

## PROBLEM SOLVING SKILLS IN SPOKEN ENGLISH CLASSES

**Akhmedova Erkeaiym Gudukovna**

*erkeaiymakhmedova@gmail.com*

*Osh State University*

*Associate professor, Institute of philology and  
intercultural communication*

*Osh, Kyrgyzstan*

**Mirzakmatova Orozbubu**

*mirzakmatovar@gmail.com*

*Osh State University*

*Lecturer, Institute of philology and intercultural communication*

*Osh, Kyrgyzstan*

**Annotation:** *In this article, we review what problem-solving skills are, examples of problem-solving skills in speaking, and how to use it at the lessons, we discussed problem solving skills in speaking and highlighted them during our job search. Problem solving skills handle challenges, think critically and find effective solutions. These abilities are essential for improving education process, managing tasks and adapting to unexpected situations.*

**Key words:** *Problem solving skills, critical thinking, decision making, creativity, active listening, communication.*

**Аннотация:** *В статье мы обсудили навыки решения проблем в устной речи и выделили их во время поиска работы. Навыки решения проблем позволяют справляться с трудностями критически мыслить и находить эффективные решения. Эти способности необходимы для улучшения процесса обучения управления задачами и адаптации к неожиданным ситуациям.*

**Ключевые слова:** *Навыки решения проблем, критическое мышление, принятие решений, креативность, активное слушание, коммуникация.*

## INTRODUCTION

In this article, we review what problem-solving skills are, examples of problem-solving skills in speaking, and how to use it at the lessons.

The ability to solve problems is a basic life skill and is essential to our day-to-day lives, at home, at institute, and at work. We solve problems every day without really thinking about how we solve them.

For example: it's raining and you need to go to the store. What do you do? There are lots of possible solutions. Take your umbrella and walk.

If you don't want to get wet, you can drive, or take the bus. You might decide to call a friend for a ride, or you might decide to go to the store another day. There is no right way to solve this problem and different people will solve it differently.

Problem solving is the process of identifying a problem, developing possible solution paths, and taking the appropriate course of action. What are problem-solving skills? Problem-solving is a complex skill. It involves critical thinking.

Critical thinking helps in analyzing the problem logically, identifying possible causes and evaluating different solutions.

Decision making involves selecting the best possible solution based on reasoning, evidence, and potential outcomes.

Creativity allows for innovative and out-of-the-box thinking, which is crucial when conventional solutions do not work.

Effective problem-solvers use a systematic approach that allows them to break down difficult problems into smaller, more manageable parts.

In English, there are four main skills that we know, namely listening skill, writing skill, reading skill, and speaking skill. But this article will be focus on the speaking ability or speaking skill. Speaking is an important part of effective communication. Speaking is a tool of communication and used to share any information. “Speaking is one of the most important and essential skills that must be practiced to communicate orally” (Casilli, 2013). In fact, someone with a good speaking ability will be easier in communicating as well as sending and receiving information to others. Therefore, it can be concluded that speaking is a technique of constructing and sharing information, both verbal and nonverbal based on various context. Speaking is a technique in building meaning, including producing, receiving, and processing records. Speaking and the meaning of it relies on the context of where that happened, which is consist of contribution, experience, environment, and the function. Harmer (2007) stated that speaking is the core skill of mastering how to speak fluently. It can be concluded that speaking is one of the most important skill that is used for making communication to others. Beside of the significance of speaking skill, many students still think that speaking is one of tough lesson in English.

Students' difficulties in speaking English that the main problems they face in learning speaking skills are a lack of vocabulary, the need for articulation, the need to speak without hesitation, and anxiety of making mistakes when speaking. In addition, students feel embarrassed to speak English and express the right assumptions and concepts because they are afraid of making mistakes in pronouncing the words. In addition, students face various components that affect their speaking ability, as shown by several students.

The factors causing the speaking problems are lack of general knowledge, lack of speaking practice, fear of mistake, lack of words usage and grammar practice, low motivation, low participation, reading laziness, shyness, less dictionary usage, nervousness, fear of criticism, and unfamiliar words pronunciation.

Speaking is one of important skills to be mastered. Speaking is very important because by mastering speaking skill, students are able to make conversation with others, to give the

ideas and to exchange the information with others. Learning English means learning language components and language skills. Grammar, vocabulary, pronunciation, and spelling are examples of language components. Among the four skills, speaking is often considered as the most difficult skill to be learned by the students. English teacher should have teaching strategies to solve the problems faced by the students. The teacher must be able to manage their assignments effectively. They are demanded to motivate the students in order to learn English well. Related to that statement, teaching technique becomes one of the important points on the teaching learning activities. To teach speaking is not an easy job.

