

**EFFECTIVE MEANS OF COMMUNICATION IN ALBACETE OR THE WAYS OF  
OVERCOMING THE LANGUAGE BARRIER****Diyora Bobonazarova****Karshi State University****Annotation**

The present article deals with sharing experiences of a language barrier in European country, at the same time talks about verbal and nonverbal communication. Sometimes it is not enough to know English for having a communication in particular countries, in this case nonverbal communication does its best to help you act appropriately for opening the way for an effective comprehension in people.

When you go abroad, you have got some dubious feelings about the barriers or difficulties that may occur while you are abroad, especially if it is your first ever time abroad. Apart from financial support, I would have never assumed that there could have a slight possibility of a language barrier to be much more worthy to care about.

When I got informed that I was going to have my internship at the University of Castilla-La Mancha in Spain, I felt a great excitement and joy on coming perspectives of new experiences. I was totally sure and firm that it is impossible to have some issues with communication, because it is Europe, I have already had a stereotype that English is international language all around the world and there cannot have a single chance that I would face such an issue with communication in European country.

Albacete, Spain – is a city and municipality in Spanish autonomous community of Castilla-La Mancha, and capital of Albacete. The area of the place is 1.125.91 km<sup>2</sup> (434.72sq mi), population is of 173.050, demonyms: Albacetian, Albacetene. (4)

Due to our communicative skills, there are two types of skills – receptive and productive skills. To take the way of communication there are two, three or more sides attending in this process, at least – not less than two. In this case, both communicative skills are active, for having an action of conversation, first the information is delivered by the speaker in means of productive skills, while the receiver of the information tries to get activate his receptive skills via his receptive apparatus, after receiving the information, the information is worked out in the brain – the cognitive apparatus of a human mind, and only after that a human is able to give a

reaction to the received information. Humanity is considered to be one and only to be able to get into conversation, because he has got the cognitive ability, which is not common for the rest of the creatures on the planet.

There are a lot means and ways of communication, every single of us choose them due to our style of communication, due to a particular physical disability (sign language) and etc. Any type of information, let it be delivered by communicative skills – in active speaking or the conversation by the sign language has to be fulfilled in effective communicative way. Effective communicative way is not just about exchanging information, it is rather crucial to understand the emotions and the intention being represented behind the delivered information. In other words, we have to listen the speaker not just hear him. For being able to clearly convey the message, we have to be very attentive to the speaker, to his emotions and his body language. Sometimes, body language speaks more effectively rather than the active oral speaking. In this way, summing up the whole representation of the delivered information, we will be able to give a response to it.

That is why it is the best option to take into account both verbal and nonverbal communication. Verbal communication is the way of active speaking communication – the words, the sighs coming out of our mouth, while nonverbal communication is the signs and messages that we use with the help of our body language, gesticulation and movements. We would like to dig deeper into verbal and nonverbal communication to understand what actions clearly can be represented by these two notions. Verbal communication skills should be clearly stated by thinking before one speaks, having a clear imagination about your audience, trying to be precise and concise, trying to represent the information in friendly manner and trying to speak clearly. Turning to the second notion, nonverbal communication can be considered as firm hand shaking, eye contact, smiling, nodding while someone speaks, this shows your interest in the matter being delivered by another person, leaning forward to show your interest to the delivered information, to raise your hand, showing the interest to say something and etc.

Another point is, which is more powerful or in another words, which one is more useful, helpful or trustworthy? Verbal communication is not always right in usage – especially in such a condition, when you visit a foreign country and most of the population doesn't speak the language you do, in this kind of situations, nonverbal communication serves its best to help you somehow get into interaction with people around you.

Now, we would like to present our experience abroad, with the usage of verbal and nonverbal communication. It started as soon as we landed on the Spanish land, when we were at the airport, first misunderstandings started to occur. Standing in the que for passport, we were on the way to get our luggage, I had to ask the way for the luggage store from the worker of the airport, but unfortunately, he did not speak English at all. After my effortless verbal communication, the information I was trying to deliver to my interlocutor was not able to be analyzed due to cognitive aspects, because we had a language barrier between us – he did not speak English, while I did not speak Spanish. Then I tried to use nonverbal communication and it worked, I used my body language showing the position of carrying my luggage, after this my interlocutor finally got the information, I was trying to deliver towards him, his cerebral apparatus gave a reaction to my nonverbal communication and I was shown the way to my destination. This is the first of the whole number of examples I could present throughout our whole stay in Spain.

Our adventure with language discrepancy continued to follow us in Albacete. Due to statistic notes represented on <https://www.citypopulation.de/en/spain>, Albacete is a place where the population of age 18-64 reaches the 63.4%, which is a huge indicator in comparison with the other two layers as 19.9% of population are of 65+ age, 16.6% are of 0-17 age. Summing up, we can clearly see that the majority of percentage lays for the mature population of the city – the people of mature age take its advantage in this position, which gives an assumption that people of older ages do not speak English or at least, the minority does speak English in Albacete. Our experience with language barrier was waiting for us in every super market, shop, restaurant, cafe or even in pharmacies where we could have our daily demands. Only the territory of the university where we were having our internship was safe of language barrier. The verbal communication was valid only in the territory of the university. All the other places of the city required mostly nonverbal communication for having an adequate interpretation of the message that we were delivering.

Summing up all the thoughts above, I would like to conclude saying that both verbal and nonverbal communications are crucial in everyday life. We cannot say that one overweighs another, because some situations may occur that demand verbal communication, some situations cannot be dealt without nonverbal communication, but I would put a stress on the fact that even if you are not actively using verbal communication abroad, nonverbal communication does its best in dealing with a lot of issues.

**The list of used literature:**

1. J. Fiske: Introduction to communication studies (Studies in culture and communication) (Volume 1), 2012;
2. N. Moore: Nonverbal communication: studies and application, 2008;
3. T. Wharton: Pragmatics and nonverbal communication, 2009;
4. [www.en.wikipedia.org](http://www.en.wikipedia.org).

