Iskandarova Olga Yurevna

Moscow Aviation Institute (National Research University), Moscow, Russia
E-mail: u2004ror@yandex.ru
ORCID: https://orcid.org/0000-0002-6143-4043

Iskandarov Robert Rafailevich

«National Medical Research Center of Psychiatry and Narcology of V.P. Serbsky»
of the Ministry of Health of the Russian Federation, Moscow, Russia
E-mail: iskandarov.r@serbsky.ru
ORCID: https://orcid.org/0000-0001-7277-7693

Soft skills syllogism development in technical university students in the foreign language study

Abstract. Our actual challengeable environment demands contemporary higher education to develop strong interpersonal skills in university students — future specialists to meet the needs of rapidly changing world. Our up-to-date university training faces not only the necessity of theoretical and professional background acquisition, but also the future specialist personality formation. In the technical university in the process of foreign language professional study these problems may be connected with hard and soft skills desirable for contemporary employers. In our research the most significant professional qualities have been identified and evaluated by students revealing their motivation to professional values as well as the correlation between the estimation and motivation. Interpersonal skills can be practiced when students interact with each other in English classes or making a deliberate plan for devising communicating projects that can help them to improve quickly in their role-playing demonstrating their emotional intelligence. It is also important in revealing their best interpersonal skills in their papers when applying for a job on a resume or in a cover letter. In the information society with close international cooperation and IT technologies there is a great demand for modern approaches to building specialists with special value orientation to strong interpersonal skills conditioned by the challengeable environment connected both with the rapid technological and scientific development in different fields and the necessity of their rapid implementation into practice, the intercommunicative information field integrity as well as pedagogical process.

Keywords: soft skills; hard skills; emotional intelligence; empathy; professional values; syllogism

Introduction

Unprecedented measures taken in pandemic in the challengeable environment have led to unexpected students' academic motivation, performance and diligence due to their teachers' distant personal feedback. The atmosphere of isolation attracted students' attention to foreign language study and IT. New ways of their creative activity based on analytical work with scientific information in the form of abstracts for scientific conferences with the usage of communication formulae and cliches have brought favorable results and enhanced their motivation.

Distant learning revealed students' interest to Zoom conferences and English language interpersonal skills formation in the process of communication with their teachers and co-students which might be the basis for their future professional activity.

We would also like to give the grounds of syllogism concerning a foreign language study at the aviation university that has a sufficient background for the development of strong interpersonal skills comprising soft and hard skills. That is conditioned by the rapid development of artificial intelligence, which could help the teacher in forming various communicative soft and hard skills in everyday aviation professional environment [2].

1. Research methods

We need to define both the main components of this process: materials, strong and soft interpersonal skills and values sampling and their usefulness in their future professional carrier. We used the method of self-evaluation of traditional textbooks based on grammar-translation method and authentic textbooks with problem-solving project content [3].

2. Problem statement

1. It is necessary to define the importance of strong interpersonal skills formation during the university foreign language study for the future professional carrier in the present challengeable environment [4].

2. We also need to determine the ways and means which facilitate these strong interpersonal skills formation by means of applying the advanced problem-solving communicative technologies, such as problem-solving projects [5].

3. It is necessary to reveal the prevalence of authentic learning materials and the content of the traditional educational textbooks still offered by universities for studying foreign languages in our country [6].

4. The students' strong interpersonal skills evaluation was also necessary after their previous sampling into hard and soft skills. Students' expert evaluation of hard skills based on traditional textbooks with grammar-translation content and authentic textbooks with problem-solving project content.

The foreign language professional competence defined in our previous works may be further considered as strong interpersonal hard and soft skills [7].

The foreign language university study may be considered as a substantial educational background for students' interpersonal skills formation both by means of devising the problem-solving projects connected with the usage of dialogues of authentic origin and their consequent improvisation and the acquaintance with effective communication and politeness communicative patterns based on peculiarities of other countries' ethical concepts. The ignorance of these norms and rules may easily lead to misunderstanding and disagreement between peoples, as different cultures have different

attitudes towards space and time, speed of information and messages transmission. J. Kuzmenkova [8] points out these peculiarities of national mentality that also form the notions being the background for the British communication in which avoiding directness and negativity is reflected in proper distance and tentative approach of treating conversation topics. This approach is manifested through the choice of certain commonly accepted expressions and politeness formulae, thus serving a foundation of the British politeness, i.e. avoiding directness, negativity and silence. These concepts can be considered as the foundation for politeness strategies and strong and soft skills formation whereas in this case the Russian culture would hide behind gestures or intonation. These peculiarities should be kept in mind when conducting international communication with English speaking cultures.

