Communication as a Factor of Interpersonal Interaction and Manifestation of Empathy

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Abstract. This paper reveals a way to communicate at the level of empathy, which is the leading activity in the interaction of people. Communication gives a person the necessary information for the perception and understanding of another person. Communication is the bridge for building interpersonal relationships. If there is no communication in the world, it will be an unimaginable world. Communication skills allow us to live openly, share humanely, put people first, and fully enjoy freedom, harmony, and equality in interpersonal interactions. It is easy to imagine how closed, boring it would be if there were no communication between people. The modern world is a world of communication, through communication we can expand the network of personal relationships and develop a support system in interpersonal relationships, make communication useful, simple and enjoyable, make the interlocutor feel your respect and understanding, quickly inspire others to your understanding, allow others to voluntarily bring more help and develop mutually beneficial cooperation relationship; in addition, it can avoid unnecessary disputes between people, do not hurt the feelings of both parties, reduce the pressure caused by misunderstanding, and overcome anger and fear, shyness and other harmful emotions, and promote physical health. Communication is like a ray of sunshine in the dark, making everything alive and dynamic.

1 Introduction

Communication is the leading activity of interaction between people. A person needs to communicate with another person [1]. We can say that without communication there is no interpersonal interaction, relations between people will be in a state of rigidity, alienation, indifference, misunderstanding and distortion, which will bring great harm to work and life. With the advent of the information age, the pace of work and life is becoming faster and faster, and it is necessary to strengthen the exchange of ideas between people, the social division of labor is becoming more detailed, information appears one after another, , and there is an urgent need for information exchange between modern industries, all of which are inextricably communicating [2].

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Communication is the bridge for building interpersonal relationships. If there is no communication in the world, it will be an unimaginable world.

For individuals, good communication allows us to live candidly, share humanely, put people first, and fully enjoy freedom, harmony, and equality in interpersonal interactions. It is not difficult to imagine how closed, boring, boring and boring it would be if there were no communication between people in a family, a cell, between people [3]. Cases are difficult to handle and work is difficult to deploy.

The modern world is a world of communication, through communication we can expand the network of personal relationships and develop a support system in interpersonal relationships, make communication useful, simple and enjoyable, make the interlocutor feel your respect and understanding, quickly inspire others to your understanding, allow others to voluntarily bring more help and develop mutually beneficial cooperation relations; in addition, it can avoid unnecessary disputes between people, do not hurt the feelings of both parties, reduce the pressure caused by misunderstanding, and overcome anger and fear, shyness and other harmful emotions, and promote physical health. Communication is like a ray of sunshine in the dark, making everything alive and dynamic.

The most common forms of communication are verbal and non-verbal, with the only difference being that you can use languages or other forms, including gestures, etc. Non-verbal usually include signs, gestures, etc. To better understand what forms of communication are most common among people and how they work, it is necessary to understand what communication is, what its structure looks like, and what elements are necessary for communication.

Communication is a conscious process aimed at the exchange or dissemination of any form of information, in which two or more people must participate [4]. These people must abide by certain rules that will give it full meaning and structure so that it can achieve its goals. In short, communication is an alliance between several people who want to share moments, experiences, feelings, stories, etc.

In order for the communication process to proceed correctly, it is necessary to include all the same elements in it, because it is these elements that provide its structure, since it includes participants, information and communication channels. Transmitters: As the name suggests, these are the people who spread the messages and are commonly referred to as speakers because they provide information. Recipients [5]: These are the people who perceive the message, in other words, in other words, they listen to the conversation. Message: This is the information that needs to be sent. It comes from the sender and is first received by the recipient. After the recipient understands and analyzes the information, he usually changes his role and becomes the sender.

Channel: This is a way to send messages, usually a channel is used to understand certain types of information. Thanks to the development of communication technologies, today’s channels are very diverse. Code: This is a set of signs and rules used to carry out the process of communication, which is also very important for understanding some forms of communication.

Context: This is called a situation where a particular process is running. Contact form. There are two known forms of communication, namely verbal and non-verbal forms. In all everyday situations, people use this form every day [6]. Oral communication gets its name from the presence of verbs that can be used in two different oral and written ways. They are basically the same, except that one of them produces a sound (phonetic) and the other is in writing. Expression: Oral This form of communication is the most common form of communication used by humans because it consists of simple sounds such as whistling, screaming, laughing and crying. Language is the most complex form of oral
communication, because in this case the pronunciation of sounds is used to build words, and this pronunciation depends on the source of the word.

