



Improving Communication Skills Through Psychology: A Qualitative Study on Active Listening, Cultural Sensitivity, and Role-Playing Techniques among Undergraduate Students

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Abstract

Keywords:

Communication Skills Development, Active Listening, Cultural Sensitivity

Effective communication is a fundamental aspect of human interaction, impacting personal relationships, academic engagement, and professional success. In psychology education, it is crucial to equip students not only with theoretical knowledge but also with practical communication strategies that are adaptable to various cultural and social contexts. This study explores how undergraduate psychology students perceive the role of communication in their personal, academic, and future professional lives, as well as the impact of a semester-long course titled "Communication in Psychology" on their skill development. A total of 29 students from the University of American College Skopje participated in the research, reflecting on their experiences through open-ended survey questions after completing the course. Qualitative content analysis was used to identify recurring themes in their responses. The findings suggest that students perceive communication as crucial for fostering empathy, articulating ideas effectively, and avoiding misunderstandings. They reported improvements in active listening, interpreting nonverbal cues, and engaging in culturally sensitive dialogue. Practical exercises, such as role-playing and mock interviews, were efficient in helping students internalize key concepts. Students also highlighted the importance of patience, empathy, and creating nonjudgmental environments to foster meaningful interactions. This study highlights the importance of communication-focused training within the psychology curriculum, underscoring its transformative impact on enhancing self-awareness, intercultural competence, and interpersonal effectiveness – all essential skills for future professionals working in complex, multicultural environments.

INTRODUCTION

Meeting and effectively addressing human needs depends on various factors that develop over time. One key element contributing to satisfaction and transparency is communication.

Communication is the process of conveying a message from a communicator to a recipient through a medium that produces a specific effect (Setiawan & Sarbini, 2020). Communication is closely related to communication planning, which is used to achieve predetermined goals (Argesty & Anisa Rohmah Afiati, 2022). Communication has two main functions: first, to support individual survival, and second, to support the survival of society. Communication can improve social relationships and encourage the development of a community (Setiawan & Sarbini, 2020). This study focuses on the role of communication in human relationships and examines how psychological factors influence our understanding and analysis of these interactions within broader concepts and ideologies.

Communication of psychology is one of the important factors in general psychology. Therefore, deep knowing and understanding can be helpful in any relationship and connection. There are different reasons that all people, not only scholars, professors, and experts, have to know about the communication of psychology. In this regard, (Searle, 1995), (Cialdini, 2001), (Giles, H., & Reid, 2005), (McCornack, 2007), (Tomasello, 2008), (Miller, 2016), (Beattie, G., & Ellis, 2017), (Röhner, J., & Schütz, 2020) emphasized that It is important for everyone to have enough knowledge about how to communicate properly in different situation with different group and level of the people, as they growing up in different cultures and different society. Therefore, getting enough information and ideas about communication steps is crucial. As usual, we can divide communication into different aspects, such as verbal and non-verbal, or we can also mention the role of communication in the concept of virtual. By the way, it is essential to recognize and determine how we can focus on the correct structure of communication and how we can transfer the acceptable meaning and understanding other people and how we can avoiding any misunderstanding and miscommunication in various societies and communities such as workplace, university, school, personal life, and social life.

These days, some people, because of a lack of information about correct communication, are facing many problems or difficulties. It is firstly important to know

how to communicate with each other in an accurate format by knowing the culture and how to convert the correct communication into a global or international structure. Besides that, how can we limit or if it's possible to avoid any miscommunication and misunderstanding that may happen by finding a good solution for solving conflict, induration of communication, and also how to face different conflicts that may happen in our conversation in our communication that we have as much as possible. First, it is important to face that conflict and then try to find different aspects and ideas to solve any possible conflict. People must talk with each other if it is essential and try to make clear the point that is not clear for them, and sometimes it is not very correct for them.

Small problems or difficulties, if not addressed early, can escalate into serious conflicts or even disasters. When people fail to manage these issues effectively, situations can escalate and damage relationships. As a result, people can become disconnected from one another, and bonds within a team or community can be broken. If such a situation occurs in a workplace or organization, it can cause major problems. The company could face significant failure or losses. Therefore, it is crucial for the HR department or management team to actively develop effective communication strategies with employees. This includes offering training, workshops, seminars, and both in-person and virtual meetings. These initiatives can help all team members—whether working directly or indirectly—communicate better across departments and divisions.

