



Methods of Using Pedagogical Technologies Aiming to Improve Intercultural Communication Competence

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Abstract

This article extensively analyzes the importance of pedagogical technologies aimed at improving intercultural communication competence in the current globalization processes and the ways of their effective use. The features of the careful use of innovative technologies in the pedagogical process, the preparation of students for open and effective intercultural communication, and the implementation of modern communicative approaches are scientifically covered. The article also substantiates the importance of using practical and digital methods in the formation of intercultural competence, training and game tasks, project approaches, and working on real-life situations to increase students' thinking and social activity. The conclusion shows the importance of the targeted use of pedagogical technologies to strengthen the spirit of cooperation and tolerance in a modern educational environment.

Key words: intercultural communication, pedagogical technologies, competence, interactive methods, communication, tolerance, innovation.

Introduction

In today's era of globalization and rapid development of information technologies, intercultural communication competence is becoming one of the important foundations of social development. The correct and effective use of pedagogical technologies aimed at developing and improving this competence is a modern and crucial task of education. Intercultural communication skills, which are important for every person, are gradually formed precisely in educational institutions and serve as a solid foundation for active participation in the life of society. Therefore, the application of modern approaches and technologies in pedagogical activities is of urgent importance. Intercultural communication not only strengthens mutual understanding and understanding between representatives of different nationalities, religions, races, but also creates a favorable social environment for the formation of an individual worldview, broad thinking and tolerance. That is why, with the help of pedagogical technologies, children should be formed with the help of respect for representatives of other cultures, skills in understanding moral and spiritual values.

literature Analysis Methodology

When using pedagogical technologies, special attention should be paid first of all to interactive methods. Various group games, project-based learning, role-playing games, problem-solving, international virtual cooperation and cultural exchange programs are considered the most effective methods. The advantage of these technologies is that they encourage students to be active, teach them to think independently and draw conclusions, justify their position, adapt to new socio-cultural situations and make the right decisions. In the process of implementing innovative technologies, it is possible to introduce students to different cultural environments through international forums, distance courses, online discussions and interactive questions and answers, and provide a comprehensive understanding of their values, traditions and mentality. Through these processes, students become more familiar with the worldview, history, art and heritage of other peoples, and as a result, their knowledge base, thinking and intercultural communication potential increase (Samarov O. A, 2021).

In classes organized on the basis of interactive technologies, dialogue, understanding of one's rights and obligations, empathy and the ability to correctly resolve conflicts are strengthened. Students learn to communicate openly and confidently during the lesson, to eliminate various cultural stereotypes and misconceptions. Educational institutions use many modern resources and platforms to develop intercultural awareness and competence, which brings the learning process closer to real-life situations. The development of intercultural communication competence is the most important factor for peace, prosperity and development in society. It is well known that conflicts and conflicts that arise in the world today, in most cases, arise due to cultural differences and lack of communication between different peoples. Therefore, instilling in students a culture of accepting different opinions, interethnic and interreligious harmony, and finding constructive solutions to intercultural problems through discussion has become the main task of educational institutions in recent years (Karimova G', 2019).

Results and Discussion

To improve the competence of intercultural communication with the help of new pedagogical technologies, interactive methods, modern information and communication technologies, virtual environments, international interactive projects and online competitions on culture are organized. This forms the competence of global thinking and flexibility in the younger generation by mastering not only a foreign language, but also the traditions, values and thinking styles of other peoples. In order to promote the culture of intercultural cooperation among students, effective results can be achieved by actively and directly participating in various international projects, creating real communication situations, organizing intercultural debates and discussions in groups, using modern virtual cooperation tools, and encouraging cultural exchanges on social networks. Because such activities will be a space for modern communication and intercultural integration for students.

In the era when the competence of intercultural communication is being formed, new approaches and technologies are being used in education in a scientific-theoretical, practical, educational and integrative manner. In order to expand the intercultural awareness of students and pupils in modern schools and higher educational institutions, pedagogical methods are being organized in an integrated manner across different disciplines, that is, based on state standards of the subject, qualification requirements and curricula. Intercultural communication competence is not limited only to learning foreign languages, but also expands your general cultural literacy, universal values, geographical, historical and economic knowledge. In world experience, information technologies in education, modern interactive methods, strengthening the personal and social activity of students are of great importance. This creates the basis for the development of international relations, intercultural communication and collective cooperation in the younger generation (Kadirova N. J, 2020).

The success of pedagogical technologies aimed at strengthening the competence of intercultural communication depends, first of all, on the teacher's didactic knowledge and ability to arouse interest in students. The teacher organizes activities in each lesson based on the needs of students, based on interactive dialogue, questions and answers, group work, practical assignments and projects. Virtual collaboration and game-based activities further enliven this process. To monitor the development of intercultural communication competence and measure its effectiveness, students are tested in practical situations and situations, they are encouraged to express their thoughts openly and well-foundedly, express themselves orally and in writing, and also actively participate in international forums and debates. The main goal of pedagogical technologies is to enable students to communicate openly and effectively with representatives of different cultures encountered in real life, to share and constructively solve problems, and to grow up as tolerant, socially active and mature individuals with a global outlook. Therefore, a modern teacher needs a communicative approach, the skills of comparing and evaluating cultures, correctly understanding socio-cultural differences, intercultural dialogue and international primary programs.

