



## PSYCHOCONSULTATION LISTENING AND SPEAKING TECHNIQUES

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**Abstract.** You can tell how skilled a psychologist is and how good a psychologist is at his job by his methods. It is important for a psychoconsultant to establish contact with a client during a consultation. This article discusses the listening and speaking methods of a psychoconsultant when communicating with a client. It describes how a psychoconsultant should behave and the technique of asking questions.

**Keywords:** client, psychoconsultant, art of listening, professional, analyzer, art of speaking.

**Enter.** The role of the art psychologist-consultant is the same as that of the client: the role of the leader is that of the client: the client actively interprets and interprets the situation, accepts and obsesses the proposed comments and interpretations, and approaches the problem of the need to change his behavior and attitude more constructively [2].

**Discussion.** Professionally manages the consultative dialog in a practical way, working under the guidance of a teacher and a supervisor, who can comment on the process, point out the inaccuracies and excesses, analyze the audio and video work to the creative psychologist. Tem ne menee oboznachim glavnye osobennosti navykov slushaniya, vedeniya besedy i podderzhivaniya kontakta s klientom; I am a designer consultant who offers some technical work and consulting, knowledge and understanding, and a lot of help.

**Result and analysis.** Regarding the importance and essence of competent (good) listening, let us recall the conditions of good listening [1]:

- sincere interest, professional interest in the client's problem;
- focusing on the topic of conversation and the client's personality;
- only noting (but not dwelling on them!) secondary, incidental features of the client's speech and personality, such as inaccuracies in their speech, lack of system in their presentation of the material, repetitions, lack of preparation, etc. Competent listening allows one to truly understand the client's problem, their experiences, and their own perspective on their own difficulties, which undoubtedly facilitates the conversation because:

- it allows one to understand its essence;
- it helps the interlocutor express themselves better and more fully;
- it creates the impression of a sufficiently high level of professionalism on the part of the consultant.

These circumstances help reduce anxiety and other signs of resistance in the client, build trust in the psychologist, and strengthen their professional and personal authority. Let's describe the basic techniques of effective listening [3].

**Non-reflective listening** is the ability to remain silent without interfering with the other person's speech. This is an active process that requires attention. Depending on the situation, a psychologist can express understanding, approval, and support with short phrases or

interjections. Non-reflective listening is most appropriate for tense situations. People experiencing emotional crises often seek a "sounding board" rather than an advisor in a counselor. However, this technique is insufficient when the client seeks guidance, when they are reluctant to speak, or when they fear being misunderstood or rejected. In these cases, other techniques are used.

**Reflective listening** provides objective feedback to the speaker and serves as a criterion for the accuracy of perception. This technique helps the client express their feelings more fully. Listening reflectively means deciphering the meaning of messages and discerning their true significance. Many words in Russian have multiple meanings, so it's important to understand the speaker correctly and grasp what they want to communicate. Many clients experience difficulty expressing themselves openly; they often "test the waters" before delving into highly charged topics. The less self-confident a person is, the more they beat around the bush until they get to the point.

**Speaking skill.** By speaking skill, as it applies to the counseling process, psychologists mean the ability to limit the therapist's own speech; to match their conversational speech to the client's; to be concise and precise in their statements; to analyze the client's emotional experiences; and to articulate their thoughts and possible solutions to the problem.

**Limiting the Consultant's Speech in Dialogue.** It was noted above that during the consultation process, the client should do most of the talking, while the psychologist's statements should be as few and brief as possible.

This requirement is explained by at least three circumstances [4].

First, the consultation time is limited, and it must be spent rationally: in a relatively short time, the consultant must better understand and get to know the client; the client must realize and experience more during the consultation. Consequently, the client should have more time to communicate all this information.

Second, only after speaking out in the presence of a kind, well-mannered listener will the speaker experience a feeling of relief, a release from tension and anxiety. In everyday life, relatives and friends advise someone in trouble: "Speak out, cry it out – it will become easier." This mechanism of relief, a release after a strong emotional experience, has been known since Ancient Greece. Aristotle called it "catharsis." The mechanism of catharsis is the most important mechanism in classical psychoanalysis; The need to talk things out is one of the most common reasons ("primary symptoms") for seeking psychological help.

Thirdly, people often seek help from psychologists with the "uniqueness symptom," i.e., with extremely difficult, distressing, negative, and complex experiences and behaviors that they are embarrassed and uncomfortable sharing with others. In this case, a psychologist's reticence will help the client pay less attention to them and be less concerned about making a good impression.

But no matter how silent a psychologist is, they always risk saying something unnecessary, which will be interpreted by the client in a peculiar way. For example, the word "of course," uttered by a psychologist as a sign of agreement with a client's position, may be interpreted by the client as a criticism of their position, their personality, and so on.

Such a false perception of the psychologist's position provokes resistance in the client and hinders the conversation, as the client feels "misunderstood here too." Confrontation may also arise during the conversation, when the client tries to clarify something or insist on something.

This requires a lot of time and effort and will not build trust. If the psychologist doesn't know exactly what to ask or say, it's best to remain silent or try to speak as briefly and simply as possible.

It's best to use words from the client's speech, even if they seem inappropriate. The client may see their own meaning in them and will insist on this interpretation, effectively initiating a confrontation with the psychologist. However, obviously inappropriate or rude words should not be used.

**Conclusion.** A psychotherapist must use his words appropriately and with caution. Listening to the client and supporting him will lead to an effective consultation.

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