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STRATEGIES TO ENHANCE COMMUNICATION SKILLS IN SECOND SCHOOL STUDENTS

Communication is a process of transmitting and receiving verbal and non verbal messages that produce a response. The communication is considered effective when it achieves the desired reaction or response from the receiver, simply stated, communication is a two way process of exchanging ideas or information between human beings. Communication skills activities for teens increase social intelligence. Social intelligence is the ability to cope and collaborate with others. This intelligence can be interpreted as individual skill and this intelligence includes awareness of social situations. It also includes interactive styles and strategies that help a person achieve their goals in relation to others. Social intelligence enhances our inner perspective and allows us to have better reaction patterns [1].

Many human behaviors are formed under the influence of others and the surrounding society. Educating children in the early years of development is of particular importance. Unfortunately, children who lack communication skills gradually may become isolated, and this can make them more prone to personal, social and emotional damage [2].

The period of adolescence covers the age from 13 to 18 years (± 2 years) and is characterized by significant psychological changes arising as a result of physiological features of this period and a number of morphological processes occurring in the body. These changes directly affect the reactions of adolescents to external factors and the formation of their personality.

Thus, learning effective ways of communicating can help children improve their communication skills and ensure successful interactions with other people. To achieve this goal, parents can focus on several key aspects:

1. Listening. Children can be trained to listen and understand effectively other people, respect their opinion and take into account every word said by someone;
2. Expressing their thoughts. Children can be taught to express themselves their thoughts and feelings effectively;
3. Perception of the emotional state of other people. Children can be taught understand the emotional state of other people and adapt their communication accordingly.

It is important to note that reference figures can influence children's understanding and support in difficult situations.

Reference figures are people who influence the behavior and thoughts of other people. During adolescence and young adulthood, reference figures may include parents, teachers,

friends, acquaintances and celebrities. The influence of reference figures on the regulation of communication problems of teenagers and young men can be very significant [3].

Adolescents have social needs specific to this age. These include having friends, belonging to a group (specifically a group of equal peers) and communication with peers. Some pubescent children consciously choose to be alone for a long time, and most need it for a certain period of time. But this does not mean that these adolescents do not have a need to belong to a group. At the same time, 37% of adolescents find it harder to find friends and 42% lack space for informal communication with peers.

The results of my research showed that 18.2% of teenagers regularly neglected other activities (hobbies, sports) because they wanted to be on social media. Every sixth (16.8%) student admitted to have regular quarrels because of social media use. The largest share of such people is among girls aged 16 and 17. Adolescents may use social media to get rid of negative emotions, as reported by 32.8% of boys and 39.9% of girls.

The main communication problems of teenagers and young men include:

-insufficient communicative competence: many teenagers and young men may have problems expressing their thoughts and feelings, understanding other people's emotions, and building relationships.

-a feeling of loneliness: teenagers and young adults can feel lonely due to lack of close friends or social isolation.

-conflicts with peers: teenagers and young men may have those conflicts with peers due to various reasons, such as different views, competition or misunderstandings.

-influence of social networks: social networks can influence the way communication of teenagers and young adults, reducing the quality and quantity of live communication with peers and other people.

-stress: teenagers and young adults can feel stressed because of school problems, problems with friends or family conflicts, which can affect the quality and quantity of communication.

-problems with adaptation: teenagers and young men may have problems with adaptation to new social environments, for example, to a new school or to a new area [3].

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