



## **PSYCHOLOGICAL CHARACTERISTICS OF PROFESSIONAL COMMUNICATION AND SPEECH CULTURE IN LEGAL PRACTICE**

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### **Abstract**

The article analyzes the psychological features of professional communication and speech culture in a lawyer's professional activity, specifically the role of a lawyer's effective communication skills in their interaction with clients, judicial authorities, and law enforcement agencies. The significance of speech as a means of transmitting information and managing emotions in professional activity is highlighted. The article explores issues of establishing a reliable psychological connection between a lawyer and the subject (client/suspect), speech expressiveness, emotional stability, and preventing professional deformation from the perspective of legal psychology. The features of enhancing professional authority through adherence to legal norms, sincerity, empathy, and speech culture are also highlighted. In conclusion, it is substantiated that the correct use and clarity of legal terms in a lawyer's speech is the foundation of practical effectiveness.

**Keywords:** Legal psychology, professional communication, speech culture, professional ethics, empathy, confidential communication, emotional stability, legal mastery, legal speech, psychological impact.

### **Introduction**

#### **Literature Review**

The Role of Communication in the Professional Activity of a Lawyer. Communication is a uniquely human process that emerges from the necessity of interaction in the course of social activity. During joint activity, individuals develop the need to exchange information, express intentions, and coordinate behavior. In this sense, communication represents a complex, multidimensional process through which social connections are established and developed.



At its core, communication involves the exchange of information between participants engaged in shared activity, which constitutes its communicative dimension. In this process, language serves as the primary medium through which meaning is constructed and transmitted.

Another essential dimension of communication is the interactive component, which reflects the organization of joint actions. Communication is not limited to verbal expression; it also includes nonverbal behaviors such as gestures, facial expressions, and other forms of expressive movement that accompany and reinforce speech. For example, when interaction is effective, individuals often rely on nonverbal cues to demonstrate agreement, understanding, or emotional response.

The third dimension is the perceptual component, which involves the processes of mutual perception, interpretation, and evaluation between participants. Prior to and during communication, individuals form attitudes toward one another—such as respect, trust, or indifference—which significantly influence the nature and outcome of interaction [1, 2, 3, 4, 5].

Thus, communication encompasses three interrelated components: communicative (information exchange), interactive (coordination of actions), and perceptual (mutual understanding and evaluation). Mastery of communication principles, along with the development of communicative competence, is essential for effective professional activity, particularly in the legal field.

An individual's self-concept ("self") is formed and continuously shaped through interaction with others. Personality development occurs within various social contexts, including the family, educational institutions (preschool, school, university), workplaces, and broader social groups and communities. One of the fundamental higher-order human needs is the need for communication, which plays a decisive role in both personal development and professional effectiveness.

If the need for communication is not adequately satisfied, the development of human consciousness is significantly hindered. Therefore, it is essential to continuously fulfill this fundamental need. Interpersonal interaction may generate a sense of satisfaction in some cases, while in others it may lead to dissatisfaction. As individuals participate in groups and social collectives, they are required to perform a variety of social roles. For instance, within formal organizations one may assume the role of a leader; in a medical setting, that of a patient; in a commercial



environment, that of a customer; within the family, the role of a spouse; and in relation to parents, the role of a child [1, 2, 3, 4, 5].

Psychology of Communication. Mutual Understanding in Interpersonal Interaction. Communication constitutes a specific form of interpersonal relations through which individuals establish psychological contact, exchange information, influence one another, share emotional experiences, and achieve mutual understanding. As a socio-psychological phenomenon, communication operates across all domains of social life and serves as a fundamental prerequisite for cooperative activity. It encompasses material, spiritual, cultural, emotional, and motivational dimensions.

The effective satisfaction of human needs largely depends on the structure and quality of communication processes. In this regard, communication reflects the nature of interpersonal relationships and plays a crucial role in the development of a well-rounded, mature individual. The success of communication is determined by a range of personal characteristics, including the individual's inner psychological world, needs and motivations, character traits, individual-typological features, abilities, and beliefs. These qualities are expressed and further developed within the process of interaction itself [1, 2, 3, 4, 5].

During the process of communication, interlocutors' perceptions, interests, emotions, competencies, anticipatory abilities (i.e., the capacity to foresee and interpret situational outcomes), and strategies of influence are actively formed and refined. Communication thus serves as a fundamental mechanism for self-regulation, self-correction, and self-development. Based on external influences and social models, it creates a robust foundation for personal growth, enabling individuals to realize their potential and progress toward psychological and social maturity. The communicative competence of well-developed individuals—including their style of interaction, patterns of reasoning, ability to initiate and maintain relationships, and capacity to respond adaptively to complex situations—often becomes an object of social imitation. Such patterns are internalized by others and reproduced in real-life contexts as part of experiential learning.

