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INTERCULTURAL COMMUNICATION IN THE PROCESS OF PROFESSIONAL LANGUAGE TRAINING: CHALLENGES AND OPPORTUNITIES FOR AVIATION SPECIALISTS

The relevance of the selected aspect of the research has been determined by the requirements for changes in aviation industry, which involves constant intercultural interaction, as pilots constantly cross borders and encounter different cultures. Even at the ground handling level, international terminology is used, and the diversity of passengers requires an understanding of cultural nuances from all participants in the aviation process. Language barriers can significantly complicate communication between aviation specialists. Having good knowledge of English, which is considered to be one of the international languages of aviation, specialists may still encounter different accents and dialects that make it difficult for other people to understand, specific terminology, and incorrect use of language constructions. Misunderstandings between pilots and controllers can lead to critical situations. Therefore, higher education establishments are aimed at developing future aviation specialists' language competence and intercultural communication skills.

The peculiarities of intercultural communication's use by future aviation specialists in professional environment have been analyzed in the research. It has been determined that professional language training in educational institutions can be implemented involving innovative pedagogical technologies and methods. The paper considers the most popular of them, namely: digital technologies (virtual reality technologies, online platforms, social networks), intercultural training, cultural and communicative approaches. Owing to interactive computer technologies, modern aviation educational institutions provide future specialists with the most comfortable conditions for training. High school teachers constantly improve their language teaching methods using modern technologies and recommending future aviation specialists additional online courses. It goes without saying that relevant higher educational establishments need to pay attention to organizing online courses in Aviation English that meet international standards.

The article draws balanced conclusions. It is emphasized that today's world requires specialists with professional knowledge and the ability to adapt to changes and solve complex tasks quickly. This involves aviation sphere, where

people from different countries work together. Therefore, future aviation specialists must develop critical thinking skills to analyze situations, make decisions and communicate effectively with colleagues from other countries.

Key words: aviation safety, digital technologies, foreign language, intercultural competence, language barrier.

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МІЖКУЛЬТУРНА КОМУНІКАЦІЯ У ПРОЦЕСІ ПРОФЕСІЙНОЇ МОВНОЇ ПІДГОТОВКИ: ВИКЛИКИ ТА МОЖЛИВОСТІ ДЛЯ АВІАЦІЙНИХ ФАХІВЦІВ

Актуальність обраного аспекту дослідження детермінована вимогами на зміни в авіаційній галузі, що передбачає сталу міжкультурну взаємодію, оскільки пілоти постійно перетинають кордони і стикаються з різними культурами. Навіть наземне обслуговування вимагає використання міжнародної термінології, а культурна і мовна різноманітність пасажирів потребує від усіх учасників авіаційного процесу розуміння культурних нюансів. Мовні бар'єри можуть істотно ускладнити спілкування між авіаційними фахівцями. Маючи гарні знання з англійської мови, яка є міжнародною мовою авіації, фахівці можуть стикатися з різними акцентами та діалектами, що ускладнюють розуміння інших людей, специфічною термінологією, неправильним вживанням мовних конструкцій. Непорозуміння між пілотиами й диспетчерами може призвести до критичних ситуацій. Тому перед закладами вищої освіти постає завдання розвинути в майбутніх фахівців ініомовну компетентність та навички міжкультурної комунікації.

У дослідженні проаналізовано особливості міжкультурної комунікації майбутніх авіаційних спеціалістів у професійному середовищі. З'ясовано, що професійну ініомовну підготовку в закладах освіти можна реалізувати лише завдяки використанню інноваційних педагогічних технологій, зокрема цифрових технологій (технології віртуальної реальності, онлайн-платформи, соціальні мережі), міжкультурних тренінгів, культурно-комунікативного підходу. Завдяки інтерактивним комп'ютерним технологіям сучасні заклади вищої освіти авіаційного профілю забезпечують майбутнім фахівцям максимально комфортні умови для навчання. Безперечним є той факт, що викладачі, які готують майбутніх авіафахівців, мають постійно вдосконалювати методи викладання мов з використанням сучасних технологій, та рекомендувати здобувачам освіти додаткові онлайн-курси, які відповідають міжнародним стандартам.

У статті зроблені виважені висновки. Акцентовано, що сьогодинішній світ вимагає від фахівців не лише професійних знань, а й уміння швидко адаптуватися до змін та вирішувати складні завдання. Тому важливо розвивати в майбутніх авіаційних фахівців критичне мислення, яке вкрай необхідне для аналізу ситуацій, прийняття рішень та ефективного спілкування з колегами з інших країн.

Ключові слова: безпека в авіації, цифрові технології, іноземна мова, міжкультурна компетентність, мовний бар'єр.

