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Демак, ёшларимизга шахс камолоти пиллапоояларини ҳисобга олган ҳолда таълим-тарбия беришдаги барча хатти-ҳаракатлар (ўқув қўлланмалар, дарсликлар, таълимнинг ахборотли технологиялари ва ҳ.к.)да қуйидаги омиллар асосий диққат-эътиборда туриш лозим экан:

- ёшларимизда шахс камолоти босқичлари асосда Ватан туйғусини шакллантириш ва бунда улар онгига Она тупрок, Она Ватан, Ватан соғинчи, Ватан қайғуси каби тушунчаларга ҳурмат уйғотиш;

- ёшлар тарбиясида «Баркамол авлод», «Комил шахс», «Олим», «Паҳлавон», «Аллома», «Мутафаккир», «Донишманд» каби камолот босқичларидан аниқ далиллар асосида ибрат-намуна тизимидан кенг фойдаланиш лозим;

- шахс ижодий камолоти босқичларини талабалар онгига сингдиришда аниқ фанлардан таълим-тарбия беришда қомусий олимлар, донишманд, файласуфлар ижоди ва фаолиятдан фойдаланиш, ижтимоий-гуманитар фанлар бўйича эса шоирлар, ёзувчилар, тарихчилар, халқ қаҳрамонлари, давлат арбоблари, ҳадис илми соҳибларини ибрат-намуна қилиб таълим-тарбия бериш ижобий педагогик самараларни беради;

- талабалар онгига шахс ижодий камолоти босқичларини илмий, маънавий қадрият сифатида сингдириш уларни ижодий камолот сари интилишига туртки бўлади ва натижада улар ижтимоий фаол шахс бўлишга интилади, олимликни ва комилликни ҳавас қилади.

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## CHANGES IN PSYCHOLOGICAL ATTITUDES IN THE POST COVID-19 WORLD

**Резюме:** Мазкур мақолада замонавий дунёдаги турли хулқ-атвор масалалари ёритилган. Covid-19 пандемияси давридаги психологик хулқ-атворнинг таҳлили таълим, ижтимоий ва ахлоқ соҳасидаги жадал ўзгаришлар жараёни мавжуд эмпирик маълумот орқали ёритилган. Хулқ-атвор ва этикетдаги ўзгаришлар иш юритиш корреспонденциясининг янгиланиши воситасида кўрсатилган.

**Резюме:** В данной статье раскрыты новые типы поведения в современном мире. Изменения происходящие в поведении в эпоху Covid-19 проанализированы на основе эмпирических данных в процессе стремительных сдвигов в образовании, в социальном и поведенческих сферах. Преобразования в поведении и этикете подвергнуты анализу сквозь обновлений в деловой корреспонденции.

**Abstract:** In the following article the new types of attitudes in the modern world are reconsidered. The changes in the psychological attitudes in the post-Covid-19 era are analyzed based on the empiric data available in the process of rapid trends in the education, social and behavioral spheres. The psychological changes in the behavior and etiquette are shown through the alterations in the business correspondence.

**Калит сўзлар:** психологик хулқ-атвор, COVID-19, этикет, ижтимоий масофани сақлаш, янги мулоим иборалар, муаммодан қочиш



**Keywords:** *psychological attitudes, behavior, COVID-19, etiquette, social distancing, new polite phrases, ways to avoid.*

**Ключевые слова:** *психологические установки, поведение, COVID-19, этикет, социальное дистанцирование, новые вежливые фразы, способы избегания.*

We are twelve months into life in the age of COVID-19 and it's getting more complicated. Right as many of us were getting used to staying distanced, staying home, and staying in, some states and areas are relaxing restrictions. As we all try to figure out what relaxing measures means and what we are comfortable with, we've also embraced full on what life via video chat and living six feet apart can be like. The new approaches in the changes of the post-Covid-19 world require the implementation of the innovative educational and behavioral technologies in the system of higher education[1].

Before we dive into Etiquette in the Age of COVID-19 we would like to start by saying: The threat of the novel coronavirus is still present. Safety is the guideline right now and measures that we take to protect ourselves and others are right in line with the Emily Post principles of etiquette: consideration, respect, and honesty.

