



INFLUENCE OF THE EMOTIONAL SPHERE ON COMMUNICATION DIFFICULTIES IN ADOLESCENCE

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It is known that a person's emotions and feelings differ depending on their nature, depth, influence on the process of activity, and intensity. The peculiarity of emotions and feelings lies in the fact that they express a person's positive or negative attitude towards a particular phenomenon. Depending on the manifestation of emotions and feelings, they can be divided into deep and shallow types. At the same time, depending on the activity level, emotions and feelings can be divided into sthenic and asthenic. In particular, depending on the specifics of emotions, they can be divided into the following: 1) emotional tone of feeling; 2) emotional goodwill; 3) mood; 4) conflict emotional state; 5) high emotions. Based on the foregoing, we will try to think about emotional well-being.

Emotional benevolence is the rapid emotional response to changes occurring in the environment. Emotional well-being is connected with the emotional development of a person, their emotional tone. One of the types of emotional goodwill is syntonia - the expression of emotional sympathy towards other people, which is one of the important social qualities of a person.

Socio-emotional relations in themselves are considered by scientists as a general process and consist of two components, namely impressive (acceptance and understanding of emotional states) and affective empathic goodwill as an emotional affective understanding of another person. Emotional goodwill, by its nature, manifests as a separate emotional reaction, but can also be a steadily developed feeling. According to V.K. Vilunas, an important determinant of emotional self-expression is the interaction of emotional reactions, their change under changing conditions, and the emergence of new ones [2].

The subordination of these processes to certain regularities makes it possible to distinguish dynamic processes. In our research, this situation manifests itself in various empathetic well-wishes:

- empathy - feeling the emotions of another person as if they were your own;
- the subject's understanding and feeling of the inner experiences of another person;
- striving to help. The importance of these components of empathic goodwill was also emphasized by another scientist.

Accordingly, K. Rogers[3] distinguished emotional, cognitive, and humanistic empathy.

The basis for the above-mentioned division of the emotional state can be the formation of motivation for empathetic goodwill in relation to the interests of another person. The composition of socio-emotional processes depends on what internal





mechanism arises in response to the incoming signal, the state of this mechanism, the nature of the signal, and the individual's circumstances. One signal causes different socio-emotional reactions in everyone depending on whether the person has the opportunity to respond to it. It was the need, motive, and its role in the socio-emotional development of the individual that led to the emergence of a major psychological trend - the motivational aspect. According to the supporters of this movement, the motivational mechanism that forms an emotional attitude towards the subject and environment is important in the socio-emotional development of the individual. The extent to which a person's communication experience is extensive and systematized, the degree to which they have developed themselves as a person, the images, thoughts, and feelings that arise in them when understanding the state of another person, influences their current activity.

Here it can be said that the emotional sphere of a person is inherently complex and diverse in its manifestations, in other words, individualized. In many psychological studies aimed at studying the specific individuality of emotions, aspects that are clearly manifested in the organization of personality development and activity have been studied. Nevertheless, the influence of less pronounced, almost imperceptible, and temporary emotions on a person's activity was also discussed.

The most important of the above is emotional goodwill. Emotional goodwill is an elementary and widespread form of the individual's emotional sphere. It arises directly in the process of perceiving the object and is a subtle and short-lived sympathy of the subject towards it, which can also be expressed in words: pleasant-unpleasant, like-dislike, indifference.

Each sensory influence has a certain significance. In other words, the subject is satisfied or not satisfied with this action. Emotional goodwill arises as a result of physical, functional, semantic, assemantic, or other influences of the object. The response of the selected emotional well-being to the physical characteristic is studied, since this characteristic is universal by its nature. From various physical properties of the object, emotional well-being towards its specific form has been studied extensively. In some cases, needs prevail, while in others, another characteristic, independent of the nature of the need, may prevail.

Here, three levels of emotional well-being can be cited. They are: upper, middle, and lower. Let us dwell on each of them separately.

A high level of empathy is opposed to aggression and suffering and manifests itself in yielding, quickly forgiving others (but not oneself), and being ready to do even the most demanding work. The following differences are more pronounced in individuals at this level compared to those at a lower one:

- acceleration of the heartbeat in relation to emotional stimuli;
- emotional, sensitive to crying;
- parents spent a lot of time with them, did not hide their emotions and inner experiences;
- altruism manifests itself in real actions;
- manifests affiliate behavior (maintaining and strengthening friendly relations);





- low level of aggressiveness in the individual;
- considering positive social characteristics as important;
- oriented towards moral evaluation[1].

Sympathy towards other people is a positive trait, and dependence on other people, which prevents effective socialization, can lead to quick resentment and even various psychosomatic disorders.

Moderate (normal) development of empathy is manifested in interpersonal relationships when evaluating another person not based on their impressions, but on their actions. Naturally, people of this category have good control over their emotions, but nevertheless are short-sighted in interpersonal relationships.

Lower levels of empathy have difficulty establishing communication with other individuals, feel uncomfortable in large groups, do not understand emotional actions, and often cannot find common ground with others. Individuals at this level value their work characteristics more than their group's tendency to make more effective, rational decisions, and their benevolence and attentiveness towards others.

Choosing an ineffective path of behavior can be a consequence of the individual's individuality or inability to participate in the life of another person. The development of emotional goodwill can be achieved through the development of communicative skills, especially listening to others, emotions.

In our dissertation research, we focused on determining the degree of connection between difficulty in communication and emotional well-being in a person. For this purpose, the methods of V.A. Labunskaya "Diagnostics of Psychological Difficulties in Communication" and "Emotional Goodwill" were used in the group of subjects. The empirical data collected by the methodology were analyzed quantitatively and qualitatively.

Table 1

Relationship between the components of communication difficulties and the levels of emotional well-being in 7th grade students

Emotional goodwill level	Components of communication difficulties				
	Expressive speech	Socio-perceptual characteristics	Communication relationships	Collaboration skills	Communication terms
Emotional goodwill indicator	0,14	0,22**	0,11	0,15	0,05

According to the indicators presented in the table, it turned out that emotional attitude has a significant correlation with socio-perceptual characteristics ($r=0.22$; $p \leq 0.01$). From the results, it should be noted that the formation of positive emotional attitudes towards others in adolescence serves the formation of such important aspects





as understanding the inner experiences, states, and characteristics of other people. It should be noted that in adolescence, according to the adequate perception of surrounding people, they acquire knowledge, skills, and abilities about other people. This will serve as an impetus for the effective establishment of interpersonal relationships in the adolescent community.

This, in turn, is characterized by an increase in the sense of adulthood in the personality of the adolescent, the ability to effectively manage and control their emotions in any process, situation. It is self-evident that the active implementation of the adolescent's system of relationships with others indicates the development of their communication skills.

Based on the foregoing, it is advisable to draw the following conclusions:

- the emergence of difficulties in communication during adolescence is significantly related to the level of their emotional well-being;
- in the process of communication, the adolescent reflects a system of emotional relationships with other people, as a result of which it can be pleasant and unpleasant;
- in adolescence, among the components of communication difficulties, a significant connection is noted between social perceptual characteristics and emotional well-being.

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