



## THE IMPORTANCE OF ACTIVE LISTENING IN DEVELOPING THE CULTURE OF COMMUNICATION BETWEEN MAN AND WIFE IN THE FAMILY

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**Abstract.** In forming sincere communication between spouses in the family, it is necessary to master and practice a number of skills. One of them is active listening skills, and this article highlights the role of active listening in couples' conversations. The main features and components of this skill are also analyzed. The data is supported by scientific research by scientists.

**Keywords:** - Family, community, communication, conversation, listening, active listening, understanding, empathy, concentration, paraphrasing.

### INTRODUCTION

The happy future of the family, which is considered the main pillar of society, depends on many factors. Sincere relationships and communication between spouses are among the most important of these factors.

In his research, G. Roland identified the necessary communicative qualities for satisfaction with interpersonal relationships in the family:

1. Communication skills.
2. High level of mutual understanding in the family.
3. Sexual satisfaction of spouses.
4. Availability of emotional support and trust.
5. Viewing the "house" as a place that determines family harmony.

Intimate communication between husband and wife strengthens the bonds between them and creates a foundation for the happiness and stability of the family. Studies have shown that if an open and sincere communication environment exists between spouses, their mutual understanding and support will increase. For the formation of an open and sincere communication environment, first of all, the skill of listening is the most important component of communication.

Basic part. In order to determine the importance of the skill of listening to each other in the conversation of spouses and their listening culture in the process of communication, a survey was conducted among men and women in Uzbek families, in which differences in the opinions of male and female respondents were noted. In particular, many men and women confirmed that it is very important for spouses to always listen to and understand each other, but it was found that women's indicators are slightly higher than men's (women – 88.6 percent, men – 83.9 percent).

Thus, the results of the analysis show how important it is for a husband and wife to always listen to and understand each other in the family. Women view this concept more as a value,

while men recognize the importance of listening and understanding. In general, the importance of listening to and understanding each other in relationships was emphasized by most respondents.

Philologist S.Muminov notes that listening is a complex psychological process associated not only with gender, age, and social characteristics, but also with time, situation, state, mood, and other social factors. That is, the need and ability of the addressee to listen is directly related to the listed factors.

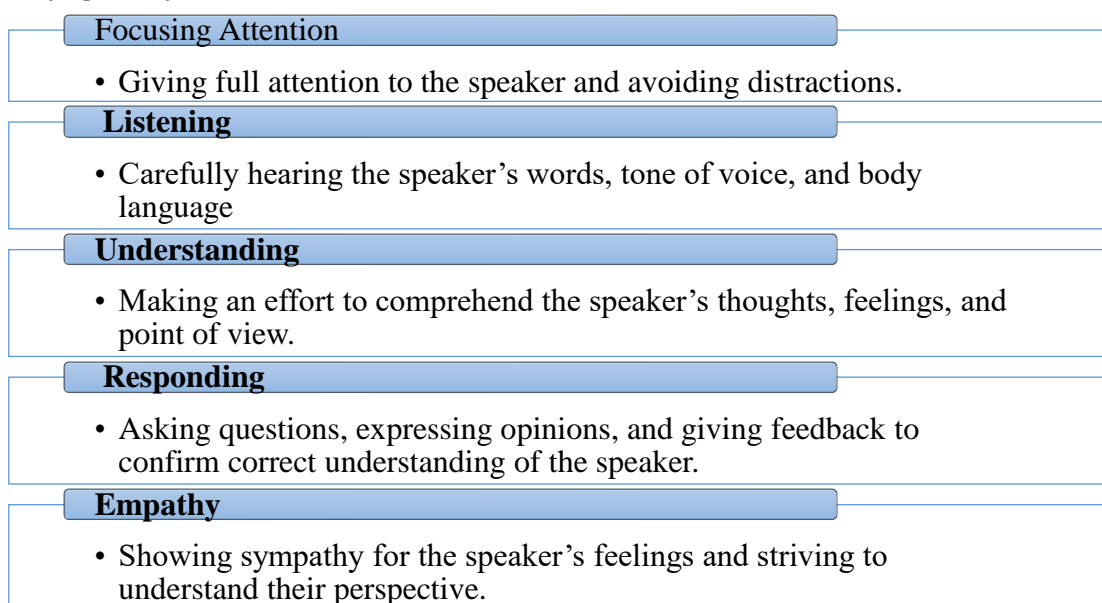
In the study, by studying the opinions of respondents on how husband and wife always listen to and understand each other, it was found that the principle of active listening is important in communication between husband and wife.