Nowadays, we can see how this method of communication has evolved incredibly, because with the help of information transfer technology, oral communication can take place even on an intercontinental basis [7]. Writing: This form of communication is basically similar to oral communication, with the only difference being that words or signals transmitted through text are used, such as pictograms, abbreviations, letters, logos, etc. Nowadays, this type of communication can be observed plays an important role and strength because in various Internet sites such as social networks, a large number of people who establish written conversations use chat. Verbal communication is usually used consciously so that people understand exactly what actions need to be taken in order to establish this communication. With the rapid development of technology, people can communicate at an unprecedented level and can establish various relationships over long distances without being affected due to the ease of communication.

Non-verbal communication can be a little more complex, although it will actually be easier for people to understand because, unlike the above forms of communication, in this case, conscious communication is not used in the form of speech, but sign communication is used. Unconscious as it is usually used with symbols or cues such as images or just touch. Non-verbal communication has different sub-categories, including the following:

Sign Languages: Here you will find various types of gestures, as well as universal codes such as Braille and Morse code, and world-famous actions or symbols such as kissing or mourning symbols. Body Language, Signals: Most of the gestures people make are considered a form of language because the body usually expresses certain feelings almost automatically. Gestures can be interpreted in many different ways, and this is because there are no set rules for them, which makes it difficult to understand exactly what the sender is trying to convey.

2 Research Methodology

Considering all of the above, we decided to determine the level of sociability and the relationship of communication with empathy, and based on this, we provided a general description of the study [8]. The study was conducted with adolescents 15-16 years old, 102 people were covered.

To determine the level of sociability and empathy of people for each other, the following methods were used:

1. Methodology of the level of sociability “V.F. Ryakhovsky”
2. Diagnosis of the level of empathy (I.M. Yusupov).

The purpose of the study is to study the features of the development of communication skills

Object of study: the process of communication.
Subject of research: communication as a leading activity of human interaction
Research hypothesis: the level of communication development affects the development of personality empathy.

3 Results and Discussions

Through communication, adolescents exchange information and express feelings and thoughts.

In the process of communication, adolescents share, disclose and receive information. According to the content, communicative information can be divided into facts, emotions,
value orientations, opinions and points of view. According to the purpose of communication, it can be divided into communication, persuasion, training, negotiations, order, etc. But it is important to note that the family plays the most important role in the development of a teenager, or, more simply, parents [9]. Although, the situation in each family is individual. Only by carefully understanding the situation of the child, finding common interests and respecting the child’s right to privacy, it is possible to reveal the relationship between parents and children. Many parents feel that their teenage children are alienated from them and have nothing to talk about or do with their children. In fact, as long as they do not find common ground between parents and children and do things they love together, which can significantly reduce the distance between them.

Many people have difficulty communicating effectively, both verbally and in writing. Here are some tips for them [10].

To be an effective communicator, you must ensure that your message is clear, concise, precise, and well planned. This avoids misunderstandings and ensures that every step of the communication process goes smoothly.

Let’s look at the seven steps of the process in more detail:

1. Sources of information

The “source” is the sender of the information, in other words, you! “Information” means the messages and ideas you want to convey. You must clearly understand what message you want to convey and why is it important - what is its main purpose?

And why should anyone care? You must also ensure that the information you provide is useful and accurate.

2. Encoding

This step involves converting your message into a format that can be sent and easily understood or “deciphered” by the recipient [16]. Your success will depend on your ability to communicate your message clearly and simply and get rid of the clutter.

For example, be aware of the cultural differences between you and the recipient of your information.

A key part of being a successful information encoder is knowing your audience. Failure to understand and respect what it contains can lead to your message being “deadlocked” and misunderstood, discarded, or even ignored.

3. Channels

You can use countless different channels to send messages.

Oral communication channels include face-to-face meetings, phone calls, and video conferences. Written communications include letters, reports, emails, instant messages (IM), and social media posts. You can also include videos, photos, illustrations, or diagrams in your email to highlight key points [11].

Different channels have different advantages and disadvantages. For example, giving a long list of instructions verbally isn’t particularly effective, and it’s better to send sensitive feedback in person rather than by email.

So choose the channels you use carefully. Our Customize Your Communication article can help you with that.

4. Decryption

Successfully decoding a message is as much a skill as encoding it. To accurately decipher a message, you need to spend some time reading it carefully or actively listening.

He may not have enough basic knowledge to understand the message, or he may not understand the specific terminology or technical language you are using. Therefore, it is extremely important to address such issues at the coding stage [12].

5. Recipient
There is no doubt that you want the recipient of the information to react in some way or take certain actions in response to your information. But keep in mind that all people are different and interpret this subjectively.

Each recipient who enters the communication process brings their own thoughts and feelings that influence their understanding of your message and how they respond to it.

This means that you, as the sender of the message, have an obligation to take these thoughts and ideas into account when composing the message. To do this effectively, improve your emotional intelligence and empathy skills.

