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“Etiquette Formulas of Apology and Farewell in English and German”

YANA KORCHAK

Group LLe 04-19

Germanic Philology and Translation Faculty

Research adviser

Assoc. Prof. IRYNA SOKOLETS

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Корчак Яни Олегівни

Науковий керівник:

кандидат педагогічних наук, доцент Сокоlecь І.І.

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INTRODUCTION

Culture of behavior is a fundamental aspect of human culture, and a visible reflection of a person's inner world. It is closely related to language culture, which helps people communicate with one another, build relationships, and create a sense of community. Adhering to established linguistic standards of spoken and written literary language and ethics of communication, using proper linguistic means make it possible to reach the desired goal.

Interaction plays a crucial role in the communication process. Every member of society must follow the social norms, conventions, and traditions that exist in that community while communicating. In intercultural communication correct speech behavior is a key factor to make it successful.

Every language has a great number of speech formulas that are traditionally used in certain communicative situations and “support” the communicative act. Such formulas belong to speech etiquette. They are extremely important indicators of social behavior, since they are communicated through stable terms that native speakers of a given language have adopted and use on a daily basis. Failure to observe speech etiquette rules may create culture shock or even disrupt intercultural contacts. Speech formulae are used in recurrent and typical situations of everyday life. Most of these situations are identical for all humankind, for instance addressing someone, attracting his/her attention, greeting people and saying goodbye, giving thanks or words of encouragement, expressing sympathy or inquiring about somebody's well-being etc. But such seemingly simple situations common to all societies may cause problems, since speech etiquette is a socially constructed product which includes a cultural component.

So, the relevance of this research is determined by the necessity of correct usage of speech etiquette in face-to-face interactions in intercultural communication to make it effective and achieve the desired goal.

The purpose of the research is to examine speech behavior of English and German speakers in intercultural communication, to compare the rules of verbal behaviour in the English and German languages and identify speech etiquette formulas which will help reach the communicative aim.

To achieve this goal, the following tasks must be completed:

- Investigate the theoretical underpinnings of the phenomenon of intercultural communication.
- Determine the function of culture and language in intercultural communication.
- Identify and describe speech etiquette formulas used by English and German speakers in typical communication settings.

The **object** of the study is the means of linguistic politeness in intercultural communication, and speech etiquette formulas used by German and English speakers in typical communication situations, such as apologies, farewells, and wishes, are the **subject** of the study.

The theoretical basis of this research consists of works on language and intercultural communication, communication theory, cross-cultural psychology, language behavior in German and English, etiquette, and culture of communication.

The introduction of the course paper presents the object and subject of the research, defines the relevance of the problem under study, and sets its goal and objectives.

The first chapter is devoted to intercultural communication, its characteristics, and the roles of culture and language in intercultural communication.

The second chapter focuses on German and English speech behavioral modes in typical communication settings, and speech etiquette formulas used by them, in particular.

CHAPTER ONE.

BASIC CONCEPTS OF INTERCULTURAL COMMUNICATION

1. Communication: its types and kinds

One of the most fundamental human needs is communication. During the communication process, the interlocutor makes contact, and a complex exchange takes place aimed at sharing thoughts, opinions, and perspectives.

Communication (from the Latin *communicatio* – unity, transmission, connection, message, related to the verb *communico* – make common, to communicate, to connect, derived from the Latin *communis* – common) is the exchange of information (facts, ideas, points of view, emotions, etc.) between two or more people. Every communication has five major functional components that are ordered in a linear sequence:

- The source of information (sender), who generates the message to be transmitted;
- A transmitter that converts messages into signals transmitted via a specific communication channel;
- The channel of communication;
- The receiver of information, who decodes the signals and translates them into messages;
- The recipient of information (receiver) to whom the message is intended.

There are several types and forms of communication, as well as various strategies, procedures, and techniques for implementing them. Discussions, talks, meetings, sessions, negotiations, briefings, press conferences, presentations, phone calls, business emails, and other types of communication are the most common.

Different types of communication are distinguished based on the number of interlocutors and other aspects of the communication process. For example, G.G. Pocheptsov classifies communication based on the number of interlocutors:

- Internal communication (a conversation with oneself, where the individual is both the sender and receiver of information, and the brain acts as a channel for processing thoughts and feelings);
- Interpersonal communication (a talk between two individuals);
- Small group communication (3-5 persons is the most prevalent kind of communication).

