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TASK ORGANIZATION OF THE PSYCHOLOGIST'S PROFESSIONAL ACTIVITY

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ЗАДАЧНА ОРГАНІЗАЦІЯ ПРОФЕСІЙНОЇ ДІЯЛЬНОСТІ ПСИХОЛОГА

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The relevance of the problem area of the topic. Today, our country is going through a difficult stage of historical development, which forces each of us to make significant physical and spiritual efforts to preserve our own lives and health, as well as the lives and health of others. In the context of traumatic reality, which, among other things, is accompanied by temporal uncertainty, a significant part of the Ukrainian population needs qualified psychological assistance. Today, everyone needs it to some extent: some in the form of educational and preventive activities (aimed at reducing anxiety and mastering basic stress-resistance and self-help skills), others in the form of deeper and more professional intervention by a psychologist (to work through complex forms of traumatic experience that they have received as a result of direct or indirect participation in hostilities or other difficult circumstances in their lives). In any case, we are talking about the practice of providing psychological services, which can be defined as a process in which clients with personal requests, entering into communicative interaction with a specialist, find answers to their pressing questions, resulting in a change in their current social situation or life problem.

The state of research of the problematic topic. In our opinion, such a sequence of actions can be best considered and analyzed in the context of the *task approach* (G. O. Ball, V. M. Glushkov, G. S. Kostiuk, O. E. Samoilov, A. V. Furman, et al.), from the point of view of which any conscious activity is appropriate and

productive to consider as a continuous series of setting and solving various (external, internal, communicative, cognitive, thinking, perceptual, etc.) tasks. In this case, there is a “transfer of the subject of the task, which is in the initial state, to the desired one by fulfilling its requirements” [1, p. 32].

Examples of a sufficiently thorough study of various aspects of interaction between a specialist and a client can be found in both foreign – D. Bujental, I. Weiner, D. Kottler, etc., and domestic – J. P. Vima, Y. Y. Medynska, V. G. Pano, B. V. Khomulenko, N. F. Shevchenko and other researchers. The sphere of their interests ranges from studying the directions and peculiarities of psychologists’ professional activity, scientific developments of the content, forms and methods of their work to the search for factors and factors of effectiveness of the counseling contact itself. As A. S. Grof notes in this regard, “the success of a psychological service may have nothing to do with the method used by the specialist and the content of verbal interpretations, but rather depends on factors such as the quality of the relationship established and the degree of compassion or feeling for the client and his or her confidence that he or she is understood and supported” [12].

The purpose of the study is to highlight the counseling potential of the task-based organization of a psychologist’s professional activity in his/her systematic counseling work with a client, in which the latter goes through a four-stage cyclic-actual path of personal

definition of a traumatic life problem as his/her *own internal task*: first, awareness of its subject and requirements, then its redefinition and redefinition, and finally its independent formulation as a purely personal one.

Summary of the main research material

Given that the very concept of “task” has been used by psychologists as an interdisciplinary category to explain various aspects of human life (including specially organized professional activities) not so long ago, we consider it possible to consider the process of *providing psychological assistance from the standpoint of* this approach. We believe that understanding the intricacies of the emergence, organization and course of intrapsychic processes that accompany a person on the way from the point of initial dissatisfaction or emotional discomfort to finding the most acceptable option for its elimination (with the help of a psychologist) will allow the latter to understand the client more deeply, identify “problematic” areas in his or her life scenario faster and choose the forms and methods of assistance that will ensure the achievement of the desired result as accurately as possible [5; 8]. So, first of all, it is necessary to understand what type of tasks we are talking about in this case, what components form them, and which of them need to be influenced in order to get what we are looking for.