6. Feedback

The recipient of your message can give you feedback after seeing or hearing your message. This may include verbal or non-verbal responses. Pay close attention to them as they will show if your audience really understands your message [15].

If you find a misunderstanding, try rewriting the information. For example, if you’re talking about a difficult topic, find an easier way to communicate. Can you break it down into steps or remove technical terms? This way, it will be easier for everyone in your audience to understand the subject, regardless of background knowledge.

7. Context

“Context” is the context in which you deliver your message. This may include current political and the social environment or broader culture (for example, company culture or national culture).

How to remove obstacles in the process of communication. Communication barriers can arise at any stage. Thus, in order to effectively convey a message, you must break it down into parts.

Let’s start with the message itself [13]. If your message is too long, confusing, jargon or misspelled, it is more likely to be misinterpreted and misunderstood, and possibly even confuse or irritate the recipient! Profanity or body language can also confuse your message.

Contextual barriers often arise from providing too much information too quickly. So, remember that “less is more”. Remember to respect other people’s time, especially in today’s very busy society.

Data analysis of the methodology of V.F Ryakhovsky, the level of sociability is reflected in table 1.

**Table 1. Assessment of the level of sociability**

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Points</th>
<th>General conclusion about the level of sociability</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>17</td>
<td>understated</td>
</tr>
<tr>
<td>34</td>
<td>22</td>
<td>average</td>
</tr>
<tr>
<td>15</td>
<td>13</td>
<td>high level</td>
</tr>
<tr>
<td>9</td>
<td>11</td>
<td>very low</td>
</tr>
<tr>
<td>24</td>
<td>14</td>
<td>short</td>
</tr>
</tbody>
</table>

Analysis of the results of the study of the level of sociability according to the method of V. Ryakhovsky

Thus, according to the results of this study, it can be seen that the respondents observed 1) 18 people have an underestimated level of communication, which amounted to 17%; 2) 34 people have an average level, - 32%; 3) 15 respondents have a high level - 15%; 4) 9 people have a very low level of anxiety - 8%; 5) and a low level of sociability is shown by 24 people. -24%.

To identify the emanation of adolescents, the test “Diagnosis of the level of empathy (I.M. Yusupov)” was carried out. Analysis of the results of the study of the manifestation of empathy is shown in Table 2.

**Table 2. Diagnosis of the level of empathy according to the method of I.M. Yusupov**
Empathy was revealed in respondents by levels, for example:
1) 7 adolescents have a very high level of empathy. It is 6.8%;
2) 8 people have a high level - 7.8%;
3) 22 respondents have an average level of empathy, which amounted to 21.5%;
4) a low level of development of empathy revealed -9 people, 8%;
5) 24 people, 24%, have a very low level of empathy.

According to the data obtained as a result of the study, it is shown that the level of sociability correlates with the level of empathy, since respondents with a high level of communication also show empathy [14]. The respondents expanded their concepts of empathy, ideas about the essence and manifestations of attention, experience for people’s lives. The respondents began to show care and help to the people around them more often, they learned to show understanding and sympathy.

4 Conclusions

Thus, based on the above, we can conclude that the perception of a person by a person is a complex process of reflecting the signs, habits, feelings of another person, building the image of a person and his perception. And that perception is based on two principles: generalization and meaningfulness. And social perception is an important psychological process of perceiving a person’s life, his society, that is, a personal assessment of reality, where his task is to implement a certain social process. It includes interpretation, prediction of a person’s external data, which is based on his personal experience and perception. The interaction of a person with a person is based on social perception, which determines the emotions and character of the partner. This same perception is based on the personal experience and worldview of the individual. Each of the participants in the dialogue evaluate each other, build their own opinion about each other, and strive to build a certain system for interpreting their actions and emotions. For such an interpretation, it is not necessary to know the reasons for this behavior. People during the dialogue simply associate these two reasons with each other. The statement of such actions is carried out on the basis of the similarity of the behavior of the perception of the world and society by any means, which was acquired in the past experience of the subject of perception, and by comparing one’s own motives, which are offered in the same situation. But attribution, that is, the establishment and comparison of facts, occurs in those very situations when there was no experience in the past and there is no definite information about such situations. The phenomenon of social-perceptual competence is a system of knowledge and skills that ensure successful interaction between people. In understanding each other, empathy and reflection are of great importance, therefore a person must develop these positive qualities in himself for better interaction and communication with society. Communication is not only an effective tool for managing an enterprise, but also a skill, it is a manifestation of one’s own potential for knowledge, the potential for self-expression, and the potential for behavior. Whether it is plant managers or employees, good communication.

References
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