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**TALABALARNING KOMMUNIKATIV KOMPETENTSIYASINI INNOVATSION  
USULLARI**

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**Annotatsiya:** Ushbu maqolada talabalarda tanqidiy fikrlashni rivojlantirish vositasi sifatida innovatsion usullarni ta'minlash va qo'llashning samarali tomonlari yoritilgan. Kommunikativ kompetentsiyani rivojlantirish usuli sifatida muzokaralar yoki guruh muhokamalariga taqlid qilish tushunchalari taklif etiladi. Bu jarayon talabalar uchun ayniqsa muhimdir, chunki bu ularning kasbiy va shaxsiy o'zini o'zi anglashiga yordam beradi.

**Kalit so'zlar:** Kommunikativ kompetentsiya, afzallik, kontent va tilni qo'llab-quvvatlash, bir nechta matn formatlari, bir nechta tanlov, hamkorlikda o'rganish, matnning murakkabligi, tanlash va moslashuvchanlik, modellashtirish va aniq ko'rsatma.

Zamonaviy ta'limda o'quvchilarning kommunikativ kompetentsiyasini shakllantirish innovatsion usullardan foydalanishni talab qiladi. Mana, samarali ekanligi isbotlangan bir necha yondashuvlar:

*1. Interfaol ta'lim usullari*

- Munozara va munozaralar. Munozara, faol tinglash va ishontirish ko'nikmalarini rivojlantirishga yordam beradi.

- Rolli o'yinlar va simulyatsiyalar. Talabalar muloqot strategiyalarini real hayotga yaqin sharoitlarda o'zlashtiradilar. Masalan, muzokaralar yoki guruh muhokamalarini taqlid qilish.

Simulyatsiya qilingan muzokaralar yoki guruh muhokamalarini o'quvchilarga shaxslararo muloqot, bahslashish, faol tinglash va nizolarni hal qilish ko'nikmalarini rivojlantirishga imkon beruvchi muloqot kompetentsiyasini rivojlantirishning samarali usuli hisoblanadi. Bu usul ko'p qirraliligi va real vaziyatlarga yaqinligi tufayli o'quv amaliyotida keng qo'llaniladi.

- Case usuli. Amaliy vaziyatlarni tahlil qilish muloqot ko'nikmalarini amaliyotda qo'llashga yordam beradi.

*2. Raqamli texnologiyalardan foydalanish usuli:*

-Virtual muhitlar va simulyatorlar. Masalan, chet tilida muloqot qilish uchun platformalar yoki ommaviy nutq uchun trenerlar.

-Ijtimoiy tarmoqlar va messenjerlar. Talabalar tanish raqamli muhitda o'zaro muloqot qilishlari va fikr almashishlari mumkin bo'lgan loyihalarni yaratishga yordam beradi.



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- Video konferentsiyalar. Onlayn muloqot ko'nikmalarini rivojlantirishga yordam beradigan platformalar (Zoom, MS Teams) orqali guruh ishini tashkil qilish.

*3. Loyiha usuli:*

Talabalar guruhlarda haqiqiy hayot muammolari ustida ishlaydilar, muzokaralar olib borishni, rollarni belgilashni, nizolarni hal qilishni va birgalikda natijalarni taqdim qilishni o'rganadilar.

*4. Muammoli ta'lim*

Kollektiv muhokama qilish va yechim topishni talab qiladigan muammolar ustida ishlash. Bu faol o'zaro ta'sir, tanqidiy fikrlash va ijodkorlikni rag'batlantiradi.

*5. Madaniy jihatdan sezgir yondashuv*

O'quv jarayoniga madaniyatlararo jihatlarni kiritish. Masalan, turli madaniyatlarda og'zaki bo'lmagan va og'zaki muloqotning xususiyatlarini o'rganish.

*6. Teskari aloqa va o'z-o'zini baholash*

-topshiriqlarni bajargandan keyin mulohaza yuritishni tashkil etish.

-Keyingi tahlillar bilan taqdimotlar yoki dialoglarni videoga olish.

*7. Gamifikatsiya*

Talabalarni kommunikativ amaliyotlarda ishtirok etishga undaydigan o'yin elementlarini (kvestlar, viktorinalar, musobaqalar) joriy etish.

