

COMMUNICATION BARRIERS IN INTERCULTURAL COMMUNICATION AND WAYS TO OVERCOME THEM

Yuldasheva T.A.

Associate Professor, Chirchik State Pedagogical University

Abstract:

The article examines the problems of intercultural communication associated with the presence of communication barriers. The main types of barriers and ways to overcome them are described. The causes of barriers and the importance of eliminating them for effective communication are analyzed.

Keywords: intercultural communication, communication barriers, language barrier, cultural barrier, psychological barrier, overcoming barriers.

КОММУНИКАТИВНЫЕ БАРЬЕРЫ В МЕЖКУЛЬТУРНОМ ОБЩЕНИИ И ПУТИ ИХ ПРЕОДОЛЕНИЕ

Юлдашева Т. А.

Доцент, Чирчикский государственный педагогический университет.

Аннотация:

в статье рассматриваются проблемы межкультурной коммуникации, связанные с наличием коммуникативных барьеров. Описываются основные виды барьеров и способы их преодоления. Анализируются причины возникновения барьеров и важность их устранения для эффективной коммуникации.

Ключевые слова: межкультурная коммуникация, коммуникативные барьеры, языковой барьер, культурный барьер, психологический барьер, преодоление барьеров

Introduction

In the modern world, intercultural communication is becoming increasingly important. People from different countries and cultures interact with each other in business, tourism, education and other areas of life. However, the presence of communication barriers can hinder effective interaction and lead to conflicts.

The main types of communication barriers are linguistic, cultural and psychological. The language barrier arises from insufficient knowledge of the language or its incorrect use. The cultural barrier is associated with differences in cultural values, customs and traditions. The



psychological barrier arises from differences in the mentality and psychological characteristics of people.

To overcome the language barrier, it is necessary to learn the language of the partner country or use the services of an interpreter. The cultural barrier can be overcome by studying the culture and traditions of the partner country, as well as showing respect for them. The psychological barrier can be overcome by understanding the peculiarities of the mentality and culture of the partner country.

One of the reasons for the emergence of communication barriers is insufficient knowledge of the culture and traditions of the partner country. It is important to take into account that the culture of each country has its own characteristics, which may differ from the culture of other countries. Therefore, for effective communication it is necessary to take into account cultural differences and show respect for them.

Removing communication barriers is an important aspect of intercultural communication. It allows for effective interaction and prevents conflicts. To overcome barriers, it is necessary to study the culture and traditions of the partner country, show respect for them, and use the services of an interpreter if necessary.

In the modern world, more and more people deal with representatives of other cultures. This may be due to work, travel, or simply communicating on the Internet. However, when interacting with people from other cultures, problems may arise that make it difficult to understand and interact effectively. In this article, we will consider the main problems of intercultural communication and ways to overcome them.

Problems of intercultural communication. One of the main problems of intercultural communication is the language barrier. When people speak different languages, they may have difficulty understanding each other. This can lead to misunderstandings or even conflict. Another problem is the cultural barrier. Differences in culture can lead to different expectations and norms of behavior. For example, in one culture it may be customary to speak directly and frankly, while in another it is evasive and unobtrusive. The third problem is non-verbal communication. Non-verbal means of communication, such as gestures, facial expressions, intonation, etc., can have different meanings in different cultures.

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Ways to overcome problems of intercultural communication. To overcome the language barrier, it is necessary to improve knowledge of the language. This can be done by studying the language independently, attending courses or communicating with native speakers. To overcome the cultural barrier, it is necessary to study the cultural characteristics and norms of



behavior of other cultures. This can be done by reading literature, communicating with representatives of other cultures and participating in intercultural trainings. To overcome the non-verbal barrier, it is necessary to study the non-verbal means of communication of other cultures and take them into account when communicating.

Studying intercultural communication is an important aspect of modern society. Problems of intercultural communication, such as language, cultural and non-verbal barriers, can hinder understanding and effective interaction. However, there are ways to overcome these problems, including improving language skills, studying cultural characteristics and using non-verbal means of communication. Understanding the features of the cultural context and differences in communication can help in creating more effective interaction and preventing conflicts.

