

Мир науки. Педагогика и психология / World of Science. Pedagogy and psychology <https://mir-nauki.com>

2023, Том 11, № 3 / 2023, Vol. 11, Iss. 3 <https://mir-nauki.com/issue-3-2023.html>

URL статьи: <https://mir-nauki.com/PDF/06PDMN323.pdf>

Ссылка для цитирования этой статьи:

Искандарова, О. Ю. Осознание студентами авиационного университета важности формирования профессионального общения для авиационной карьеры / О. Ю. Искандарова // Мир науки. Педагогика и психология. — 2023. — Т. 11. — № 3. — URL: <https://mir-nauki.com/PDF/06PDMN323.pdf>

For citation:

Iskandarova O.Yu. Aviation university students awareness of the interpersonal skills formation importance in aviation career. *World of Science. Pedagogy and psychology*. 2023; 11(3): 06PDMN323. Available at: <https://mir-nauki.com/PDF/06PDMN323.pdf>. (In Russ., abstract in Eng.)

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Aviation university students awareness of the interpersonal skills formation importance in aviation career

Abstract. The MAI university students often lack awareness of the interpersonal skills formation importance in aviation staff. Interpersonal skills refer to effective communication skills, that individuals use to convey both simple and complex messages to one another. The English language university study could be the substantial ground for this process facilitation. At present psychologists and educators are dealing with two major intelligences such as traditional intelligence and emotional intelligence. In aviation context one of the leading human factors is the importance of the awareness of strong interpersonal skills formation that effective aviation staff should have in addition to technic expertise, aptitude and training. In the area of aviation, communication is of integral importance, as it becomes the matter of flight safety management. The training of professional communication could be organized by the English language teacher in a aviation university classroom extrapolating and acting out the situations in teamwork in the cockpit, on the ramp and beyond, as such practice is often conducted under the supervision of line-oriented flight training scenarios, which are used to develop staff skills, and assessment encompasses along with technical skills, cognitive skills and workload management interpersonal skills. There have been conducted the survey of the change in the evaluation of awareness of the interpersonal skills formation importance in the first, second, and third year in MAI university students.

Keywords: aviation university students; awareness formation; interpersonal skills importance; effective aviation staff; human factors; traditional intelligence; emotional intelligence

1. Research method

A qualitative methodology was used in this study, including the questionnaires of the aviation university students of the first, second and third years at the beginning and at the completion of study. The data obtained have been analyzed for the evaluation of the results after the development of the aviation university students awareness of the interpersonal skills formation importance in the aviation staff communication in MAI common themes and patterns in the development of interpersonal skills in aviation university students [13].

The study utilized an empirical approach, taking into account the study results analysis of the aviation university students in the 1, 2, 3 years. The results obtained have revealed that this approach has improved the students' interpersonal skills, comprising communication, negotiation, and conflict resolution skills both in cross-cultural teams and with international clients in their future careers as well as the increase in their cultural awareness, thus forming the emotional intelligence [16].

2. Problem statement

The purpose of this study is to investigate the impact of the English language study on the development of aviation university students' awareness of the interpersonal skills formation importance in aviation staff.

3. Research questions

1. It is necessary to clear out whether the methods proposed have reached the expected results of the aviation university students' awareness of the interpersonal skills formation importance in aviation staff.
2. We would like to reveal whether the interpersonal skills will have been improved and students' cultural awareness will have been really increased. It is, therefore logical to infer that it could also improve soft skills.

4. Results

The results obtained have revealed the considerable increase in aviation university students' awareness of the interpersonal skills formation importance in aviation staff that this approach has improved the students' interpersonal skills, comprising communication, negotiation, and conflict resolution skills both in cross-cultural teams and with international clients in their future careers as well as the increase in their cultural awareness, thus forming the emotional intelligence [16].

The results obtained have revealed that the English language study aimed at the aviation university students' awareness of the interpersonal skills formation importance in aviation career have brought favorable results increasing their cultural awareness for their future careers in aviation.

The formation and improvement of the students' interpersonal skills, including communication, negotiation and conflict resolution both in cross-cultural teams and with international clients in their future careers have students' their cultural awareness [8]. The findings have revealed the importance of the awareness of the interpersonal skills formation in aviation university students in the aviation career.

5. Conclusion

This investigation reveals both the importance and the necessity of interpersonal skills formation awareness in MAI university students for their professional career in aviation field. The education and training in the aviation student's development in the university this way will be a substantial feedback for future professional activity as a member of the aviation company personal.