In the works of scholars [1; 3; 7; 9; 11, etc.] who have studied this issue, we find several definitions that will help us find an answer to this question. Thus, G.O. Ball, summarizing the multifaceted searches in the definition of the concept of “task”, proposed to consider this term in a three-dimensional context, namely: a) a task is a situation that requires some action from the subject (just a *task*); b) the concept of a task as a situation that requires a certain action from the subject aimed at finding the unknown on the basis of its relationship with the known (*thinking task*) c) the concept of a task as a situation that requires a separate action from the subject, intent on finding the unknown on the basis of using its connections with the known under conditions when the subject does not know the method (algorithm) of this action (*problem task*) [1; 2].

The starting point of the process that will eventually lead a person to make a decision (*action*) to seek professional psychological help is the emergence of a difficult life *situation that*

somehow contains something *known* (people, events, resources, emotions, etc.), but which, under certain conditions or circumstances, has ceased to satisfy. And it is the search for ways, algorithms, and mechanisms that will allow the “given into the desired” that is the *unknown that the client* does not yet possess, but which he or she can find together with the psychologist. So, we are talking about a *problematic task*, but one that, under certain conditions and for a certain time, will not acquire this status, but will remain at the level of a *problematic situation* that already contains requirements for activity, initial conditions and fixed complications and obstacles to achieving the desired state, although it still lacks one key point – the *internal acceptance of* it by the individual. As A.V. Furman notes, “Personal acceptance is a complexly structured dynamic process and at the same time a synthetic result of the value psycho-spiritual presence of one person or an act-event in the inner world of another, which is a multifunctional continuation of his or her perception and understanding, which enriches the conscious ability of the agent of acceptance with such subprocessual new formations-mechanisms as naming, designation, comprehension, and understanding of what exactly is accepted in terms of object-subject certainty, in what mental modality, on what existential wave of beingness, and how meaningfully exhaustively, passionately, and rationally fully it is accepted” [10, p. 70].

The complex internal mechanism just outlined is the starting point that not only makes a person reflect on the problematic situation in his or her life or listen to others’ comments that something needs to be done about it (here we are talking about an *external task*), but also encourages him or her to take real action (search for information or a specialist who would help in finding answers to questions that really concern him or her). This view fully coincides with the well-known statement that a task should be viewed as subjectively appropriated by a person, i.e., internally *accepted* by him/her as a task situation and assimilated into his/her own psycho-spiritual world.

The complex and multidimensional process of personal acceptance is described in detail and methodologically substantiated in the works of Anatoly V. Furman, who proposes to consider it in the form of the theoretical (structural and functional) model presented by him, which is based on three fundamental approaches – acting,

