



COMMUNICATION AND THE PSYCHOLOGY OF INTERPERSONAL RELATIONS

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ABSTRACT

This article highlights the role of communication in human life, the psychological mechanisms of interpersonal relations, and the factors that shape effective communication skills. It also analyzes the role of communication in individual and social development based on modern psychological research.

Introduction. Communication is the interaction between people through the exchange of thoughts, emotions, and information. It plays an essential role in a person's socialization, self-awareness, and determining one's place in society. In psychology, communication consists of three main processes:

- communicative process — the exchange and transmission of information;
- interactive process — the organization of cooperation and mutual influence;
- perceptive process — perceiving and understanding one's interlocutor.

Through communication, a person expresses thoughts, understands others, and enriches social experience. Communication consists of three components:

- communicator — the sender of information;
- recipient — the receiver of information;
- channel and code — the medium through which information is transmitted (speech, gestures, facial expressions, written text, etc.).

In psychology, this process is also known as the “communication chain.” For communication to be fully effective, the participants must possess mutual trust, respect, and listening skills.

Human life constantly unfolds in communication with others. Communication is not only speaking, but also information exchange, interaction, expression of feelings, and the formation of interpersonal relations. A person's socialization and self-understanding also occur through communication.

People naturally have the desire to express their thoughts during activity. Communication is a multifaceted process based on the need for cooperation. It includes the

exchange of information through speech and nonverbal means. For example, if we are satisfied with someone, we may express it through gestures.

Another aspect of communication is the perception of one another. Before speaking with someone, we may treat them with respect or indifference. Thus, communication always includes:

- communicative function (information exchange),
- interactive function (joint action),
- perceptive function (mutual understanding).

Understanding communication principles and developing communication skills is important for every person. One's "self" develops through communication beginning in the family, kindergarten, school, university, workplace, and social groups. Human beings have a high spiritual need for communication; without it, consciousness cannot develop.

Pedagogical communication is one of the types of communication essential in teaching. In different groups, individuals perform different roles: in a formal group one may be a leader, in a hospital a patient, in a shop a customer, in a family a spouse or child.

Communication psychology interacts with all branches of psychology, including pedagogical psychology, which focuses on teaching, upbringing, teacher–student relations, and management of educational processes. Social psychology examines the psychological characteristics of social groups, group behavior, competition, and cooperation. Communication psychology plays a crucial role in these processes.

A.N. Leontev, in his work "Essays on the Development of the Psyche," emphasized the importance of communication between generations. He states that if the older generation disappeared, humanity would not vanish, but social development would significantly regress or even collapse. Because of intergenerational communication, each society preserves its culture, values, and heritage, transmitting them to future generations.

Communication is a complex process consisting of various forms and components. G.M. Andreyeva proposed the following structure of communication:

- Communicative aspect — exchange of information between participants.
- Interactive aspect — mutual influence on each other's social behavior.
- Perceptive aspect — perceiving and understanding one another.

Psychological essence of communication. Communication performs three primary functions:

1. Information exchange — transmission of knowledge, ideas, and experience.
2. Influence — changing the interlocutor's thoughts, emotions, or behavior.
3. Emotional function — expressing feelings and understanding others' emotions.

The foundation of communication is communicative competence — the ability to understand others, express oneself clearly, and communicate according to social norms.

The psychological essence of interpersonal relations. Interpersonal relations are the system of mutual influence between two or more individuals, expressed through friendship, cooperation, conflict, or competition. Research by A.V. Petrovskiy and B.F. Lomov shows that interpersonal relations directly affect a person's emotional state, motivation, and self-esteem.

Every person has a unique communication style — some are open, some are reserved, and some are empathetic listeners. These differences are shaped by temperament, upbringing, and life experience.

Important components of effective communication include:

- listening skills,
- empathy,
- understanding nonverbal cues,
- conflict management.

According to Carl Rogers' theory of "empathetic listening," the most important factor in interpersonal communication is the feeling of being understood. When a person feels understood, they communicate more openly and sincerely.

Communication significantly influences cognitive, emotional, and social development. Lack of communication in childhood can result in poor expression of thoughts and weak understanding of others in later years. Therefore, interactive teaching methods should be used in education to involve students in communication.

A person performs different social roles under various circumstances. When roles conflict, difficulties arise. For example, a teacher whose child studies in their classroom may struggle to balance the roles of parent and teacher. A teacher visiting a misbehaving student's home may feel torn between the roles of teacher and guest.

Social expectations regulate communication. For example, certain behaviors are expected from a teacher, and deviating from them is considered inappropriate. A teacher's professionalism and morality reflect their adherence to these expectations.

Interpersonal influence is an important concept in psychology and pedagogy. A classic experiment showed that children obeyed instructions more strictly when a picture of their teacher was placed near a restricted toy, proving the psychological influence teachers have on students.

Authority (prestige) is another powerful factor of influence. An authoritative person has emotional and volitional impact on others. True authority is earned not only through position but also through human qualities — kindness, fairness, and sincerity.

Conclusion. Communication is an integral part of human life, ensuring psychological stability, social adaptation, and self-understanding. Interpersonal relations determine a person's place in society. Therefore, developing psychologically healthy and culturally appropriate communication is one of the main tasks of modern education and upbringing.

Social perception — correctly perceiving and understanding others — is one of the key issues of communication. It is a complex psychological process where each participant is both the subject and object of perception. External appearance, behavior, emotions, voice, speech, and actions form the "image of another person." Among these, the face provides the most information during communication. This is why face-to-face interaction is richer and more informative than talking on the phone.

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