Statement and substantiation of the problem relevance. In the modern aviation industry, effective intercultural communication is a critically important component of professional activity. Avi-

ation specialists' mastery of professional communication techniques significantly influences flight safety and passengers' life. The aviation sector has an intercultural nature, so misunderstandings

can happen not only during interactions between colleagues, but also when there is communication with the representatives of different cultures. The main reason for difficulties in such communication is often a mismatch of behavioral expectations. When one of the parties expects a certain reaction, and it does not happen, false conclusions about the cultural level of the interlocutor may arise. Aviation higher educational establishments face the task of providing proper training of competent specialists who will be able to work in multicultural teams, understand and interact with all participants in the communication process, and also make effective collective decisions in a limited period of time.

Analysis of current research. A. Monteiro examined cultural factors associated with international radiotelephony communication, as well as pilots' and air traffic controllers' perceptions of aviation safety risks (Monteiro, A., 2018). Since English is the language of communication in aviation, it is essential for pilots to possess not only linguistic skills but also an understanding of cultural nuances. Research by M. Groppe and I. Brock revealed that the majority of pilots are non-native English speakers, which creates communication challenges and leads to acculturative stress (Groppe, M., Brock, I., 2022). This highlights the importance of incorporating elements of intercultural communication into pilot training programs to prepare them to work in different cultural environments.

Preparation for intercultural interaction is a complex process that requires future specialists to continuously develop their communication skills, deepen their language proficiency, and gain a profound understanding of cultural specifics to achieve mutual understanding and effective collaboration.

During the study of the peculiarities of learning English by future aviation specialists L. Herasymentko, S. Muravska and N. Martynenko identified several difficulties that students face in the process of communication, in particular an insufficient level of aviation terminology knowledge, low motivation, weak grammar skills, a limited vocabulary, uneven participation in discussions and fear of making mistakes (Herasymentko, L., Muravska, S., Lomakina, M., Martynenko, N., Mazurenko, I., 2021). M. Hlukhovska explored modern pedagogical technologies used to engage future aviation specialists in the aviation industry to study foreign language and intercultural skills (Hlukhovska, M. S., 2024).

Therefore, **the purpose of the article** is to analyze the impact of intercultural communication on cooperation between aviation specialists from different countries and to identify language barriers, cultural differences and research their impact on flight safety and work efficiency. The object of the research is intercultural communication in the aviation industry, and the subject of the research is the impact of language barriers and cultural differences on the cooperation of aviation specialists and flight safety.

Presentation of the main research material with justification of the obtained scientific results. The professional training of future aviation specialists is one of the key components of the aviation industry, which is characterized by numerous risks. Timely identification of these risks helps to prevent aviation emergencies and disasters. An important component of flight safety is precisely the effective organization of the educational environment in aviation higher educational establishments, which plays a key role in the formation of professional competence of future specialists. According to international standards (ICAO), all pilots and controllers are required to follow certain communication rules. This is necessary to ensure flight safety and efficient operation in the global aviation system. That is why they undergo special training in Aviation English (Borowska, A. P., Simon, T., 2023). In its turn, language is closely related to culture and it is one of the key factors in the problems that arise during the intercultural interaction of aviation specialists. Disbelief, misunderstandings, communication errors, stress and lack of unity often reduce crew effectiveness. Research by A. Pacheco, referring to the EVA Flight BR015 incident, highlights the critical relationship between intercultural communication and professional language training in the aviation industry. A case of in-flight misunderstanding illustrates the challenges faced by pilots and air traffic controllers when it comes to language barriers, especially in the case of untrained English speakers (Pacheco, A., 2018). This indicates gaps in curricula that should include intercultural communication strategies, enabling those aviation specialists can effectively collaborate with diverse teams.

The aviation industry has an intercultural nature, as pilots operate in the airspace of other countries, carrying out passenger and cargo transportation worldwide. Even when working in their own country, air traffic controllers, aircraft maintenance

engineers and ground staff use terminology that is applied in different parts of the world. Aviation involves a wide range of cultural interactions, and misunderstandings can arise not only during direct interrelations between professionals but also during contact with representatives of other cultures.

The professional language training of future aviation specialists is an important task that can be implemented through the application of modern psychological and pedagogical technologies (see table).

Considering online platforms for language learning separately, it is worth highlighting among them the following: Duolingo, Rosetta Stone and Babbel. These services offer specialized foreign language courses that allow future aviation specialists not only to master the language, but also to gain knowledge about the cultural aspects of the aviation sphere. These platforms provide access to a variety of interactive exercises, tasks and allow students to communicate with native speakers from different countries, which contributes to the development of intercultural communication. The introduction of the Quizlet mobile application into the educational process opens up new opportunities for studying aviation terminology. This tool allows you to make learning more effective, interactive and mobile. Thanks to Quizlet, future aviation specialists can easily learn new material, increase

their motivation to learn languages, and achieve better academic results.

Social networks, such as Facebook, Twitter, Instagram, etc., also play an important role in building intercultural tolerance, allowing users to communicate with people from all over the world, exchange thoughts, experiences and impressions. However, the use of online platforms and social networks for the development of future aviation specialists' intercultural competence has certain challenges. It is important to choose reliable sources of information, check their credibility, and be mindful of issues of privacy, security, and compliance with the rules of conduct in the online environment.