There are many problems in teaching speaking:

1. Students who have poor of vocabulary.
2. Students used to speak their own language.
3. They rarely practice English to communicate with others.

When the teacher asked students to make conversation with their friends in front of class, they would refuse it. Another problem related to the students is that they are not interested with the material given to them. This situation caused them bored and they do not want to continue studying. Based on the explanation above, we tried to use problem solving activities to improve speaking skills for students at the faculty.

Problem-Solving method is a way of presenting the lesson by presenting the material as a starting point the discussion of issues to be analyzed and synthesized in an attempt to find a solution or answer by the students. Why is problem solving important?

Good problem solving skills in speaking empower us not only in our personal life but are critical in our professional life. In the current fast-changing global economy, employers often identify everyday problem solving as crucial to the success of their organizations. Problem solving activities are great for learners to make decisions and to build confidence. These advanced skill sets are preparation for adulthood and are imperative for success in this dynamic information age.

As teachers, we often acknowledge the importance of these activities. But many times we fall short of ideas that can help us to foster these new-age skillsets in our learners.

Problem-solving strategies that teachers can demonstrate, model, and teach directly include trial and error, process of elimination, making a model, using a formula, acting out the problem, using graphics or drawing the problem, discovering patterns, and simplifying the problem (e.g., rewording, changing the setting, dividing it into simpler tasks).

K-W-L charts are a great way to engage pupils in a new topic – helping them to recall knowledge, develop a purpose for learning, and track their progress. These graphic organizers are designed to highlight what you know (K), want to know (W), and have learned (L).

Use the first column to assess or activate pupils’ prior knowledge. In the second column, get the pupils to plan their learning by generating a series of questions about the topic. Pupils then use the final column to summarize their learning. The first and last columns can be helpful for retrieval practice – trying to recall information without it in front of you to cement long-term learning.

And the purpose of this study was to develop students' English using problem solving activities and video materials, and evaluate students' attitudes toward the use of vocabulary and video materials in teaching integrated skills. The strengths of learning problem solving are as follows:

- a. Educating students to think systematically
- b. Being able to find a way out of the situation in face
- c. Learning to analyze a problem from various aspects
- d. Educating students believe themselves
- e. Think and act creatively
- f. Solve problems faced realistically
- g. Stimulate the development of student thinking progress to complete problems encountered with the right.

The weakness learning problem solving are:

- a. It takes quite a lot, because the students need the much time to think and analyze the problems.
- b. The ability of students in solving different problems, sometimes students can not to solve the problems because they difficult to think and analyze the problems.

What are problem-solving skills?

Problem-solving skills help you determine the source of a problem and find an effective solution. Although problem-solving is often identified as its own separate skill, there are other related skills that contribute to this ability.

Some key problem-solving skills include:

Active listening

Analytical listening can positively impact student's life because it helps them solve problems, improve relationships with people around them, and become a better problem solver.

Analytical listening is the process of focusing on what others are saying without being emotionally involved or reacting instantly to their words.

It allows us to listen attentively, avoid interruptions, and acknowledge our thoughts and those of other people during communication. This focus also gives us time to better understand issues from various angles, which ultimately leads to more effective solutions.

Now that we understand what analytical listening is and why it's important, let's look at four steps you can use to use analytical listening during problem-solving effectively.

The following four steps will help you:

Understand the problem

Identify the root cause of the problem

Come up with potential solutions

Evaluate and implement

Analysis

The first step to solving any problem to analyze the situation. Your analytical skills will help you understand problems and effectively develop solutions. You will also need

analytical skills during research to help distinguish between effective and ineffective solutions.

#### Research

Researching is an essential skill related to problem-solving. As a problem solver, you need to be able to identify the cause of the issue and understand it fully. You can begin to gather more information about a problem by brainstorming with other team members, consulting more experienced colleagues or acquiring knowledge through online research or courses.

#### Creativity

One of the biggest hindrances to innovation is complacency—it can be more comfortable to do what you know than venture into the unknown. Business leaders can overcome this barrier by mobilizing creative team members and providing space to innovate.

There are several tools you can use to encourage creativity in the workplace. Creative problem-solving is one of them, which facilitates the development of innovative solutions to difficult problems.

#### 5.Communication

Communication helps you connect with other people who may have better expertise in the domain area in which you're attempting to solve the problem.

When you communicate well, you'll be able to extract the right information to help you make critical decisions to solve the problem.

#### Decision-making

Ultimately, you will need to make a decision about how to solve problems that arise. At times—and with industry experience—you may be able to make a decision quickly. Solid research and analytical skills can help those who have less experience in their field. There may also be times when it is appropriate to take some time to craft a solution or escalate the issue to someone more capable of solving it.

