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Emotional-Social Components of Communicative Competence Key Features of Empathy and Digital Emotional Intelligence

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Abstract

This article explains the purpose of communicative competence, its role in organizing activities, and its essence. The importance of emotional and social components in the development of communicative competence is examined. The role of empathy and digital emotional intelligence, which are fundamental foundations of communicative competence, in social communication is also analyzed.

Keywords: Communicative competence, emotional intelligence, social-emotional learning, empathy, digital emotional intelligence, social awareness, self-awareness, critical thinking, affective empathy, somatic empathy, cognitive empathy.

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Today we live in an era when educational technologies are developing rapidly and there is a need to digitize all processes related to the human factor. For a person to achieve success, it is not enough to have high intellectual potential, the ability to communicate with people, that is, high communicative competence, is also important. Emotional stability and empathy, which are the basis of communicative competence, serve to ensure the effectiveness of communication and overcome obstacles in it.

Since the concept of linguistic competence in linguistics cannot fully express various aspects of communication, the concept of communicative competence was created, which fully encompasses morphology, syntax, phonology and similar grammatical concepts. The term communicative competence was introduced by Dell Hymes in 1966 as a response to the inadequacy of the distinction between linguistic competence and speech activity. In response to Chomsky's abstract notions of competence, he studied communicative competence ethnographically, introducing into it the "integral relationship between communicative forms and functions." This approach, founded by Hymes, is now known as "ethnography of communication."

Social-emotional learning is part of communicative competence, a concept widely used in education that helps children develop important skills in addition to teaching math, reading, and other subjects. These skills include children's ability to understand and manage their emotions, show empathy for others, establish positive relationships with people, and make decisions responsibly and thoughtfully. Social-emotional learning is also considered a factor that develops positive relationships and an environment between students and teachers. Through it, changes occur in children, such as increased motivation, increased mastery, and the formation of communication skills. [2] Research shows that children who develop this skill are more successful not only in school, but also in everyday life. [1]

According to CASEL (Cooperative for Academic, Social, and Emotional Learning), one of the leading organizations in the social-emotional movement, there are 5 main components of social-emotional learning. [1]

1. Self-awareness
2. Self-management
3. Responsible decision making
4. Relationship skills
5. Social awareness

Let's look at the importance and content of these 5 main components:

1. Self-awareness is the ability to understand one's own feelings, inner experiences, and beliefs. The ability to understand how these affect behavior in different situations. Through these skills, children develop feelings such as honesty, determination, creativity, and conscientiousness.

2. Self-regulation is the ability to effectively manage one's feelings, thoughts, and behaviors in different situations and to act wisely in achieving

goals. By developing self-regulation in students, they can also develop skills such as self-control; overcoming stress, anxiety, and excitement; and using emotions appropriately.

3. Responsible decision-making is the ability to make decisions in different situations in a constructive manner, in cooperation with behavior and social relationships. By developing this skill, children develop critical thinking, quick and effective problem solving, and the ability to think through causes and consequences.

4. Relationship building skills are the skills of establishing healthy and supportive relationships with others and building long-term positive relationships. Through this, children learn skills such as working in a team, acting for their team, and respecting the opinions of their teammates. This also forms feelings such as respect, avoiding conflict situations, and leadership in children.

5. Social awareness is the ability to understand not only one's own thinking, but also the worldview of other people, and to communicate healthily with people from different cultures. Through this skill, children can cultivate qualities such as justice, empathy, and contributing to society.

This model is currently being used in primary and secondary schools. Research has shown that effective learning of this skill begins with establishing three important connections. These are: self-awareness, which means understanding what one wants and what one is capable of; communication with others, which means learning together with peers, parents, and teachers; and global awareness, which means being aware of what is happening around one and not being indifferent to changes. Social emotional learning helps to create these three connections. For example, students begin to understand themselves through various methods, develop empathy through cooperative play, and learn to work in a team, listen to and support the opinions of their teammates. It develops the ability to approach tasks responsibly, feeling like a member of a team. Through role-playing games aimed at resolving conflicts and problem situations, children can develop critical thinking and a sense of cooperation.