In any group or community where people must work together to achieve a common goal, effective communication is crucial. If members lack these skills, leaders and supervisors must be responsible for teaching and mentoring them. They must show team members how to communicate effectively within an organization and with others in a professional setting. Sometimes, individuals—especially newcomers—join a workplace or community without adequate communication skills, particularly in an organizational or international context. These individuals often face difficulties. Therefore, HR or management must be responsible for equipping them with the appropriate knowledge and skills. They should help staff improve their verbal, non-verbal, virtual, and cross-cultural communication skills.

Psychology places great emphasis on the importance of communication. People need to learn how to express ideas clearly, use positive body language during conversations, and interact with others respectfully. Good communication also involves

engaging others in listening, fostering agreement, and resolving disagreements constructively. Psychological theories and models highlight the need for strong communication skills—especially when working with people from different cultures and nationalities. Effective communication often hinges on identifying the channels people can connect to convey their needs and the purpose of their discussions. In many societies and communities, individuals seek effective communication methods, with verbal communication being the most common. People generally prefer face-to-face meetings to express their thoughts and ideas more clearly.

In addition to verbal methods, there are various nonverbal communication channels, such as email, Microsoft Teams, Zoom, WhatsApp, and Telegram. Each platform offers different interaction techniques and tools. The key is to successfully convey the central message of the conversation to minimize misunderstandings and miscommunication. Understanding the correct communication structure often depends on the concepts and culture of the workplace or community to which individuals belong. People must remain open-minded, flexible, and eager to learn and update their knowledge. By following these strategies, individuals can reduce potential conflicts and address miscommunications during conversations. When people communicate effectively, they can build strong relationships that are temporary and lasting for a long time. This valuable communication enables individuals to gain insights into their feelings and emotions, helping them better understand each other's needs. Individuals can fulfill each other's requirements and achieve their goals by being supportive and showing flexibility. Therefore, it is often recommended that people maintain an open mind, be willing to learn new things, and actively listen to others. By being good listeners, individuals can think logically and respond appropriately rather than reacting emotionally in conversations. This approach enhances communication and can be highly beneficial in any individual discussion.

To improve our communication, we must first understand what communication actually is. Gaining a clear understanding of its core concepts allows us to engage more effectively in conversations with others. The National Communication Association (NCA, 2002) defines communication as the process by which people share ideas and attitudes by transferring and retaining messages. These messages often contain cultural meanings and are transmitted through various contexts, channels, and media. To

communicate effectively, we must identify the most appropriate channel for conveying messages. Sometimes we use verbal communication, and other times we rely on nonverbal or written forms. Communication can occur face-to-face, through social media, or through other digital platforms. The key question is: how can we successfully convey our goals and ideas, whether through messages, media, or interpersonal interactions.

Several well-known communication models help us understand this process. The linear communication model describes how a sender initiates a message through a chosen channel to a recipient. This model, proposed by theorists such as Lasswell (1948) and Shannon & Weaver (1949), is simple and useful for understanding one-way communication, such as emails, announcements, or social media posts. However, it lacks feedback and does not represent interactive dialogue. In contrast, the interactive communication model includes feedback. One person sends a message, and the recipient responds, creating a cycle. This model highlights the importance of feedback, often seen in class discussions, group presentations, or weekly meetings. Schramm (1954) emphasized this model's ability to demonstrate mutual understanding. However, this model still treats communication as a back-and-forth process, rather than a dynamic exchange.

The most comprehensive model is the transactional communication model. This model views both participants as communicators simultaneously sending and receiving messages. Communication is dynamic, ongoing, and influenced by context and interference. Theorists such as Dean Barnlund, Khone (1984), Miller, and Steinberg (1975) promoted this model, particularly for face-to-face interactions where meaning is co-created. While these models best represent interpersonal communication, some people may struggle to apply them in digital communication environments like email or social media, preferring face-to-face dialogue. Each of these models has strengths and weaknesses. The linear model is straightforward but one-way. The interactive model encourages feedback but limits spontaneity. The transactional model captures the richness of human communication but may not be appropriate for every situation, especially those that rely on asynchronous methods.

