

## Barriers in Communication

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**Annotation:** Social life is built on the basis of communication processes. Communication may or may not be effective depending on the outcome of this process. There are barriers that prevent effective communication. This article deals with the reasons that negatively affect communication.

**Key words:** communication, conflict, barriers to communication, ways to overcome barriers to communication.

The basis of interpersonal relationships is the process of communication. Communication covers all aspects of human life. Without communication, a person cannot interact with the outside world. After all, the basis of any human activity is his communication with the outside world (other people, nature, products of artificial intelligence).

Since communication is a unique and important process, it becomes an object of study from the point of view of many fields, such as linguistics, psychology, pedagogy, social sciences, political science. Especially in recent years, the intensification of the anthropocentric approach, which places man at the center of all problems of the science of linguistics, gives rise to the need for a comprehensive and in-depth study of the problem of communication [Shirinova, Iskandarova, 2023: 84; Shirinova, 2022; Shirinova, 2023: 85].

As we noted above, there are several types of communication, and direct interpersonal communication is communication.

The ability to communicate is a sign that human thinking is developed and integrated into social life. This ability is in dynamic motion parallel to the process of speech ontogenesis from birth to the end of a person's life: over a certain period of time, a person can improve as a result of active communication, or, on the contrary, it can decrease when a person is slightly removed from the communication environment. Every person wants to have a place in the society in which he lives and works, and he actually has a place (good or bad). However, how a person is received by his teammates largely depends on his level of eloquence and communication skills.

The level of development of communication skills is directly related to human psychology. Today we can observe the development of a number of disciplines, such as the theory and practice of communication, intercultural communication based on linguistics. These disciplines are aimed at the formation and development of skills and abilities to effectively participate in communication and skillfully resolve conflict situations, correctly use verbal and non-verbal means of communication.

Factors that contribute to effective communication include:

1. Oratory.
2. Active listening.

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3. Correct use of body language.
4. Ability to get out of conflict situations.

Naturally, an excellent speaker can always attract the attention of his interlocutor, convince him of his opinion and achieve his communicative goal more easily than others.

To be able to speak skillfully is also an art. It is known that every person has a need to show his individuality, a desire to be heard. The communication process is considered completed only when the influence of the speaker is manifested and a response is returned from the other side. Being an active speaker, speaking very beautifully, appropriately and actively, a person can achieve a certain communication goal, but it is also important to be able to listen in order to establish a two-way communication. That is, it is advisable to be able to correctly grasp the relationship between speaking and listening. It is also important to be able to use body language correctly when communicating. Because it is known that body language is non-verbal speech and can complement, deny or replace verbal speech. Finally, the fact that a person can find the right solution to a conflict situation and come to a compromise is a sign of his well-developed communicative competence.

One of the secrets to success in society is effective communication. But achieving this is not always easy. Because conflictual communication can arise when there is a conflict of interest.

Conflict in communication and the question of the possibility of getting out of it is one of the most important issues. Psychologists call this situation interpersonal barriers. Communication barriers are many factors that contribute to conflict. These obstacles arise due to the fact that the goals and needs of the persons participating in communication do not coincide with each other [Mamurova, Abdullaeva, Yusupzhonova, 2021: 206]. Conflict - (lot. conflictus - opposition, conflict) - a problematic situation, a struggle of contradictions that arises as a result of the incompatibility of various polar, mutually contradictory views, goals and interests of the parties entering into communication, i.e. subjects of communication. The conflict can become the beginning of conflicts and wars in the future, so it must be eliminated at the lowest stage. In general, misunderstandings that arise during communication can cause strong emotional and psychological consequences.

During the communication process, a message encoded by the first communicator and sent over a communication channel is received, decoded and perceived by the second communicator, in turn, this message can cause different emotions in the second participant. If you want your interlocutor to respond with the reaction you expect, you need to clearly, correctly and understandably encode the message and transmit it over a high-quality communication channel (as free as possible from various interfering factors and noise).

Most of the conflicts that can arise in communicative actions depend on the incompatibility of the encoded message and the decoded message. These inconsistencies can be mainly explained by the following reasons given in the parable "Attempt" from Bernard Werber's Encyclopedia of Relative and Absolute Knowledge:

Meanwhile

What I think

What do I want to say

What it seems to me, what I say

What am I saying

And so

What do you want to hear

What do you think you hear

What do you hear



What do you want to understand

What do you think you understand

What do you understand

There are ten to one chances that communication difficulties will arise.

But let's try anyway... [Bernard Werber, <https://citaty.info/quote/26480>]

Indeed, if there is an imbalance in any of the 10 points noted by Bernard Werber, misunderstandings and ultimately a conflict situation may arise in communication. It should also be noted that conflict communication is most often observed between people close to each other. Because in the environment of external society a person has more control over his speech due to the demands of his social role, and in the circle of his family he behaves emotionally more freely (as he really is), openly expresses his desires and interests. Naturally, such openness often causes dissatisfaction among family members. In many cases, the conclusions about a person's behavior and culture in the eyes of family members (often negative, because they emphasize more shortcomings), differ from the assessment given to him by the outside society (mostly positive, because more emphasis is placed on achievements).

Is it possible to keep conflict communication under control and resolve it positively?

To do this, a person is required to control his emotions, distinguish real reasons from false ones, localize the conflict, avoid focusing only on defense and keep the initiative in his hands. There are four ways to resolve conflict: submission, compromise, avoidance and integration. The last method is the most difficult, but quite feasible. The inability to get out of conflict situations, to overcome many everyday difficulties that arise in the process of communicating with someone, leads to emotional stress that is detrimental to physical and mental health [Mamurova F., Abdullaeva N., Yusupzhonova M., 2021: 206].

## CONCLUSION

To summarize, when communicating with other members of society, it is desirable not only to exchange messages and feelings, but also to take into account the fact that our interests in this place are conflicting, and to conduct appropriate, reasonable, sincere and harmless communication.

True, the main incentive to enter into communication is the satisfaction of our specific needs, so we strive to achieve the communicative goal as much as possible, but not at the expense of suppressing the interests of others. We must establish a compromise - a solution that is acceptable to both sides.

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