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 Research Article

The Importance Of Communication In Emergency Management Training

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ABSTRACT

This article provides information about the culture of communication in emergency education, communicative culture in the communication process, and their main tasks. It is emphasized what knowledge, skills and competencies a future employee should have for successful work. The ability to communicate correctly, clearly and quickly in emergency situations is considered one of the important factors in ensuring human life and safety. The article also analyzes the role of communication in developing psychological stability, accurate information delivery, teamwork and leadership qualities for specialists working in emergency situations from a theoretical and practical perspective. Trainings aimed at developing communication skills, practical exercises and methods of using modern communication technologies are also considered.

KEYWORDS

Emergency situation, communication culture, competence, communicative, interactive, perceptive, regulatory. rapid information exchange, psychological stability, emergency training, teamwork, leadership, practical exercises, safety.

INTRODUCTION

In today's conditions of globalization and increasing risks, specialists involved in preparing for, eliminating and mitigating emergencies must have a high communication culture. Cadets studying at emergency academies must have not only technical and theoretical knowledge, but also psychological stability, moral maturity and effective communication skills.

Emergency-related threats are characterized by the frequent occurrence of natural disasters, man-made disasters, epidemics, and other dangerous situations. In such conditions, not only technical knowledge and skills, but also the ability to communicate quickly, clearly, and effectively are of great importance for emergency workers.

Communication plays a crucial role in the processes of correct information transfer, coordination of actions, informing the population, evacuation, taking safety measures and providing assistance in emergency situations. Communication errors in emergency situations can pose a serious threat to human life and property. Therefore, the formation of communication competencies for specialists trained in this area is considered an urgent scientific and practical task.

Also, the development of a culture of communication, psychological preparation, and skills for establishing proper communication in stressful situations is an integral part of the global security system today. In this regard, the need and practical importance of scientific research on this topic is increasing year by year.

Communication culture is not only speech competence, but also a complex socio-pedagogical

phenomenon that forms interpersonal, professional and psychological cooperation. Communication is one of the important conditions for the joint activities of people, it is a process of mutual exchange of information between people. This is a natural human need, because people cannot live without talking to each other, without exchanging information. Thanks to communication, people understand each other, achieve cooperation, solidarity in the labor process, exchange ideas and experiences.

As much as knowledge, skills and qualifications are a vital necessity for a person, mastering a culture of communication is just as necessary. Because a culture of communication is a sign of a person's maturity and perfection. Mastering a culture of communication is especially important for future emergency workers. Because their work always requires communication with the people, interaction. We cannot say that all cadets who graduate from higher education and are sent to further activities today are becoming specialists who have mastered a culture of communication, who can freely express their thoughts to others, and who speak in a purely literary language. The culture of communication among cadets should be an integral part of higher education, one of the most important tasks.

Review of literature on the topic

In the last decade, A.A. Boltaboev [1], I.S. Kon [2], A.A. Leontiev [3], N.D. Tursunov [4], A.L. Soliyev [5] and many other scientists have developed ways to overcome the problems of communication culture and its formation, and given practical



recommendations. However, the analysis of scientific literature has shown that the correct formation of a communication culture in non-pedagogical higher educational institutions is urgent, since they do not fully use the opportunities of the educational process, the requirements for organizing educational work, etc., and there is no uniformity. All of the above allows us to emphasize that the problem of forming a communication culture is closely related to the need to improve the quality of specialist training, the need to master and apply universal, humane, moral values. Also, implementing them in direct communication not only helps in the personal and spiritual development of young people, but also helps in determining the social and professional potential of the specialist [6].

Understanding the culture of communication includes a specific set of human behavior that ensures the flow of the communication process between people, in accordance with social norms. Communication plays a communicative and fundamental role in the collective and group activities of people. The content and form of communication are determined by the specific activities that form part of it.

As is known, the most important mechanism for determining culture is language. However, in modern society, it should be viewed both as a living organism reflecting the fate, thinking and aspirations of the people, and as a means of forming a spiritually rich personality who knows how to establish tolerant relations with representatives of other nationalities. In addition, it should not be forgotten that the tools and

methods used in the process of communication are a product of culture. The culture of communication includes almost all the methods of behavior by which communication is carried out: words that form and develop speech, dynamic features of speech, intonation, gestures, mimicry, pantomime, etc. can be considered as a means of ensuring interpersonal understanding and interaction between people [7].