Understanding these models is crucial in interpersonal communication – where individuals share emotions, ideas, and experiences. Interpersonal communication occurs

within families, among friends, coworkers, classmates, or roommates. In each context, people aim to express feelings and build understanding. Successful communication in these situations relies on an understanding of core principles such as clarity, empathy, emotional expression, and active listening. Furthermore, communication plays a crucial role in meeting human needs, as outlined in Maslow's Hierarchy of Needs. Maslow identified levels such as physiological needs (food, shelter), safety, social belonging, self-esteem, and self-actualization. At every level, communication enables individuals to express needs, connect with others, and pursue personal growth. Without communication, humans cannot fulfill these essential psychological and social needs. In short, communication is more than just the exchange of words. It involves the transfer of emotions, intentions, and meaning. By understanding its models, channels, and purposes, individuals can improve their interpersonal relationships and contribute more effectively within any community or organization.

Researchers focused on international communication and offered a comprehensive perspective on the topic. They emphasized that several factors shape interpersonal communication. For example, individuals from diverse cultural backgrounds have different attitudes, values, and ideologies that influence how they interact with others (Tella, 1991). Furthermore, gender and sexual orientation significantly influence communication styles and dynamics (Liu, S., Gallois, C., & Volcic, 2023). Another critical element in interpersonal communication today is online communication. It has become increasingly popular, and many individuals actively seek to enhance their skills and knowledge. Misunderstandings in communication can be significant hurdles that we must navigate with care. The challenge lies in minimizing these differences and misinterpretations, especially during phone conversations between individuals. By clearly understanding communication's true purpose and nuances and translating theoretical knowledge into practical approaches, we can substantially decrease the likelihood of misunderstandings. This not only enhances our interactions but also proves beneficial in fostering stronger connections. Equally important is the concept of communication as a reflection of the self. It demands a deep self-awareness; each wrestles with their consciousness and circumstances throughout life, evaluating situations that require articulate discussion on various topics. Thus, self-awareness emerges as a critical theme, an essential pillar of emotional intelligence.

Researchers often delve into this aspect to assess levels of self-awareness, revealing how individuals can flourish and contribute positively within workplaces and communities.

Another intriguing aspect is self-esteem and how people internalize information and reenter society. This dynamic can be captivating and advantageous for the individual and their relational engagements in any form of communication they wish to cultivate. Beyond this, we can explore the role of self through various lenses, including societal structures like gender and community affiliations. One vital context in which this plays out is within families. Based on their backgrounds and cultural frameworks, individuals often display varying modes of interaction and communication, highlighting the significance of family and the self in shaping our social behaviors. Moreover, a crucial consideration is the ethical dimensions that govern our conversations. People frequently prioritize ethical conduct and strive to adhere to these principles during their exchanges. Understanding and respecting moral standards is not merely advisable; it's essential for fostering empathy and respect among individuals. When someone grapples with the intricacies of ethical communication, they develop a profound understanding of the requirements and norms that guide professional and personal dialogues. This awareness enables them to navigate conversations gracefully, minimize miscommunication, foster support, and assert themselves as considerate and effective communicators. In essence, recognizing ethical matters and the interplay of self-awareness during discussions forms the core of meaningful dialogue. Researchers studying communication and psychology consistently emphasize the necessity of self-knowledge. They urge individuals to become attuned to their environments and those they engage with, both directly and indirectly. Furthermore, understanding one's emotions and deploying them judiciously can transform communication. Emotions, inherently complex, fluctuate between positivity and negativity, influenced by individuals' unique situations and their personal and social lifestyles. Being adept at managing emotions and articulating feelings appropriately enhances the richness of interactions. This knowledge equips individuals to face emotional challenges with courage and awareness during conversations. The ability to effectively manage one's feelings—anger, sadness, or joy—enriches relationships among friends, romantic partners, or colleagues. Ultimately, those who master the art of emotional regulation and

empathy contribute to deeper, more meaningful connections in every aspect of their lives, creating a tapestry of communication marked by understanding and respect.