Interpersonal communication refers to the exchange of information between two or more people where individuals play both the role of the sender and receiver of messages. The message may be verbal or nonverbal, and the channel of transmission may include gestures, facial expressions, tone of voice, or written and spoken language.

Feedback is a crucial aspect of interpersonal communication, as it enables the participants to assess the effectiveness of their communication and make necessary adjustments. Feedback can be either verbal or nonverbal, and it may be immediate or delayed.

Interviews are a common example of interpersonal communication, as they involve the exchange of information between an interviewer and an interviewee. In an interview, the interviewer asks questions, and the interviewee responds, creating a dialogue that involves both sending and receiving messages. The interviewer's feedback may take the form of further questions or comments, while the interviewee's feedback may include answers or clarifications.

Effective interpersonal communication skills are essential in many areas of life, including personal relationships, business, and social interactions.

Developing these skills can lead to better relationships, increased understanding, and improved outcomes in various situations.

The essential aspect of communication is interaction. Communication is the social interaction of members of society, including their cooperative actions, instruction, and communication itself. Order is established by rules and standards that govern the nature of communication based on its purpose and mode. Individuals must consider the social norms, conventions, and traditions that exist in a given culture when communicating.

The communication process is not always effective because communication barriers might must be built between the sender and the receiver of information – psychological barriers that a person constructs to protect themselves from unwelcome, tiresome, or hazardous information.

There are four main types of communication:

1. Cognitive communication. Its purpose is to increase an individual's information pool, deliver required information, and comment on specific information. Mastering new material, putting it into practice, offering innovations, and self-development are all desired outcomes.
2. Persuasive communication. Its purpose is to elicit particular emotions in a person, establish value orientations and attitudes; to persuade of the legitimacy of interaction tactics and interactions.
3. Expressive communication. Its purpose is to instill a psychoemotional attitude in a person, impart feelings and experiences, and motivate appropriate action. Desired outcomes presuppose a shift in a person's mood, the elicitation of appropriate emotions (sympathy, empathy), and participation in certain behaviors.
4. Suggestive communication. Its purpose is to persuade communicants to change their motivation, value orientations and attitudes, behavior, and

relationships. Personal behavior, attitudes, and value orientations are expected to change as a result.

We can also distinguish between verbal and nonverbal communication. Words serve as symbols in verbal communication. This type of communication often comprises natural (e.g., national and ethnic) and artificial (e.g., Morse code, sign language, computer languages, and pseudo-natural languages such as Esperanto) languages. The transfer of information through human body motions is nonverbal communication. Oral and written communication are subsets of verbal communication.

These types of communication enable people competently use communication tools and technologies, achieve the desired result, more effectively prepare for specific communication activities, develop scenarios of verbal and nonverbal behavior in specific business communication situations, and consider the characteristics of a business partner.

1.1. Intercultural communication: its essence and modes

Intercultural communication is a complex phenomenon that involves multiple modes and directions of cultural exchange between individuals, organizations, and states from different cultures. Just as no civilization can fully develop in isolation from the cultural achievements of other nations, no individual can survive alone without the help of others. People are continually obligated to refer to the past or the experiences of other civilizations throughout their lives. Today, it is common for nations to be open to learning about other cultures and sharing their own cultural products with others. This phenomenon is known as cultural contact or intercultural communication.

Intercultural communication refers to interactions that occur at various levels, with various audiences, and in bilateral, multilateral, and global contexts.

The goal of intercultural communication is to facilitate respectful dialogue between individuals from different cultures.

Culture is a method of thinking and behaving in which an individual chooses a collection of attitudes, values, standards, and beliefs that he or she believes will teach and support others. This system of fundamental assumptions and answers to the world's issues is passed down from generation to generation to maintain existence. Culture is composed of both explicit (spoken) and implicit (unwritten) ideas and customs that shape how people interact with their environment. Members of a culture can be identified by their shared values, beliefs, and behaviors. They can be classified according to religion, region, race, or ethnicity. Our cultural understanding of the world and everything in it ultimately affects our communication style, as we begin to choose cultural communication methods at about the same time we begin to learn to communicate. Culture has an impact on what we say and how we act.

