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COMMUNICATIVE COMPETENCE AS A KEY TO SUCCESSFUL ADAPTATION OF RESCUE SERVICE WATCH COMMANDERS

У статті розглянуто проблему професійної комунікативної компетентності як умови адаптивної поведінки начальників караулів оперативно-рятувальної служби ДСНС України. Автор доходить висновку, що комунікативна компетентність – це інтегральна характеристика особистості начальників караулу, у якій відтворюється їх спрямованість на виконання професійних задач, ставлення до професії, самого себе і тип взаємодії з іншими людьми.

Ключові слова: комунікативна компетентність; адаптивна поведінка; начальник караулу; професійна діяльність; оперативно-рятувальна служба.

Research problem formulation.

Communicative competence plays one of the most important roles in the structure of professional competence of the rescue watch commanders of the State Emergency Service of Ukraine. It is explained by the fact that they get the information on functioning of life support facilities, activities of the staff, emergency and its consequences in the process of communication. Furthermore, psycho prophylactic, psycho correctional, psychotherapeutic and other influences of the psychologist on the subordinate members of the rescue team, the management of the operational situation during the elimination of the consequences of emergencies are mainly carried out in the process of interaction. The analysis of a number of research papers (A.S. Borysiuk, N.B. Zavinychenko, T. M. Rozova) has shown that little attention is devoted to the issues of developing watch commanders' communicative competence in the process of their professional training. It has a negative affect on the quality of their further professional activity. Furthermore, psychological conditions for the development of watch commanders' communicative competence at the institutions of higher education of the State Emergency Service of Ukraine have been insufficiently investigated. Thus, a special socio-psychological study of the conditions and peculiarities of the communicative competence development of the future watch commanders becomes relevant.

Analysis of the latest research and publications.

Studies of communicative competence in psychology are closely linked to the study of such a complex socio-psychological phenomenon as communication. Methodological and theoretical problems of communication are revealed in the research by O. O. Bodaley, Yu. M. Zhukov, V.P. Kazmirenko, O.V. Kyrychuk, O. M. Leontyev, O. O. Leontyev, B. F. Lomov, L. A. Lepikhov, E. V. Rudensky, V. A. Semichenko. The functional structure of communicative competence, methods of its diagnostics, conditions and means of communicative potential development are presented in the papers by D. M. Godlevska, H. V. Danchenko, Y. M. Yemeljanov, I. G. Yermakov, Y. M. Zhukov. Some issues of professional training of future rescue team watch commanders and the formation of their communicative competence are analyzed in the studies by H. S. Grybeniuk, M. A. Kryshtal, A. G. Snisarenko, M. V. Fomych, E. V. Shkolyar and others. Studies of the adaptation of the watch commanders to the conditions of their professional activity are quite widely represented in modern psychology (I. I. Bondarenko, O. V. Bryukhovetska, N. M. Didyk, L. I. Makarova).

At present psychology differentiates a number of factors and conditions for the development of the person's communicative competence, in particular, the communicative competence of watch commanders

(emotional stability and self-regulation, reflection of communicative attitudes to themselves and other people, attitudes to cooperation and open affiliate communication, adequate self-esteem, proper level of self-awareness, ability to differentiate and adequately express their own feelings and psycho-emotional states, etc.). However, the influence of such essential psychological personality traits as adaptability (the ability to adapt to the team) and communicative inclination (the ability to interact with subordinates and convey the tasks set) on the communicative competence of future watch commanders lacks researchers' attention.

Views on the role of communicative competence are more ambiguous. The communicative abilities as a component of the professional activity of the watch commanders are considered in the papers by N. M. Makarenko, N. I. Poviakel, T. M. Rozova. According to O. O. Veldbrecht, this property can be both a necessary prerequisite for effective activity, communication and interaction, as well as an obstacle. Communicative abilities contribute to the transformation of communication into joint productive activities, dialogue, and interpersonal communication (R. V. Belousova, O. M. Havaleshko, O. P. Sannikova). D. O. Leontiev notes that a more communicative person, due to his own openness to the world, new experience and complexity of the internal structure, is more sensitive, which can lead to negative consequences for his own psychological well-being, which can also not affect the success of watch commanders' professional activity.