**Safety First.** When we think about what advice to give, we think first about safety and then about how to be kind and considerate and respectful when trying to be safe. Safety comes before etiquette. Far from it, we've seen how doing so can lead to tragically bad and completely unnecessary things happening. What it means is that how we interact and what is deemed "polite" or "acceptable" behavior will change during this time.

**Physical distancing.** We are all familiar with the term "social distancing" by now. And many are encouraging the use of the phrase "physical distancing" instead which helps people to imagine a less isolated solution. Our goal for physical distancing is that when out and about in public or when socializing with those we don't live with, we keep ourselves – or our family group – at least 6 feet away from others when possible. We've all navigated a tight aisle at a store, an elevator or stairwell, or a friend leaning in too closely despite feeling awkward.

**Speak Up.** We get asked, more than anything else through our podcast and media interviews, how do you speak up when something is wrong, or bothering you? How you do it makes a huge difference to how well it's received, but it's not a magic key. So our first piece of advice is and always will be to seek the help of someone in charge if the scenario provides such a person. A manager, usher, flight attendant, host, or whomever is in charge, can have the authority to help you and can also ensure that you aren't dealing with someone alone. If someone at a store hasn't given you enough space to pass or reach the item you'd like, then a friendly "Mind giving me just a little more space so I can pass [or grab that item] safely?" You want to have an upbeat tone to your delivery, no edge whatsoever (think that person you know who is always upbeat, or sounds cheerful and if no one comes to mind think: how would Glinda the Good Witch, Dr. Martin Luther King say it?). Other phrases that are being heard and used when out and about to manage distancing:

*Excuse me Sir, the line starts back there, everyone's just distanced.*

*(while stepping back) Sorry I'm trying to keep 6 feet away; Excuse me, I was next,*

*I'll wait and catch the next elevator; After you, please (said genuinely); Do you mind giving us just a little bit more space please, (hopefully followed by a: thank you so much); A little space please.*

**Flow of Traffic.** While following the guidance of the arrows and directions through stores is always important, it's not worth getting into an altercation over. Either pass, doing what you can keep your distance, or go back the other way if the aisle isn't crowded. Don't make a stand when there are other safe options.

**Public Outdoor Spaces.** When it comes to public outdoor spaces it's important to respect any distancing guides that have been put in place whether it's marked areas to lounge or workout in, or directions for flow of traffic. Remember that even though you're spaced apart from others, covering your mouth when you cough or sneeze as well as not coughing, sneezing, singing, or yelling in the direction of others is helpful. When trying to create physical distance on sidewalks, recreational paths and trails, you're still trying to aim for six feet (about two adult arm lengths) apart. If it's easy for you to be the person to step off the path or into the street (because you aren't, using a walking or mobility aid, managing a frisky dog, balancing a toddler and a baby carriage or are on foot rather than wheels) to create space by all means make the move and do so early so that the other person doesn't even have to guess at it.





**Greetings.** Greetings continue to feel lacking during this strange time. Despite wonderfully bright and cheery waves, mini dances, hops, and skips when we meet, we miss hugs and solid handshakes, high fives, and fist bumps. Greetings that involve touching are still not recommended at this time, so perfect your waves (you know your “professional wave”, your “zoom-meeting wave”, your “I-love-you-Grandma wave”, your “I-haven’t-seen-you-and-I’m-trying-so-hard-not-to-hug-you wave”) and use your tone of voice to match the occasion.

**Wearing masks.** While masks are causing a lot of divisiveness, when combined with physical distancing wearing a mask in public can greatly reduce the risk of spread. Since most people are wearing cotton or medical masks and few have clear plastic ones allowing their full face to be seen we are more often than not without many facial cues. Smiling (anyway), and using your eyes (cue acting skills from every medical show ever for inspiration) and hands to gesture will be the way to connect while wearing masks. Masks unfortunately also muffle the sound of our voice and so it’s important to get comfortable speaking up, especially when in a noisy store or on a loud street. If you don’t, often the other person will lean in to hear you, and then you end up stepping back to recreate some space. Many choose to “mask when they pass” and let their mask down while on long stretches without others or when there’s more than enough room to pass without any worry. If you’re uncomfortable when you encounter someone without a mask on resist the urge to glare or task at them. Do what you can to keep yourself physically distanced and avoid interacting instead. Remember you can only control yourself as best you can. There will be times when it doesn’t go perfectly and even though that can cause stress and anxiety, which often lead to rudeness, arming ourselves with kindness and avoiding judgement of others is good etiquette.

