

Methods Of Developing Communicative Competence Of Internal Affairs Officers In The Process Of Verbal Communication

Alijonov Abbos Mukhammadjonovich

Independent Researcher, Fergana State University, Uzbekistan

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Abstract: The article provides a detailed analysis of methods for developing communicative competence among internal affairs officers during verbal communication. It examines the importance of professional speech culture and the formation of effective communication skills, techniques for managing speech in stressful situations, and modern training methods using information and communication technologies.

Keywords: verbal communication, communicative competence, internal affairs officers, professional speech culture, communication skills, training methods, psychological preparation, stress management.

Introduction: Today, the activities of internal affairs officers are closely connected not only with ensuring legality, but also with establishing reliable communication based on effective interaction with society. In the process of verbal communication with citizens, the officers' language and communication culture — particularly their communicative competence — is of decisive importance for improving the quality of service. Communicative competence is an individual's ability to use language resources effectively in speech processes, express thoughts appropriately to the social context, and understand the interlocutor's viewpoint. Internal affairs officers must continuously develop this competence, as their speech culture and professional communication skills enhance public trust and help prevent crime. Linguists have analyzed speech competence from various perspectives. Noam Chomsky viewed linguistic ability within the framework of grammatical knowledge, while Dell Hymes defined communicative competence as the ability to use language tools effectively in social communication [1.1965: p.23]. Communicative competence includes not only grammatical knowledge but also cultural and psychological factors. This is especially important for internal affairs officers, who often work in stressful situations and are required to demonstrate the ability to organize communication

effectively [2.1972: p.45]. In professional activity, communication skills — that is, communicative competence — are essential for internal affairs officers to successfully perform many tasks. These include explaining laws, conducting preventive conversations, resolving conflicts, and maintaining public order. An officer's speech must be clear, respectful, and consistent with social norms; otherwise, improper or harsh speech and misunderstandings may increase public distrust and negatively affect the reputation of the internal affairs system [3.1990: p.12]. Practical research shows that the main communication problems among internal affairs officers include: insufficient development of speech abilities, difficulties in controlling oneself in stressful situations, limited vocabulary, the use of aggressive tones, and inability to express thoughts clearly. Such shortcomings hinder service quality and reduce the effectiveness of professional activities [4.2018: p.78]. Therefore, the development of communicative competence among internal affairs officers is an important and urgent issue. A methodological system has been developed in this regard, including training sessions, psychological preparation, lessons on speech culture, and learning methods based on modern information and communication technologies (ICT). Training sessions are an effective tool for improving communicative

competence. Through role-playing, simulation of real-life situations, and communication tests, officers strengthen their speech and interaction skills. Such activities prepare them for complex situations that may arise in operational conditions and teach them how to behave correctly in stressful communications [5.2020: p.34]. Additionally, psychological training develops stress management, empathy, and active listening skills. Internal affairs officers frequently encounter tense and conflict-prone situations in their daily activities; therefore, psychological preparation significantly enhances their communicative competence. These trainings help officers develop self-control, resolve conflicts, and establish positive communication with citizens [6.2019: p.50]. Lessons on speech culture focus on expanding vocabulary, learning formal and informal communication styles, and understanding the principles of speech etiquette. These lessons help officers express their thoughts clearly and coherently, avoid inappropriate expressions, and consider the cultural characteristics of their audience [7.2021: p.15]. Modern technologies are used in teaching through interactive platforms, online training, video lessons, and dialogue-based simulations. These methods provide opportunities for independent learning and help strengthen speech skills more effectively. In recent years, ICT-based training has been widely implemented within the internal affairs system, achieving significant results [8.2017: p.42]. Developing communicative competence among internal affairs officers is not only a means of improving their professional qualifications but also a vital factor in strengthening the rule of law and legal culture in society. Communicative competence is a complex set of skills that includes linguistic, social, cultural, psychological, and strategic aspects. Officers work in various situations on a daily basis, including stressful and conflict-prone environments. Therefore, their high level of speech culture and communication skills plays a crucial role in establishing effective interactions with citizens, resolving conflicts peacefully, and ensuring social stability. Currently, effective methodological tools for developing communicative competence are being introduced into the internal affairs system. Training sessions, psychological preparation, speech culture lessons, and modern ICT-based methods play a central role in this process. Each of these approaches has a specific function in developing officers' speech abilities, and when used together, they significantly increase efficiency. It should be emphasized that the development of communicative competence is closely linked to improving the reputation of the internal affairs system, strengthening relations with citizens, and ensuring public safety. Citizens must be able to express their concerns clearly, while officers must

receive these appeals with sincerity and professionalism and strive to find solutions. This contributes to social justice and the development of legal culture. Officers with well-developed communicative competence are capable of overcoming social and psychological challenges encountered in their work, understanding citizens' needs more deeply, and responding appropriately. As a result, service quality improves, crime prevention becomes more effective, and public trust and positive attitudes toward internal affairs institutions increase.

In conclusion, the systematic and continuous development of communicative competence among internal affairs officers should be recognized as a strategic and priority direction of state policy. Effective communication lies at the core of law enforcement, influencing not only the efficiency of operational activities but also the public perception and trust in the internal affairs system. Therefore, it is imperative to adopt a multi-faceted approach that ensures officers are equipped with the necessary knowledge, skills, and psychological resilience to handle diverse communication challenges. This development requires a comprehensive improvement of specialized educational programs, including the integration of theoretical knowledge with practical exercises, case studies, and real-life simulations. Pedagogical approaches should emphasize interactive learning, collaborative problem-solving, and reflective practices that help officers analyze their own communication styles and identify areas for improvement. At the same time, psychological preparation must be strengthened to foster stress management, emotional regulation, empathy, and conflict-resolution skills, which are critical in maintaining professionalism under high-pressure or conflict-prone situations. Furthermore, expanding the use of modern technologies is essential to support and enhance the training process. Interactive digital platforms, virtual simulations, video-based lessons, and online training modules allow officers to practice and refine their communicative skills in safe, controlled environments. The integration of information and communication technologies not only provides flexibility and accessibility in learning but also ensures that officers remain up-to-date with contemporary communication trends and public expectations. Ultimately, only through a systematic, continuous, and well-coordinated combination of educational, psychological, and technological measures can internal affairs officers perform their duties in alignment with contemporary societal requirements. Such an approach will enable them to establish effective, respectful, and constructive communication with citizens, enhance public trust, prevent

misunderstandings and conflicts, and contribute to the overall improvement of law enforcement services. The cultivation of communicative competence is therefore not merely an individual professional development goal but a vital component of a broader strategy to strengthen social cohesion, legal awareness, and the credibility of the internal affairs system in society.

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