



PSYCHOLOGICAL FEATURES OF TRAINING EMPLOYEES OF EDUCATIONAL ORGANIZATIONS FOR INNOVATIVE SERVICE

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Abstract. Training employees of educational organizations for innovative service requires understanding and addressing the psychological features that influence their mindset and attitudes towards innovation. This includes cultivating a growth mindset, fostering psychological safety, developing creativity and problem-solving skills, promoting adaptability and flexibility, and addressing psychological barriers to change. By focusing on these psychological aspects, organizations can empower their employees to embrace innovation and drive positive change in the educational context.

Keywords: training employees, educational organizations, innovative service, psychological features, mindset, attitudes towards innovation, growth mindset, psychological safety, creativity, problem-solving skills, adaptability, flexibility, psychological barriers to change, positive change.

Training employees in educational organizations for innovative service involves developing their psychological features to enhance their ability to think creatively, adapt to change, solve problems, think critically, collaborate effectively, empathize with stakeholders, be resilient, take risks, engage in continuous learning, and exhibit leadership skills. These psychological features are essential for employees to embrace innovation and drive positive change in the educational field [4].

Merriam and Leahy assured that trainees with positive expectations are very likely to attempt to transfer learning from training setting to their work environment.

The psychological features of training employees of educational organizations for innovative service involve understanding and addressing the mindset and attitudes necessary for embracing and implementing innovative approaches in the educational context.

Firstly, it is important to cultivate a growth mindset among employees, emphasizing the belief that skills and abilities can be developed through dedication and effort. This mindset encourages individuals to embrace new ideas, take risks, and persist in the face of challenges [1, 63-105].

Secondly, fostering a sense of psychological safety is crucial for employees to feel comfortable experimenting with new approaches and sharing their ideas





openly. Creating an environment where mistakes are viewed as learning opportunities and where individuals are encouraged to express their thoughts and opinions without fear of judgment or repercussions is essential.

Thirdly, training programs should focus on developing employees' creativity and problem-solving skills. This involves providing opportunities for employees to engage in divergent thinking, explore multiple perspectives, and generate innovative solutions to educational challenges.

Additionally, training should address the importance of adaptability and flexibility in the face of rapidly changing educational landscapes. Employees need to be equipped with the psychological tools to embrace change, adapt to new technologies and methodologies, and continuously update their skills and knowledge.

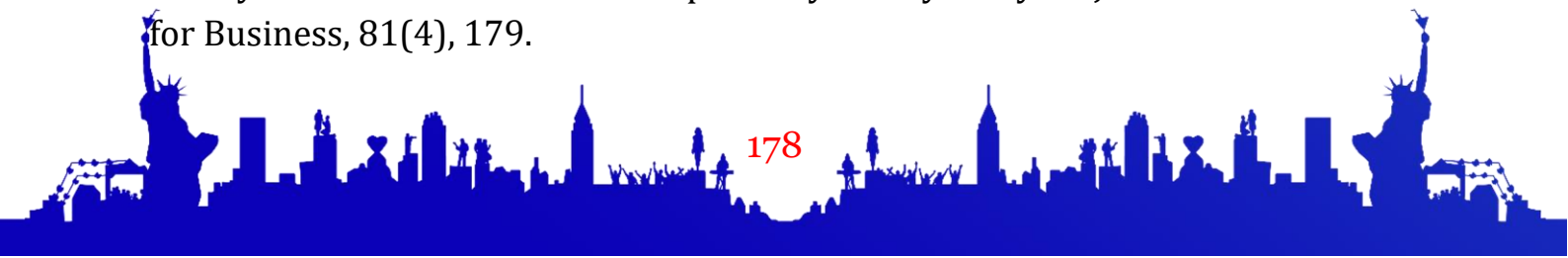
Furthermore, training should also address the psychological barriers that may hinder the adoption of innovative practices, such as resistance to change or fear of failure. Strategies for overcoming these barriers, such as providing support and resources, building confidence through small successes, and fostering a culture of continuous learning, should be included in training programs [5].

Overall, training employees of educational organizations for innovative service requires addressing their psychological features, including cultivating a growth mindset, creating psychological safety, developing creativity and problem-solving skills, fostering adaptability and flexibility, and addressing psychological barriers to change. By doing so, organizations can empower their employees to embrace innovation and drive positive change in the educational context.

In conclusion, the psychological features of training employees in educational organizations for innovative service are crucial for creating a culture of innovation and fostering a positive mindset towards change. Ultimately, by focusing on these psychological features in training employees, educational organizations can create a workforce that is not only knowledgeable and skilled but also open-minded, adaptable, and innovative. This will enable them to provide cutting-edge services and positively contribute to the advancement of education.

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