6. Introduction

Interpersonal skills refer to effective communication skills, that individuals use to convey both simple and complex messages to one another. People skills such as empathy, encouragement, considerateness, helpfulness, supportiveness, benevolence, sensitivity, social adeptness, motivation, and understanding are attributes that we use when we discuss interpersonal skills and it is the case when organizational psychologists speak of unstable productivity, if these attributes are ignored when people are brought together and work in teams [12]. Now psychologists speak of two major intelligences, the more traditional Intelligence and more recent emotional intelligence quotient developed by Goleman [4]. Intelligence quotient describes qualities of understanding one's own feelings, empathy with others and the feelings of others, and the regulation of emotions to enhance living. As we know some people display both intelligences, some more of one than the others (Think of the people we asked you to think of above) [14]. We can say that one of the leading figures in human factors in aviation, contends that effective aviators need strong interpersonal skills in addition to technical expertise, aptitude and training.

We should emphasize that this need extends to the cockpit, including cabin crew, maintenance crew, ramp crew as well as managers and air traffic controllers. In summary, interpersonal skills have not received the attention they deserve concerning their impact on organizations, which include selection, training, and management of employees. In the field of aviation, communication stays of integral importance, because it is not simply a matter of whether an organization functional or not, but it becomes a matter of life and death.

Recently the focus has been shifted on attitudes and active practice (with feedback) for training in teamwork in the cockpit, and beyond (Prince & Salas) [14]. For pilots, such practice is often conducted under the guidance of line-oriented flight training. Line-oriented flight training scenarios are used to develop pilot skills, and assessment of encompasses technical skills, cognitive skills such as priority and workload management, flight safety management and interpersonal skills development (Bertram & Dowd) [2]. For example, in air traffic control, Eissfeldt [4] identified 21 different cognitive abilities for air traffic control operations and rated them according to the level of ability of each required for the job employee, but Eissfeldt's work did not include only interpersonal factors but also practical tasks presented below that should be trained in aviation organizations. But we suppose, that these tasks could be also trained in the English classroom to develop aviation students' awareness of the importance of strong interpersonal skills formation for effective communication in the future career.

For pilots, such practice is often conducted under the supervision of line-oriented flight training. Line-oriented flight training scenarios are used to develop pilot skills, and their technical skills assessment, cognitive skills such as priority and workload management as well as strong interpersonal skills in flight safety management.

The training of professional communication could be organized by the English language teacher in a classroom acting out situations according to the line-oriented flight training scenarios in teamwork, in the cockpit, on the ramp and in flight safety management.

These are the possible tasks that could be offered to aviation university students for playing out these situations in their classroom.

1. Define the climate of the organization and encourage an open climate.
2. Take notice of initial interactions between aviation managers, cabin crew, maintenance crew etc.
3. Include interpersonal skills and social intelligence as heavy weighted criteria for selection of personnel.

4. Ensure that interpersonal skills training programs include those factors which have been shown to reduce human error, such as frequency of speech, consistent patterns of communication and shared mental models.
5. Ensure that those who are undergoing training are attached to the program can say why it is needed, and maybe even how it might be conducted.
6. Ensure that Crew Resource Management (CRM) principle is important not only in cabin work, but also in the whole organization.
7. In 2022 there were identified jobs that require 28+ top interpersonal skills consisting of several soft skills that help people to get along with and understand other people.

These include the most important: teamwork, team facilitation, problem-solving, diversity, emotional intelligence: empathy, sensitivity, sympathy, compassion, leadership-communication (both verbal and nonverbal). Interpersonal skills are skills that require to have the ability to get along with and understand other people. Interpersonal skills are not just a single skill, but they consist of several soft skills, which include: teamwork, emotional intelligence, communication (both verbal and nonverbal), leadership and several others which are in demand for any type of a job [6]. For people-related roles, good interpersonal skills are, obviously, essential, because jobs that involve people require communication emotional intelligence in teamwork, and among others. Interpersonal skills can be considered as very individual-focused roles in such fields as networking, collaboration, mentoring, motivation. Interpersonal skills are very important for communication in teamwork, conflict management, leadership, etc. But verbal communication, active listening, nonverbal communication, inquiry are also important, because teamwork is a work of a group of people to achieve a common goal efficiently or to complete a task. A teamwork is an interpersonal skill required for any job. Whether you're an aviation engineer or a computer scientist you need to (effectively) work with a team to achieve your goals [10].

The students should be instructed not only of the essence but also of the application of these skills.

