

THE ROLE OF POLITENESS IN PROFESSIONAL COMMUNICATION

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Abstract. This article examines the importance of communication culture and the principles of politeness in professional activity. It analyzes the impact of adhering to ethical norms on work efficiency, as well as its role in creating a healthy environment within a team. As a result of the research, the key aspects of politeness in professional communication and its role in society are highlighted.

Key words: professional communication, politeness, ethics, speech culture, corporate culture, communication ethics, efficiency.

Communication has been a fundamental tool that unites and develops society at all stages of human history. Especially in professional activity, communication is not only a means of exchanging information but also a process of building mutual trust and respect. Politeness is one of the most important moral and ethical factors in this process.

Another important role of politeness is in professional and academic success. People who communicate politely are often seen as more confident, responsible, and mature. Good manners can leave a strong impression in interviews, presentations, and teamwork. It shows emotional intelligence and strong interpersonal skills.

Politeness also reflects culture and values. Different cultures may have different ways of showing respect, but the idea of being considerate and kind is universal. By being polite, we not only represent ourselves well but also show respect for others' traditions and backgrounds.

In today's digital world, politeness is more important than ever. Communication through messages, emails, and social media can sometimes seem cold or misunderstood. Using polite language, clear tone, and respectful expressions helps avoid confusion and maintains good relationships even online.

Professional communication etiquette is a set of norms that determine a specialist's dedication to their profession and their attitude toward others. Eastern thinkers, particularly Alisher Navoi, emphasized that "lack of control over one's

speech reflects a lack of respect for people,” highlighting that speech culture defines a person’s position in society.

In professional communication, politeness performs the following important functions:

1. Creating a productive work environment: Polite interaction between managers and employees reduces stress levels and increases work efficiency.
2. Preventing conflicts: Respectful speech helps to soften misunderstandings and avoid disputes.
3. Career growth and reputation: A specialist who can express ideas clearly and politely is always highly valued.

In Uzbek national culture, every conversation beginning with “Assalomu alaykum” carries deep respect. In professional settings, this concept is enriched by the idea of corporate ethics. Addressing others formally, listening attentively, and maintaining a friendly demeanor are not only signs of personal culture but also professional responsibilities.

Politeness also plays a major role in avoid misunderstand. In many situations, especially when discussing sensitive topics, careful and respectful wording helps prevent conflict. For example, instead of saying “You are wrong,” a more polite approach would be “I see it differently” or “Maybe we can look at another perspective.” This keeps the conversation open and respectful.

In professional politeness is essential. It improves teamwork, leadership, and customer relations. Employees who communicate politely are more likely to succeed because they create a positive atmosphere. Leaders who show respect toward their team earn trust and loyalty, which increases productivity and cooperation.

Politeness is also closely connected to cultural awareness. Different cultures have different rules of politeness—such as how to greet people, how directly to speak, or how to show respect. Being aware of these differences helps avoid unintentional rudeness and promotes better international communication.

In conclusion, politeness in professional communication is not just a collection of kind words but a strategic tool for organizing successful work processes. Every specialist should continuously improve their speech culture, as it is a key factor in achieving a *достойное* position in society and their professional field.

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