Taking into consideration the fact that the ability to adapt and the ability to communicate play a significant role in human communication and activity, the problem of correlation between adaptability and communicative inclination as well as their connection with communicative competence as an important factor of watch commanders' professional skills is becoming relevant for the social and psychological science and practice.

The purpose of the research. The purpose of the research is to identify psychological features of the development of

communicative competence as a condition of adaptive behavior of watch commanders at the State Emergency Service of Ukraine.

Research methods. To achieve the purpose of the study the following tasks have been set:

- To analyze current psychological research on the problem of communicative competence theoretically.
- To conduct empirical investigation of the psychological peculiarities of communicative competence development as a condition of the adaptive behavior of watch commanders at the State Emergency Service of Ukraine.

The following research methods have been used to solve these tasks:

- theoretical (analysis of research literature, which regulates communicative competence in the conditions of adaptive behavior of watch commanders at the State Emergency Service of Ukraine; generalization of the obtained information;
- empirical (observation, questioning, testing).

Main body. The leader's competence in communication and his/her professional qualities are a prerequisite for the productive activity of the division, the results of which give rise to a sense of satisfaction for both the leader and his subordinates.

Before investigating leader's communicative competence, we consider it necessary to analyze the notion of the leader. It is clear that the leader is a system, therefore, has all the properties characteristic of the system, such as uniqueness, autonomy, adaptability, openness, structural, communication with the environment, dynamism, conservatism, incomplete predictability of actions, especially in a new situation [2, 5]. In addition to the mentioned above, the leader has many features, which are determined by genetic features and ontogeny, including socialization.

The "leader" in the narrow sense means the level of "integral individuality", at which the most important life choices and decisions are made [5]. Only this level makes it possible to reveal the true system of vital values, the person's idea about his or her life goals. A leader in a narrow sense is a spiritual

individual, living in a broad context of culture and human values, possessing conscience and honor, beliefs and ideals, dignity, sense of duty and responsibility [1, 204-205].

It is expedient to distinguish between three basic stages that a person goes through when entering a new socio-cultural environment: adaptation, individualization and integration.

If the person fails to overcome adaptation difficulties, there appear conformism, dependence, timidity, and uncertainty [3]. If the person is not understood, negativism, aggression and suspicion are developed. If there continues to be a contradiction between the desire to be special and the demand of a community at the stage of integration, disintegration occurs, which results either in isolation or displacement from the community. Professional promotion often leads to the deformation of personality. The person undergoes a lot of transformations when he or she gets promoted to a higher managerial position. The nature of transformations is different for different subordinates depending on upbringing, values, attitudes, motives, etc.

According to the purpose of our study, we consider interpretation of the subject and object of communication to be worth focusing on. The subject and object of professional communication is a person or a group of people who transmit and perceive information. There is no doubt that when communicating, we are aware that we and the addressee of our message are unique biosocial systems [4]. In our opinion, it is incorrect to speak of a person or a group receiving the information that they are the object of communication. They are both an object and a subject at the same time, as feedback is an integral part of the communication process. Moreover, the process of information perception is active and leads to various forms of mental activity. We would rather determine it as object-subject of the communication process or simply subject.

When creating the image of a division's representative that is engaged in communication, subordinates naturally seek

to determine who they are going to deal with, trying to create some portrait or profile [7, 117-122]. We will focus on some characteristics of a watch commander.

The study of the numerous personality traits of the watch commander is carried out in terms of psychology, within a special field called "personality psychology", as well as social psychology, which studies the peculiarities of human behaviour in a social group [6, 294-316]. The uniqueness and originality of each watch commander is manifested in the unique content of such mental processes and states as feeling, perception, memory, thinking, imagination, features of activity, communication, consciousness, direction, temperament, character, abilities, inclinations, etc. At the same time, each of the listed properties is also a complex systemic phenomenon, which is not so simple and sometimes it is next to impossible to evaluate and explore them sufficiently. In addition, these properties affect each other, can act synergistically, relate to the person's internal state and are exposed to the environment [9, 65-69]. In professional communication, these features create a unique picture of interaction; determine the tendency to some pattern of behavior and style of communication (using favorite means of communication, methods, tools, and the predominance of one social role over the other).