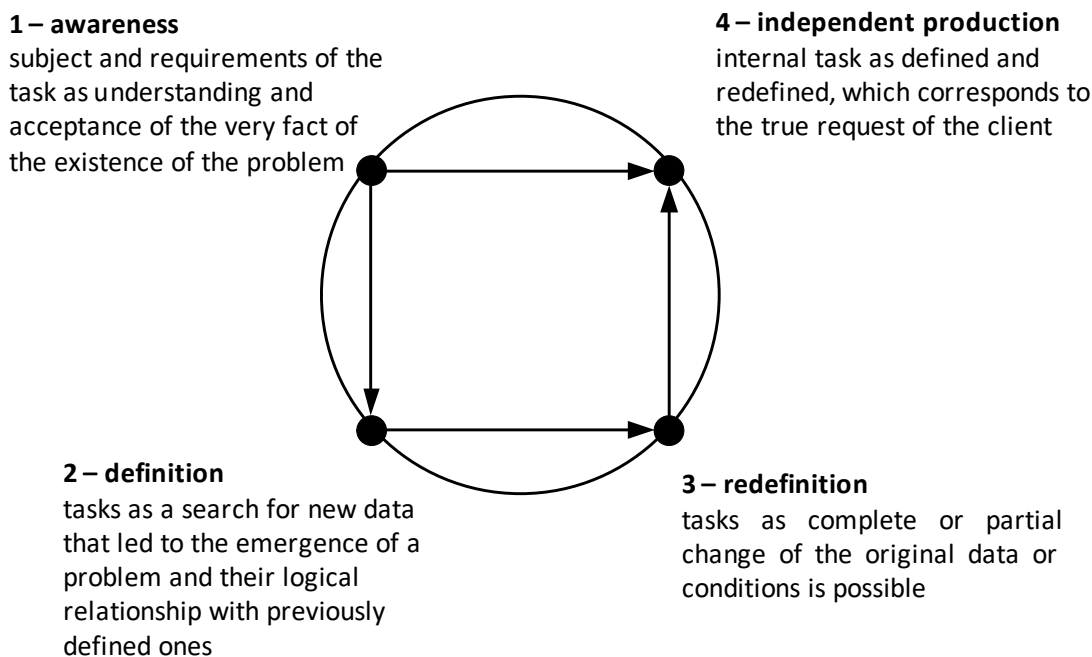


Fig.
Stages of cyclic-actual determination of the internal task by a personality

canonical and cyclic-acting [10]. Analyzing this issue, the researcher notes that one of the integral components of this process is the emergence of a person’s need to communicate with others to obtain additional information that he or she needs to transform a problem situation into a task with the subsequent search for ways to solve it. It is stated that “for the most part, the need to communicate with another (or others) arises when one is faced with a problematic situation and finds that one’s own experience is not enough to solve the newly set task” [Ibid. p. 58]. Therefore, not only must a person accept his/her internal task, but also accept the person who will help him/her in finding solutions to the latter, i.e., in this case, the personality of the specialist to whom the client is addressing.

In this regard, we note the following: while the process of internal acceptance can begin in the mind of the individual before the so-called “counseling contact” begins, the process of solving the problem involves continuous interaction between the client and the psychologist, as it contains several stages that require professional support. We are talking about *redefining and redefining the problem*. Thus, most researchers of this issue [1; 4; 6-7] prove that when solving a problem, the actualization of the thinking process is an act of reformulation.

Therefore, even when performing well-structured tasks with a predictable outcome (for

example, educational tasks), they are revised. When a person is dealing with problematic tasks, the answers to which are not unambiguous and completely predictable, where the client can add new facts (data) during the solution that radically change the picture of the original request, then this component is definitely necessary. On the one hand, the stages of redefinition and redefinition add some uncertainty and problematic nature to the psychologist’s work, sometimes increase its complexity or make it unclear at some point, but still, “each new formulation is a generalization based on the previous analysis and at the same time serves as a starting point for further analysis and development of thought. At the same time, previous actions not only determine the following ones, but are also caused by them” [4].

The result of repeated repetition of this process (which can last quite a long time depending on the direction in which the psychologist works) in the process of *problematic dialogic interaction* (according to the theory of A.V. Furman [11]) should be an independent formulation of an updated internal task, the solution of which will become one of the main stages of work of the client and the specialist (*Fig.*).

Thus, specially organized dialogic relationships that arise between a psychologist and a client during counseling make it possible to fully realize the principle of problemativeness, the use

of which not only makes it possible to guide the latter's activities in order to find optimal ways to solve his or her problem, but also creates the right conditions for his or her full and active involvement in this process and actualizes the development of the ability to independently manage their own lives. The intermediate inter-phase link (redefinition and redefinition) deserves special attention in this distribution, when "the cognitive-semantic contradiction is maximally sharpened in the mind of the individual during the transition from the verbal formulation of the problem to its solution" [11, p. 61].

Thus, the task-oriented organization of the process of professional interaction between both subjects of psycho-counseling activity makes it more meaningful and effective, as it allows not only to perform a certain sequence of actions but also to project its course in advance, that is, to plan not only the stages of the psychologist's activity but also to anticipate possible options for the client's actions. At the same time, the specialist not only studies the client but also thinks, designs, and interacts with him or her, relying on the variety of processes of seeing and removing uncomfortable situations, formulating and solving problems, accepting and solving tasks.

