

The Importance Of Politeness And Eloquence In Developing Facilitation Skills

Saydulloyeva Shoxsanam Mashrafjonovna

Lecturer at the Department of Primary Education at Faculty of Preschool and Primary Education at Uzbekistan-Finland Pedagogical Institute, Uzbekistan

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Abstract: This article provides information on the importance of politeness and usefulness in developing facilitation skills of future facilitators.

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Introduction

Nowadays, the ability to conduct effective communication in teams, organize group work, and manage goal-oriented discussions is highly valued. In fulfilling these tasks, the role of the facilitator — the person who guides the process and coordinates communication among participants — is extremely important. In developing facilitation skills, personal qualities, especially politeness and eloquence, play a special role.

Facilitation is the ability to manage a group, which includes knowing what to focus on while leading, how to capture the attention of the team, how to deliver a topic effectively, and how to raise interesting questions about a particular issue. Before engaging the group and working with it, the leader must start by improving themselves. A facilitator who has cultivated good personal qualities can also enhance the atmosphere within the group. Treating people with respect for their personality sustains group dynamics and strengthens mutual trust and respect among participants. A facilitator's self-confidence and respect for others reinforce group collaboration. Politeness and eloquence are crucial in developing facilitation abilities. Politeness — that is, being sincere and friendly — is an essential tool for the facilitator. It helps build good relationships with participants, allowing them to feel confident in expressing their thoughts freely and openly. A facilitator's politeness brings participants closer and makes them feel more comfortable. In resolving conflicts and easing problems, a sincere and friendly approach plays an important role. Politeness enhances communication between the facilitator and

participants, making the process more effective.

Politeness, in essence, means demonstrating good moral qualities in one's behavior, relationships, and actions in life. This concept is one of the most important aspects of ethics, based on mutual respect, kindness, and cooperation among people. A polite person is highly valued not only by close ones but by society as a whole. Politeness implies treating everyone with equal sincerity, communicating freely, and not hurting others. In fact, the key qualities of politeness include:

1. Honesty
2. Kindness
3. Patience
4. Forgiveness
5. Respect
6. Humility

Politeness is like a beautiful garment for a person. Just as clothing makes one stand out uniquely, politeness makes a person highly regarded among others. In Eastern philosophy and religion, politeness is given special attention. For example, Alisher Navoi described a polite person as "the light of the people's eyes" in his works. Our religion also contains hadiths about politeness. One hadith says:

"The Prophet (peace be upon him) was neither rude nor harsh in speech." Masruq narrated: "When Abdullah ibn Amr and Muawiya came to Kufa, we visited him. He remembered the Prophet and said: 'He was neither rude nor foul-mouthed,' and added, 'The best among you is the one with the best character.'" (Chapter 38)

Politeness plays a significant role in society. A polite person positively influences those around them and strengthens ties of trust and friendship. Through their behavior, they become a role model for the younger generation and help maintain peace and harmony in society. However, politeness must be both external and internal. If a person's intentions, heart, and conscience are pure, their behavior will reflect true politeness. Therefore, politeness can be understood as the harmony of a person's inner and outer self.

Eloquence, on the other hand, is the use of pleasant, respectful, and uplifting language, and communicating with grace and manners. This trait is important in improving interpersonal relationships and strengthening bonds of friendship and affection. Eloquence is not just the art of choosing words but a reflection of a person's inner culture, upbringing, and politeness. A facilitator's eloquence — using soft, positive, and inspiring words — greatly contributes to their success. Eloquence helps create a supportive environment where participants feel appreciated and confident in expressing their ideas. During discussions or debates, eloquence aids in providing positive feedback and encourages participants to be more active. It also helps ease communication errors or misunderstandings, as eloquent speech can resolve even uncomfortable or unfamiliar situations.

The main characteristics of eloquence include:

1. Pleasant speech
2. Respect
3. Speaking appropriately and moderately
4. Smiling

Eloquence strengthens relationships; with kind words, people become closer and misunderstandings are resolved. An eloquent person is loved and respected by those around them. However, eloquence must be sincere. Superficial or false flattery is not eloquence but hypocrisy. Only words spoken from the heart leave a lasting impression.

Facilitation is not limited to technical skills. It relies more on human qualities, empathy, communication etiquette, and inner culture. Politeness and eloquence are essential tools in this regard. Through them, not only is effective communication achieved, but also team unity, mutual respect, and productivity are ensured. These two qualities enhance the facilitator's professional abilities. Politeness and eloquence help establish trust and guide discussions positively. They also encourage participants to collaborate, listen, and express themselves. As a result, the facilitator's role becomes stronger, and the process becomes more effective and successful.

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