Gamifikatsiya (ing. gamification, gamification, gameization) - bu foydalanuvchilar va iste'molchilarni jalb qilish, ularning biznes muammolarini hal qilishda, mahsulot va xizmatlardan foydalanishda faolligini oshirish maqsadida kompyuter o'yinlariga xos bo'lgan texnika va yondashuvlardan amaliy dasturlar va veb-saytlarda foydalanish. Gamifikatsiya zamonaviy masofaviy elektron ta'limni rivojlantirishning asosiy tendentsiyalaridan biridir. 2010-yillarning boshida u umuman tashkilotlar uchun axborot texnologiyalaridagi asosiy tendentsiyalardan biri hisoblangan.

*8. Fanlararo yondashuvlarning integratsiyasi*

Muloqot vazifalarini boshqa fanlar bilan bog'lash (masalan, ilmiy-ommabop matnlarni yaratish yoki boshqa fanlar bo'yicha mavzular bo'yicha taqdimotlar qilish).

Bu usullar nafaqat o'quvchilarda zarur muloqot ko'nikmalarini shakllantirishga yordam beradi, balki o'quv jarayonini yanada qiziqarli, samarali va real hayot sharoitlariga yaqinlashtiradi.

"Muzokaralar yoki guruh muhokamalariga taqlid qilish" usulining maqsad va vazifalari

1. Samarali muloqot qobiliyatlarini rivojlantirish: fikrlarni aniq va tizimli ifodalash qobiliyati.

2. Argumentatsiya va qarama-qarshi fikr yuritish malakalarini shakllantirish.

3. Boshqa ishtirokchilarning fikrlarini tinglashni va tushunishni o'rganish.

4. Nizolarni boshqarish va konsensusga erishish strategiyalarini o'zlashtirish.

5. Notiqlik nutqiga ishonchni rivojlantirish.

Usulni amalga oshirish bosqichlari

1. Tayyorgarlik jarayoni:



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-Muzokaralar/munozaralar mavzusini yoki stsenariysini aniqlash (masalan, biznes muzokaralari, ijtimoiy nizolarni hal qilish, jamoada rollarni taqsimlash).

-Rollarni taqsimlagan holda bir nechta guruhlarni shakllantirish: yetakchi, ishtirokchilar, moderator, kuzatuvchi.

-Talabalarni muhokama qoidalari va maqsadi bilan tanishtirish.

2. Simulyatsiya:

- Ishtirokchilar taklif qilingan stsenariy bo'yicha o'z rollarini bajaradilar.

-Moderator muhokamani boshqaradi, qoidalar va tartibni nazorat qiladi.

-Ishtirokchilar o'z pozitsiyalarini dalillar bilan himoya qilishga harakat qiladilar, murosa izlaydilar.

3. Teskari aloqa va tahlil

Natijalarni muhokama qilish: nima muvaffaqiyatli bo'ldi, qanday qiyinchiliklar paydo bo'ldi, qanday strategiyalar samarali bo'ldi.

Kuzatuvchilar buning aksini aytishadi. Quyida muloqot qobiliyatlarini rivojlantirish uchun stsenariylarga misollar keltirilgan:

- Ishbilarmonlik muzokaralari. Talabalar kompaniya va mijoz o'rtasidagi shartnoma shartlarini muhokama qiladilar.

- Madaniyatlararo muloqot. Guruh turli madaniyat vakillari o'rtasidagi ziddiyatni hal qilishni muhokama qiladi.

- Jamoatchilik muhokamasi. Ijtimoiy yoki ekologik masalalar bo'yicha bahslar.

-Loyihaning taqdimoti. Talabalar guruhi loyihani taqdim etadi va "mijoz" yoki "mijoz" ning savollariga javob beradi.

Usulning afzalliklari

-Haqiqiy kasbiy faoliyatga yaqin sharoit yaratadi.

- fikrlashning moslashuvchanligini va o'zgaruvchan sharoitlarga moslashish qobiliyatini rivojlantiradi.

- jamoada ishlash va rollarni taqsimlash qobiliyatini rivojlantiradi.

- mavzuni o'rganish uchun motivatsiyani uyg'otadi.

Ish faoliyatini baholash. Natijani baholash uchun quyidagilardan foydalanish mumkin:

-argumentlar sifatini tahlil qilish.

