FACTORS OF SOCIAL PSYCHOLOGICAL COMPETENCE IN MEDICAL STAFF

OXU graduate student - **V.E. Salimova**
Scientific supervisor **O.R.Avezov**

Key words
social identification, social perception, social adaptation, social reflection, socio-psychological competence, communicative competence.

Reasoning of the topic and its relevance. Today, innovative systems of training medical workers for the process of activity are being created all over the world. The Tallinn Charter "Health systems for health and well-being" and other important international documents emphasize the need to use the achievements of medical and psychological sciences. Therefore, in the process of reforms implemented in all countries in a unique way, the requirements for the activities of medical workers require special attention to be paid to the problems related to their professional, personal and intellectual activities.

The psychological foundations of the social psychological competence of medical workers are multifaceted and come from various theories and concepts in psychology. Some key factors include:

1.Emotional Intelligence: Healthcare workers with high social psychological competence have strong emotional intelligence, which enables them to understand and manage their own emotions as well as those of others, including patients, colleagues, and their supporters. -allows you to understand and empathize with the feelings of your support network. Emotional intelligence (EI), often referred to as EQ (emotional quotient), is the ability to recognize, understand, and manage one's own emotions, as well as to recognize, understand, and understand the emotions of others. is the ability to hide. It includes a set of skills and competencies that play an important role in how people manage their social interactions, relationships and overall well-being.

The concept of emotional intelligence was popularized by psychologist Daniel Goleman in the 1990s and has since become an important area of research in psychology and organizational behavior. It is generally believed that it includes several main components:

Self-Awareness: The ability to recognize and understand one's own feelings and their influence on thoughts and actions.

Self-regulation: the ability to manage and control one's emotions, impulses and reactions in various situations.

Motivation: the ability to pursue goals with energy and determination despite challenges and to delay gratification for long-term rewards.

Empathy: The ability to recognize and understand the feelings of others and respond effectively to their point of view.

Social Skills: Ability to manage relationships, communicate effectively, resolve conflicts, inspire and influence others.

People with high emotional intelligence are often better equipped to handle stress, build and maintain relationships, make sound decisions, and communicate clearly and constructively. This skill set is increasingly important in personal and professional settings as it contributes to teamwork, leadership and overall success. Developing emotional intelligence is an ongoing process that can be improved through self-reflection, practice, and learning from experiences.

2. Communication Skills: Effective communication is crucial in healthcare settings. Healthcare workers with social psychological competence have active listening, clear articulation, and nonverbal communication skills. They can communicate with patients and collaborate effectively with other healthcare professionals.

Communication skills refer to the ability to communicate and interpret information effectively through verbal, non-verbal and written means. These skills are essential for successful interactions in a variety of contexts, including personal relationships, professional settings, and social settings. Effective communication includes several key components:

Verbal Communication: Using spoken words to convey information, ideas, and feelings. This includes clarity of speech, tone of voice and ability to express thoughts coherently.

Nonverbal Communication: Using body language, facial expressions, gestures, and posture to convey messages and feelings. Non-verbal cues often complement and enhance verbal communication.

Listening skills: the ability to actively listen to others, understand their point of view and respond appropriately. This includes providing feedback to demonstrate full attention, empathy, and understanding.

Written Communication: The ability to express ideas, thoughts, and information clearly and clearly through written text, such as e-mail, reports, and other forms of written correspondence.

Interpersonal Communication: Ability to establish and maintain relationships, resolve conflicts, and manage social interactions through effective communication.

Strong communication skills are essential for developing positive relationships, facilitating teamwork, resolving conflicts, and communicating ideas and information confidently. These skills are highly valued in the workplace and are often considered essential for career success, leadership roles and professional development.

Improving communication skills involves practice, feedback, and self-awareness. Techniques such as active listening, clear and concise expression, empathy, and adapting communication style to different audiences can help improve overall communication effectiveness. Continuous development of communication skills can lead to improved relationships and better results in personal and professional endeavors.

3. Gaining empathy and perspective: The social psychological competence of healthcare workers includes the ability to empathize with patients, understand their perspective, and provide compassionate care. This includes recognizing and respecting cultural differences and diverse backgrounds.

Empathy and perspective-taking are important aspects of interpersonal communication and relationship building. Empathy involves the ability to understand and share the feelings of others, while perspective taking refers to the ability to see a situation from another person's point of view. Here are some strategies to increase empathy and gain perspective:

Active listening: pay close attention to what others are saying without interrupting or formulating a response in your mind. This allows you to fully understand their point of view and feelings.

Put yourself in their place: try to imagine yourself in the place of another person and think about how you would feel and behave in his situation. This will help you gain a deeper understanding of their point of view.

Ask open-ended questions: Encourage others to share their thoughts, feelings, and perspectives by asking open-ended questions that encourage them to elaborate on their experiences and perspectives.

Practice Nonjudgmental Understanding: Strive to suspend judgment and avoid jumping to conclusions about the experiences or feelings of others. Approach relationships with an open mind and a willingness to understand where the other person is coming from.

Validation and Support: Show empathy by acknowledging the other person's feelings and experiences as valid, even if you don't agree with their point of view. Support and validation help develop trust and understanding.

Cultivate curiosity: Approach the conversation with a genuine interest in the other person's experiences, beliefs, and perspectives. This will help you understand their unique worldview.

Reflect on your assumptions: Be aware of your biases and assumptions and be open to challenging and reevaluating them in light of new perspectives and experiences.

By applying these strategies, you can increase your ability to empathize with others and gain valuable perspectives that enrich your relationships and interactions. These skills are essential for building trust, resolving conflict, and developing understanding in personal and professional settings

4. Conflict resolution and teamwork: Medical professionals with social psychological competence are skilled in managing interpersonal conflict, negotiating disagreements, and working collaboratively in multidisciplinary teams.