Also, the development of society, social changes, global displacement and migration processes play an important role in the formation of intercultural communication competence. In order to instill in young students the habit of understanding and adapting to modern global processes, respecting different concepts and values, it is necessary to widely introduce interactive methods in the process of translation and language learning (Norqulova M. S. 2018).

The main directions of improving intercultural communication competencies are the correct use of new communication tools, the expansion of youth's worldview with the help of technological opportunities, and the development of young people as members of a modern society, ready for international cooperation. To this end, educational institutions are improving their programs, testing new methods based on the individual abilities and interests of students, and enriching the field of modern education based on practical results. Training, seminars, open dialogues and cultural events conducted to develop intercultural communication competencies serve to deepen students' assimilation not only of knowledge, but also of cultural values. The upbringing of a cultured, loyal and tolerant personality can be fully formed in an educational environment that creates harmony with modern technologies. During the continuous learning process, students are instilled with knowledge of different cultures, social and psychological characteristics, international norms, the basics of diplomacy, and methods of conflict resolution. This, in turn, encourages students to become highly cultured, tolerant, and globally minded in various situations.

Table 1. Digital Technologies and Their Impact on Intercultural Competence

Technology / Resources	Application Area	Impact on Intercultural Competence Development
Online platforms (Zoom, Moodle, Edmodo, Coursera)	Distance learning, international cooperation, joint projects	Develops global communication skills and increases openness to cultural diversity.
Multimedia tools (video, audio, podcasts, animations)	Listening comprehension, pronunciation, modeling real-life communication situations	Enhances cultural awareness through authentic language materials.
Digital libraries and open resources (Ziyonet, ResearchGate, JSTOR)	Working with scientific articles and authentic texts	Improves independent research skills and academic and cultural literacy.
Virtual environments (VR, AR, simulations)	Simulated intercultural communication situations	Strengthens empathy, adaptation, and readiness for real-life cultural interactions.
Social networks and forums (Facebook, Telegram groups)	Language exchange, cultural communication, participation in international communities	Develops pragmatic competence through direct interaction with foreign peers.

The table above details the role of modern technologies in improving intercultural communication competence, their scope of application in the educational process and their impact on intercultural competence. As can be seen from the table, each technological resource has a specific didactic purpose and its own socio-cultural impact. (Nazarov B. U. 2022) For example, online platforms (Zoom, Moodle, Edmodo, Coursera, etc.) mainly serve to organize distance learning, international cooperation, and joint projects. In this process, global communication skills are developed, students are provided with the opportunity to expand cultural diversity and communicative competencies. Students who actively participate in the platforms effectively communicate with representatives of different nationalities, are enriched with new ideas, and increase their personal experience. Multimedia tools – video, audio, podcasts, animations – strengthen students' skills such as listening comprehension and modeling speech situations. Such tools enhance the authentic language environment and cultural sensitivity, increasing students' ability to behave appropriately in different cultural situations. Through multimedia materials, students learn not only the language, but also the culture more deeply.

Digital libraries and open resources (such as Ziyonet, ResearchGate, JSTOR) are mainly used to disseminate scientific information, acquire modern scientific knowledge, and obtain in-depth information about cultures. These resources develop independent research skills, guide students to become scientifically literate and modern cultural thinkers. Through them, it is possible to gain thorough knowledge about the social, cultural development and values of different peoples. With the help of virtual and augmented reality (VR, AR, simulations) technologies, it is possible to gain direct experience in artificially created cultural environments. This brings students closer to real intercultural situations, increases their communicative and behavioral flexibility, empathy, and cultural sensitivity. Through new experiences, students learn to act effectively in unconventional situations related to different cultures and adapt to the circumstances. Social networks and forums (Facebook, Telegram groups, etc.) provide opportunities for language exchange, cultural dialogue, and active participation in international communities. With the help of these resources, students develop practical pragmatic competencies by communicating directly with their foreign peers. Activities in the social network environment strengthen their modern communication culture, form the skills to openly express their opinions in global networks and respect different points of view (Khusanova Z. R. 2021).

The modern technologies and resources presented in the table serve the formation of intercultural communication competence from all sides. Through them, students not only acquire knowledge and skills at the level of modern requirements, but also develop the ability to understand universal human values, see global problems, and properly

adapt to various socio-cultural environments. With the help of modern pedagogical technologies, it will be possible to educate independent, open-minded, tolerant, and interculturally active individuals.

Conclusion

The use of pedagogical technologies in improving intercultural communication competence is the basis for the formation of students as personally and socially mature, globally minded, culturally broad and tolerant individuals. Interactive and innovative pedagogical technologies, modern information and communication tools, intercultural training and training platforms play an important role in such processes. Therefore, educational institutions and teachers should actively introduce modern approaches and educate the younger generation in an atmosphere of respect, friendship and peace in the international community. Strengthening intercultural dialogue and integration, increasing tolerance and social activity at all ages have become an urgent and integral direction of modern education.

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