Within the framework of interpersonal relations, conscious reliance on socially meaningful experiences contributes to essential processes of personal development, such as self-improvement, self-realization, self-regulation, self-assessment, and self-guidance. These processes represent key stages in the evolution of the individual's psychological structure and the formation of a mature personality. Therefore, a



comprehensive understanding of both internal (intrapsychic) and external (socially mediated) mechanisms of imitation, along with their systematic and gradual acquisition, constitutes a critical prerequisite for the professional training of future specialists and for their development as competent, self-regulated, and socially integrated individuals. The main cause of difficulties in establishing communication is an inadequate level of self-assessment—either an inflated or underestimated self-perception—which results in incorrect attitudes toward both oneself and surrounding people [1, 2, 3, 4, 5].

## **Methods**

The success of communication largely depends on the personality traits and positive qualities formed in an individual. In particular, if a person has well-developed positive characteristics such as politeness, modesty, humanity, honesty, and conscientiousness, the communication process tends to proceed effectively. This is because, for successful communication and mutual understanding, individuals must be sincere. Sincerity is one of the most important human qualities, characterized by a rational attitude toward events and situations and resistance to external influences. An essential indicator of sincerity is a kind facial expression and a smile. Sincerity is also closely related to a person's emotional state; when one's mood is positive, sincerity becomes more pronounced. In order to demonstrate sincerity, a person must have a pure heart and be kind-hearted. Sincerity is particularly important in the communication of managers with their subordinates. If a leader does not maintain sincere relations with employees, their mood may decline, which in turn can reduce work efficiency. Some leaders behave in a rude and dismissive manner toward their subordinates, relying on an authoritarian style of management and issuing commands in a strict tone.

According to the famous American speaker and psychologist Dale Carnegie, a certain manager who constantly appeared stern and did not maintain sincere relations with people was feared and avoided by everyone, including even his spouse. However, after attending Carnegie's lecture, he began to smile and communicate sincerely with both his family and subordinates. As a result, he became more respected, his reputation improved, and his own emotional state became more positive. Another important principle of communication is smiling. According to D. Carnegie, when we smile, we show a willingness to do good to others. For example, employees in



transport services, public service providers, chefs, hairdressers, and salespeople who are sincere, modest, and polite—and who use expressions such as “We are pleased to serve you”—gain higher respect, attract more clients, and their services become more widely used. Similarly, it is highly important for legal professionals to maintain polite and respectful communication with citizens [1, 2, 3, 4, 5].

### **Theoretical Methods**

Functions of Communication and Their Content. Communication as a Means of Interaction. The effectiveness of communication largely depends on the individual’s well-developed personal qualities and moral characteristics. In particular, when a person possesses positive traits such as politeness, modesty, humanity, honesty, and conscientiousness, the communication process becomes more productive and successful. This is because effective communication requires sincerity and mutual understanding between interacting individuals.

Sincerity is one of the most valuable human qualities. It is expressed through a rational attitude toward events and situations, as well as resistance to external psychological influences. A key external indicator of sincerity is a kind facial expression accompanied by a natural smile. Sincerity is also closely connected to a person’s emotional state; when the mood is positive, sincerity becomes more evident and expressive. To demonstrate sincerity, an individual must possess a pure heart and benevolent intentions. This quality is particularly important in the communication between managers and employees. If a manager fails to establish sincere relationships with subordinates, it may negatively affect their emotional state and lead to a decrease in work efficiency. In contrast, some managers adopt an authoritarian style, communicating in a rude, commanding, and dismissive manner toward subordinates. There are two main approaches to obtaining necessary information in professional communication. The first involves encouraging the subject to voluntarily disclose facts that are relevant to the legal professional’s interest. The second involves eliciting involuntary physical and expressive reactions that may reveal hidden or indirect information about the subject. The first approach can be conventionally defined as the verbal-reproductive method. In legal practice, there are several techniques aimed at encouraging witnesses, victims, and suspects to provide necessary information to legal professionals [1, 2, 3].



