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TRAINING TECHNOLOGY IN THE FORMATION OF THE LEADERSHIP POSITION OF FUTURE PUBLIC ADMINISTRATION EXPERTS

Training of highly qualified specialists in the higher education system in accordance with legal requirements and modern international challenges is based on the laws of Ukraine “On Education”, “On Higher Education”, the National Doctrine of Education of Ukraine in the XXI century and ratified international legislations. It determines the focus of future experts in public administration on the development of their personal abilities, the formation of their special skills inherent in leaders and a stable leadership position.

The formation of the leadership position of future public administration experts is a complex pedagogical process that has a directed effect and includes a set of exercises and technologies to achieve the pedagogical goal.

An important component of forming a leadership position of future public administration experts is the development of communicative qualities. The development of these qualities in students was ensured by the use of training technology.

Training is an affective pedagogical technology that meets the principles of system, complexity and interdisciplinary integration. It has its own features and rules:

- 1) all those present at the training must take part in the exercises;
- 2) during the training you need to talk only about what is happening on it;
- 3) each participant of the training has the right to know the opinion of others about themselves, if they make such a request;
- 3) the actions and opinions of the participant may not be discussed and evaluated by other participants without their permission;
- 4) there is equality of all participants, but a training moderator is required.

On the basis of the Leadership Center of National Technical University “Kharkiv Polytechnic Institute”, we conducted a training on “Methods of forming the communicative qualities of public administration experts.” The training included three stages.

The first stage aimed to consider the following question: “What is communicative competence and why does a civil servant need it?”. The content of the stage was sent for analysis:

- how the dramas of communication arise and how to overcome them;

- why the ability to ask questions is called art, and what is the difference between open, closed and alternative questions;
- how to reduce the emotional stress of yourself and the interlocutor;
- how to eliminate problem areas and barriers that hinder constructive and empathetic communication;
- how to understand the communication partner and establish a constructive dialogue.

The second stage aimed to address the following issue: “The role of nonverbal communication in building a constructive dialogue and mutually beneficial partnership.”

The third level stage was focused on the following issue: “Emotional intelligence of the leader and the development of professional communication skills.”

During the training, we used diagnostic techniques that allowed participants to identify their strengths and communication difficulties. Such diagnostics was not only interesting, but also served as an additional motivational stimulus for future experts of public administration in the process of training. The following methods were used:

- questionnaires to study the level of formation of students’ knowledge of business communication;
- “Level of communicative control in communication” method;
- study of the level of empathic abilities (V. Boiko’s method).

The following exercises were also used during the training:

- “Asking questions”, the task is to develop skills to ask questions in the communication process.
- “Infinite chain”, the task is to formulate an alternative position on the issue of discussion, predicting the consequences of individual positions.
- Arguments “for” and “against”, the task is to practice counter-argumentation skills in the discussion.
- “Regulation of emotional stress”, the task is to develop skills of verbal regulation of emotional stress in communication.
- “Collective mind”, the task is to develop skills to work with different information sources.
- “Business negotiations”, the task is to develop skills to establish contact with interlocutors, to create a favorable atmosphere for negotiations, to attract the attention of the partner.

Thus, the training helps participants to become more successful communicators in future professional activities to eliminate problem areas and barriers that prevent constructive and effective communication, gain self-confidence, build long-term productive relationships with colleagues in the future.