CONCLUSIONS

1. The task-based approach in psychology advocates and implements the premise that a task exists whenever there are two main components: a goal and the conditions under which it must be achieved. This means that all purposeful activity can be interpreted as a continuous series of processes of solving various problems (thinking, perceptual, external, internal, etc.).

2. The task-based approach is relevant and appropriate when it comes to the complexly organized professional activity of a psychologist. Since a significant part of the provision of psychological services takes place in the form of dialogic interaction between the client and the professional, the basic feature is not a simple exchange of information, but the ability of the latter to ask a series of questions in such a sequence that a logical and consistent picture of what circumstances led to the emergence of a difficult life situation for the client unfolds in the client's mind.

3. In the work of a psychologist with a client, the task is transformed from a simple linear scheme of "goal – conditions – means of solution

– result" into a more professional one, when the person in need is forced not only to seek answers to their questions on their own (the psychologist only guides and accompanies this process), but also to understand and accept full responsibility for the result, including the realization that it was their own efforts that led them to this specialist, who only helped them to find the previously missing knowledge.

4. Under the best conditions, the logic of the counseling contact fits into the scheme of transferring an externally existing problem into the internal field of the client's consciousness, which involves the following stages: a) *preliminary awareness of the subject and requirements of the problem* (the main reason for seeking counseling is the person's acceptance and awareness of the fact that he or she has a problem in his or her life); b) *redefinition of the problem* (the problem only becomes a problem when the client, with the help of a psychologist, makes certain generalizations based on the previous analysis and which not only add to the missing psychological facts (data), but also serve as a starting point for further analysis and development of thought; c) *redefinition of the problem in a situation where the client's previously formulated request is either completely or requires the search for many new facts that change the very content of the request; then the main task of the psychologist is to help the latter accept and understand the task in the updated version and d) move on to the search for the final answer, which appears in the form of a new self-defined internal task.*

5. A clearly technologized dialogic process in an open system "psychologist-client" guarantees the achievement of several goals and ensures maximum efficiency of the work performed: gives an understanding that interpersonal interaction with a psychologist is a bilateral task-action act, where the client is not an object, but a subject of influence; the very process of conducting a consultation instills in this subject confidence in his or her own abilities, because in the end he or she feels joy and relief from the fact that he or she has found what he or she is looking for on his or her own (with only a little help from a specialist) creates conditions for the psychologist to carry out psychological design of the process of interaction with the client (primarily to offer and accompany him/her in various pre-modeled situations), and thus to control its course with available means of influence and obtain the planned result.

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АНОТАЦІЯ

НАДВУНИЧНА Тетяна Лонгінівна, КРУПНИК Зоряна Ігорівна.

Задачна організація професійної діяльності психолога.

У роботі здійснено теоретичний аналіз та розкрито конструктивний потенціал задачної організації професійної діяльності психолога у його системній консультативній роботі з клієнтом, за якої останній проходить чотириетапний циклічно-вчинковий шлях особистісного визначення ним травмувальної життєвої проблеми як власної внутрішньої задачі: спочатку усвідомлення її предмета і вимог, потім її довивзначення і перевизначення, насамкінець її самостійна постановка як суто персональної. Зокрема, доведено, що з позицій задачного підходу будь-яку діяльність можна трактувати як низку безперервно розв'язуваних задач, які можуть поставати перед людиною у формі деякої дії (*просто задача*); ситуації, що вимагає пошуку зв'язків попередньо відомої інформації з невідомою, а відтак отримання певного нового знання (*мислиннева задача*), чи такої ситуації, яка, хоч і містить певні вихідні дані, але тому, хто її вирішує, все ж достаменно невідомі шляхи досягнення бажаного результату (*проблемна задача*). Саме з позицій останнього визначення розглянуто особистий запит, з яким звертається клієнт до професійного психолога. При цьому аргументовано, що саме складний внутрішній механізм переведення

