

PEDAGOGICAL SCIENCES

DEVELOPMENT OF INTERPERSONAL SKILLS OF IT-STUDENTS

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Theory of multiple intelligences was introduced by American Professor Howard Gardner [2]. He suggested that intelligence is not a single, fixed unite but a collection of various abilities, such as linguistic, logical-mathematical, visual-spatial, musical, bodily-kinesthetic, interpersonal, intrapersonal, and naturalistic skills. Understanding these types of intelligence is important for teaching-learning process as they can be developed in suitable conditions.

Multiple intelligence in relation to leaning process was researched by I. Maslo [5], Nunik Ari Indrawati [7], K. Davis, T. Hatch [3], Mojtahedzadeh R., Hasanvand S., Mohammadi A., Malmir S., Vatankhah M. [6] and others.

For students in the field of IT it is especially important to develop logical-mathematical, visual-spatial, interpersonal, and intrapersonal intelligences, which greatly contribute to both technical proficiency and soft skill development.

The aim of our research is to trace how interpersonal intelligence contributes to the development of interpersonal skills of IT specialists.

Interpersonal Intelligence which refers to a person's capacity to understand the intentions, motivations, desires of other people, and to work effectively with others [7]. Interpersonal intelligence nurtures such interpersonal skills as communication, collaboration and teamwork and relies on other types of intelligence. Its connection to linguistic intelligence is in the capacity to use the language in order to accomplish communicative goals. Logical-mathematical intelligence is responsible for the capacity to solve the problems logically. Visual-spatial is responsible for visual thinking.

Interpersonal skills refer to the abilities individuals use to effectively communicate, interact, and build relationships with others, whether one-on-one or in group settings [1]. They are the skills produced from the interpersonal intelligence and include traits such as active listening, empathy, collaboration and cooperation, conflict management, clear verbal and nonverbal

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communication. These skills are essential for creating strong connections and encouraging collaboration in both personal and workplace environments.

Wheeler [10] defines reasons why students have to learn interpersonal skills, they are: for knowing yourself, maintaining control and motivation and communicating flexibly. Communication is the ability of developing and transmitting multimodal messages so that to facilitate understanding among different audiences with varying needs. Effective communication for IT students is a productive exchange of facts, ideas and feelings in different kinds of interaction (oral, written, interpersonal or intergroup, public or private).

Successful communication is important but it does not provide effective interaction on its own. It is a necessary but not a sufficient precondition. Communication is not equal to cooperation [10]. Cooperation is the ability to create and support productive interaction, partnership and collaborate with others for successful realization of common goals. Modern challenges are multifaceted and require interdisciplinary expertise cooperation. Team members used to unite on the basis of their sameness (ethnic, social, functional) but today diversity plays a crucial role. And it is vitally important to direct these teams to constructive demeanor, facilitate cooperation and dialogue. Good communicators are good moderators; they master subtleties of the format and the culture of asking questions and listening. An effective communicator has the ability to provide the right information at the right time. The ability to ask qualitative productive questions clears up the task, generates hypotheses for possible solutions, evaluates and realizes them.

A good communicator has the ability to provide the right information at the right time. The quality of interpersonal communication skills is determined by how effectively the message is conveyed to others.

In traditional face-to-face learning lecturers involve active student-student and student-instructor dialogues, gestures, facial expressions, tone of voice and other devices that provide active communication and thus development of interpersonal skills is more relevant. As nowadays teaching and learning is conducted mostly synchronously and asynchronously (in blended learning regime), it is important to consider aspects of interpersonal interaction in online learning and work out principles of interpersonal communication in blended learning mode. In our opinion, increasing interaction during online sessions can improve students' perception and experience. The quality of interpersonal online communication depends on the atmosphere of interaction. If it is sincere and students do not feel anxious or worried, the interaction is successful. Positive interpersonal relationship can be developed through empathy, trust, involvement and respect. For this purpose, it is important to receive positive feedback and establish emotional interaction. Seeing the mimicry of the teacher's face, their gestures helps to understand the message better in offline

and synchronous online communication. Offline communication prepares IT specialists to digital work environment

It is important to receive positive feedback in the form of self-evaluation, peer and teacher's assessment. For pedagogical purpose very relevant in this aspect is to apply the method of cooperative learning by David Spencer. Cooperative learning is a method of constructing meaning. Working in groups will help the students to interact with each other and this interaction will be of great asset to the students to build a strong knowledge construction [8, p.77]. Brainstorming, jigsaw activities are good exercises for developing interpersonal intelligence, it is very important for everyone to feel respected and free to share their voice, ideas and views. In group work (which is the prototype of a teamwork) it is important for leaders to clearly communicate tasks, give clear directions for task completion.

So, by cultivating interpersonal intelligence, IT students can acquire a more balanced and comprehensive soft skill set that supports long-term career growth.

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