

Effective communication has the following advantages for business:

- gives a new impetus to the formation of high trust between individuals and organizations;
- to close interaction with important communities in the market space;
- influences negotiations, the formation of understanding in the business environment and trends;

- improving productivity and creating conditions for a quick solution to the problem;
- increase of profit to investors and improvement of financial indicators;
- assistance in early detection of major problems, ranging from increasing business costs to very important security issues;
- promotes correct decision-making based on timely and reliable information;
- benefits from writing more understandable and reasoned marketing letters;
- helps employees increase motivation to work, creates conditions for a sense of job satisfaction, reduces the number of employees [4].

In order to develop communicative soft skills, preference was given to training technology. Training in translation from English means "train" - training. Training is a set of psychotherapeutic, psycho-corrective and educational methods aimed at interpersonal communication, communication and professional skills. Training is an active method aimed at developing social positions, knowledge, skills and abilities. Training as a method affects how participants reveal themselves in all aspects and look for ways to solve their own psychological problems. The training is an emotionally intense, open activity based on the consistency of personality relationships, its transformation and the resolution of internal contradictions of the personality with its own contradictions in relations with others. Training helps to better understand the actions of other people, allows you to compare yourself with how he makes an impression in absentia, helps to observe your capabilities, improve your self-awareness. Communicative trainings are held for those who experience difficulties in building personal relationships, communicating with others, that is, they allow forming and improving the overall communicative readiness of the individual. The difference between behavioral and socio-psychological training is conditional, that is, the difference between them is only in the goal. The themes of trainings:

Training №1. Interpersonal communication

Training №2. Time management

Training №3. Leadership

Training №4: Creativity Technique

Training №5. Critical thinking

Training №6. Empathic culture

Training №7. Emotional intelligence

Currently, the term training is used in a broad sense, based on various theoretical positions. Consider the methodological features of the organization and implementation of trainings aimed at developing communicative soft skills.

Communication trainings include behavioral and sociological-psychological trainings. Such trainings are held for those who experience difficulties in building personal relationships, interacting with others, that is, it allows

them to improve and form the overall communicative readiness of a person. The difference between behavioral and sociological-psychological training is only in their conditions, that is, only in the goal. The method of planning behavioral training is based on the rule of solving difficult situations at the level of team members using role-playing games and group discussions. Educational training. Educational trainings consist of a set of groups focused primarily on the rationality of communication, which is a necessary factor in improving the skills necessary for the profession. The program of such trainings is built in accordance with the requirements of the participants. For example, practical trainings for psychotherapists are focused on developing skills of working with a client, methodological trainings for professionals can be business-like, that is, trainings aimed at improving negotiation skills, management skills, trainings aimed at forming, etc. Despite the diversity and theoretical differences of trainings, its main techniques and procedures can be distinguished: the addition of the main methodological techniques of group discussion with role-playing games with various types of communicative exercises that are not vocabulary, exercises for the speech development, etc. The self-confidence improving training. The training ends with the formation of the ability to say "no", make requests, express one's positive and negative feelings, form the ability to speak and complete it. The training begins with determining in which situations the participant feels insecure, aggressive, and uncomfortable. Conducting surveys aimed at identifying the self-confidence of the participants in the training, qualities that help to behave in various situations. If it is necessary to observe the behavior of a training participant in difficult situations, it is possible to offer him audio or video recordings and evaluate his reaction to them. You can organize role-playing games to control the interaction. During the training, in any case, if the participant feels aggressive or insecure, it is necessary to replace it with another method. In most cases, participants could also feel insecure about withdrawing from training during training due to cultural, family, or religious taboos. This requires great observation, the responsibility of a psychologist-trainer. There is no strictly observed form of such trainings. The psychologist-trainer sets the duration of the course in accordance with the characteristics of the participants' behavior.

Business communication training. This is a type of sociological and psychological training aimed at the formation of skills, abilities, knowledge necessary for successful communication in the process of professional activity. The following personality qualifications will be developed in the training groups:

- 1) the ability to negotiate;
- 2) the ability to speak in front of a large audience;
- 3) the ability hold meetings;
- 4) the ability to behave correctly in stressful

situations.

The ability to focus on another person, to recognize his personal value, to keep the partner's interests in the center of attention, will ensure successful business communication. Business communication in the classes held in training groups, group discussions, role-playing games, situations are necessarily used, depending on the profession that the participants are engaged in.

Perceptual training is a form of socio-psychological training aimed at the full knowledge of one's "I", other people, the development of relationships and adequate abilities that are formed in the process of communication. The data obtained during the training allows a person to reconsider the prevailing ideas about himself and other people, ultimately awakening the desire for self-improvement.

During the perceptual training, participants receive the following information:

1) about how it manifests itself from the point of view of others (reflection of self-knowledge)

2) about how others perceive their actions, deeds (sociological perception of self-knowledge).

Conducting group discussions, discussions with such information in the process. Psychogymnastics training widely uses approaches to exercises and psychodrama.

Since which of the above training goals is directly related to human psychology, training groups have the following tasks:

- self-understanding;
- self-regulation;
- understanding others in a situation of communication;
- to form new communication skills.

The law of psychological training allows you to regulate the training, control the intragroup process. The ability to rationally apply the law of training is an auxiliary approach to participants that increases the effect of training.

Let us give examples of trainings organized and conducted in the study of the discipline of psychology of interpersonal communication.

Training of communication skills (communication)

The relevance of the training: communication has always been important in a person's life and his personal development. The problem of communication is traditionally in the focus of attention of native social psychologists due to its importance in all spheres of human life and social groups. A person cannot live, develop and discover discoveries among people without communication.

The purpose of the training: the development of communication skills.

Responsibilities:

- mastering the skills of persuasion;
- be able to find evidence that defends your point of view;
- develop the ability to find a way to people;
- emphasize the importance of tone of voice in the process of communication;
- teaching effective ways of communication.

Requirements for participants:

- the training is for students.
- the number of 10-16 people.
- the level of training of people is comfortable shoes.

Training plan:

1. organizational period 1 min.
2. Introductory conversation 2 min.
3. Twisting.

Exercise "That's my name" (20 min.)

Purpose: to introduce the training participants to each other.

Exercise "Seven Heroes" (20 min.)

Goal: hone persuasion skills, find arguments that defend your point of view, dating skills.

4. The main part:

Exercise "Breakfast with a Hero" (30 min.)

Purpose: to work out the skills of persuasion of the interlocutor.

Exercise "I'm happy" (10 min.)

Purpose: to learn about ways to improve mood.

Exercise "Leopold" (25 min.)

Goal: mastering the skills of persuasion, ways to find a way to people.

Equipment: badges with names.

Exercise "to convey in one word" (20 min.)

Purpose: to show the importance of voice tone in the communication process.

Equipment: business card-sized cards with the names of emotions.

Exercise "public attention" (10 min.)

Purpose: to develop a means for non-verbal communication.

Exercise "Three Laws of Communication" (20 min.)

Purpose: development of non-verbal communication skills, group discussion, logical thinking.

Thus, in the structure of interpersonal communication during the formation of communicative-soft skills, the main content of communication is established, namely: the information transfer, interaction, recognition by people of each other. The information transfer is considered as a communicative aspect of communication; inter-

action as an interactive aspect of communication; recognition and understanding of each other by people as a perceptual aspect of communication. Therefore, it is very important to be able to build relationships, correctly express your thoughts so that others understand you.

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