METHODOLOGY

This study utilized an experimental, qualitative design to explore perceptions of happiness and its contributing factors among psychology students. The primary data collection method involved online open-ended questionnaires, allowing for rich, subjective responses that reflect individual experiences and thought processes. This design was selected to encourage depth over breadth, capturing nuanced emotional and cognitive perspectives.

A total of 29 undergraduate students participated in the study. All were enrolled in the Communication of Psychology: Concepts and Criteria course at a university in Skopje, Macedonia. Participants were between the ages of approximately 19 and 23 and represented diverse backgrounds within the field of psychology. Participation was voluntary, and students were informed of the study's academic purpose.

Data were collected using a custom-designed online questionnaire distributed via a secure digital platform. The questionnaire included several open-ended questions that prompted thoughtful reflection on happiness, emotional well-being, stress management, interpersonal relationships, and team collaboration. This format enabled participants to articulate their views without the constraints of fixed response options. Participants were encouraged to elaborate freely, with questions structured to evoke personal insight and context-specific examples. Responses were submitted anonymously to ensure confidentiality and authenticity.

Qualitative data were analyzed using thematic analysis, allowing for the identification of recurring patterns and insights across the participants' responses. The responses were first read and coded independently by the researcher, then organized into broader themes, such as emotional self-awareness, interpersonal trust, self-fulfillment, and the role of collaboration in achieving happiness. The goal was to derive meaningful categories that reflect the participants' shared and individual experiences.

RESULTS AND DISCUSSION

The study included 29 undergraduate participants: 24 females (82.8%) and five males (17.2%). Among them, 27 participants were between 20 and 25 (93.1%), while two were younger than 20 (6.9%). All participants studied Psychology at the University of American College Skopje (UACS). Furthermore, according to the above demographic report, participants responded to three open-ended questions. The first question was: "Why is communication important?" The participants provided similar responses, indicating a shared perspective on the significance of communication, which the researcher analyzes below.

Communication is essential because it allows people to express themselves and understand one another. It is vital for sharing information and improving every aspect of life. As a cornerstone of human interaction, communication facilitates knowledge transfer across generations and fosters evolution in various fields. Effective communication is crucial for sharing thoughts and knowledge, achieving mutual understanding, and maintaining daily functioning. It helps us comprehend the needs of others while also communicating our own. Most importantly, we must strive to understand each other to enhance human interaction. Communication enables people to share ideas, express emotions, and build relationships. It helps prevent misunderstandings, fosters teamwork, and enhances problem-solving abilities. By communicating effectively, we can better understand one another and cultivate empathy.

Communication is fundamental in society's functions, impacting professional and personal matters. It encompasses multiple forms, including verbal, nonverbal, body language, and facial expressions. Bonding and understanding one another in everyday life depend on effective communication, which is the foundation of all relationships and essential to our existence. Moreover, communication is a means for people to connect. It involves exchanging information between individuals, allowing for a deeper understanding of each other. Effective communication helps prevent misunderstandings, maintains healthy relationships, and influences others positively. It is vital to see the world from multiple perspectives to build connections. We need communication in our daily lives to share our feelings, experiences, and thoughts. This sharing involves not only tangible things but also abstract ideas and situations. By

expressing our thought processes, we can get closer to others and engage in meaningful conversations about our passions and beliefs.

Communication is crucial for all beings, enabling us to connect more deeply. It allows us to express ourselves effectively, form healthy relationships, and improve our lives and careers. Clear and healthy communication can make our lives more enjoyable and fulfilling. Understanding each other is essential for preventing conflicts. On a biological level, humans are social creatures. Without communication, we may face psychological distress that can ultimately lead to physical harm. Communication is the foundation for every activity in our work and personal lives; without it, the world would struggle to function effectively. We desire to share ideas and thoughts, develop connections, and maintain the relationships around us. Communication is fundamental to the human experience, enabling us to share information, express emotions, and communicate effectively in personal and social situations. Proper communication also helps identify and resolve problems, contributing to a deeper understanding of one another. In summary, communication is a crucial part of humanity that supports our development and helps us form and maintain relationships. It allows us to express our emotions and perspectives, vital for self-expression and overall life satisfaction.