Thus, intercultural communication refers to communication between people who differ in various ways, such as work style, age, nationality, ethnicity, race, gender, sexual orientation, and more. Situations, exchanges, negotiations, and mediation using words, gestures, and body language are all examples of intercultural communication. It is the way by which people from many cultures interact with one another. Culture may be practiced on several levels by each individual. There is community culture in which a person grows up, workplace culture, and other cultures in which a person becomes a participant. As the world becomes increasingly globalized, individuals often find themselves navigating the tension between their native culture and the dominant culture. This can lead to cultural conflicts, particularly when individuals view their own culture as superior to others. However, effective communication can help bridge cultural gaps and foster collaboration and trust. Multicultural communication prioritizes mutual understanding and respect, rather than simply

conveying a specific message. By taking the time to listen and understand different perspectives, individuals can develop a more inclusive and culturally sensitive approach to communication. This can not only prevent conflicts but also promote a more harmonious and productive working environment, particularly in diverse settings.

Intercultural communication is, in essence, interpersonal communication in a specific setting in which one participant appreciates the cultural diversity of another. Such communication poses a number of issues relating to the differences in expectations and preconceptions that each individual has. Differences in verbal and nonverbal signals in a certain communication setting might be perceived as signs of intercultural differences. In this situation, each participant in cultural interaction has his or her own set of norms that allows signals transmitted and received to be encoded or decoded. The age, gender, career, social standing, tolerance, and personal experience of the communicators all have an impact on the interpreting process. In intercultural communication, each participant brings their own cultural norms and expectations, which can create differences and misunderstandings. In the book "Intercultural Communication: A Contextual Approach" by James W. Neuliep, intercultural communication is defined as "the process that occurs when members of two or more cultures or co-cultures exchange messages in a manner that is influenced by their different cultural perceptions and symbol systems, both verbal and nonverbal."(Neuliep, 2017:4). The book provides a comprehensive overview of the field of intercultural communication, including theories, research, and practical applications.

Intercultural communication will be more successful and easy if both speakers are familiar with the conversation exchange patterns (for example, one person should not monopolize the conversation or only one person should speak).

Intercultural communication can be classified into four modes of communication that can occur in intercultural contexts: direct, indirect, immediate, and mediated.

- Direct communication involves the sender directly conveying information to the receiver, either orally or in writing. Speech, which combines verbal and nonverbal means, has the greatest impact.
- Indirect communication is mostly one-sided and includes such sources as literature, art, radio and television broadcasts, publications in newspapers and magazines, and so on.
- Immediate and mediated forms of communication differ in the presence or absence of an intermediary who acts as a go-between for the partners. The intermediary can be a person or a technical device. Communication that is mediated by technology, such as phone or email, can be direct but lacks the use of nonverbal cues.

The issue of intercultural communication is not limited to language alone. Understanding intercultural communication requires more than just language proficiency; it involves an understanding of cultural differences and communication styles.

1.2. Interrelation of language and culture in intercultural communication

The relationship between language and culture has been a topic of interest for many linguists and philosophers since ancient times. On the one hand, culture seems to be all-encompassing, permeating virtually every aspect of human life. When individuals want to share their culture with others, they use language to communicate. Because many basic concepts are universal, people from different cultures can often understand each other on a basic level, even if

they speak different languages and have distinct worldviews. It can be challenging to fully learn a language without gaining an understanding of the associated culture, as language and culture are closely interconnected.

"Language is a system of signals and meanings that is essential to human communication. It is the most important social carrier of information and is therefore a universal tool for interpreting and expressing ideas in any society. Language is an essential part of culture and without it, people may not be able to fully participate in cultural activities or express their thoughts and feelings." (Comrie, 1989:1). It is difficult to thoroughly grasp the culture of native speakers, their customs, mindset, worldview, and way of life without studying other languages and using them as a method of international communication. People can communicate successfully only when they integrate cultural and linguistic understanding.

Language clarifies complexity and categorizes experience, it is a tool for communication and a means of expressing feelings. People shape their perceptions of the world through language. Language is shaped and influenced by distinct cultures' worldviews, necessities, expectations, and motivations. Language can also have an impact on one's overall perspective. Language is a medium of communication, and if a person has not mastered the language of the place in which they live or will reside, they will feel alone and powerless in that society. Lack of knowledge of a language clearly defines the limits between understanding and misunderstanding and can lead to misconceptions. It is relatively simple to learn to speak a language in today's society since our forefathers developed the required interpreters and other modes of communication for us. However, another issue arises. Every country considers its culture to be distinct and unique. This is one reason why there is competition among countries, with each attempting to promote and preserve its culture.