Communication is the most important process of human formation and development, allowing an individual to integrate into society, take their place in the system of social interaction. However, this process does not always go smoothly, it is often associated with significant difficulties, with overcoming various kinds of obstacles: communication barriers. Communication barriers are quite diverse, as are the reasons that cause them. And any person is unlikely to always and everywhere communicate without any difficulties. However, with any communication barriers, it is necessary to know that you can learn to foresee and overcome them. Among such barriers in communication, psychologists distinguish language barriers. Language barriers arise in a situation when the interacting parties speak different languages. The most typical example is an attempt by a foreigner to explain himself to others in a foreign country, not knowing the local language. This type of communication barrier also includes cases when the interlocutors have different levels of language proficiency. This happens, for example, if one of them has a strong accent or they speak very different dialects of the same language. The latter option is especially typical for the English language, on the basis of which there are many dialects in the world. Obviously, to overcome such a barrier, it is necessary to improve your language proficiency, work on pronunciation, increase your vocabulary, practice speaking – in general, study, periodically checking and evaluating your results. Thus, the reason for such situations is insufficient language proficiency, and the solution to the problem lies in learning the language. In addition, language barriers are often created by the use of vocabulary in communications that is incomprehensible to a wide range of people (scientific terms, jargon, professionalisms, etc.). It is no coincidence that among the requirements for scientific papers intended for wide publication (for example, in a scientific journal), it is often indicated that the content of the work should be understandable to a wide range of specialists. This is precisely what is done to overcome the communication barrier between the publication and the potential reader. Finally, one cannot help but note the language barriers that arise even between people who speak the same language. The fact is that any language has synonymous and polysemantic phrases, and different shades of meaning in oral speech can be expressed by intonation, volume, etc. In situations where people are not initially set up for mutual understanding, are captive to stereotypes, and erroneous perceptions of another person, they often mistakenly understand the meaning of what is said. This increases the differences in the interpretation of what is said and what is perceived. To overcome such barriers, it is necessary to strive for an adequate



perception of the communication partner, for positivity and goodwill, for constructive clarification of semantic nuances.

Social reality serves as a reason for representatives of different cultures to use different models of perception, which becomes possible due to symbolic systems that are reflected not only in the language structures used, but also in the styles of oral and written communication [1, pp. 100-101]. The analysis of the intercultural environment also tends to consider the essence of linguistic competence, which allows a person to master an abstract system of language rules. And it, in turn, is used by partners not only as a key means of communication, but also as a necessary, but not always sufficient condition for effective interaction. A supplement to this process can be powerful tools of communicative competence, which makes it possible to skillfully and confidently apply rules in specific social situations, as well as cognitive competence, which allows developing the ability to form words and generate thoughts in the language of communication, which is usually called speech production skills.

Most often, the first difficulties in communicating with representatives of other cultures (and therefore the most memorable) are problems of a linguistic nature.

Formulation of the purpose of the article. There are many classifications of intercultural barriers, and today there are quite a lot of them. For example, in the version by G.V. Borozdina, three types of communication barriers are illustrated: the barrier of understanding (language barrier); the barrier of socio-cultural differences (social-ethnic barrier); the barrier of attitude (psychological barrier). Language differences caused by grammatical and discourse errors can become a big problem in communication, especially with insufficient proficiency in a given language system. To overcome them, it is necessary not only to involve emotions, feelings, sensations, but also to stimulate speech, creativity, to study the rules of verbal and non-verbal etiquette adopted in the country of the studied language. If we are talking about the insufficiency of linguo-sociological and cultural knowledge of a foreign-language society in the process of translation and communication, then we talk about the barrier of socio-cultural differences or the socio-ethnic barrier. There is a lot of evidence that among the causes of relationship barriers (psychological barriers) there are increased anxiety or tension, which can lead to dysfunctional thought processes and behavior, which significantly interferes with effective intercultural communication. To overcome such barriers, it is necessary to develop the personality of the intercultural communication specialist as a whole, to involve his emotions, feelings, sensations in the educational process; to stimulate his speech and creative abilities.

Also among psychological barriers of no small importance are such factors as: lack of interest, unconstructive decisions, biased ideas. In the classification proposed by Sadokhin A.P., six types of barriers are distinguished: assumption of similarity (people believe that they are all the same); linguistic differences (people think that words and phrases have only the meaning that they would like to convey); erroneous interpretations of non-verbal actions; the influence of stereotypes and prejudices; an unconscious desire to evaluate all unfamiliar cultural phenomena; anxiety and tension due to the uncertainty of the behavior of partners in intercultural communication.



Bobrova S.P. and Smirnova E.L. offer a classification of barriers, in which they distinguish: geographical barriers; historical; political; economic; technical; terminological; linguistic; psychological; resonant.