In question two that asked : How was the Communication of Psychology class useful in improving your educational and professional knowledge for conducting conversations in different communities and society? The participants based on the theoretical and practical class during a one academic semester replied that:

Roleplaying taught me valuable information on how to behave in different situations. The lectures and practical exercises made it easy to grasp essential concepts and improve our conversational skills. The class reinforced unfamiliar ideas by providing them with concrete names and descriptions. Engaging in this course helped me realize that there are dedicated professors who know how to work with students, engage them in activities, and impart knowledge and skills effectively. The roleplay assignments were a fun way to practice communication in various settings. This was particularly beneficial for me as a future psychologist, where being an effective listener and speaker is crucial. It has transformed my perspective on communication, allowing me to interact with people more effectively. The Communication of Psychology class

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enhanced my ability to engage in clear, professional, and effective conversations. It played a key role in helping us understand different perspectives and highlighted the importance of nonverbal cues in various scenarios. The class provided valuable insights into the key aspects of clear communication and understanding. It offered an interesting way to explore different relationship dynamics and forms of communication. Although the information seems simple and a matter of common sense, it is the knowledge that many of us have started to neglect. I learned many things I was unaware of when approaching individuals from different cultural backgrounds. Overall, attending the class was a joy, reminding me to be patient and actively and attentively listen to others. I particularly appreciated the focus on nonverbal cues and the external factors that can impact the exchange of information, such as cultural backgrounds. Through roleplaying, this course helped me build my confidence in communicating in front of an audience during various imagined scenarios. The practice was invaluable as it prepared me for different situations and conversations. The mock interview was beneficial, and now I feel ready for an actual interview. This class has assisted me in easing into various scenarios and conversations, fostering better communication with my colleagues. Although I cannot yet speak to the educational and professional aspects since we have only had a few classes so far, I have noticed an improvement in communication on a social level with my colleagues. This class has significantly benefited me. It has improved my communication skills, taught me to listen more effectively, and helped me avoid common communication barriers. The group activities made visualizing proper communication in both workplace and personal relationships easier. I learned how to communicate effectively in different situations. The group practice helped us understand how to adapt our behavior to different settings and environments. This class deepened my understanding of how people think and behave in various social contexts. It provided insights into how culture and environment shape a person's communication style. This knowledge has further enhanced my skills and is undoubtedly beneficial. The course offered a variety of practical techniques for both academic and professional realms, which will be helpful in my future. It has helped me appreciate that proper daily communication is essential.

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And in the last question, the third question which asked: What is your suggestion for improving communication in practical aspects? If you have any ideas and methods please share them. The participants explained below points:

I feel like every person should work to get to a stadium where they want to use their full potential, such as understanding themselves better, improving their social relationships and skills, getting in touch with humanity, improving their overall knowledge, having positive attributes in a workplace, or even keeping a family tight. For this, communication is a crucial tool. So, people as individuals should work on their will because will, as a phenomenon, is the most potent motivator. Practices that include listening to one another and doing practical work involving situations that could occur in any person's life are important to get used to and learn how to communicate. Honestly, I do not have any other ideas for now, but I want to point out that If I am asked for some changes to these classes, I would not like some changes to be made because I really like how we learn this subject.

The practical exercises are the most important to learn something new. Nothing; the class and professor are excellent. Focusing on active listening and adapting communication style to different situations. To be more patient to make sure everyone feels heard and not to make anyone else feel as if their opinion is less than others, be direct with them, ask them nicely if they have some problem, provide one-on-one meetings, offer help and support. The class is perfect; we all interact with each other, and we all enjoy it. An idea I have is to engage the students in psychotherapy-style roleplay, in which the students get a chance to play the roles of therapists and clients. The scenario should not be fictional; the students should focus on getting in touch with how they feel in the present and their emotions. The most important thing to gain from this roleplay is that students practice listening, being patient, and engaging the other speaker in the conversation. People should be patient and compassionate, open to discussion, and willing to work through the few bumps that would appear during difficult conversations or when having to break the ice sometimes.

