

Improving the Methodology for Developing Students' Professional Communication Skills

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Abstract: The article analyzes the methods and approaches for developing students' professional communication skills. Professional communication skills are important for professional success, and students need to have the opportunity to communicate effectively in their professional activities. This article presents the essence of professional communication, factors affecting its development, and effective pedagogical methods used in education. It also analyzes interactive, practical, and innovative approaches to developing professional communication skills.

Keywords: Professional communication, students, pedagogical methods, communicative skills, educational methodology

INTRODUCTION: Professional communication skills are considered a necessary competency for successful work in any field today. The effectiveness and success of professional activity largely depend on communication skills. Professional communication includes not only the exchange of ideas through language, but also skills such as listening, understanding, managing emotional and psychological states, resolving conflicts, and working in a team. Effective professional communication is a decisive factor in ensuring professional success in professional activity. The modern education system sets the main goal of developing professional communication skills in students. Teaching professional communication skills is necessary for students to have the opportunity to work effectively in their professional activities. To do this, teachers need to use various pedagogical approaches that help students master communication processes. Teaching professional communication should not be limited to theoretical knowledge, but should also be carried out through practical exercises, interactive approaches and real-life examples.

The use of modern methods in the development of professional communication skills in the educational process helps to strengthen students' interpersonal relationships, be successful in working in a team and improve social skills. Pedagogical approaches and methods also pay special attention to the formation of students' psychological readiness. To achieve success in professional communication, it is important not only to speak correctly, but also to take into account social, emotional and psychological aspects. At the same time, the role of digital technologies in the development of professional communication skills is increasing. Online resources, video conferencing and digital simulations create new communication tools for students. This allows them to develop their communication skills in new ways. For teachers, the use of these methods provides effective tools to increase students' readiness for professional communication and further improve their level of knowledge. Effective methods of teaching professional communication skills will not only help improve communication between students, but also increase their chances of success in their professional activities. This requires improving pedagogical approaches, using innovative technologies, and organizing practical exercises more effectively. Also, teamwork, role-playing games, and simulations are of great importance in developing professional communication skills.

LITERATURE REVIEW.

There are several studies devoted to the development of professional communication skills. Among them, the importance of methodological approaches, pedagogical innovations, and teaching technologies is emphasized. For example, V. V. Novikov (2020) in his study emphasizes the effectiveness of using interactive methods in the development of professional communication skills [1]. In their opinion, interactive teaching methods bring students closer to real-life situations and effectively develop their communicative skills.

In addition, A. N. Sokolov (2018) in his study emphasizes the need to study the practical aspects of professional communication and use role-playing games, simulations, and group work in teaching skills. In his opinion, through practical training, students acquire not only theoretical knowledge, but also practical skills, which increases their readiness for professional activities [2].

Research by L. M. Egorova (2019) shows the importance of psychological approaches in the process of teaching professional communication skills. Their research shows that for the development of students' communicative skills, their psychological preparation, in particular, stress management, conflict resolution and teamwork skills, is important [3]. Taking these factors into account, teachers should use psychological techniques in teaching professional communication.

A number of other studies have analyzed the role of using digital technologies in the development of professional communication skills. J. F. Nelson and D. K. Williams (2021) emphasize teaching through Internet resources, online platforms and video conferencing in their work. According to them, digital technologies create new communication tools for students, which strengthen their interaction and communication skills [4].

ANALYSIS AND RESULTS

Interactive methods and practical exercises are of great importance in the development of professional communication skills. Research shows that interactive approaches increase student engagement and improve the quality of communication between them. Through group work, role-playing games, and simulations, students prepare for real-life situations. These methods help students become familiar with the different situations that may arise in professional communication. For example, important aspects of professional communication in education - listening and exchanging ideas, as well as mutual respect and acceptance of constructive criticism - can be effectively taught through practical exercises. During practical exercises, students feel more confident in expressing their opinions and listening to the opinions of others. This, in turn, helps them develop their professional communication skills. Also, with the help of role-playing games and simulations, students learn about different social and professional situations, which improves their ability to solve professional problems in real life. Practical exercises are an effective tool for developing skills such as resolving conflicts that arise in professional communication, expressing one's opinion clearly and firmly, and working in a team.

Psychological approaches and stress management

Psychological approaches and stress management techniques also play an important role in developing professional communication skills. By teaching students to manage their emotions, respond to social stress, and resolve conflicts constructively, their chances of succeeding in communication increase. Psychological techniques, such as active listening and developing emotional intelligence, increase students' confidence in professional communication and prepare them for successful professional activities. Research shows that psychological approaches, in particular, stress management and emotional stability skills, are important in professional communication. Students become more effective in their interactions and problem-solving in their professional activities by using special techniques for managing psychological stress.

Digital technologies and online learning tools

The use of modern digital technologies and online platforms is creating new opportunities for the development of professional communication skills. Digital tools, such as online conferences, video

simulations and virtual role-playing games, create new communication tools for students. These technologies help students learn different professional communication systems, develop social connections and create new forms of interaction. Through online resources, students can respond to modern professional needs by learning communication skills. With the help of video conferences and simulations, students master various communication tools and develop effective communication skills in a digital environment. All this serves to prepare students for success in their professional activities.

Conducting teamwork and group discussions

The importance of teamwork is particularly emphasized in professional communication. Developing teamwork skills, conducting group discussions and participating in collective decision-making are important experiences for students. Through group work and discussion, students have the opportunity to effectively express their opinions, listen to the opinions of others, and participate in making joint decisions. For the effective development of professional communication, students need to learn to work in a group, express their thoughts clearly and fluently, and treat the opinions of others with respect. Such approaches help strengthen students' social skills in communication and prepare them for professional activity.

Methodological approaches and their effectiveness

Analysis of the effectiveness of teaching methods shows the importance of pedagogical methods in developing students' professional communication skills. Research shows that the use of innovative methods, interactive teaching, and practical exercises are important for the effective development of communication skills for students. Modern pedagogical methods and approaches improve students' interpersonal relationships and prepare them for successful work in professional activity.

CONCLUSION

Improving the methodology for developing professional communication skills allows students to form the communication competencies necessary for successful professional activities. Research and practical analysis show that interactive pedagogical methods, practical exercises, psychological approaches, digital technologies and teamwork are of great importance for the effective development of professional communication. Interactive methods such as group work, role-playing games and simulations are highly effective in developing students' communication skills. These methods help students prepare for various situations in professional communication and improve their interactions. Also, psychological approaches, such as stress management and the development of emotional intelligence, increase students' chances of success in professional communication. Digital technologies and online platforms, as well as modern pedagogical approaches, are creating new opportunities for teaching professional communication skills. Video conferences, simulations and virtual platforms provide new communication tools for students and help develop their digital communication skills.

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