**Contact tracing.** Contact tracing—tracing the virus’ spread through individuals who have tested positive or been around those who tested positive for COVID-19 – is happening at different rates throughout the country, but early indications show that contact tracing by businesses and through events that we attend may become commonplace. Many places already use your phone number or email address to contact you about tickets or a reservation or even a purchase so it’s not unfamiliar. While we don’t know yet exactly how contact tracing will impact our personal social gatherings (birthday parties, showers, weddings...) or our public socializing (bars, sports, groups, restaurants...) we are considering the possibility that in the future a host’s to-do list list, or advice for making a restaurant reservation for a work lunch might involve contact info for potential contact tracing follow ups.

**Be compassionate.** We cannot emphasize this enough right now. These are extraordinary times and there are so many ways this virus is impacting all of us. Especially when it comes to how we are mentally handling the longevity of this pandemic. You don’t know what is affecting someone’s life making the current threat even worse (financially, emotionally, physically). It’s important to respect people where they are at, and not blow off their concerns or drive fear where it doesn’t need to be. Many of us are so fortunate to have so many ways to connect to help get us through this crisis together, but loneliness and anxiety are still huge concerns. Being patient and kind with each other. Listening to one another. Respecting one another. Helping those in need. These are the kinds of attitudes and actions that will carry us through[2].

Few things have been left unaffected by Covid-19 – even email. As San Francisco-based podcast host Olivia Allen-Price wrote on Twitter: “2020: The year my e-mail sign-off went from ‘Cheers’ to ‘Hang in there’”. Salutations once considered polite – ‘*All the best*’ or ‘*Regards*’ – can now come off as overly detached. Other more cheerful sign-offs – ‘Hope you’re having a great week!’ – seem tone-deaf. Email communication has become a balancing act: to ignore the pandemic seems disingenuous, but to overdo the platitudes about health and safety might peddle more panic. What, exactly, can we say that seems genuine, compassionate and doesn’t induce a feeling of doom? Experts say it’s not only possible to write emails in a way that’s sympathetic, but the right words can even breed a sense of global camaraderie.

**Striking the right chord.** Changing a few words at the beginning or end of our emails may appear like an insincere or tokenistic gesture – and one that’s insufficient in the face of a global pandemic. But the opposite is actually true, says Tann: the language we use is now even more critical to signal a sympathetic tone and to establish a rapport. “By adjusting our greetings and sign-offs, we effectively adjust our social relationships,” says Tann. They become, as Tann puts it, “a way to establish how we want to relate to the person we’re writing to, in terms of formality, status and familiarity”.



**Recognition sandwich.** Justine Rogers, a senior lecturer in ethics and law at the UNSW Sydney, changed both her introductions and signatures once Covid-19 hit Australia. Her emails have become, as she puts it, "a CV19 recognition sandwich". For Mike Reid, founder and CEO of Basecamp Strategy, a Washington, DC-based political fundraising company, the very first sentence matters most. "In the first sentence of an email you have to acknowledge: 'I hope things are okay, I hope you are well, considering,'" he says. "I think that can actually lead to a more meaningful interaction."

Snezana Pejic, founder of The Etiquette Academy of New England in Massachusetts, says that today, communications need to be more compassionate. "People are fatigued from isolation and fear: fear about the economy, fear about their families and their future." Previously, she signed off emails with "Warm Regards". Now, unless the message is urgent, she writes, "I look forward to your reply at your leisure". "I don't know if they might already have coronavirus or if a family member does." Rogers also avoids any mention of staying safe. "A lawyer I'm doing research with said something like 'I hope you and your family are all safe.' A few of my colleagues similarly signed off with 'stay safe'," she says. "I found the mention of 'safe' rather anxiety-inducing, especially the mention of 'family' from people who would have had to guess I even have one."

**American job-seeking website FlexJobs posted** 13 socially distanced email sign-offs. Some strike a more serious tone, but other suggestions are meant to elicit a few laughs, or at least keep things buoyant: 'Have a great socially distant day', 'Yours from afar', 'Sent from my living room' and 'Cautious cheers'.