Communicating is powerful and a skill that should be nurtured by practicing active listening and putting oneself in another's shoes. Be less judgmental, have an open mind, and try to connect with the other person when speaking to each other. But most importantly, take your time. Communication is intimate and shouldn't be rushed. Listen

actively, think carefully before speaking, calmly approach conflict, be clear and concise, etc. By effectively communicating, you can help and even teach others how to communicate better. Talk and don't stay quiet even if what you say is wrong. Through practice, everything is learnable. As a human, my experience with improving conversations has always been connected with how judged I feel by the people I am communicating with. In a class, if I cannot truly share my ideas, that decreases my chance of having a good conversation. A professor should have a class where communication is improved to eliminate any possibility of people being judgmental or if any of the student's answers are wrong, should not be stated. Try to understand the other person's point of view or emotional state, especially in sensitive conversations. Showing empathy can build trust and improve the message's reception. I think we should all use and consider this method of simply stating our opinions and feelings to get the point across in a calm, expressive way. I am more comfortable speaking to people one-on-one, so team-building exercises where everyone has a few minutes to go around the room and talk to different people get a plus from me! The most important part of communication is trying to understand what the person you are talking with is saying and trying to see their point of view, so in my opinion, an open mindset is the best way to improve communication. Leading by being more understanding and looking at other people's points of view. It is necessary for all people to learn how to first listen and process the information because I think people are so focused on transferring their arguments and making sure they are correct before listening to the other side. I'd suggest practicing active listening, being transparent and short, paying attention to nonverbal cues, asking questions, and giving feedback. Everyone communicates in different ways, but everyone should learn to listen actively and understand people and their perspectives.

Effective communication is a foundational skill in psychology and broader interpersonal interaction. To explore students' perspectives on communication, its role in their education, and its practical application in diverse communities, this study gathered qualitative data from undergraduate psychology students at the University of American College Skopje (UACS). The findings reveal deep insights into the importance of communication, the effectiveness of practical coursework, and student-driven suggestions for improving real-world communication abilities. The study included 29

undergraduate students enrolled in the Communication of Psychology course at UACS. Of these, 24 were female (82.8%) and five were male (17.2%). The majority (93.1%) were between 20 and 25, with the remaining 6.9% under 20.

This study employed a qualitative design, collecting open-ended responses to three key questions. These questions asked participants why communication is important, how the Psychology Communication class helped enhance their educational and professional knowledge in conducting conversations across diverse communities and societies, and what suggestions they had for improving communication in practice. The researchers analyzed the responses using thematic content analysis to identify recurring patterns, insights, and unique contributions.

Participants demonstrated a clear and shared understanding of communication as a fundamental human function that plays a vital role in both personal and social contexts. The analysis revealed several key themes. First, students emphasized communication as a tool for self-expression, understanding others, and conveying emotions. Second, they described communication as a medium for transferring knowledge, maintaining social cohesion, and preserving cultural evolution. Third, participants consistently noted the importance of communication in building and maintaining personal and professional relationships. Fourth, responses highlighted the role of communication in fostering empathy and appreciating diverse perspectives. Finally, some students recognized the biological and psychological needs of communication, linking a lack of communication to distress and dysfunction. Many participants emphasized that communication plays a crucial role in sharing thoughts and knowledge, achieving mutual understanding, and maintaining daily functioning. One participant emphasized that without communication, individuals can experience psychological distress that can ultimately lead to physical injury.

Regarding the educational and professional impact of the Psychology Communication class, students found the course highly effective because it combined theoretical instruction with role-playing and practical exercises. They praised activities such as role-playing, mock interviews, and group discussions for effectively simulating real-life situations. Participants reported marked improvements in speech clarity, active listening skills, adaptability during conversations, and self-confidence. Furthermore,

some students became more sensitive to cultural differences and nonverbal communication cues.

Students felt better prepared for future professional roles, particularly in psychology and client interactions. They also appreciated the positive learning environment created by the instructor, which fostered trust, engagement, and a judgment-free atmosphere that encouraged experimentation. One student shared that the role-playing taught them valuable lessons about appropriate behavior in various situations. Another student stated that the class boosted their confidence and prepared them well for real-life interviews. Still others admitted that they had previously overlooked nonverbal cues and elements of cultural context but became more aware of them after the course.