Psychologists say that verbal communication with adults is of crucial importance for a person's assimilation of the world around him and for the assimilation of ways of thinking. Verbal interaction is carried out using speech communication skills, which, in turn, are developed and improved through speech activity. Communication is a rather complex and multifaceted process, which is studied by representatives of various disciplines - philosophers, sociologists, cultural scientists, psychologists and linguists. Philosophers study the role of communication in the life of a person and society, its role in human development. Sociologists study the forms of communication between different social groups and groups, the differences in the types of communication associated with social causes. Psychologists consider both the form of activity and human behavior, the individual psychotypical characteristics of communication, as well as the place of communication in the structure of the individual psyche. Cultural scientists establish the relationship between types of culture and forms of communication. Linguists work to study the linguistic and speech nature of social and interpersonal communication.

Research methodology. Interactive methods for developing communication - role-playing games, simulations, training based on emergency communication scenarios - are effective. Through practical training, students gain experience in performing speech tasks in real situations.

In the stressful environment, limited time and resources that arise in emergency situations, the correct exchange of information is of vital importance. Effective communication:

- coordinates evacuation processes;
- correctly directs the population;
- quickly transfers information between emergency services;
- builds trust between personnel and victims;
- is a key tool in reducing panic and fear.

Communication skills are part of the professional competencies of emergency personnel. The following areas should be emphasized in the training process:

- ensuring clarity and brevity in oral and written communication;
- filtering and prioritizing information;
- establishing effective communication with management and citizens;
- learning methods of positive psychological impact in stressful situations.

In forming a culture of communication among emergency cadets, the following questions are initially discussed:

1. What is a culture of communication?
2. Why is it crucial in emergency situations?
3. How would you explain the difference between military/professional behavior and ordinary social behavior?

In the activities of a future employee, communication is necessary to perform such tasks as information transfer, education, training, emotional impact, and motivation. In the process of communication, various communicative effects are carried out, since the employee constantly resorts to such means as persuasion, justification, appeal, demand, psychological influence, and interest.

If a future employee does not have the slightest communicative skills and communicative culture, then it is likely that neither the communication process nor its results will be effective.

Analysis and results. The communicative culture of cadets is manifested in the process of their professional communication, that is, in their communicative activities.

Currently, there are the following main functions of communication:

1. Information-communicative function - the exchange of information between interlocutors;

2. Communicative function - the organization and management of the interaction of communication participants;

3. Affective-communicative function - the emotional and mental impact and the transmission of feelings.

The following components are also distinguished in communication:

communicative - the exchange of information;

interactive - the organization of the interaction of communication participants;

perceptive - the perception of each other by communication participants and the formation of mutual understanding on this basis. The important point is that these functions occur simultaneously in the communication process.

The perceptive component includes understanding and perceiving the interlocutor through psychological mechanisms (comparison, identification, apperception, reflection). For successful activity, a future employee must have the following set of knowledge, skills and qualifications:

- executive role - ensuring the effectiveness of activities;

- administrator role - organizing people's activities and monitoring compliance with established deadlines and procedures;

- creative (creative) role - developing new approaches to solving problems;

- leader role - being able to unite the team, directing them towards common goals [8].

For a cadet, mastery of speech - that is, the ability to express thoughts in a clear, effective and purposeful manner - is considered one of the important professional conditions. Because speech is not only a means of conveying information, but also a means of emotional influence, education and the formation of language culture in subordinates in the process of activity.

It is important for emergency personnel not only to master their field, but also to form, reveal and develop communicative culture skills in them. It is impossible for them to form a communicative culture, identify the causes of existing problems, and receive a complete and reliable education without studying past experience. From this point of view, it is worth paying special attention to teaching cadets in connection with historical experience, changes in social relations, scientific progress, and the development of theoretical and practical approaches to solving problems.

Conclusions and suggestions. In conclusion, modern emergency services require not only technical knowledge and physical training, but also a high level of communication culture. Cadets must be able to effectively communicate with people in extreme situations, while maintaining mental stability, and solve problems using clear and understandable language. This, in turn, is achieved through the combination of language culture, communication skills, and moral and psychological competencies.

Developing communication skills in cadets studying in the field of emergency situations is not only an important aspect of professional training, but also an important tool in ensuring the safety of human life and society. By developing such skills, employees can make more effective, quick and accurate decisions in difficult and stressful situations. Therefore, a systematic approach to developing communicative competence in cadets studying in the field of emergency situations is necessary.

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