-Muhokamadagi faollikni baholash.

- Bir necha mashg'ulotlardan so'ng mahorat testi.

-Talabalarining muloqot qobiliyatiga ishonchini aniqlash uchun so'roq qilish.

Talabalarining muloqot qobiliyatlariga ishonchini baholash uchun so'rovnomalar

Maqsad: talabalarining muloqotning turli jihatlariga bo'lgan ishonch darajasini aniqlash va rivojlanishni talab qiladigan sohalarni aniqlash.

***Ko'rsatmalar:***

Iltimos, sizning fikringizga mos keladigan variantlardan birini tanlab, savollarga javob bering. Quyidagi o'lchovdan foydalaning:

1 - To'liq qo'shilmayman



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2 - Aksincha, rozi emasman

3 - Ishonchim komil emas

4 - Ko'proq rozi bo'l

5 - To'liq roziman

*1-bo'lim: Muloqotga umumiy ishonch*

1. Men o'z fikrimni aniq va aniq ifodalash qobiliyatimga ishonaman.

2. Men hatto notanishlar bilan ham suhbatni davom ettira olaman.

3. Omma oldida nutq so'zlashni talab qiladigan vaziyatlarda o'zimni qulay his qilaman.

4. Turli odamlarning muloqot uslubiga osongina moslashaman.

*2-bo'lim: Faol tinglash ko'nikmalari*

5. Suhbatdoshimni gapini buzmasdan diqqat bilan tinglashni bilaman.

6. Suhbatdoshni yaxshiroq tushunish uchun aniqlovchi savollar beraman.

7. Men boshqalarning nuqtai nazariga qiziqishni namoyish etaman.

*3-bo'lim. Jamoa bilan muloqot*

8. Men boshqa jamoa a'zolari bilan samarali muloqot qilaman.

9. Men ziddiyatli vaziyatlarni guruhda hal qila olaman.

10. Jamoada keskinlikni keltirib chiqarmasdan, o'z nuqtai nazarimni bahslasha olaman.

*4-Bo'lim . Og'zaki va og'zaki bo'lmagan muloqot*

11. Men intonatsiya va nutq tezligini yaxshi nazorat qilaman.

12. Men xabarni mustahkamlash uchun imo-ishoralar va mimikalardan foydalanish qobiliyatiga ishonchim komil.

13. Boshqa odamlarning noverbal signallarini taniy olaman.

*5-bo'lim. Teskari aloqa va o'z-o'zini aks ettirish*

14. Tanqidni to'g'ri qabul qila olaman va undan takomillashtirish uchun foydalana olaman.

15. Muntazam ravishda muloqot qobiliyatlarimni tahlil qilaman, ularni takomillashtirish.

*6-bo'lim. Madaniyatlararo muloqot (ixtiyoriy)*

16. Boshqa madaniyat vakillari bilan muloqot qilishda o'zimni ishonchli his qilaman.

17. Muloqotda madaniy farqlarning ahamiyatini tushunaman.

18. Turli muloqot normalariga osongina moslashaman.

Yakuniy savol:

Sizning fikringizcha, muloqot qobiliyatingizga bo'lgan ishonchni oshirishga nima yordam beradi? (Ochiq savol)

Natijalarni qayta ishlash

1. Har bir bo'lim uchun umumiy ballni hisoblang.

2. Kuchli va rivojlanish sohalarini ajratib ko'rsatish.



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3. Natijalardan muloqot qobiliyatlarini yaxshilash uchun individual yoki guruh dasturlarini ishlab chiqish uchun foydalaning.

Simulyatsiya qilingan muzokaralar usuli talabalarga nafaqat muloqot qilish, balki tashkiliy, tahliliy va ijtimoiy ko'nikmalarni rivojlantirishga imkon beradi, bu esa uni o'qitishda universal vositaga aylantiradi.

Samarali muloqot qobiliyatlari o'z fikrini aniq va mantiqiy ifodalash, suhbatdoshni tinglash, tinglovchilarga moslashish, og'zaki va og'zaki bo'lmagan muloqot vositalaridan foydalanish qobiliyatini o'z ichiga oladi. Bu jarayon talabalar uchun ayniqsa muhimdir, chunki bu ularning kasbiy va shaxsiy o'zini o'zi anglashiga yordam beradi.

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