

Psychological Aspects of Diplomatic Activity

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Abstract: The article describes some psychological aspects of communication at the multilateral diplomatic level, the technique works with representatives of the host country. Researched problems of social psychology, as the psychology of relationships. The author underlines the psychological aspects of communication activities to the diplomat, in particular non-verbal techniques, the most common gestures and in other words, the basics of effective communication between people. Substantiates the idea that any embassy staff - a small group of people - supporters, who performing common business in a foreign country. And as the experience shows - as soon as there is a certain group as the subject of political action, begin to do the same psychological mechanisms of political behavior. After the analysis author comes to conclusion that, diplomacy represents practical importance in psychological researches that promotes the development of positive experience of the school of diplomacy.

Key words: Psychological aspects • Business • Communication activities • Diplomat

INTRODUCTION

Diplomacy called the science and art. In diplomacy, as in no other sphere of human activity, an important condition is the ability to protect the national interests of the country, taking into account the views of the other side, a willingness to compromise. In this regard, the particular role of multilateral diplomacy, in which a plurality of opinions and positions of its members should be brought to a common result. And it is difficult to overestimate the importance of the psychological characteristics and factors.

“The task of diplomacy - to communicate between two sovereign states through negotiations,” [1] writes the famous author of works on diplomacy Harold Nicolson, British diplomat and historian. Nicolson noted that despite the fact that diplomats communicate using a common international code (specific phrases, expressions and words), yet even they are not immune to the fact that foreign colleagues will understand them not right.

The role of communication activities in the modern world it is difficult to overestimate, especially speaking of diplomacy. It occupies a special position in the hierarchy of mental processes, thus serves as a primary means of communication, a tool of thought and is part of human culture. The art of communication - a key skill. To become

a master of communication, it is necessary to develop a variety of skills: it's oratorical skills and the ability to manage conflict and negotiation skills and the adjustment for the other party, ownership of facial expressions, voice and gestures.

In the life of a diplomat art of communication occupies a special place. Diplomat should be able to communicate with different segments of the population correctly and competently. The ability to be proficient in the language - one of the main tools of the diplomat. Negotiations - is, in fact, the basis of diplomacy and negotiation skills. This case is far from simple and requires considerable knowledge of human psychology and relationships

Psychology of Communication in International Diplomatic Negotiations: An integral part of the international negotiations is communication. J.Stein [2] points out that the nature of international negotiations is to communicate and the Swedish researcher Ch.Jonsson dedicates a special monograph on communicative aspects of international negotiations [3].

Back in 1716 Famous French diplomat François de Callières, who is considered the founder of the doctrine of the negotiations in his work “On the Manner of Negotiating with Princes” noted: “These qualities

Table 1: Principles of conversation.

Principle	Meaning
<i>Rationality</i>	During the conversation we must behave with restraint, even if the partner shows emotion. Because uncontrolled emotions always a negative impact on the decision. Secondly, there is the psychological rule, which states: "In the debate winner is the one who is more calm". Calm and rationality - the best response to a surge of emotion from a partner.
<i>Understanding</i>	Need to understand the interlocutor. After all, he tries to explain his position to bring to the interlocutor opinion, but because of the lack of attention to his point of view, can not achieve the goal. This causes irritation and threatens misunderstandings of positions. Before to influence the position of the communication partner, you should understand it.
<i>Attention</i>	Found that during conversation the level of concentration varies. This happens even when there are no distractions. Concentration and attention throughout the conversation are different. The human psyche is constructed in such a way that in the process of getting the information he needs from time to time breaks. In these moments the attention is scattered involuntary and interlocutor for a few minutes as it "falls out" off the conversation. At such times, verbally or non-verbally should get his attention, to restore the broken contact. The best way to do this - to ask, "Are you listening?"
<i>Reliability</i>	In the conversation should not be given false information, even when it makes the interlocutor.
<i>Distinction</i>	Establishing the border between the interlocutor and the subject of conversation - a very important psychological principle. In the process of communication, we often identify that partner says, with itself or with our relationship to it. Nice information provided by an unpleasant interlocutor, loses half of its appeal. Our personal relationship with the person we dislike, often makes it difficult to objectively evaluate the information he is told. To avoid this, you should pay attention primarily to the fact that it is mentioned and not on what and how to report.