We should note that professional duties and tasks are performed by the rescue team watch commander under severe conditions of emergency [11]. Almost every day, a watch commander and the subdivision face situations of risking their lives and well-being as well as the lives of their colleagues and the population. There is another peculiarity of a watch commander's professional activity, which lies in the extraordinary responsibility for the results of personal actions in the process of solving tasks of operational duty, which create a certain emotional state, tension, require high responsibility and quick response. The position of the watch commander in Ukraine is characteristic of operational activity, as this person is at the head of the rescue team [12]. This activity is specific in its structure, goals, motives, means

and techniques, external and internal conditions. The specialist of the above mentioned profile is obliged to perform the following main tasks:

- manage the activities of the division;
- ensure that the team is constantly operational ready to act when it is required and adheres to the daily schedule;
- assess the operational situation before the arrival of the senior commander, determine the main actions of the rescue team;
- manage the team at all stages to eliminate the consequences of emergency;
- organize and conduct team training in terms of security apparatus, technical means of communication, registration of information, etc. within the framework of official training;
- control the observance of labor safety rules in emergency situations, at classes, trainings, etc.;
- perform the functions of the senior commander when dealing with emergency in case of his or her absence;
- carry out activities on the interaction with emergency services and life support services;
- provide first aid to victims at fires;
- provide the analysis of the emergency situation, the state of things to prevent the emergency;
- develop and implement measures to strengthen the service, depending on the circumstances;
- control the quality of service performed by the guard;
- monitor the order of office premises maintenance, wearing the proper uniform;
- ensure the maintenance and proper operation of special machinery, equipment, communications and signaling equipment, their accounting, repair and testing;
- supervise the compliance of employees with the requirements of the guidelines on professional activities;
- promote professional development of the personnel;
- draw up individual plans, syllabuses, other educational and methodological documents;

- ensure proper functioning of the office and residential premises of the division, comply with the guidelines for paper work and keeping documents.

Modern psychology has a wide range of different methods to evaluate personal qualities, but they are not absolutely reliable and accurate. Many groups of methods of psychological research have long and successfully been used to determine the adaptive behavior of the watch commander. They are observation and self-observation (introspection), personal questionnaires, expert methods, projective methods, questioning, interviewing, numerous methods of investigating the causes of pathologies and their correction (psychoanalysis, transactional analysis, Gestalt psychology, sensitive training, group therapy, etc.).

The reasoning and analysis of the causes of a particular behavior, the prediction of its response to a particular message transmitted in the form of channels, can be carried out at the level of the so-called “integrated characteristics”. In our study we take into consideration such dynamic, relatively stable and integrated qualities of the leader as self-esteem, “I-concept, identification, which significantly affect the leader in his or her attitude to us and the subject of communication, determine his/her expectations about the form of information transmission, the channel used, the situation in which communication occurs [8, 3-8].

We cannot but mention self-esteem as the value, the importance, which a person prescribes to himself/herself and to the individual sides of his personality, activity and behavior. Self-esteem also acts as a relatively sustainable education, a component of the self-concept, self-knowledge, and as a process of self-evaluation. The basis of self-esteem is the system of personal meanings of the individual and the system of values adopted by them. Self-esteem performs regulatory and protective functions, influencing the behavior, activity and development of the person, relationships with his subordinates [10, 154].

Reflecting the degree of satisfaction or dissatisfaction with oneself, the level of self-esteem, self-esteem creates the basis for

perceiving one's own success and failure, achieving goals of a certain level. Protective function, while providing relative stability and autonomy, can distort experience and thus have a negative effect on the development. This complex system is characterized by such characteristics as the level, which can be high, medium, low; correlation with real success evaluated as adequate and inadequate (overestimated and underestimated); structure peculiarities (conflict and conflict-free).

