

ABSTRACTS

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COMMUNICATIVE COMPETENCE OF FUTURE SPECIALISTS IN DOCUMENT SCIENCE AND INFORMATION ACTIVITIES: THE LINGUA-COMMUNICATIVE COMPONENT

In the article the concepts of «linguistic competence» as a constituent of communicative competence of future specialists and «communicative co-operation» are analyzed on the material of the scientific discipline of documentation and informational activities. The structure of professional communication is presented: 1) the beginning of communication as establishment of contact and creation of favorable terms; 2) learning about the position of the interlocutor; 3) exposition of the position; 4) joint analysis of a problem for removal of interlocutor's doubts, refutation of remarks, search of variants for solving the problem; 5) making a decision.

The types of the most widespread errors of interpersonal communication (display of authority, absence of attention to the opinion of other people, ignoring the state of the interlocutor, inattention to the reasons of behavior of the interlocutor, absence of interest in the problems of the interlocutor, absence of confidence that the information is perceived, too long or too short speech, absence of attention to the interlocutor etc.) are considered. The importance of an ability to listen to an interlocutor is defined in the article, the types of ability to listen are considered: non-reflexive (an ability to listen silently, not to insert remarks into the speech of the interlocutor), reflexive (active listening, helping the interlocutor to express ideas and feelings, creation of favorable terms for communication), and spontaneous (incomplete perception of information, selectivity) ones.

The terms of effective listening (visual contact, postures of participants of communication, interpersonal space etc.) are determined. The examples of tasks are given for development of linguistic competence of future specialists in documentation.

Key words: communicative competence, communicative co-operation, linguistic competence, communication.