THE IMPORTANCE OF CHATGPT IN IMPROVING SPEAKING AND WRITING SKILLS

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Annotation. Communication skills play a significant role in academic achievement, professional success, and personal development. Among these skills, speaking and writing are considered essential for effective interaction in modern society. Many learners face challenges in developing fluency, confidence, grammar accuracy, and vocabulary usage. The development of artificial intelligence has introduced new educational tools that support language learning and communication practice. One of the most widely used tools today is ChatGPT, an artificial intelligence chatbot developed by OpenAI. This article examines the importance of ChatGPT in improving speaking and writing skills. It discusses how the platform supports learners through instant feedback, vocabulary enhancement, grammar correction, interactive communication, and flexible learning opportunities. The article also explains the role of ChatGPT in academic and professional communication and highlights its advantages and limitations. Although artificial intelligence cannot fully replace human teachers and real-life interaction, ChatGPT has become a valuable educational assistant that helps learners improve communication skills more effectively and independently.

Keywords: ChatGPT, artificial intelligence, speaking skills, writing skills, communication, language learning, grammar, vocabulary, education technology, digital learning**.**

Introduction. Communication is one of the most important aspects of human life. People use communication to share ideas, express emotions, exchange information, and build relationships. In the modern world, strong communication skills are essential for success in education, business, and social interaction. Among the different forms of communication, speaking and writing are especially important because they help individuals present their thoughts clearly and

confidently. However, many students and language learners struggle to improve their speaking and writing abilities. Some learners experience fear and anxiety while speaking in public, while others find it difficult to organize ideas in writing. Limited vocabulary, weak grammar knowledge, and lack of practice often reduce learners' confidence. Traditional learning methods, such as textbooks and classroom activities, are helpful but may not always provide enough opportunities for continuous practice.

The rapid growth of technology has changed the educational environment. Today, digital tools are widely used to support learning and improve communication skills. Artificial intelligence has become one of the most influential developments in education. ChatGPT, created by OpenAI, is an example of an advanced AI tool that can communicate with users in a natural and interactive way. It can answer questions, explain concepts, correct mistakes, suggest improvements, and simulate conversations.

Because of these features, ChatGPT has gained popularity among students, teachers, professionals, and language learners. People use it to practice English, improve academic writing, prepare presentations, and develop communication confidence. This article explores the importance of ChatGPT in improving speaking and writing skills and explains how artificial intelligence can contribute to modern education.

Understanding ChatGPT and Artificial Intelligence. Artificial intelligence refers to computer systems that are designed to perform tasks that usually require human intelligence. These tasks include understanding language, solving problems, recognizing patterns, and making decisions. AI technology has developed rapidly in recent years, and many industries now use AI systems to improve efficiency and productivity. ChatGPT is an AI-based language model developed by OpenAI. It is designed to understand and generate human-like responses in conversations. Users can ask questions, request explanations, write essays, or practice communication with the system. Unlike traditional language learning software, ChatGPT provides

interactive and personalized responses based on the user's needs. One reason why ChatGPT is valuable for learners is its accessibility. Students can use the platform anytime and anywhere with internet access. This flexibility makes learning more convenient and allows users to practice regularly. Furthermore, ChatGPT can communicate on a wide variety of topics, making it useful for academic, professional, and everyday communication. Another important feature is instant feedback. In traditional learning environments, students may need to wait for teachers to review assignments or provide corrections. ChatGPT can quickly identify grammar mistakes, suggest better vocabulary, and explain language rules. This immediate support encourages learners to practice more often and improve continuously.

How ChatGPT Improves Speaking Skills. One of the main ways ChatGPT improves speaking skills is through conversation practice. Users can communicate with the AI on different topics such as travel, education, business, culture, technology, and daily life. These interactions help learners practice forming sentences, expressing ideas, and responding to questions. For example, a student preparing for a job interview can ask ChatGPT to simulate interview questions. The student can practice answering professionally and receive suggestions for improvement. Similarly, language learners can practice everyday conversations such as ordering food, introducing themselves, or discussing hobbies. This type of interactive learning increases fluency and confidence. Regular conversation practice helps learners become more comfortable using language naturally.

Many learners are afraid of making mistakes while speaking. Fear of embarrassment often prevents students from participating in classroom discussions or communicating in public. ChatGPT creates a safe learning environment because users can practice privately without judgment. Learners can repeat conversations, ask questions multiple times, and experiment with language without feeling pressured. This reduces anxiety and encourages active participation. Over time,

learners develop confidence in expressing their thoughts and communicating with others.

How ChatGPT Improves Writing Skills. One of the greatest advantages of ChatGPT is its ability to identify grammar mistakes and provide corrections. Learners often make errors related to verb tenses, punctuation, sentence structure, and word order. ChatGPT can quickly recognize these mistakes and suggest improvements. For example, if a student writes an essay with grammatical errors, ChatGPT can correct the mistakes and explain why the corrections are necessary. This process helps learners understand grammar rules more effectively. Unlike traditional correction methods, ChatGPT provides immediate feedback. Students do not need to wait for teachers to review assignments. As a result, learners can practice more frequently and improve faster.