The importance of soft skills was marked by the World Economic Forum in Switzerland that were necessary for a successful career growth of a person [9].

E.B. Borzova and M.A. Shemanaeva have developed Criteria based on the framework of intercultural competence and soft skills to evaluate learning materials. Based on the proposed criteria, six groups of tasks were identified that contribute to the interconnected development of intercultural competence and flexible skills (culturological materials; tasks for critical thinking development; tasks for information analysis and interpretation; tasks based on students' experience; tasks for generating one's own ideas and products; tasks for the interaction (in pairs, groups) and creation of a joint product) [10].

3. Research questions

1. What interpersonal skills could be formed in the foreign language aviation university education?

2. Can the foreign language university educational background facilitate strong interpersonal future specialists' skills formation?

3. Is this problem actual to behavioral scientists?

4. The syllogism of interpersonal future specialists' skills formation during the educational process is to be built and defined as very important his or her interpersonal skills.

As everybody knows that an engineer possesses strong interpersonal skills and, as a student is a future engineer he will have to possess strong interpersonal skills too. That will mean, that the university is to form the personality of the future specialist in the process of education. We know that a foreign language study has in its disposal a rich behavioral background for strong interpersonal skills formation, especially when using foreign language technologies on the basis of problem-solving projects in various role-playing imitative situations for this goal implementation [11].

4. Results

At the aviation university the foreign language curricula devised on the basis of the text-books with professional authentic content has revealed considerable prevalence over traditional grammar-translation text-books compiled on the ground of grammar-translation methods. This approach based on problem-solving projects has proved to be very effective in the development of not only the foreign language knowledge that is hard skills, but also professional soft skills, thus facilitating the future engineer professional personality formation. We think that it is especially valid at the final stage of knowledge actualization in the project devising connected with the problem solving, in professional communication, in preparation reports both for scientific conferences using communicative patterns and communication with business partners. The intellectual and creative

personality activities are being stimulated while devising the projects and problem-solving situations, as well as the activization of knowledge received in education process [11].

Table 1

Evaluation of strong interpersonal skills

Students expert evaluation of hard skills based on					
	traditional textbooks and grammar-translation content	authentic textbooks with problem-solving project content		traditional textbooks and grammar-translation content	authentic textbooks with problem-solving project content
2.7		4.8			
1. Flexibility	3.2	4.9	27. Sociability	3.0	4.4
2. Motivation	3.1	4.85	28. Social involvement	3.0	4.7
3. Self-esteem ability	3.2	4.9	29. Adaptable	3.2	4.3
4. Cognitive competence	3.1	4.7	30. Bright	3.0	4.5
5. Self-reliance	3.2	4.87	31. Committed	3.1	4.6
6. Communicative competence	3.2	4.91	32. Dedicated	3.1	4.9
7. Group involvement	3.2	4.9	33. Good team member	3.3	4.6
8. Competitiveness	3.1	4.7	34. Methodical	3.3	4.8
9. Creativity	3.2	4.8	35. Punctual	3.1	4.7
10. Hard-working	3.1	4.7	36. Patient	3.2	4.7
11. Self-motivated	3.2	4.8	37. Serious-minded	3.5	4.9
12. Practical	3,1	4.7	38. Thorough	3.6	4.5
13. Responsible	3.0	4.6	39. Available	3.1	4.6
14. Thoughtful	3.2	4.8	40. Calm	3.2	4.5
15. Accurate	3.1	4.6	41. Cooperative	3.4	4.6
16. Consistent	3.2	4.8	42. Careful	3.2	4.5
17. Decisive	3.2	4.9	43. Dependable	3.2	4.5
18. Capable of working in the challengeable environment	3.1	4.6	44. Enthusiastic	3.1	4.8
19. Emotional intelligence	2.9	4.3	45. Flexible	3.6	4.7
20. Complex problem solving	3.0	4.5	46. Imaginative	3.6	4.5
21. Good team member	3.2	4.9	47. Loyal	3.7	4.9
22. Critical thinking	3.1	4.5	48. Outgoing	3.4	4.6
23. Evaluation of soft interpersonal skills	3.1	4.7	49. Sensible	3.3	4.2
24. Cultural values tolerance	3.1	4.7	50. Submissive	3.2	4.3
25. Empathy	3.0	4.5	51. Capable	3.4	4.6
26. Communication patterns	3.2	4.9	52. Confident	3.5	4.8
			53. Faithful	3.5	4.4