Conclusions. Having identified all the above mentioned features we have all grounds to conclude that communication is the transfer of information from one person to the other in the process of activity. If communication is poorly organized, decisions may be flawed and employees may misunderstand what the leader wants them to do, and people's relationships may get worse. It means that effective performance and successful problem solution depends on successful communication.

The process of development of

communicative competence must be viewed in terms of a personal approach, in the context of the continuous watch commander development. The content of the development of the watch commander's communicative competence is expressed in the combination of internal needs and external goals, tasks, social impact, interaction and perception, which provides with a real adaptation dynamic.

Thus, communicative competence is a complex integral characteristic of the watch commander's personality. Communicative competence is not only knowledge and skills, but also the willingness to apply them adequately and effectively in direct professional activity. Communicative competence is normative in nature, includes the rules and patterns of communicative behavior in the society. It is a personal characteristic, which reflects the way a watch commander performs professional tasks and his attitude to the profession, to himself/herself and the type of interaction with other people.

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Резюме

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КОММУНИКАТИВНАЯ КОМПЕТЕНТНОСТЬ КАК ФАКТОР УСПЕХА АДАПТАЦИИ НАЧАЛЬНИКОВ КАРАУЛОВ ОПЕРАТИВНО-СПАСАТЕЛЬНОЙ СЛУЖБЫ

В статье рассмотрена проблема профессиональной коммуникативной компетентности как условия адаптивного поведения начальников караулов оперативно-спасательной службы Государственной службы чрезвычайных ситуаций Украины. Автор делает вывод о том, что коммуникативная компетентность – это интегральная характеристика личности начальников

караулов, в которой отображается их ориентированность на выполнение профессиональных задач, отношение к профессии, самому себе и тип взаимодействия с другими людьми.

Ключевые слова: коммуникативная компетентность; адаптивное поведение; начальник караула; профессиональная деятельность; оперативно спасательная служба

Summary

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COMMUNICATIVE COMPETENCE AS A KEY TO SUCCESSFUL ADAPTATION OF RESCUE SERVICE WATCH COMMANDERS

Introduction. The article considers the problem of professional communicative competence as a key to successful adaptation of rescue service watch commanders of the State Emergency Service of Ukraine. The author proves the significance of the study explaining it by the fact that they get the information on functioning of life support facilities, activities of the staff, emergency and its consequences in the process of communication.

Purpose. The purpose of the research is to identify the psychological features of the development of communicative competence as a condition of adaptive behavior of watch commanders at the State Emergency Service of Ukraine.

Methods. The following research methods have been used in the study:

- theoretical (analysis of research literature, which regulates communicative competence in the conditions of adaptive behavior of watch commanders at the State Emergency Service of Ukraine; generalization of the obtained information;
- empirical (observation, questioning, testing).

Originality. The analysis of numerous research papers proves that psychological conditions for the development of watch commanders' communicative competence at the institutions of higher education of the State Emergency Service of Ukraine have been insufficiently investigated. Thus, a special socio-psychological study of the conditions and peculiarities of the communicative competence development of the future watch commanders becomes relevant.

Conclusion. The author concludes that communication is the transfer of information from one person to the other in the process of activity. If communication is poorly organized, decisions may be flawed and employees may misunderstand what the leader wants them to do, and people's relationships may get worse. It means that effective performance and successful problem solving depends on successful communication.

Thus, communicative competence is a complex integral characteristic of the watch commander's personality. Communicative competence is not only knowledge and skills, but also the willingness to apply them adequately and effectively in direct professional activity. Communicative competence is normative in nature, includes the rules and patterns of communicative behavior in the society. It is understood as a personal characteristic, which reflects the way a watch commander performs professional tasks and the attitude to the profession, to himself/herself and the type of interaction with other people.

Keywords: communicative competence; adaptive behavior; watch commander; professional activities, operational rescue service.