

## PROSPECTS OF APPLYING PSYCHOLOGICAL TRAINING IN THE HR SYSTEM IN UZBEKISTAN

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### Abstract:

Management of human resources in the tourism sector of Uzbekistan is gaining importance nowadays. The main purpose of psychological training is to develop professional and personal qualities of employees, to improve their attitude towards the organization and to strengthen mutual relations in the work team.

### Introduction

The use of psychological training in the HRM system of Uzbekistan can be carried out in the following directions:

1. Development of professional skills of employees. It ensures that the employees maintain the quality performance of the employees <sup>1,2</sup>
2. Development of personal qualities of employees. It serves to increase the loyalty of employees to the organization and to improve mutual relations in the work team. <sup>1,3</sup>
3. Organization leaders management skills development . This of the organization effective activity conduct provides . <sup>1,2</sup>

Psychological trainings organize in reaching the following main stages done increase required :

- of employees needs to determine
- Training program work exit
- Training training transfer
- Training efficiency assessment <sup>1,3</sup>

To develop employees and strengthen their psychological skills, it is recommended to use the following training methods:

1. **Technology-enabled learning** is the use of digital platforms and tools to deliver learning content . E-learning has many advantages - including flexibility, convenience, low cost and a personalized learning experience. <sup>4</sup>

### 2. Simulators of realistic scenarios

Create life-like situations that reflect real work environments and tasks. Simulators help develop practical skills, gain experience, and gain skills that can apply knowledge to the real world. <sup>5</sup>

### 3. Learning on the job in the mentor-apprentice system

Encourage participants to learn by performing work tasks under the guidance of an experienced colleague. Acquiring practical skills in HRM is an effective way to improve timely feedback and work efficiency. <sup>6</sup>

Is to guide and support experienced or qualified individuals by providing personal attention, feedback and valuable advice to less experienced staff .



Training guided by a Sokha trainer or mentor

Training of team members in a physical or virtual classroom environment by an engaged trainer or industry-experienced mentor. ILT is effective for imparting theoretical knowledge, providing feedback and organizing discussions.

#### 4. Online teaching

Employees can complete online training in their field and at scheduled times through this method. While this is a cost-effective solution, it may be less suitable for complex subjects or skills.

Human resources management, that is, psychological skills in the field of HRM, professionals working in this field need to communicate with different people, understand and manage their behavior in their daily activities. Psychological skills enable HR professionals to build trusting relationships, effectively manage employees, and contribute to organizational success.

1. **Communication Skills** - Clear and effective communication is essential for HR professionals. Clear, accurate communication that improves understanding among employees eliminates conflict and contributes to organizational success.

2. **Empathy** is the ability to understand the feelings of others and show sympathy towards them. It is important for HR professionals to show empathy when working with employees, as this helps them build trusting relationships and solve their problems.

3. **Conflict Management** - Conflicts will always exist in organizations and must be managed effectively. HR professionals must have the skills to negotiate, mediate and find compromises to resolve conflicts between employees.

4. **Decision Making** - HR professionals often have to make decisions in uncertain and complex situations. They should have the skills to analyze various data, evaluate options and find the best solution.

5. **Stress Management** - HR professionals may face various stressful situations all the time. They need to develop the skills necessary for self-management, stress reduction and effective work.

6. **Motivation** - HR professionals must have motivational skills to motivate employees and improve their performance. They should have the skills to understand the needs of employees, develop motivational systems and apply motivational methods.

7. **Critical thinking** HR professionals must have critical thinking skills to analyze various data, identify problems and find solutions. They should have the skills to study problems in depth, evaluate different approaches and find the best solution.

8. **Flexibility** HR professionals must work in a rapidly changing business environment. They need to be able to adapt to new situations, respond appropriately to changes and have the skills to constantly develop themselves.



**9. Leadership** - HR professionals must have leadership skills to manage and motivate employees. They need to develop the skills necessary to support, motivate and increase the efficiency of employees.

**10. Professional development** - HR specialists should constantly develop and update their professional skills. They should develop themselves by learning new technologies, laws and practices, attending professional development courses, and joining professional organizations.

**In conclusion**, the use of psychological training methods for the HRM system in Uzbekistan will increase the quality of services. This, in turn, shows how important the social and psychological skills of the HR employee are in work.

1. Improving the stress resistance and flexibility skills of employees
2. Helping to increase satisfaction and initiative in the workplace
3. Professional development of employees and development of self-management skills
4. Improve organizational culture and strengthen cooperation between employees
5. Such an approach improves the attitude of employees to work and, as a result, the hotel

In addition, psychological skills HR professionals need to develop the skills necessary to effectively communicate with employees, manage them and contribute to the success of the organization . It is necessary for HR professionals to improve their effectiveness and ensure their professional development by constantly improving and updating their psychological skills .

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