1. Presenting concrete objects that stimulate relevant memories in the subject and trigger involuntary verbal associations. For example, photographs, recording devices, or related documents may serve as stimuli that facilitate discussion.
2. Using indirect or related topics in conversation, gradually transitioning from secondary issues to the main subject matter instead of asking direct and abrupt questions.
3. Asking direct but properly motivated and psychologically justified questions.
4. Creating a specific psychological state in the subject during communication that encourages the disclosure of relevant information.
5. Presenting objects directly related to the subject's alleged unlawful actions.
6. Creating unexpected, short-term, and psychologically impactful situational conditions to observe behavioral responses.
7. Establishing a natural and familiar conversational environment to reduce psychological tension and increase openness.

Speech represents a formalized form of communication. Within legal practice, persuasion and influence are key components of professional interaction. Establishing communication with offenders primarily requires negotiation skills. The ability to conduct negotiations, also referred to as diplomacy, has historically been regarded as a highly complex cognitive and psychological process.

## **Results**

The prevention or resolution of conflicts, the search for compromise solutions, and the achievement of mutually acceptable decisions require well-developed negotiation skills and the ability to conclude agreements. Negotiation processes begin from the moment one party expresses a desire to change the existing situation. Negotiation is a highly developed form of interpersonal communication and an important social instrument that has been used since ancient times. Like any creative activity, negotiation is mentally demanding work that often involves significant psychological tension. In negotiations with offenders, the most important aspect is the selection and preparation of negotiators. This process requires strong motivation, as well as consideration of candidates' individual psychological characteristics, including the ability to exchange ideas in stressful situations, emotional reactivity, speed of response, self-control, emotional stability, intelligence, communicative competence, appropriate character traits, and the prioritization of humanistic values [1, 2, 3, 4, 5].



Negotiators must possess in-depth knowledge of psychology and pedagogy and undergo special professional training. Such knowledge plays a key methodological role by enabling the creation of realistic conditions similar to those encountered in negotiations with offenders. During training, skills such as psychological influence, prevention of unlawful behavior, and guiding individuals toward lawful conduct are developed and strengthened, which contributes to reaching satisfactory agreements. Human interaction with the surrounding environment is realized within a system of objective relations that inevitably arise in any real social group. These objective relations are reflected in subjective interpersonal relationships among group members. Any form of productive or professional activity requires the unification of people. No society can function effectively without communication and mutual understanding among its members. For example, a teacher must establish communication with students in order to effectively transfer knowledge.

Communication is a multifaceted process of interaction between individuals arising from the needs of joint activity. It includes the exchange of information between participants, which represents the communicative aspect of communication [1, 2, 3, 4, 5].

People, when interacting with one another, use language as a primary means of communication. The second dimension of communication is the mutual influence between interacting individuals. In this process, not only verbal messages are exchanged, but also actions and emotional states. For instance, communication between a seller and a customer can take place even without spoken words. The third dimension of communication is the perception and interpretation of one another by the participants in interaction. Mutual understanding between communicators is of crucial importance. Thus, communication can be analytically divided into three interrelated components: the communicative (information exchange), interactive (mutual influence), and perceptive (mutual perception) aspects. The unity of these three components represents the way interpersonal relations and joint activity are organized. The content of communication involves the exchange of information, as well as the establishment of mutual understanding and interpersonal relations between teachers and students through various communicative tools. Educational and instructional objectives cannot be effectively achieved without properly established relationships between the teacher and the student collective.



During joint activity, individuals share various thoughts, ideas, emotions, and experiences. In this sense, thoughts and feelings can be viewed as information, while communication itself represents the process of information exchange. However, interpersonal communication is not merely a simple transfer of information. In the process of communication, information is not only transmitted but also formed, clarified, refined, and developed. Therefore, human communication cannot be reduced to a simple act of information exchange.

In the process of communication, information does not merely pass in a one-way direction from one participant to another; rather, it is actively exchanged between interlocutors. When participants in a communicative process transmit information to one another, they simultaneously analyze each other's motives, goals, attitudes, and other psychological dispositions. [1, 2, 3, 4, 5]. Furthermore, in the course of communication, individuals may influence one another even while exchanging information through systems of signs. In interpersonal communication, the behavior of the interlocutor is inevitably influenced to a certain extent. For effective communication, both the communicator (the sender of information) and the recipient (the receiver of information) must possess a shared system of encoding and decoding. Only a common semiotic system enables participants to properly understand one another. In the communication process, various barriers specific to interpersonal interaction may emerge. These barriers may arise not only due to differences in sign systems, but also because of social, political, religious, professional distinctions, or differences in worldview and perception of reality. [1, 2, 3, 4, 5]. Requirements for Communication in the Professional Activity of a Lawyer

Rule: "Work on yourself," meaning observe the communication of people around you—how they interact, why others like them, are attracted to them, and want to talk with them.