Participants also offered insightful and reflective suggestions for improving communication education and practice. They consistently emphasized the importance of active listening as a crucial component of effective communication. Furthermore, they advocated for judgment-free environments that offer psychological safety, allowing individuals to share ideas openly without fear of criticism. They also identified empathy and patience as transformative qualities that significantly improve communication.

Several participants recommended incorporating psychotherapy-style role-playing exercises that focus on authentic human emotions and behaviors to deepen emotional understanding. They suggested that one-on-one conversations can benefit shy or anxious communicators by offering personalized, smaller-scale interactions. Furthermore, participants valued open-mindedness, encouraging diverse perspectives, and a genuine understanding of others' perspectives.

One participant noted that people should strive to understand themselves and others, emphasizing that determination serves as a powerful motivator for improving communication. Another suggested that students engage in authentic, emotion-based role-playing to develop listening and empathy skills. Still another suggested team-building exercises that encourage all participants to speak up, which helps reduce anxiety and build connections. Finally, participants emphasized the importance of maintaining the classroom as a space where wrong answers are not punished, but rather discussed openly.

CONCLUSION

The findings of this study emphasize that communication is not only a fundamental skill but also a profoundly human process integral to psychological well-being, personal development, and professional success. The responses gathered from the undergraduate psychology students at UACS reveal that they recognize the importance of communication in theoretical terms and reflect a mature and reflective understanding of its practical and emotional dimensions. The Communication of Psychology course exposed students to various methods that helped translate theoretical concepts into real-world applications. Their insights confirm that interactive learning approaches, such as roleplaying, group discussions, and mock interviews, are significantly more effective than passive instruction when developing communication skills. These techniques allow students to practice in a safe and structured environment to explore vulnerability, build empathy, and engage in meaningful self-reflection. A particularly striking theme is the students' awareness of the psychological and emotional atmosphere necessary for effective communication. Many emphasized the need for nonjudgmental environments, patience, and active listening—skills crucial in psychological practice and everyday interactions. This suggests that the students are beginning to integrate communication not just as a skill but as part of their identity and ethical responsibility as future psychologists. Another noteworthy observation is the call for more authentic emotional engagement in learning activities. Students preferred real, emotionally driven scenarios over fictional ones, reflecting their desire for genuine experiential learning. This highlights their understanding that proper communication is grounded in emotional honesty and empathy, which is essential for those entering helping professions. Moreover, students expressed a desire to connect more deeply with others in one-on-one or group interactions. This shows a keen awareness of individual communication styles and preferences and underlines the importance of personalized and inclusive teaching methods. In conclusion, the study demonstrates that communication education in psychology should go beyond technical instruction. It should foster emotional intelligence, interpersonal sensitivity, cultural awareness, and a lifelong commitment to personal and professional growth. The Communication of Psychology class at UACS has successfully laid this foundation. Future curricula should continue to build on these strengths by promoting experiential, emotionally resonant, and inclusive

communication training that prepares students not only to perform but also to connect with clients, colleagues, and society at large.

Recommendations:

This study recommends expanding role-playing-based learning, particularly by incorporating scenarios rich in emotional and cultural nuances. Such enhancements can deepen students' understanding and empathy, preparing them for real-world interactions in diverse settings. Furthermore, the study suggests introducing more personal reflection activities to foster emotional awareness. These reflective exercises encourage students to explore their feelings and reactions, foster greater self-understanding, and improve their interpersonal communication skills. To create a supportive learning environment, the study advocates student-led sessions and feedback circles. These forums empower students to share experiences openly and establish a non-judgmental space where ideas and concerns can be freely expressed. Furthermore, the study emphasizes the need to increase opportunities to practice cross-cultural communication, enabling students to navigate cultural differences effectively and sensitively.

Implementing peer tutoring or mentoring programs is also a valuable recommendation. Such initiatives will enable students to support each other in overcoming communication challenges, enhance collaborative learning, and build self-confidence. By pairing students with peers who provide constructive guidance, these programs encourage mutual growth and skill development. Overall, this research underscores the importance of communication education in psychology training. It highlights how effective communication skills positively impact social relationships, academic success, and professional competence, reinforcing the need for comprehensive, experiential, and culturally responsive teaching methods.

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