Today, another component of communicative competence is empathy, which is the ability to understand what other people are feeling, to sympathize with them, and to put oneself in their shoes. Simply put, empathy is the ability to see things from the perspective of others, not from one's own perspective. Being able to empathize with others and build healthy

relationships is essential for effective communication. Empathy helps us show kindness, build trust, and build strong relationships.

Empathy is divided into several types, depending on how it manifests itself in different situations. In science, there are 3 main types. These are: [5]

1. Affective (emotional) empathy
2. Somatic empathy
3. Cognitive empathy

Affective empathy is the ability to understand the situation and feelings of others and respond accordingly. This emotional understanding can have both positive and negative consequences. The benefit is that it can encourage others, but some people can become depressed themselves.

Somatic empathy is the physical reaction to the situation that others are going through. For example, if someone is embarrassed, the person next to them will blush in response. Or if someone smiles, they will smile in response.

Cognitive empathy is the ability to imagine the mental state of others and what they are thinking in a given situation. In psychology, this is related to the “theory of mind,” because people can understand what others are thinking.

These concepts are important in the field of education. Because among students, skills such as mutual respect, understanding and support for others are formed. People who have developed such skills over the years will later have the ability to solve many problems together with the people around them, understand their situation and act thoughtfully. Empathy also forms a spiritual connection and a sense of trust between teachers and students. This makes education more effective, increases students' enthusiasm for going to school and helps them feel free.

Humans are emotional beings. That's why our emotions influence how we act in the digital world. Digital platforms allow us to communicate, connect, and connect with each other, but digital communication is fundamentally different and more complex than everyday communication. Tone of voice, gestures, and facial expressions are the main elements of communication. However, such elements are difficult to implement in online communication. That's why disagreements and misunderstandings often arise during conversations on social media. This means we need to learn how our own emotions affect online communication. This process leads to the emergence of the concept of “Digital Emotional Intelligence”.

Online behavior has a huge impact on real life. For example, someone can post something unprofessional, use offensive language, and within weeks, they could be fined or lose their job. Online harassment can also cause people to harm themselves or others. As digital technologies have become an integral part of our daily lives, we need to understand how we influence and respond to our own and others' actions and feelings. Therefore, we need to educate students about digital emotional intelligence. We can use the 3 main pillars of digital emotional intelligence in our daily lives. [3]

1. Digital empathy. This is the ability to understand and respond respectfully to one's own and others' emotions in an online environment. In such situations, people respond based on their intellect rather than their emotions, which develops the skills to respect the perspectives of others, to control their emotions, and to respond emotionally appropriately to online situations.

2. Self-awareness and management. This is the ability of a person to understand their values, to understand their connection to the digital environment, and to manage it. In this, a person clearly understands their emotions and can explain them to others, analyzes how digital information affects mood, and develops positive interactions.

3. Relationship management. In this, a person can effectively manage online relationships and resolve disagreements. This helps people understand the differences in social norms across platforms and develop skills such as communicating appropriately in different situations. As a result, people learn to negotiate online, communicate effectively with people from different cultures, and think critically before making decisions.

Digital emotional intelligence is not just a form of online communication, but also an important set of skills that determine how we think in the digital world, how we correctly convey our feelings, and how we interact positively with others.

In the era of rapid development of modern technologies and digital information, the concept of communicative competence has emerged as not just a skill for exchanging communication, but also as a key factor shaping the social and emotional adaptability of a person. The effectiveness of communication is not only related to following the rules of language or speech culture, but also directly to its emotional and social components. Therefore, the early formation of these skills can form effective

communication skills in people not only in everyday life, but also in the digital world. Therefore, in the education system and in the process of training qualified personnel, it is necessary to pay attention not only to the formation of technical skills, but also to the formation of skills such as empathy and digital emotional intelligence. After all, no matter how much technology develops, a person and his emotional views remain at its center.

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