At the first stage of communication, a manager should model and prepare their future communication in advance, that is, prepare for interaction from a communicative perspective. It is appropriate to prepare for the following questions:

- What goal do I set for this conversation?
- Will my interlocutor be surprised when I invite them to a meeting?
- Can I manage the situation without this conversation?
- Am I ready to resolve the issue with my interlocutor?
- Which communication methods should I use?



- What questions should I ask?
- What questions might my interlocutor ask me?

If my interlocutor raises their voice, responds sharply, shows resistance, agrees, ignores my opinion, or does not trust me, or hides their lack of trust, what should I do?

At the second stage of communication, it is necessary to engage in direct face-to-face interaction with the interlocutor, to sense the “emotional microclimate,” and to promptly initiate the conversation. Sometimes interlocutors do not know how to begin speaking. In such cases, the following methods should be applied:

- Ask a question that is non-controversial, interesting, and brief;
- Express your thoughts briefly and clearly;
- Justify your opinion or decision;
- When asking questions, use “when?”, “why?”, “how?” so that the interlocutor cannot answer only “yes” or “no”;
- Try to listen to the interlocutor’s final opinion and follow listening etiquette.
- Do not rush to respond; carefully analyze the meaning and essence of the interlocutor’s questions before giving an answer.
- Do not respond to an employee’s question in a harsh or overly abrupt manner.

The development of the following abilities in investigators contributes to increasing their professional authority:

**Speech (rhetorical) competence** – clear and pleasant pronunciation, correct and appropriate use of words, avoidance of dialectal speech, and the ability to communicate fluently in a single language.

**Communicative competence** – the ability to quickly establish contact with others and effectively engage in interpersonal interaction.

**Didactic competence** – the ability to maintain focus during speech, concentrate on a specific idea, avoid unnecessary digressions, and structure communication logically.

**Authoritative competence** – the ability to maintain professional authority during communication with subordinates and to avoid crossing ethical or professional boundaries.



**Imaginative (forecasting) competence** – the ability to anticipate, through communication, the potential future skills, abilities, and competencies of employees.

**Perceptive competence** – the ability to quickly and accurately perceive and understand the interlocutor, including correctly assessing their psychological state and personality characteristics. [1, 2, 3, 4, 5].

### **Discussion**

It is advisable for a legal professional to interact with each interlocutor by taking into account their age, experience, and level of professional competence. Accordingly, communication should be differentiated for adolescents, young people, adults, workers, and individuals with higher education. Managers should also engage with each employee by considering their individuality, since every employee has a specific temperament, character, abilities, and habits. These traits are relatively stable and difficult to change; therefore, managers must continuously observe employees and study their psychological characteristics. This ensures more effective and appropriate communication. A manager should maintain a balanced attitude toward employees, demonstrating care, empathy, and, when necessary, reasonable strictness and fairness in professional relations. In addition, the use of appropriate compliments in communication can be beneficial. For example, expressions such as “You look different today,” “This outfit suits you very well,” or “I trust you” may serve as positive communicative tools that enhance interaction and help prevent conflicts. However, it is essential to apply such compliments appropriately, depending on the context. For instance, compliments should not be used during formal criticism in meetings or in situations requiring strict professional focus. [1, 2, 3, 4, 5].

### **Conclusion**

The professional activity of a lawyer is constantly based on communication with people, conflict resolution, and persuasion. Professional communication and speech culture are not only a sign of literacy but also an instrument of psychological influence.



**Main conclusions: Psychological stability and self-control:** A lawyer must not be guided by emotions, should remain calm even in difficult situations, and be able to correctly assess the psychological state of the interlocutor.

**Art of persuasion:** Speech must be clear, logical, and evidence-based. A lawyer should be able to present legal norms in a simple, understandable, and situation-appropriate way (for clients, courts, or witnesses), rather than in complex legal language.

**Empathy and listening skills:** In communication, not only speaking but also active listening is important. Showing empathy toward clients increases trust, while communication with law enforcement requires firmness and professionalism.

**Speech culture as a source of authority:** A lawyer's speech is their professional "business card." Grammatical and stylistic mistakes, as well as rude expressions, reduce professional credibility and weaken legal arguments.

In general, professional communication for a lawyer is a combination of psychological flexibility, legal knowledge, and high communicative culture. Correct and effective speech ensures a psychological advantage in achieving positive legal outcomes.

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