Cultural conflict is a problem that must be addressed in the context of international integration. Language and cultural clashes occur practically everywhere, including in the exchange of goods and services, information, scientific and technological expertise, working overseas, traveling, and simply talking with foreigners in your own nation and theirs. Such confrontations generate a plethora of oddities, tales, hilarious stories, problems, dramas, and even tragedies. To prevent such situations, people must develop practical abilities in intercultural communication. To successfully connect with people from different cultures in any intercultural interaction, one must endeavor to comprehend the worldview and world-understanding, as well as their views of phenomena and objects of reality. This, like any talent, takes deliberate learning and practice.

Culture can be described in terms of cultural values, behavioral etiquette, sense of self and place, and others. Therefore, being open to learning about another culture and perceiving psychological, social, and other intercultural differences, it is necessary to study in-depth the country-specific features of communication, learn to differentiate, analyze, overcome cultural shock, adapt to the new cultural environment, and develop a tolerant attitude toward everything new and "foreign".

Conclusions to Chapter One

Communication is more than just exchanging information. True communication involves building connections, exchanging ideas, and establishing trust and accountability. Without a sender, a message, and a recipient, communication is impossible. The sender encodes the message, typically using a combination of words and nonverbal signals, and sends it in a particular format, such as voice or writing, while the receiver decodes it.

Intercultural communication occurs when people from different nations, ages, races, ethnicities, sexual orientations, genders, and so on communicate

with each other. People use verbal and nonverbal communication to negotiate and share cultural differences. Intercultural communication can be categorized into four types: direct, indirect, instrumental, and expressive.

To effectively interact with other cultures, it is necessary to understand and study culture, both material and spiritual, to grasp the values, moral attitudes, and worldview of a particular culture. Only by combining knowledge of language and awareness of culture, successful and fruitful communication can be achieved.

CHAPTER TWO.

SPEECH BEHAVIORAL MODES OF ENGLISH AND GERMAN SPEAKERS IN EVERYDAY SITUATIONS

2. Everyday communicative situations: characteristic features and types

A communication situation is any circumstances in which communication occurs, such as conversation, text message, email, radio broadcast, or movie. The primary purpose of communication is to convey a message and achieve understanding between the sender and receiver. To properly comprehend the motivations and goals of the participants who communicate, one must analyze the entire communication situation.

Communicative situation is related to a certain location and time. In communication, the roles of the participants are continually shifting: the sender becomes the recipient when he/she receives a response, then the recipient becomes a sender, and so on.

There are five major components in every communication situation: sender, message, receiver, medium, and context.

- Sender is person who created the message (speaker, screenwriter, director, designer and marketer).
- Message is the subject and goal (to inform, persuade, entertain).
- Medium is the manner in which the message is conveyed (speech, email, advertising, video, drawing).
- Recipient is the message's audience (listener, reader, viewer).
- Context is the message's location and time (history, obstacles, opportunities).

Communication can be both verbal and nonverbal.

The conveyance of information in any encounter using signals in the form of linguistic communication is known as verbal communication. Such communication is fundamental. Spoken and written language are both modes of verbal communication. Nonverbal communication uses nonverbal signals (gestures, pantomime, facial expressions etc.).

When communicators follow the standards of speech established in different cultures, interaction is effective. Since the English and Germans have different communication styles caused by **social norms, etiquette, mentality and other reasons**, it seems necessary to examine their verbal and nonverbal behavior in everyday communication settings and identify speech etiquette clichés used in them.

Everyday communicative situations are ubiquitous in our daily lives, and they differ across cultures and languages. The purpose of this research is to examine characteristic features and identify speech etiquette formulas used by the English and Germans in communicative situations, with a particular focus on apologizing and parting.

2.1. Apologizing in English and German

Apologizing is a universal social phenomenon that occurs when a person feels remorse or regret for something they have said or done. In both English and German, apologizing is a vital aspect of communication that helps to maintain positive social relationships. However, there are differences in how apologizing is expressed in both languages. This chapter aims to explore the similarities and differences between English and German apologies.

Cultural and Linguistic Differences

Among the differences between English and German apologies are cultural and linguistic. In English, apologies tend to be more indirect and implicit, whereas German apologies are more direct and explicit.

Example 1. *"Excuse me," said Alice, "but I was wondering if you could tell me which way to go from here." "That depends a good deal on where you want to get to," said the Cat. (Carroll, 2001:27).*

Example 2. *"I'm sorry to have disturbed you," he said, backing away from the door. "No problem at all," she replied, smiling warmly. (Atwood, 1998:63).*

Example 3. *"I apologize for what I said earlier," she said, looking at him with sincere regret. "It's alright," he replied, placing a comforting hand on her shoulder. (Marquez, 2003:89).*

So, English speakers often use such phrases as *"I'm sorry," "I apologize,"* or *"Excuse me"* to express apology. These phrases are often accompanied by nonverbal cues, such as a nod, eye contact, or a smile, to show sincerity.