1. **Be professional.** It probably goes without saying: your emails should be professional. Emails may seem fleeting, but they are long-lasting or even permanent records that reflect on your professionalism. This does not necessarily mean they have to be formal, but you should be aware of your audience. Use your correspondence to inform and communicate. Here are a few (hopefully obvious) points for professionalism using email and communication in general:

- Don't email when you're angry or frustrated. Take a few hours (or days) to cool off and consider your objectives. A quick-draw, shoot-from-the-hip rebuttal email may make you feel better (temporarily) but will almost certainly make things worse.

- Don't use email to passively burn or shame colleagues. The "cc attack" and "reply all slam" might feel righteous but will often backfire.

- Direct and blunt is ok, but don't be rude, as it may be counterproductive.

- Proofread for spelling and grammar. Perfection is not required, but make sure the reader is able to understand your meaning.

2. **Write meaningful subject lines.** I'm sure everyone's INBOX is stuffed under the research curtailment conditions. Ever tried to search for an email in your inbox only to find that the subject line and email content have no helpful keywords? Examples of BAD subject lines: Dude!!!! , grant...., urgent, leaving the subject line blank);

Examples of GOOD (useful) subject lines: Follow up on our conversation about (content), Results from experiment (brief description); Reviewed draft of (content) manuscript (version #).

Make sure your subject lines have at least one keyword that can be linked to the content of your email – especially if it includes attachments. Do not write the whole content of the email in the subject line (especially in all caps).

3. **Name attachments systematically.** Yes, attachments are necessary in our work. But name your attached files systematically so people can find them again in their inbox or when they download the documents to their computers.

Bad attachment name: *New Draft*

Good attachment name: *CIHR Spring 2020 Grant Draft Jan 23\_(initials) edits*

4. **Do not proliferate long email strings.** Limit yourself to one reply if you can manage. Start a new email thread if the conversation evolves and goes beyond a couple of exchanges. It is a good idea to change the subject in the reply – particularly if it wasn't a good subject line in the first place. This is particularly important if there are several people on the recipient list as long email strings are cumbersome and inefficient. Important information can easily get buried in a long string and recipients are burdened to hunt through the text to find the salient points.

5. **Think carefully about your direct (to:) and indirect (cc:) recipients.** Think about who actually needs to respond to your email. If you want an individual (or individuals) to respond to your email, make sure you address them directly in the email and send it to them directly (to:). People



receive too many emails to be able to respond to all the correspondence in their Inbox, especially if they are NOT the primary recipient. If you place a recipient in the cc list, consider this a signal that this email is for their interest and you are NOT expecting a direct reply. If you desire a direct reply – send a direct email.

**6. Get to the point.** A polite opening salutation is good, especially for acquaintances. Introduce yourself if this is a first interaction but, either way, make sure you get to the point as soon as possible. The rationale of your request can come later, but don't make the recipient wait until the end of your email to know what you are asking of them. Not every remote meeting needs to be a ZOOM meeting! Video call if you need to show figures or slides or need more than 3 participants. *Clearly state what you're asking the recipient to do.* If the recipient doesn't know you want a response, they may not give you one. Ask for what you want directly, underline, use, bold type face, or provide a list with bullet points for the important action items or deadlines.

**7. Use an informative and succinct email signature.** For more formal emails, use an email signature that includes your mailing address, email address and phone number. Your title and other contact information are optional but probably a good idea for virtual introductions. **Twitter, LinkedIn, ResearchGate** and other professional social media links are ok if not obtrusive. For less-formal, routine internal (i.e., intra-lab) messages, use an abbreviated signature with just your name, email address and phone number. Please remember – your email signature is not a CV, promotional advertisement or an editorial opinion page.

**8. Say thank you.** Remember to say thank you to the recipient, especially if you are asking them to take a specific action. Working at home is stressful for most people accustomed to an interactive lab and office environment. Email correspondence should be efficient but don't forget that you are talking to another person dealing with the same stresses you may be experiencing. The amount of emails we receive might be at times overwhelming[3].

More than ever there's a need to make sure our written communication has a warm, genuine tone. More than ever there's a need to make sure our written communication has a warm, genuine tone. Even in the best of times, business emails and other written communication can seem impersonal. Unconsciously, we often adopt a more formal tone in writing compared to when we're speaking face-to-face. More than ever there's a need to make sure our written communication has a warm, caring tone. Here are six ways to make sure your business correspondence hits the right mark:

**1. Offer good wishes.** Since virtually everyone you're writing to is affected in some way by the coronavirus, it's important to offer well wishes. You can do this by opening your email with something simple like, "I hope you and your family are well." You can also offer good wishes in the body of your email. If your company has provided some gift to a client, for example, a free webinar or an online training session, you might say, "We hope that this small gesture supports you during this time."