are - attentive mind, not allowing ourselves to get distracted pleasures, common sense, which allows to guess what's going on in the hearts of people and the ability to consider the slightest movement of the face and other signs of passion, presence of mind required to respond the way to unexpected questions, even temper and calm nature, readiness to listen to someone with whom you deal, always open-minded approach to the man, gentleness, courtesy, pleasantness and relaxed manner, which really helps ingratiate with whom you deal, while cool and important kind, rough and grim manner usually repels and disgusts" [4].

Diplomatic negotiations have a number of features that make them very different from, say, a business meeting or even from domestic negotiations [5]. Participation in the negotiations of this type is associated with greater psychological stress. It is important to refrain from emotional reactions that the enemy often counts. It is also important not to reject his offer of hand, but try to find in them the positive elements and paraphrase so as to obtain acceptable formulation. Even in the tense atmosphere often desirable to say "yes" with reservations than one "no" [6].

Psychological preparation for diplomatic talks and attitude to a partner - it is very important, but not decisive. The result depends on readiness, but is determined by how the conversation itself will be built. In order not to make obvious mistakes in the construction of the conversation, psychologists propose to use the following basic principles [7] which attracted at the Table 1:

These basic aspects of body language will help the diplomat a good impression on others [8].

- Face. A person must be lively, more smiles, but in moderation. Care should be taken of the teeth to be able to flash them.
- Gestures. Gestures must be expressive, but also in the measure. During the gestures fingers and hands should be kept below the chin, uncrossed his arms and legs.
- Movement of the head. Should frequently nod, confirming the interlocutor said and listening - to bow to one side. Keep the chin raised.
- Eye contact. Eye contact should not cause embarrassment and discomfort. If national traditions are not forbidden to look directly in the eyes, those who look straight, gaining more confidence than those who prefer to look away.
- Posture. While listening, you should lean forward. Speaking, stand straight.
- Distance. Should be at a comfortable distance from the speaker. If the person retreats, do not approach him.
- Mirroring. Possessing skills of mirroring, you can insensibly copy language signals, body language of interlocutors.

Choice of means of influence to the people's state and subjecting them to management, it requires extremely high characteristics for the most diplomat - having

Table 2: Rules of management.

Rule	Content
<i>One meaning</i>	The order shall not be ironic or double meaning. Should be as concrete as possible.
<i>Not personal</i>	Should not include phrases, "I want...", "I need to...", "I said..." Head involuntarily transforms service order to the plane of interpersonal relations. More preferred are the following options: "It will be better if you...", "It is necessary that we do not have happened..." Thus, the requirements do not correlate with the whim of the boss, but the needs and goals of the organization.
<i>Remember the intonations</i>	Sometimes a leader tells the right thing, but it does so very rude, aggressive, insulting form of (offensive jokes, ironic remarks, sarcastic smile and contemptuous tone). Understanding the order given in such form is always difficult. All attention of the subordinate is focused not on nature of the order and in relation to his personality. It is important that the order to perform its function and at the same time psychologically not traumatize an employee.
<i>Without negativity</i>	Order not begins with negative words, not to form a negative attitude before the subordinate knew its contents. Perception should not take place on the negative emotional background. For the same reason it is impossible to combine ordering with criticism, saying at the same time about the nature of the work and on personal or professional disadvantages of employee.
<i>The rule of "Proper name"</i>	Appeal to the subordinate by name is always preferable to impersonal. Appeal to a man named emphasizes respect for his personality, creates positive emotions and as a result causes a good attitude to the source of positive emotions.
<i>The use of compliments</i>	If the subordinate is strongly opposed, leaders can try to reduce the resistance by praise or compliments in the beginning of conversation. The most effective compliment - it is a compliment on the background of a small anti-compliment to himself. Example: "How do you resolve so quickly these questions? Yesterday I spent two o'clock and you ten minutes to arrange everything. Please make more and..." Of course, each employee is pleasant to look better in the matter than his boss, especially if the boss himself emphasizes that. So satisfies the need for recognition.
<i>Rule of personal benefit</i>	The order will be executed much more efficiently if the subordinate will see in it not only benefits to the organization, but also benefit for themselves personally. When a person works without self-interest, it does only as much as necessary to meet the formal requirements of the authorities.
<i>"Aerobatics"</i>	Found that the best employee will accomplish what he considers necessary, not something that tells the bosses. It is therefore desirable that subordinate himself came to a solution that meets the plan of manager. The task of the last - to encourage employees to act independently, to help them to make their own conclusions. Ideally, the head should not give orders, but to create a situation in which the subordinate himself comes to the right decision.