Hence, you are more likely to build constructive relationships with your colleagues and be a beneficial member of the work environment. Here are some examples of positive thinking: friendliness, humor, sociability, kindness [7]. Any job you apply for will require interpersonal skills of some kind. Some jobs that rely on strong interpersonal skills more than others include. Administrative assistants need to be highly dependable, among other interpersonal skills [11]. Aviation administrative assistants also come in contact with customers or clients on a regular basis, making interpersonal skills a necessary function of the job. Marketing requires several hard o technical skills and soft skills. Interpersonal communication skills are an important part of marketing and marketing management, as marketing professionals not only work collaboratively in developing marketing campaigns but also with clients and sales teams. Customer service requires a high level of people skills. Those employed in customer service spend most of their work hours engaged with customers who may be frustrated, confused, or angry. Communication skills are necessary, especially patience, empathy and active listening. These skills are even more relevant when interacting with individuals who are suspected to have an altered mental state due to various causes, including, for example, the use of psychoactive substances (alcohol or drugs). Their behavior can be strange, unpredictable and aggressive. Employees must be able to recognize these conditions and take adequate measures [5]. Interpersonal skills can easily be practiced when students interact with each other on a daily basis, making a deliberate plan that can help them quickly improve [9]. Alongside with everyday situations, the students could pass on to sceneries in above mentioned aviation environment.

Consider the following ways to improve the interpersonal skills of your students and their application in aforementioned situations. The university teachers could:

- a) Organize online classes. Compose several workshops, situation online classes and videos on ways you can practice building interpersonal skills.
- b) Seek out opportunities to build relationships between the students of your group. If your students do not have many opportunities to build interpersonal skills, you might consider different situations which you can compose during your classes. This could be related to students' future work like networking or industry-special groups, or simply a group that shares a similar interest or hobby.
- c) Be thoughtful about ways your interactions could improve. Take time to review the interactions you have and consider ways you could have interacted more actively. This might be certain words you said, ways you reacted or body language you used.
- d) Ask trusted friends or colleagues for constructive criticism. It is helpful to get a third-party perspective about your skill level and special ways you can improve.
- f) Observe other positive interpersonal interactions. It can also be helpful to learn by seeing others use interpersonal skills. Observe positive interactions of those around you and apply those qualities you admire to your own relationships.
- e) Seek out mentorship. Asking someone you trust, admire and respect to counsel you on improving interpersonal skills and advancing in your career overall can be an extremely effective way to learn.

Table 1

The evaluation of the results obtained after the study of the aviation university students' awareness of the interpersonal skills formation importance in aviation staff communication

N	The evaluation of the results obtained after the study of the aviation in MAI university students' awareness of the interpersonal skills formation importance in aviation staff communication students			
	The faculty of aviation equipment			
	The courses	Traditional grammar translation methods of study English	The methods of awareness of the interpersonal skills formation importance in aviation staff	The number students
1	The 1st year students	37 %	68 %	60
2	The 2nd year students	59 %	89 %	60
3	The 3rd year students	74 %	98 %	60

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Осознание студентами авиационного университета важности формирования профессионального общения для авиационной карьеры

Аннотация. Студенты университета МАИ часто не осознают важность формирования профессиональной этики общения в авиационной среде. Профессиональное общение относится к эффективному общению, которое люди используют для передачи друг другу как простых, так и сложных сообщений вежливым способом, используя общепринятый этикет. Изучение английского языка в университете могло бы стать существенной основой для облегчения этого процесса. В настоящее время педагоги и психологи имеют дело с двумя основными видами интеллекта, такими как традиционный интеллект и эмоциональный интеллект. В контексте авиации одним из ведущих человеческих факторов является осознание важности формирования профессионального общения, которым должен обладать эффективный авиационный специалист в дополнение к техническим знаниям, способностям и профессиональной подготовке. В области авиации коммуникация имеет первостепенное значение, поскольку она становится вопросом управления безопасностью полетов. Обучение профессиональному общению может быть организовано преподавателем английского языка в аудитории авиационного университета, экстраполирующим и разыгрывающим ситуации командной работы в кабине пилота aviation design bug, на рампе и за ее пределами, оно часто проводится под руководством сценариев летной подготовки, ориентированных на линию, которые используются для развития персонала. профессиональное общение и оценка включают в себя наряду с техническими навыками, когнитивными навыками и управлением рабочей нагрузкой профессиональное общение. Был проведен опрос об изменении оценки сформированности осознания важности профессионального общения на первом, втором и третьем курсах у студентов университета МАИ.

Ключевые слова: студенты авиационного вуза; формирование осознания важности своего дела; профессиональное общение; коммуникативная среда; традиционный интеллект; эмоциональный интеллект

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