Vorobyova V.L. distinguishes only two large groups: barriers of understanding and barriers of communication. The first includes phonetic, semantic, stylistic, logical, socio-cultural types of barriers. The second - temperament, anger, fear, shame and guilt, disgust and aversion, suffering, contempt. Conflicts most often arise between those who are in dependent relationships (for example, business partners, friends, colleagues, relatives, spouses). The closer these relationships, the more likely it is that conflicts will arise, since with a significant frequency of contacts with another person, the likelihood of a conflict situation in relations with him increases. To achieve mutual understanding, a certain set of knowledge, skills and abilities common to all communicants is necessary, which in the theory of intercultural communication is called intercultural competence. Presentation of the main material of the article. Today, there is an interesting and constructive trend towards merging scientific interests of various fields of knowledge that can comprehensively and multifunctionally approach the solution of a particular scientific problem. The problem of communication and language barriers today affects the scientific interests of not only social psychology, which is looking for methods and ways of effective communication, but also philology, linguistics, and psycholinguistics are interested in developing these problems. In this regard, we should talk about new approaches to learning foreign languages to expand the spectrum of the individual's communicative environment. Learning a foreign language is a complex and lengthy process. Many people drop out at the first attempt. Giving way to the younger and "gifted", new opportunities in a career or personal life are often sacrificed. From a psychological point of view, the difficulties of mastering a foreign language are by no means illusory, but barriers are formed not outside, but inside us. There is a widespread belief that foreign languages are given only to those who have a predisposition to study them. Therefore, many drop out at the first opportunity, refusing new educational opportunities, career advancement, changes in personal life, etc. Why do some people study a language for years and do not start speaking it, while others are ready to try to speak and speak it after just a few lessons? The point is that some easily overcome the language barrier, begin to speak and improve these skills. And others run into this barrier and cannot move from words and rules to speech. You can learn words and rules forever, but not step over the language barrier [8]. At the same time, the difficulties of mastering a new language, from a psychological point of view, are by no means illusory, but the most real. People master them at an early age, which indicates that psychological mechanisms of "assistance" are involved in this process. The main ones are the absence of prejudices and social fears combined with an incredible desire to communicate with others. It is these elements of the psyche, and not age restrictions, as is commonly believed, that determine the success of mastering a foreign language. From which it is easy to see that language barriers are erected not from the outside, but inside us.

To overcome the language barrier, you should remember that language proficiency is not only grammatically correct speech, possession of an impressive vocabulary, "cramming" and an



inner desire to break yourself and finally start learning a foreign language. First of all, it is a desire to learn something new, to immerse yourself in the linguistic and cultural environment of another country, to start communicating with interesting people, having fun, as well as the opportunity to become an employee of an international company and build a career. But, perhaps, the most common reason for the emergence of a language barrier is our fear of making a mistake. Perhaps, the educational system itself is partly to blame for this with its standards, requirements and mandatory assessment of knowledge. As a rule, we learn a language at school or university and involuntarily get used to these harbingers of a bad grade: a teacher's frowning brows, a tick in his notebook, tapping a pen on the table or a direct indication of the mistake we made. One way or another, specialists in many fields of human activity face communication problems. In order to improve the efficiency of communication, attention should be paid to the problem of communication barriers and the improvement of practical skills for overcoming them.

It is also necessary to influence emotionally, appeal to emotions, to feelings of a person, create such communication situations in which a person will want to express his opinion, agree or disagree, argue. A person must understand that each specific word, each specific situation, each specific structure is needed to solve a particular communication task both in the classroom and later in real life.

Conclusions. The system of modern socio-psychological research makes it possible to broadly consider the trends of interaction of various social groups, explicated in various aspects of human activity and social communication, ensuring the existence and development of human relations in the process of transmitting information, which is the leitmotif of a comprehensive analysis of the problems of intercultural communication.

The importance of intercultural communication in the life of modern Russian society is increasing in the process of overcoming outdated stereotypes of intercultural interaction with the growth of social migration, an increase in the number of conflict situations on interethnic grounds. The necessity of intercultural communication as an indispensable condition for successful socialization of an individual in the global world actualizes the understanding of this process in the context of social communication of representatives of different cultures. The importance of the role of intercultural communication increases in the formation of tolerant relations between representatives of different socio-cultural communities in order to prevent various kinds of conflicts and is accompanied by the social demand for the education of translators as intermediaries in intercultural communication.

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