Conflict resolution and effective teamwork are essential to creating a positive and productive work environment. Here are some strategies for conflict resolution and effective teamwork:

Open Communication: Encourage open and honest communication among team members. Create a comfortable space for people to express their concerns and discuss conflicts openly.

Active listening: Ensure that all parties involved in the conflict actively listen to each other without interruption. It shows respect and validates everyone's point of view.

Identifying the underlying issues: Work together to identify the root causes of the conflict rather than just addressing surface issues. Understanding the deeper reasons behind conflict can help find sustainable solutions.

Brainstorm solutions: Encourage all parties to participate in developing potential solutions to the conflict. This will involve the team in finding a solution that everyone can support.

Compromise and Cooperation: Cultivate a spirit of compromise and cooperation in which team members are willing to compromise in order to reach a mutually beneficial agreement.

Dispute Mediation: If necessary, engage a neutral party or mediator to facilitate the resolution process. A mediator can provide an objective perspective and steer the discussion toward a positive outcome.

Effective teamwork:

Clearly defined roles and goals: Ensure that each team member understands his or her role and responsibilities within the team, as well as the overall goals and objectives. Clarity helps avoid misunderstandings and conflicts.

Encourage diversity and inclusion: Embrace diversity within the team, including different perspectives, backgrounds and skills. This diversity can lead to more creative problem solving and richer team dynamics.

Regular Feedback and Evaluations: Provide regular feedback to team members and conduct periodic evaluations to evaluate team performance. This helps identify areas for improvement and allows for ongoing adjustments.

Promote a supportive environment: Encourage a supportive and collaborative team culture where people feel comfortable sharing ideas, asking for help and offering support to each other they feel

Team Building Activities: Engage in team building exercises and activities to strengthen communication and develop trust among team members.

Clear communication channels: Establish clear communication channels such as regular meetings, shared documents and digital collaboration tools to share information and keep everyone informed.

By implementing these strategies, you can create a work environment that promotes healthy conflict resolution and effective teamwork. This can lead to improved collaboration, higher morale, and improved overall team performance.

5. Resilience and self-care: Social psychological competence includes self-awareness, self-management and resilience. Healthcare providers must manage stress, cope with emotional demands, and maintain well-being to provide quality care.

Resilience and self-care are critical to maintaining mental and emotional well-being, especially in today's fast-paced and often stressful world. Here are some strategies for building resilience and effective self-care:

Durability:

Positive Thinking: Develop a positive outlook and turn negative situations into learning experiences. Focus on finding solutions and opportunities for growth even in difficult circumstances.

Flexibility: developing the ability to adapt to changes and see setbacks as temporary. Embrace flexibility and a willingness to change your approach when faced with challenges.

Seek help: Build a strong support network of friends, family, or colleagues who can provide emotional support and practical help when needed. Connecting with others can build resilience.

Self-Awareness: Reflect on your feelings, thoughts, and reactions to different situations. Self-awareness can help you better understand your own resilience and identify areas for improvement.

Problem Solving Skills: Improve your problem solving skills by breaking down problems into manageable steps and finding practical solutions that fit your goals.

Self-care:

Make physical health a priority: make time for regular exercise, proper nutrition, and adequate sleep. Physical well-being plays a key role in overall self-care and resilience.

Stress management: Practice stress-relieving techniques such as deep breathing, meditation, yoga, or mindfulness. These activities help to reduce stress and relax.

Boundaries and time management: Set boundaries to protect your time and energy. Learn to say no to over-commitment and prioritize activities that contribute to your well-being.

Hobbies and leisure activities: Take up hobbies or activities that bring you joy and relaxation, whether it's reading, painting, gardening, or some other interest.

Seek mental health help: If needed, consider seeking professional help from therapists, counselors, or support groups. It's important to address mental health issues and seek the help you need.

Unplug and Unplug: Take a break from technology and schedule digital detox periods to recharge and focus on real-life interactions and activities.

By integrating these resilience-building and self-care strategies into your daily life, you can increase your ability to adapt to challenges, maintain emotional well-being, and live a balanced, fulfilling life. Remember that self-care is not selfish, but a necessary foundation for supporting others and succeeding in all areas of life.

These factors are underpinned by theories such as social cognitive theory, emotion regulation models, and social identity theory, which help explain the psychological processes involved in the development and application of social psychological competence in medical settings.

REFERENCES:

1. Avezov O.R. The concept of stress resistance in extreme situations. International Conference on Developments in Education. Hosted from Amsterdam, Netherlands https: econferencezone.org 22nd Feb. 2023. P. 63-67

2. Avezov O.R. Admission to the specialty. Textbook "Durdona" publishing house, 2021. 243 pages.

3. Avezov O.R. The psychology of deviant behavior. Textbook, Bukhara Region Printing House, 2019. 495 pages.

4. Avezov O.R., SH.R. Barotov, L.YA. Olimov. Theory and history of psychology. Textbook. "Society of Philosophers of Uzbekistan" publishing house. Tashkent. 2019 year. 492 pages.

5. Беребин М. А. О статусе медицинского психолога в системе здравоохранение, недостатках системі подготовки клинических психологов и

связанніх с ними проблемах и перспективах. Журнал Вестник ассоцации психиатров Украині, 2013. – С.56-62.

6. Бондаревская Е.В. Гуманистическая парадигма личностно ориентированного образования. – М.: Сургут, 2000.– 124 с.

7. Бочарникова М.С. Понятие «Коммуникативная компетенция и его становление в научной среде» (Ян Ван Эк., Л.Ф.Бахман, Д. Хаймс) // Молодой учёній.-2009.-№8.-С.130-142