Moreover, the indispensable element of this process is the personification of the character according to the script. Thus, there can be seen both high level of socialization and close connection with business ethics and professional knowledge, because these skills involve the ability to communicate and build relationships with other people. They often tend to incorporate both students' personality traits and possibility to use them in certain social situations. Effectively interpersonal skills

Мир науки. Педагогика и психология
World of Science. Pedagogy and psychology

2023, Том 11, № 1
2023, Vol. 11, Iss. 1

ISSN 2658-6282
https://mir-nauki.com

can help you during the job interview process and can have a positive impact on student's career advancement. The important role of the teachers consists in compiling supplementary role-playing tasks helping the students to improvise situations and offering the lists of helpful communicative patterns. Interpersonal skills are traits you rely on when you interact and with others. They cover a variety of scenarios where communication and cooperation are essential. Such interpersonal skills as: active listening, teamwork, responsibility, dependability leadership, motivation, flexibility, patience, empathy [12] can help you navigate complexity, change and current tasks in a work environment. Strong interpersonal skills can help you students during the job interview process as interviewers look for applicants who can work well with others. They will also help you succeed in almost any job by helping and understand other people and adjusting your approach to work together effectively. A software engineer may spend the majority of her time working on code independently, she may need to collaborate with other programmers how effectively bring a product to market. Employers will be looking for workers who can both perform technical tasks with excellence and communicate well with colleagues.

Unlike technical or "hard" skills, interpersonal skills are soft skills that are easily transferable across industries and positions. Employers value interpersonal skills because they contribute to positive work environments and help to maintain an effective work flow. Interpersonal skills that are valuable to employers in aviation for pilots, air traffic controllers and Crew Resource Management (CRM) include [13]. Interpersonal intelligence, empathy, encouragement, considerateness, helpfulness, supportiveness, benevolence, sensitivity, social adeptness, motivation. Emotional Intelligence (EQ) and understanding are very important when people work in teams in a cabin crew, in a maintenance and ramp crew, as well as others in the organization, including managers and air traffic controllers (ATC) beyond the cockpit [Mosene, 1997].

While working with students, teachers should also bear in mind the necessity of keeping up their own strong interpersonal skills consisting in trying to create a friendly and favorable conditions in the classroom, tactful and promotional approach to students' efforts and their achievements. In their works psychiatrists underline the importance of maintaining the students' mental health as the most valuable component of education [14]. Teachers' strong interpersonal skills, which include active listening, adaptability, empathy, patience, problem solving are considered to be very helpful in resolving conflicts for maintaining a positive relationship with their students.

In their investigation the Russian scientists Menshenina P.G. and Labuzina S.G. underline educational potential of foreign language course for the soft skills development of technical university students. The soft and hard skills relevance is determined by employers' requirements to rapidly changing labor market and terms of professional activity of the students in the foreign language course. The authors highlight soft skills development through focused and purposeful training in the process of critical and analytical thinking formation in group work leading to the positive dynamics of skills activity [15]. The article presents theoretical analysis of the soft skills development contradictions and the conditions of their overcoming, involving individual character of learning and dominance of frontal teaching. Such skills as communication, collaboration and creative thinking are pointed out. The author justifies the group work involvement as the most efficient tool for the most required soft skills development. These benefits are making the shift from teacher-centered to student-centered learning using alternative assessment aimed at motivation and critical thinking developing [16]. Perceptions of soft skills by Russian university lecturers and students are touched upon in the context of the world experience [17]. Active listening is very important in gathering information and engaging with the speaker. Active listeners avoid distracting behaviors in conversation with others. People to rely on may be called dependable in any given situation from being punctual to keeping promises. Employers highly value dependable workers and trust them with important tasks and duties. Empathy denotes emotional intelligence of employs how well they understand the needs and feelings of others. Employers may hire empathetic or compassionate employees to create a positive, high-functioning

