

PSYCHOLOGY OF INTERPERSONAL RELATIONS

This topic is of great importance for our society, as Ukraine is in the state of the full scale war, and the problems of veterans, refugees, people with restricted abilities intergration into the society are more relevant than ever.

The aim of this work is to introduce some key aspects of the psychology of interpersonal relationships, and provide some recommendations to reduce anxiety and uncertainty in communication.

In social psychology, interpersonal relationships are understood as complex interactions between people that include emotional, cognitive, and behavioral components[3]. These relationships can be close, as in family and friendship, or superficial, as in professional relationships. They are defined by interaction, communication, understanding, and support between individuals.

Many researches in this field point out that interpersonal relationships affect various aspects of our lives[1], [2], [5]. They indicate that interpersonal relationships can have a positive or negative impact on individual's physical and mental health, as well as the quality of life. Good relationships help reduce stress, increase self-esteem, and make lives of people more satisfying. On the other hand, conflictual relationships can lead to poor mental health and isolation.

There is an opinion, that when “communicating with someone who we know we are usually confident in our anticipation, and may not even notice that we are making such predictions. In contrast, when we communicate with strangers we are more aware of the range of their possible responses, and of the uncertainty of our predictions”[6].

Gudykunst W., Kim Y. suggest that communicative predictions are based on data from the three levels: cultural (information about the other's culture, its dominant values and norms), sociocultural (data about the other's group membership, or the groups to which they seek to belong), psycho-cultural (information about the individual's characteristics) [3].

Possible anxieties may include “worry about damage to our self-esteem from feeling confused and out of control, fear of the possibility of being incompetent, or being exploited, worry about being perceived negatively by the stranger, or worry that interacting with a stranger will bring disapproval from members of our own group. Generally these anxieties can be eliminated by paying more conscious attention to the communication process, and by gathering more information on the stranger” [6].

Gudykunst and Kim consider that generally, in communication, we try to reduce uncertainty. The authors “recommend to gain more information about the stranger in order to reduce our uncertainty and increase the accuracy of our predictions. They describe three basic strategies for gathering such information: passive observation of the stranger, gathering information from different resources, and seeking information directly from the stranger by interacting with them and asking questions”[6].

In conclusion, it should be noted that the psychology of interpersonal relationships is a complex field that requires further research and development. Understanding and improving our interpersonal relationships can have a positive impact on our lives and society as a whole. It is important to learn cultural flexibility and empathy to help build

positive relationships and resolve conflicts.

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Під керівництвом: доц. каф. ПСІтаМС, О.В. Шапаренко