For many years I have been teaching English as a foreign language to different age groups. It isn't a secret that learning is more effective if the learners are actively involved in this process: We know that students learn a lot by working together in groups to solve a problem or make a decision. Many English teachers think that it is very difficult to use problem solving activities at an English lesson.

But did they try? The main task of problem solving activities is to make a student think and express his or her own opinion. To my mind problem solving activities require a creative use of the target language.

#### The Creative Problem Solving Process

In my new textbook there are a lot of new words to remember. Some of them are very easy to remember, others are easy to use but some of them are difficult to pronounce. The teacher's main task is to make the students not only remember all the words but use them in their speech.



We always try to find a problem to solve in every task. I’d like to present you some problem solving activities at the lessons.

Robinson Crusoe by Daniel Defoe.

This problem solving activities I distributed working with words. It helps the students to revise vocabulary on any topic who likes.

Skills - speaking, listening and writing.

Level – intermediate

Some practical ideas

“Learning English through listening” - stories based on the several stories which were written by American and English writers. Stories help to develop students’ imagination by introducing new ideas into their world - ideas about wonderful world, other countries, different points in time and they will get acquaint with characters.

Preparation for writing an essay example from the story Jane Eyre by Charlotte Bronte.

Multiple choice

1. Who was Mr. Read?

a. father                      b. uncle                      c. grandfather

2. Jane Eyre stayed at her uncle’s house because:

a. They like Jane Eyre very much.

b. Jane Eyre’s parents died

c. Jane Eyre wanted to live with her aunt and uncle

3. Why did Jane Eyre send to Mr. Brocklehurst's school?

a. because she was a liar

b. because she wanted to go Mr. Brocklehurst's school.

c. because Mrs Reed and her family didn’t like her

Select true or false

4.1 Jane Eyre was very clever and always wanted to read

True                      False

4.2 Mr. Brocklehurst was a kind and talented teachers

True                      False

5. In your own concept. How can you define the following words: Family and Loyalty? Do you consider yourself to have these qualities?

6. How can you interpret the meaning of this proverb?

1. Адамдын жаман жакшысы туугандан эмес, көргөн тарбиясынан

2. Ата болсоң акылдуу бол, эне болсоң мээримдүү бол.

7. Write down an essay “Jane Eyre’s and “Ajars childhood using Venn’s Diagram” (“Ajar” is a novel which was written by Kasimaly Bayalinov, Kyrgyz writer). These examples are real exercises from my textbook which we were created a book “Learning English through listening”. After reading literary texts, students can speak a variety of aspects to develop their critical thinking, interpretation skills, and speaking fluency.

It is important to create opportunities for students to interact by using group work as this can improve learners' motivation and promote choice, independence, creativity, and realism. Pair work and group work also provide feedback to the learner from sources other than the teacher.

Creative problem solving is a valuable soft skill that can help individuals and organizations succeed in the workplace. By developing our creative problem-solving skills, you can become a more effective problem solver, foster innovation, and improve teamwork.

In fact, these ideas guide teachers' work with meaningful activities that contribute greatly to students' learning. Short stories are interesting to use as material for personal enjoyment and help students achieve better mastery independently in the development of language skills.

In addition to speaking, this study implements listening and reading as a way to encourage the development of language skills because these activities are considered authentic models of language use. Through them, students can internalize structure and pronunciation at the same time. Likewise, listening exercises help students to develop their aural comprehension, which is essential to communication.

#### **LISTS OF LITERATURES:**

1. Casilli, J. (2013). Methods of Enhancing Speaking Skills of Elementary Level Students. From <http://translationjournal.net/journal63learning.htm> (Accessed on February 17 th , 2022)
2. Chiesa D., Azizov U., Khan S., Nazmutdinova K., Tangirova K. (2019). Reconceptualizing Language Teaching: An in-service teacher education course in Uzbekistan. Baktria Press
- Al Asmari, A. A. (2015). Communicative Language Teaching in EFL university context: Challenges for teachers. Journal of Language Teaching and Research, 6(5), 976-984. <https://doi.org/10.17507/jltr.0605.09>
4. Alghonaim, A. (2014). Saudi university students' perceptions and attitudes towards Communicative and non-Communicative Activities and their relationship to Foreign Language anxiety. Research Journal of English Language and Literature, 2(2).
5. Alharbi, H. A. (2015). Improving students' English-Speaking Proficiency in Saudi Public Schools. International Journal of Instruction, 8(1), 105-116. <https://doi.org/10.12973/iji.2015.818a>
6. Dianne Drazie “Primarily Problem Solving”