

THE IMPORTANCE OF COURTESY AND SWEETNESS IN BUILDING FACILITATOR SKILLS

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Abstract: *This article provides information on the importance of politeness and politeness in developing the facilitation skills of future facilitators.*

Keywords: *politeness, facilitator, sweetness, facilitation, management, ability*

Today, the skills of effective communication, organizing group work, and managing goal-oriented discussions in teams are highly valued. In performing these tasks, the role of **the facilitator**, that is, the person who manages the process and coordinates the interaction between participants, is extremely important. In the formation of facilitation skills, personal qualities, in particular, **friendliness**, and **sweetness** holds a special place.

Facilitation is considered a group management skill, which includes what to pay attention to when managing a group, how to focus the group's attention, how to convey the topic, and how to raise interesting questions on an issue. Before involving a group and working with a group, the leader must start by improving himself. A facilitator who has developed good qualities can also improve the atmosphere of the group. Treating a person with respect for his personality maintains group dynamics and strengthens trust and mutual respect in the group. The facilitator's trust in himself and others and the boundary of respect strengthen group collaboration. The role of politeness and politeness in the formation of

facilitation skills is very important. Politeness, that is, being sincere and friendly, is an important tool for a facilitator. Politeness helps the facilitator to maintain good communication with participants. This, in turn, allows participants to feel confident to express their thoughts freely and openly. The facilitator's friendliness brings the participants in the group closer together and helps them feel comfortable. His sincere and friendly attitude plays an important role in resolving conflicts and easing problems. Friendly behavior allows the facilitator to communicate better with the participants, which makes the process more effective.

Good manners, in fact, mean the manifestation of good moral qualities in a person's behavior, relationships with others, and actions in life. This concept is one of the most important manifestations of morality, and is based on mutual respect, kindness, and cooperation between people. Good manners make a person highly valued not only by their loved ones, but also by the entire society. Good manners include general concepts such as having the same sincere relationship with everyone, freedom in communication, and not hurting people's feelings. In fact, the following can be listed as the main signs of good manners:

1. Honesty.
2. Kindness.
3. Patience.
4. Forgiveness.
5. Respect.
6. Humility.

Good manners are like a person's beautiful clothes. Just as clothes make a person unique and unique, good manners make a person with good manners dear to others. Eastern philosophy and religions pay special attention to good manners. For example, Alisher Navoi described a person with good manners in his work as "the light of the people's eyes." There are hadiths about good manners in our religion, namely, in one hadith about good manners it is said: "The Prophet, may God bless him and grant him peace, was neither bad-mannered nor abusive." Masruq said: "When Abdullah ibn Amr came to Kufa with Muawiyah, we entered his presence.

Then he mentioned the Messenger of God, may God bless him and grant him peace, and said: "He was neither bad-mannered nor abusive." Then he said: "The best of you is the one with the best manners!" "They used to say," he said. (Chapter 38.)

The role of good manners in society is very important. A person with good manners has a positive impact on those around him, strengthens the bonds of trust and friendship between people. With his actions, he sets an example for the younger generation and helps maintain peace and harmony in society. However, good manners should be present not only in appearance, but also in the internal state. If a person's intentions, heart and conscience are pure, then his actions will also correspond to good manners. Therefore, good manners are also understood as the harmony of a person's inner and outer world.

Politeness means that a person uses pleasant, polite and pleasant words in his speech, communicates with decency and elegance in conversation. This quality is important in improving relationships between people, strengthening friendships and bonds of love. Politeness is not only the art of choosing words, but also a reflection of a person's inner culture, upbringing and good manners. The facilitator's politeness, that is, the use of gentleness, positive and inspiring words in verbal expressions, has a great impact on his success. Politeness creates a supportive environment for participants to express their opinions, because they feel valued and respected. In the process of a debate or discussion, giving participants more positive ideas with the help of politeness helps to make them more active. The facilitator's gentleness helps to smooth over communication errors or misunderstandings, as gentleness makes it easier to resolve problems, even in unfamiliar or uncomfortable situations.

The main characteristics of sweetness:

1. Pleasant speech.
2. Respect.
3. Speak appropriately and measuredly.
4. To smile.

Sweetness strengthens relationships, sweet words bring people closer

together, and misunderstandings are resolved. A sweet-spoken person is loved and respected by those around them. But sweet words must be sincere. Superficial or false praise can be perceived as hypocrisy, not sweet words. Only words spoken from the heart leave a mark on people's hearts.

Facilitation is not limited to technical skills. It relies more on human qualities, empathy, communication culture and internal culture. Politeness and kindness are among the most important tools on this path. Through them, not only effective communication is achieved, but also team unity, mutual respect and efficiency are ensured. Both of these qualities strengthen the professional abilities of the facilitator. Politeness and kindness help to establish mutual trust and lead discussions in a positive direction. They also encourage participants to cooperate, listen and express their opinions. As a result, the role of the facilitator is further strengthened, and the process becomes effective and successful.

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