проблемної ситуації у проблемну задачу і є тією «відправною точкою», яка відмежовує просте відчуття внутрішнього дискомфорту щодо складної життєвої ситуації, яку переживає клієнт, від його вчинкової активності, що у підсумку власних зусиль приводить його до шуканої відповіді. Визначено, що центральним етапом цього складного шляху є процес внутрішнього прийняття людиною зовнішньої задачі як внутрішньої (самісної), яка може бути або ж у певний час самостійно усвідомлена нею або ж визнана і схвалена зі сторонньою допомогою (від партнера, близької людини, друга, колеги тощо). Відтак саме фаховий психологічний супровід таких трансформаційних змін і є тим завданням, з яким має впоратися психолог, надаючи допомогу клієнту. В результаті дослідження було встановлено, що у процесі такої проблемної діалогічної взаємодії, що є основним каналом консультативної чи терапевтичної практики, відбувається довізнання та первизначення потребуючою особою попередньо поставленої задачі. Крім того встановлено такий науковий факт: щоб зовнішньо сформована проблемна ситуація стала внутрішньо прийнятною задачею для людини й у підсумку знайшла своє вирішення, вона має пройти чотири основних етапи: усвідомлення (предмета і вимог), її довізнання та перевизначення аж до самостійної постановки нової, суто особистісної, задачі, яка вже містить більше додаткових вихідних даних (причини, засоби, ймовірні наслідки тощо) і набір можливих варіантів прийнятної розв'язку.

Ключові слова: психолог; клієнт; психологічне консультування; задачний підхід; задача; проблемна ситуація; внутрішнє прийняття; довізнання; перевизначення; проблемна діалогічна взаємодія; професійна діяльність психолога; внутрішня задача.

ANNOTATION

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Task organization of the psychologist's professional activity.

The paper provides a theoretical analysis and reveals the constructive potential of the task-based organization of a psychologist's professional activity in his/her systematic counseling work with a client, in which the latter goes through a four-stage cyclic-actual path of personal definition of a traumatic life problem as his/her own internal task: first, awareness of its subject and requirements, then its redefinition and redefinition, and finally its independent formulation as a purely personal one. In particular, it is proved that from the

standpoint of the task approach, any activity can be interpreted as a series of continuously solvable tasks that can be faced by a person in the form of some action (a simple task); a situation that requires searching for connections between previously known information and unknown information, and thus obtaining some new knowledge (a thinking task), or a situation that, although it contains certain initial data, the person who solves it still does not know how to achieve the desired result (a problem task). It is from the standpoint of the latter definition that the personal request made by a client to a professional psychologist is considered. It is argued that it is the complex internal mechanism of transforming a problematic situation into a problematic task that is the "starting point" that separates a simple feeling of internal discomfort about the difficult life situation experienced by the client from his or her action activity, which, as a result of his or her own efforts, leads him or her to the desired answer. It has been determined that the central stage of this complex path is the process of a person's internal acceptance of an external task as an internal (self) task, which can either be independently realized by the person at a certain time or recognized and approved with outside help (from a partner, loved one, friend, colleague, etc.). Therefore, it is the professional psychological support of such transformational changes that a psychologist must cope with when providing assistance to a client. The study found that in the process of such problematic dialogic interaction, which is the main channel of counseling or therapeutic practice, the person in need redefines and redefines the previously set task. In addition, the following scientific fact has been established: in order for an externally formed problem situation to become an internally accepted task for a person and eventually find its solution, it must go through four main stages: awareness (of the subject and requirements), its redefinition and redefinition up to the independent formulation of a new, purely personal task, which already contains more additional initial data (causes, means, probable consequences, etc.) and a set of possible options for an acceptable solution.

Key words: psychologist; client; psychological counseling; task approach; task; problem situation; internal acceptance; redefinition; redefinition; problematic dialogic interaction; professional activity of a psychologist; internal task.

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