developed self-control, self-regulation, self-management and self-education, knowledge of practical psychology.

Psychology of Management in Diplomatic Practice:

The staff of any structural unit of the Ministry of Foreign Affairs, or foreign service mission is a classic example of a small group. Small groups vary in their level of political development. However, from a psychological point of view, in a fairly homogeneous environment, in the same political sphere, are approximately the same human, psychological mechanisms of political behavior.

The team as a political group is characterized not only by common interests, goals, actions and group experiences, organizational and psychological unity. It differs highest level of awareness of these moments and the maximum consolidation of the actions of members of the group. With the development of joint activities, growing positive processes. The relations between the members of the group are strengthen and a positive psychological climate increasing, increasing the authority of the leader.

The system of managing people in the group - it is not only technology, procedures, documents and regulations as an art because it has to appeal both the mind and the feelings of the employee. Experience of the best leaders shows that success is achieved by those who do not simply assign tasks to subordinates and any means to pursue them and has the ability to interest, ignite and inspire staff to combine the general idea, form a team of associates.

According to psychologists, the reason for failure of managers are not necessarily covered in the low professional qualifications. Much more often, a newly appointed chief fail because of inability of properly build relationships with subordinates. A significant role in this is the ability to command. It is an art that need to master each manager. To increase the effectiveness of orders psychologists advise to follow a few simple rules (Table 2):

Of course, this requires a good knowledge of psychology and motivation of subordinates. It is an art, top class of people management, which in this case feel completely independent. Confidence they

feel, a demonstration of respect for the subordinate - the best motivation to their effective activity.

CONCLUSION

Psychological science has the potential to contribute to international diplomacy and thereby indirectly to the prevention of conflicts between and within states that may escalate to wars [9].

Peace is one of the most sought after commodities around the world and as a result, individuals and countries employ a variety of tactics to obtain it. One of the most common practices used to accomplish peace is negotiation. With its elevated role in the dialogue surrounding peace, negotiation is often steeped in politics and focused on managing parties in conflict. However, the art and science of negotiation can and should be viewed more broadly to include a psychological and cognitive approach [10].

Diplomacy - a professional work activity and, moreover, the activities of scientific and practical. As much as it is the same scientific discipline such as physics, mathematics, biology, but its subject is the power, the "psychological and practical field of power", no less natural than the gravitational or magnetic field [6]. Psychological and political qualities are manifested in its diplomatic activity, behavior, work and diplomatic activities.

In diplomatic practice, there are various situations which are so diverse and that unify and regulate the actions of diplomat almost impossible. It is therefore appropriate to use the techniques and technologies, such as organizational and psychological counseling, social-psychological research and other studies, while expanding the opportunities of press, radio, television and other media channels, which can make the management of the diplomatic practice, very effective.

Diplomacy is an important factor in international relations and represents practical importance in terms of researching and the integration in the psychology and social sphere underlines the development of positive experience of the school of diplomacy.

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