On the other hand, German apologies tend to be more straightforward and formal. German speakers tend to use such phrases as *"Es tut mir leid"* (I am sorry), *"Entschuldigung"* (Excuse me), or *"Verzeihung"* (Forgive me) to express apology. German apologies are often accompanied by a handshake, a hug, or a pat on the back to show sincerity.

Example 4. *"Gregor, öffne doch endlich! Entschuldige bitte, aber wir müssen zur Arbeit." "Es tut mir leid, ich kann nicht öffnen. Ich bin krank geworden." (Kafka,2016:4).*

Example 5. *Person 1: "Verzeihung, Herr Thomas, aber der Kellner hat mir die falsche Bestellung gebracht." Person 2: "Es tut mir leid, das ist sehr ärgerlich. Ich werde sofort mit ihm sprechen und das korrigieren lassen. (Mann, 2018:100).*

Apology Strategies

Another significant difference between English and German apologies is the use of apology strategies. Apology strategies refer to ways which speakers use to apologize for their actions, as the examples below show.

Example 6. *"Don't worry about it," he said. "It's not a big deal." "I just hate when people waste my time," I said. "It's a big deal to me." "It's not your time I'm wasting," he said. "It's mine. And I don't mind."* (Murakami, 2012:21).

In English, speakers tend to use indirect strategies such as mitigators, justifications, and excuses. Mitigators are phrases that downplay the offense, such as *"It's not a big deal,"* or *"Don't worry about it."*

Example 7. *"I didn't mean to offend you," he said. "I was just trying to make a joke." "Well, it wasn't funny," I said. "I'm sorry," he said. "I'll be more careful in the future."* (Rowling, 2015:59).

Example 8. *"It's not my fault," she said. "I didn't know he was going to react like that." "You should have known better," I said. "I know," she said. "But I was having a bad day, and I wasn't thinking straight."* (Flynn, 2012:123).

Justifications are explanations that provide reasons for the offense, such as *"I was having a bad day,"* or *"I didn't mean to offend you."* Excuses are reasons that seek to shift the blame away from the speaker, such as *"It's not my fault,"* or *"I had no other choice."*

In contrast, German speakers tend to use more direct apology strategies, such as taking responsibility for their actions and offering to make amends. German speakers may say, *"Ich war im Unrecht"* (I was wrong), *"Ich möchte mich entschuldigen"* (I would like to apologize), or *"Was kann ich tun, um es wieder gut zu machen?"* (What can I do to make it right?). German speakers may also offer to compensate for any harm caused, such as paying for damages or offering a gift.

Example 9. *Person 1: "Ich kann nicht glauben, dass du das getan hast."*
Person 2: "Ich war im Unrecht. Ich möchte mich entschuldigen. Was kann ich tun, um es wieder gut zu machen?" *Person 1: "Ich weiß nicht, ob du überhaupt noch etwas tun kannst."* (Moyes, 2017:321).

The analysis of the semantic, syntactic, stylistic, pragmatic, and extralinguistic elements, as well as variables that impact their selection in communication scenarios such as apologies in German and English, reveals several crucial factors that impact the way in which apologies are constructed and conveyed in these languages.

Semantically, the use of specific words and phrases to express remorse and regret for one's actions in both languages is an important element in apologies. In German, the word "*Entschuldigung*" is commonly used to apologize for something, while in English, the phrase "*I'm sorry*" is more commonly used. However, there are also other words and phrases used in both languages to express apologies. For example, in German, "*Es tut mir leid*" (I am sorry) or "*Verzeihung*" (Excuse me) are also common expressions for apologies. Similarly, in English, "*I apologize*" or "*My apologies*" are also commonly used to convey remorse and regret.

Syntactically, the sentence structure of the languages also plays its role in the construction of apologies. In German, the word order is generally more complex than in English, which may require speakers to use different sentence structures to convey apologies effectively. For example, a simple apology in English can be expressed as "*I'm sorry*", while in German it may be "*Es tut mir leid*." Moreover, in German, it is common to use the subjunctive mood in apologies to show a greater level of politeness and sincerity. For example, "*Wenn ich dir Unannehmlichkeiten bereitet habe, bitte ich um Entschuldigung*." (If I have caused you any inconvenience, I apologize.)

