

Psychological and Pedagogical Aspects of The Formation of Tolerance Culture in Future Social Work Professionals

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Abstract: In this article, psychological and pedagogical aspects of the formation of training in future social work professionals are analyzed. The theoretical foundations of the concept of tolerance were covered, and its place in its social work was discovered. Psychological factors that affect the development of Tolerant thinking were also analyzed such aspects, such as empathy, internal control, stress resistance and open thinking. Pedagogical approaches are shown to the formation of tolerance, educational lessons, occupational training, organizational and information and educational activities.

Keywords: Toleration, social work, psychological approach, employment, culture, vocational training, civil protection, social justice, education.

Introduction: Ensuring social stability in modern society, strengthening civil harmony and respect for human rights is directly related to tolerance culture. In particular, tolerance is extremely important as a private and professional quality for social protection, especially serving social protections.

In particular, today, the establishment of Social Work Departments in higher educational institutions in order to improve the social life of society is being manifested as a form of state social policy aimed directly at improving the social lifestyle of people.

METHOD

In particular, the President of the Republic of Uzbekistan Sh. Mirziyoev's Decree No. PF-82 dated June 1, 2023 "On comprehensive measures to provide high-quality social services and assistance to the population and establish an effective control system for them"[1], Resolution of the President of the Republic of Uzbekistan No. PQ-319 dated September 28, 2023 "On measures to further improve the system of providing social services and assistance to the population"[2], Resolution of the Cabinet of Ministers of the Republic of Uzbekistan No. 654 dated October 21, 2021 "On measures to further improve the system of social protection of the population" and other regulatory and legal documents indicate the relevance of this area.[3]

The social work sector requires working with people with different outlook, national and religion. Therefore, future experts should take a tolerance culture before working in this area and consciously can be able to apply it in their activities. In this article, the essence of the concept of tolerance, psychological and pedagogical aspects of its social work, as well as it is formed in the attention of future specialists.

1. Theoretical foundations of the culture of tolerance. The word tolerance is derived from the word Latin, which means patience, tolerance. According to the definition given by the UNESCO, tolerance - it means acceptance, respect, and open to their opinion.

Pedagogically, tolerance is the person to understand others, to form a positive attitude and to adapt to the social environment. Psychologically, Tolerance is associated with human domestic emotional stability, emphatics, self-control, such as stress resistance.

The formation of the culture of tolerance in the modern education system rises to the level of global problems. This process is especially important in the training of specialists in the system of vocational education, specialists in social sphere.[4]

2. The importance of tolerant for social work professionals.

The main activities of the social work specialist are

based on direct contacts with people. They work with persons with disabilities, social protection families, elderly, immigrants, children, women, and other groups. This requires the specialist to perform his professional duties on honest, impartial and humanitarian principles.

An expert with the culture of tolerance has the following features:

- Respects other people's values and lifestyle;
- can maintain emotional stability;
- can solve conflict situations on a constructive basis;
- can show empathy;
- He helps people without discrimination.

Therefore, during a student, it is important to form tolerance in the minds of social workers.[5]

3. Psychological aspects of the formation of a tolerant mindset.

The development of tolerance depends, first of all, on the internal psychological state of the individual. The following psychological factors play an important role in this:

- Empathy is the ability to understand and feel the feelings, thoughts and mental state of another person. This is a psychological process that plays a key role in human relationships, allowing us to understand others and empathize with their feelings.

Types of empathy. Empathy is divided into two main types:

Cognitive empathy is the ability to understand the thoughts and point of view of another person. Through this type of empathy, a person can perceive what others are thinking and feeling.

Emotional (affective) empathy is the ability to feel the feelings of another person in oneself, to rejoice or grieve with them. For example, if someone is happy, you also feel happy; if someone is in pain, you will also sympathize with them.

Empathy formation and development. Empathy can be innate in a person, but it is developed through upbringing, social environment and personal experience. In childhood, the influence of the family environment, parents and the environment is important. Also, empathy skills can be further improved through training, social activities, role-playing games and conversations.

- Internal control - a person's ability to control their own emotions.
- Stress tolerance - the ability to make positive decisions in adverse conditions.[6]

Open-mindedness - is a readiness and openness to

accept new thoughts, ideas and the point of view of others, as well as a willingness to reconsider and change one's own opinions.

This means that a person is resistant to different thoughts and views, free from stereotypes and shows flexibility in communicating with others.

Through educational and psychological work, tolerance can be strengthened by developing the above qualities in the minds of students. Classes, trainings, role-playing games, and discussion classes are effective in this regard. Especially, teaching how to maintain emotional balance in conflict situations will help to form tolerance more deeply.

4. Pedagogical approaches to forming a culture of tolerance. The formation of tolerance from a pedagogical point of view should be carried out systematically and gradually. This can be carried out in the following areas:

- Educational classes - conducting seminars on the topics of "respect for humanity", "international friendship", "international tolerance day";
- Professional classes - focusing on topics such as ethics, communication culture, empathy, professionalism in social work;
- Organizational work - involving students in volunteer activities, introducing them to practical experience through participation in various cultural events;
- Information and educational environment - spiritual and educational impact on students through literature, videos, articles.[7]

A culture of tolerance should be formed not only through theoretical knowledge, but also through practical skills. Therefore, this process should be continuous.

5. The role of a teacher and psychologist in developing a culture of tolerance

In the educational process, teachers and psychologists are the main guiding force. They serve to develop tolerance in students through the following activities:

- Individual approach;
- Organization of psychological trainings;
- Helping students solve their personal difficulties;
- Working in the spirit of combating discrimination;
- Being a good example.

If a teacher himself is not tolerant, it will be difficult to instill this concept in a student. Therefore, teachers themselves must constantly develop themselves.

CONCLUSION

The formation of a culture of tolerance in future social

work specialists means not only professional competence, but also commitment to the principles of social justice and humanity. If the formation of tolerance is carried out in a combination of pedagogical and psychological approaches, the field of social work will become more effective and humane. Therefore, higher educational institutions should pay special attention to this process, introduce special courses, trainings and skills. As a result, tolerant, responsible and professional social workers will grow up in society.

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