In the book "Forgotten Arts of Listening" by Doctor of Philosophy Madeline Brekley-Alain, it is stated that "the ability to listen involves a much more subtle process of thinking than simply listening. It requires a certain discipline and effort, and the ability to listen is a skill that can be learned and mastered. First of all, it is necessary to understand that effective listening is not a passive, but an active process. It's not easy to grasp this, but it's true: a skilled listener doesn't just sit and wait for the next events." It turns out that simply listening and active listening are different. Listening is the most important skill that participants in communication must master. Communication of one spouse in the family without listening to the other or to each other does not ensure effective communication, and the intended goal of communication is not achieved. Therefore, in many cases, family conflicts arise due to the lack of this skill.

When spouses actively listen to each other and try to understand each other, communication becomes effective and allows for the exchange of ideas. Based on this, we define the phrase "active listening" as follows:

Active listening is a communication method that involves not only listening to the words, but also fully comprehending the interlocutor's thoughts, understanding their feelings, and being ready to respond. In this case, the listener draws their attention to the interlocutor, asks questions, clarifies their thoughts, and expresses their attitude.

There are several elements of active listening. We represented these elements in the following diagram (Figure 1):



**Fig. 1. Key elements of active listening**



In relationships between couples, first of all, constant and active listening, that is, actions aimed at mutual understanding, play an important role. Through active listening, communication becomes effective and spouses can freely express their thoughts. According to S.Muminov, listening is the only window of the human soul, and the main part of what affects the mind passes through this window.

"The term "active listening" was introduced in 1957 by Carl Rogers and Richard Farson, who developed this concept as a "basic approach" to empathic and purposeful communication. Some foreign scientists have elaborated on the skill of active listening and its techniques. In particular, P.B. Nemec, A.C. Spagnolo, and A.S. Tsoy distinguish the following techniques of active listening:

- ② Preparation is directing yourself to success by stopping other tasks and ensuring that you have the mental, physical, and emotional abilities to focus on the conversation.
- ② Open questions – such questions require a detailed presentation of the speaker's point of view. In contrast, closed questions provide the speaker with a limited range of answers (usually "yes" or "no").
- ② Paraphrasing – this is the re-expression of the speaker's thoughts in your own words. This may seem superfluous and unnecessary, but simply repeating what you've heard shows that you're paying attention and understanding.
- ② Reflecting emotions – this requires empathic listening, that is, expressing empathy by imagining how you would feel in the speaker's place. The more accurately you name the feelings, even if they are not expressed, the more the speaker feels recognized and valued.

Key features of active listening:

1. Attention – to communicate visually with the interlocutor, as well as to demonstrate that they are listening to the speaker's speech through body language (for example, if the interlocutor is saying something surprising, open your eyes wide, nod your head in the direction of "Is that so?!"). It should be remembered that if the listener stands with their hands crossed on their chest while the interlocutor is speaking, they will not like it, that is, they will feel that their words are not being heard.
2. Don't interrupt – don't interrupt the interlocutor until they finish their thought, don't be in the middle of their speech.
3. Confirmation of understanding – nods your head, indicates attention to the interlocutor with words like "yes," "understood."
4. Asking questions – Continue communication through clarifying or explanatory questions. This also means that the interlocutor is actually actively listening to what the speaker is saying.
5. Psychological support – feeling the state, mood of the interlocutor and responding to them appropriately.

Benefits of active listening:

- helps to establish trusting communication;
- prevents misunderstandings;
- forms a constructive approach to solving problems;
- strengthens relationships between people.

Carl Rogers and Richard Farson's Active Listening model emphasizes that active listening is an important way to bring about change in people. Listening causes changes in people's attitudes



towards themselves and others, as well as changes in their core values and personal philosophy. When people are listened attentively, they strive to clearly express their feelings and thoughts. In conclusion, the above-mentioned instructions, analyses, and active listening skills serve to develop the skills of proper communication in the family not only between husband and wife, but also between all family members.

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