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workplace. Leadership is an also important interpersonal skill that involves effective decision-making. Effective leaders incorporate many other interpersonal skills, like empathy and patience, to make decisions. Leadership skills can be used by both managers and individual contributors. In any role, employers value people who take ownership to reach common goals. Teamwork is another quality that helps to work together as a team is extremely valuable in every workplace. Teamwork involves many other interpersonal skills like communication, active listening, exibility and responsibility. Those who are good team players are often given important tasks in the workplace and may be seen as good candidates for promotions in aviation Jobs that require interpersonal skills includes: administrative assistants that come in contact with customers or clients on a regular basis, making interpersonal skills a necessary function of the job. Marketing managers need several technical 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 [1].

Aviation customer service agents also must have a high level of people skills. Those employed in aviation in customer service spend most of their work hours engaged with customers who may be frustrated, confused or angry[1]. Communication skills are necessary, especially patience, empathy and active listening. While creating the role- play a student participates in the following creative activity such as a script writing, special material collection with the view to the industry specificity and creative elements in the supplementary and consultant materials as well as the role learning and role playing. In the process of role-play students are to acquire business communication skills as well as formal role playing and professional communication skills. Thus, we can conclude, that it is necessary to work out the methods of explanation and the ways of professionals' behavioral foreseeing as well as special interpersonal employees' skills. The necessity of such knowledge and skills is one of the main goals of management dealing with strong interpersonal skills. The evaluation of strong and soft interpersonal skills by students after their previous sampling implies that all qualities may be subdivided into strong and soft skills. We mean that hard skills embrace traditional grammar, vocabulary and communication skills acquisition.

Foreign language study expert students' evaluation has revealed considerable preference of actual authentic text-books project content in working out special soft skills comparing with traditional textbooks. Interpersonal communication skills are increasingly valued by employers in every industry. Regardless of what type of career you are looking to enter, your ability to work well with your colleagues and employer may make a good impression and result in positive career growth.

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Искандарова Ольга Юрьевна

ФГБОУ ВО «Московский авиационный институт (национальный исследовательский университет)», Москва, Россия

Профессор кафедры «Иностранных языков с курсом латинского языка»

Доктор педагогических наук, профессор

E-mail: u2004ror@yandex.ru

ORCID: https://orcid.org/0000-0002-6143-4043

Искандаров Роберт Рафаилевич

ФГБУ «Национальный медицинский исследовательский центр психиатрии и наркологии имени В.П. Сербского»

Министерства здравоохранения Российской Федерации, Москва, Россия

E-mail: iskandarov.r@serbsky.ru

ORCID: https://orcid.org/0000-0001-7277-7693

Развитие силлогизма Soft Skills у студентов технических вузов при изучении иностранного языка

Аннотация. Наша актуальная сложная среда требует, чтобы современное высшее образование развивало сильные навыки межличностного общения у студентов университетов — будущих специалистов, отвечающих потребностям быстро меняющегося мира. Наше современное университетское обучение сталкивается не только с необходимостью приобретения теоретической и профессиональной подготовки, но и с формированием личности будущего специалиста. В техническом университете в процессе профессионального изучения иностранного языка эти проблемы могут быть связаны с жесткими и мягкими навыками, желательные для современных работодателей. В нашем исследовании наиболее значимые профессиональные качества были выявлены и оценены студентами, выявляя их мотивацию к профессиональным ценностям, а также корреляцию между оценкой и мотивацией. Навыки межличностного общения можно практиковать, когда учащиеся взаимодействуют друг с другом на уроках английского языка или составляют продуманный план разработки коммуникационных проектов, которые могут помочь им быстро совершенствоваться в своих ролевых играх, демонстрируя свой эмоциональный интеллект. Это также важно для раскрытия их лучших навыков межличностного общения в их документах при приеме на работу в резюме или в сопроводительном письме. В информационном обществе с тесным международным сотрудничеством и IT-технологиями существует большой спрос на современные подходы к подготовке специалистов с особой ценностной ориентацией на сильные навыки межличностного общения, обусловленные сложной средой, связанной как с быстрым технологически технологические и научные разработки в различных областях и необходимость их быстрого внедрения в практику, целостность коммуникативного информационного поля, а также педагогический процесс.

Ключевые слова: мягкие навыки; жесткие навыки; эмоциональный интеллект; эмпатия; профессиональные ценности; силлогизм