**2. Prune stock expressions.** Because expressing warmth in business correspondence is challenging, we may rely too often on phrases that sound stilted or insincere. I receive many emails from PR firms that would like me to interview their clients for *Fast Company* articles. Some of these requests begin with a cold, hard fact. For example, one first line read: "Research shows that a virtual workforce requires stronger leadership skills than ever before." The same is true for openings like "It has come to my attention," or "I am writing because ...". Avoid business-speak phrases like "We value our customers" or overused expressions like "We're all in this together," "We'll get through this," or "Hang in there, better days are coming."

**3. Express gratitude.** A third way to show that you care is to introduce gratitude into your correspondence. If a long-standing client delays a payment or asks for an understanding on a contract, remember that keeping the relationship strong is the key. Before entering into any negotiation, express support for the loyalty they've shown over the years. Even simple statements of gratitude, like "I appreciate your getting back to me," are important in showing that you care.

**4. Accentuate the positive.** Negative statements are never a good idea in business communication, and that holds doubly true in these times when you want to be upbeat. If you're applying for a job, don't write "I'm not sure you're hiring now, but I thought I'd write anyway." Prune from your prose words that make you sound weak or uncertain, for example: "I'm afraid," "I can't," or "I'm not sure," or "I don't know." This will elevate the spirits of the person to whom you are writing. But in being positive, be sensitive to the reality we face. Telling a colleague "Have a great weekend!"



or "Enjoy sheltering in place," may sound facetious. Even an expression like "Happy Monday!" can grate.

**5. Tread lightly if you don't know the recipient.** If you're writing to a business acquaintance, you might tell her, "I know how challenging working in a house full of kids can be." Or you might say, "I'm impressed by the grit you're showing in this situation." These expressions of empathy backfire because they are written to a list of recipients and therefore come across as insincere.

**6. Don't preach.** Be cautious of overdoing things in an effort to share wisdom and goodwill. If you were to say to someone who's a bit overwhelmed, "You are not a bad person for feeling stretched," it might come across as preaching[4]. The same would be true if you said to a disgruntled employee, "This experience will strengthen you. Your heart may be in the right place, but we don't have the right to be the arbiter of another person's feelings."

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## ПСИХОЛОГИК ҲИМОЯ МЕХАНИЗМЛАРИНИНГ ИЖТИМОЙ ПСИХОЛОГИК ХУСУСИЯТЛАРИ

**Аннотация:** Ушбу мақолада ўсмирларда ҳимоя механизлари соҳасида олиб борилган изланишлар асосида тўпланган маълумотларга таянган ҳолда илмий мушоҳада юритилган бўлиб, асосан хориж психолог олимларининг бу борадаги психологик қарашилари ўртасидаги алоқадорлик таҳлил қилинади, муаммони ўрганишга оид тадқиқот методи асосида олинган натижалар асосида хулоса берилади.

**Таянч сўзлар:** ҳимоя механизми, "икки омил" назарияси, "енга олиш хулқ-атвори", копинг стратегия, сенсор психологик ҳимоя, перцептив психологик ҳимоя, шахснинг психологик ҳимояси

**Аннотация:** На основе исследований, проведенных в области исследования защиты у подростков, на основе собранных данных, в настоящей работе на основе научных наблюдений, главным образом на основе взаимосвязи психологических взглядов зарубежных ученых-психологов в этом отношении анализируется дорлик, на основе полученных результатов по методике исследования по изучению проблемы дается заключение.

**Ключевые слова:** механизм защиты, теория "двух факторов", "поведение вовлечения", копинг-стратегия, сенсорная психологическая защита, перцептивная психологическая защита, психологическая защита личности

**Annotation:** based on the research conducted in the field of protection studies in adolescents, based on the collected data, this paper is based on scientific observation, mainly on the relationship between the psychological views of foreign psychologist scientists in this regard adordlik is analyzed, based on the results obtained on the research method on the study of the problem is given a





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