Digital technologies are actively integrated into the educational process of aviation higher educational establishments. The necessity to improve the methods of language training for students of higher educational establishments in a digital format arises due to the fact that most of the critical errors which lead to tragic consequences are related to communication difficulties between pilots, controllers and aircraft maintenance specialists (Hurska, O., Tereminko, L., Budko, L., 2023).

Within the framework of professional disciplines, namely the English language, relevant areas of study are: strengthening the formation of

Table 1

Psychological and pedagogical technologies for the formation of intercultural competence of future specialists in the aviation industry

Technology	Description
Cultural-communicative approach	An effective tool for forming a high level of intercultural tolerance of future aviation specialists. An important component of training is the development of practical intercultural communication skills. With the help of role-playing games, joint projects and other interactive forms of learning, students of higher educational establishments can practice their language skills and improve their ability to interact with representatives of different cultures.
Online platforms and social networks	These tools are a valuable addition to the training of future aviation specialists. They provide the opportunity to practice the language in real-life situations, communicate with native speakers, and access a variety of aviation and cultural related materials.
Virtual reality (VR) technologies	VR has become an important tool for preparing future aviation specialists for intercultural interaction. The main advantage of these technologies is the possibility of immersion in virtual cultural environments, conducting virtual negotiations and solving conflict situations related to aviation procedures. This technology provides an opportunity for future aviation specialists to gain practical experience of interacting with representatives of other cultures without leaving the boundaries of higher educational establishments.
Intercultural trainings and immersive courses	These effective means of forming a high level of intercultural tolerance in future aviation specialists during the mastery of a professional foreign language emphasize interculturality, cultural adaptation, emotional immersion and contextualized learning. The use of intercultural trainings and immersive courses in the process of professional language training in the aviation sphere can significantly increase the level of intercultural tolerance and prepare specialists for effective work in an international environment.

Source is improved by the authors based on (Hlukhovska, M. S., 2024).

general language competences through the use of a traditional set of didactic methods; development of communication skills necessary for intercultural social interaction in the professional sphere; implementation of interactive methods that contribute to the improvement of language competence, in combination with the formation of professionally significant knowledge, abilities and skills; creation of a single digital environment that combines educational and research materials, as well as digital services in an educational context.

Thanks to interactive computer programs, presentations and video communication, modern aviation higher educational establishments provide the most comfortable conditions for future aviation specialists' training. These technologies make the educational process more dynamic and interactive, promoting deeper material comprehension.

Teachers of higher educational establishments, who train future aviation specialists, should be familiar with the latest approaches to foreign language teaching, implement them into practice and recommend them to students as additional self-education resources. At the same time, there is a necessity for aviation higher educational establishments to create their own interactive Aviation English courses aimed at using information and communication technologies, and meeting professional training programs and ICAO requirements, maximizing the advantages of these technologies, and mitigating their drawbacks (Herasymenko, L. S., Muravska, S. M., 2021; Zelenska, L. M., Tymchenko, S. V., 2021).

The integration of various problematic tasks has a significant impact on the development of conversational skills of future aviation specialists. They help students to overcome the fear of making mistakes during foreign language communication. The implementation of training with the problematic situations analysis involves an active and multifaceted discourse, organized at a complex level, using the pragmatic content of communication, objectivity, situational context, and more. This highlights the necessity of including such tasks in the general English curricula designed for training future aviation specialists (pilots, air

traffic controllers, engineers) (Herasymenko, L., Muravska, S., Lomakina, M., Martynenko, N., Mazurenko, I., 2021).

Globalization and competition in education impose certain requirements on future specialists' training, where focusing only on professional knowledge and skills is insufficient. Emphasis should be placed on high-quality training of specialists that includes not only working under standard conditions but also solving various professional challenges. Now that aviation specialists operate in an international environment, where cultural differences can significantly affect communication, development of critical thinking is an essential professional competency. The ability to analyze different points of view and argue one's position can facilitate more effective intercultural interaction (Herasymenko, L., Muravska, S., Radul, S., Pidlubna, O., 2019). Critical thinking, which accompanies a specialist in conditions of risk and increased responsibility, should be an integral part of the professional reflection of a person controlling air traffic.

Conclusions and prospects for further research. Therefore, intercultural communication is a key component of aviation specialists' professional activity. For their successful work, they must possess a set of knowledge and skills that allow them to understand the cultural characteristics of different peoples, adhere to the ethics of intercultural communication, adapt to various cultural contexts, overcome cultural barriers, and resolve conflicts. Given this, it is crucial to integrate specialized methods of developing intercultural competence and professional communication skills into educational programs. By providing high-quality training for aviation specialists to work in an international environment, it is possible to significantly reduce the risks associated with language barriers and increase the overall level of flight safety in the world.

Prospects for further research are the study of the impact of cultural differences on communication in the aviation sphere, which will allow identifying specific problems and opportunities in intercultural communication.

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