-Vocabulary Development

A strong vocabulary is essential for effective writing. ChatGPT helps users expand vocabulary by suggesting alternative words, synonyms, and more advanced expressions. This allows learners to write more clearly and professionally. For instance, instead of repeating simple words like “good” or “bad,” learners can discover more precise vocabulary such as “excellent,” “effective,” “negative,” or “harmful.” Exposure to diverse vocabulary improves both writing quality and language understanding.

- Organization of Ideas

Many students struggle with organizing ideas logically in essays and reports. ChatGPT can help users create outlines, introductions, body paragraphs, and conclusions. It also provides examples of coherent paragraph structure. By observing these models, learners understand how to connect ideas smoothly and maintain logical flow in writing. This is especially useful for academic writing tasks.

-Academic Writing Support

Academic writing often follows formal structures and specific styles. Students may struggle with research papers, reports, and literature reviews. ChatGPT can assist by explaining formatting styles, improving sentence clarity, and suggesting academic vocabulary. Although learners should not depend entirely on AI-generated content, ChatGPT can serve as a useful guide during the writing process. It helps students understand academic standards and improve their independent writing skills.

Conclusion

ChatGPT has become an important educational tool that supports the development of speaking and writing skills. Its ability to provide instant feedback, interactive communication, grammar correction, vocabulary enhancement, and flexible learning opportunities makes it highly valuable for students and language learners. Through regular practice with ChatGPT, learners can improve fluency, confidence, creativity, and academic writing abilities.

In addition, ChatGPT creates a comfortable learning environment where users can practice communication without fear of criticism. This encourages independent learning and continuous self-improvement. Despite its advantages, artificial intelligence cannot completely replace teachers, classroom interaction, or real-life communication experiences. Human guidance remains essential for emotional support, critical thinking, and cultural understanding.

Overall, ChatGPT should be viewed as a supportive educational assistant.

Pedagogical Scaffolding and the Reduction of the Affective Filter

One of the most significant contributions of ChatGPT to language pedagogy is its ability to provide "scaffolding"—a process where the AI provides temporary support that is tailored to the learner’s current level of competence. In a traditional classroom, a teacher must balance the needs of dozens of students, often resulting in a "one-size-fits-all" approach. ChatGPT, however, functions as a private tutor that adjusts its linguistic complexity based on the user's input. For speaking practice, this means the AI can simplify its responses for a beginner or utilize

complex idiomatic expressions for an advanced learner. This adaptive nature ensures that the "Input Hypothesis" (Krashen, 1982) is met, where learners are exposed to language that is just one level above their current proficiency ($i+1$).

Furthermore, the psychological impact of AI on language acquisition cannot be overstated. Stephen Krashen's "Affective Filter" hypothesis suggests that variables such as fear, anxiety, and lack of self-confidence can create a mental block that prevents input from reaching the language-processing parts of the brain. ChatGPT effectively lowers this filter. Because the AI is an inanimate program, learners do not feel the social pressure or the "fear of being judged" that often occurs during face-to-face interactions with native speakers or instructors. This creates a low-stakes environment where students are more willing to experiment with complex sentence structures and unfamiliar vocabulary. This increased willingness to communicate (WTC) leads to more frequent practice, which is the primary driver of fluency development.

Developing Strategic Competence and Iterative Feedback

Beyond simple grammar correction, ChatGPT facilitates the development of "strategic competence"—the ability to overcome communication gaps and refine a message until it is clear. In the writing process, this is achieved through iterative feedback loops. Unlike a static red-pen correction on a physical paper, ChatGPT allows for a back-and-forth dialogue regarding specific stylistic choices. A student can ask, *"Why is this phrasing better?"* or *"Can you make this sound more professional for a business report?"* This allows the learner to see the immediate impact of different linguistic choices, fostering a deeper understanding of tone, register, and nuance.

In terms of writing skills, the AI acts as a collaborative partner in the "process writing" approach. Instead of focusing solely on the final product, learners use the AI during the brainstorming and drafting stages. For example, a student struggling with an academic essay can use the AI to generate a counter-argument to their thesis, forcing them to refine their own logic and expand their vocabulary to

address the complexity of the topic. This shifts the role of the learner from a passive recipient of information to an active investigator of language.

Limitations and the Necessity of Human Oversight

While ChatGPT is a powerful assistant, it is essential to acknowledge its limitations within an educational framework. AI models can occasionally produce "hallucinations"—content that is factually incorrect or stylistically unnatural—and they lack the cultural sensitivity and emotional intelligence of a human educator. In speaking practice, while AI can simulate a conversation, it cannot replicate the non-verbal cues, such as body language and eye contact, which are critical components of effective communication.

Therefore, the integration of ChatGPT into speaking and writing curricula should be seen as a complementary tool rather than a replacement. The most effective educational model is one that combines the high-frequency, personalized practice provided by AI with the critical thinking, cultural guidance, and emotional support provided by a professional teacher. By utilizing ChatGPT for repetitive drills, initial drafting, and grammar checks, teachers can focus classroom time on higher-order tasks such as debate, creative collaboration, and the development of a unique authorial voice.

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