Stylistically, the formality and correctness of language is more emphasized in German than in English, which can impact the way in which apologies are constructed and expressed. For example, the Germans use more formal language and correct grammar, which may seem more distant or impersonal. In contrast, the English may use more informal language and colloquial expressions in apologies. For example, "*My bad*" or "*I messed up*" are common colloquial expressions for apologies in English, while in German, the use of such expressions is not as common.

Pragmatically, cultural differences between the German and English-speaking cultures can impact the way in which apologies are constructed and conveyed. In Germany, there is a greater emphasis on taking responsibility for one's actions, which may be reflected in the language used in apologies. For example in German, it is common to use the phrase "*Ich habe einen Fehler gemacht*" (I made a mistake) to show that a person takes responsibility for his/her wrong action. In contrast, in English, the use of such a phrase may not be as common, and speakers may use other phrases such as "*I was wrong*" or "*I messed up*" to take responsibility for their actions, as the examples below show.

Example 10. "*Ich habe einen Fehler gemacht, der mich das Leben kostete*" (Schlink, 2000:84).

Example 11. "*I messed up. I don't know how to fix this.*" "*It's okay. We'll figure it out together.*" (Green, 2012:163).

Extralinguistically, nonverbal elements such as tone of voice and body language can play a significant role in the way in which apologies are received and understood in both languages. In German and English cultures, a sincere tone of voice and appropriate body language can enhance the effectiveness of an apology. For example, making an eye contact and using appropriate gestures can show sincerity in both languages.

The analysis of the semantic, syntactic, stylistic, pragmatic, and extralinguistic elements, as well as variables that impact their selection in communication scenarios such as apologies in German and English reveals the complexity of interrelation of language and culture in communication.

Apologizing is an important aspect of communication in any culture. Here are some of the key similarities and differences between British and German ways of apologizing:

Similarities:

- Both, the British and the Germans, value apologizing as a way to show respect and acknowledge responsibility for a mistake or offense and use phrases like "*I'm sorry*" or "*I apologize*" when apologizing.

Differences:

5. British people tend to use indirect language when apologizing, for instance, saying "*I'm terribly sorry*" or "*I'm afraid I've made a mistake.*" The Germans are more likely to be direct and simply say "*Es tut mir leid*" (I'm sorry).
6. In Germany, it is customary to apologize with a handshake or a bow of the head to show sincerity. This is not common in the British culture.
7. British people may use humor or self-deprecation when apologizing, while the Germans may take a more serious tone.

Apologizing is an essential aspect of communication in both English and German. While there are similarities in the use of certain phrases and nonverbal cues, there are also significant differences in the cultural and linguistic aspects of apologizing. English apologies tend to be more indirect and implicit, while German apologies are more direct and explicit. English speakers often use

mitigators, justifications, and excuses, while German speakers tend to take responsibility for their actions and offer to make amends.

2.2. Parting in English and German

Parting is an essential aspect of communication in any language. It involves bidding farewell or saying goodbye to someone, either temporarily or permanently. In English and German, parting expressions vary depending on the situation, the level of formality, and the relationship between the speakers.

Here are some of the key similarities and differences between the British and German ways of parting:

Similarities:

- Both cultures tend to say goodbye politely and thank each other for the time spent together.
- A handshake is a common way to say goodbye in both cultures.
- Both cultures may use phrases like "*take care*" or "*see you soon*" to express a desire to meet again.

Example 1. *"Take care of yourself, dear friend," said Maximilian, shaking Morrel's hand warmly. "We'll meet again soon, I hope." "I hope so too. See you soon, my friend," Morrel replied, returning the handshake. (Dumas, 2010:1079).*

Differences:

1. British people are more likely to use indirect language when parting, such as saying "*I'll let you go*" or "*I should be getting on my way.*" In contrast, the Germans tend to be more direct and simply say "*tschüss.*"

Example 2. *"Well, I had a good time, but I really should be getting on my way," said Holden. "Yeah, me too. See you soon," replied his friend, Maurice.* (Salinger, 2009:113).

Example 3. *"Aber ich muss jetzt wirklich gehen", sagte Bastian. "Alles klar, tschüss, bis später!" rief Falkor ihm nach.* (Ende, 2017:62).

2. In Germany, it is customary to give a brief nod or bow of the head when saying *goodbye* to show respect. This is not common in the British culture.
3. British people may engage in small talk or continue to chat as they are leaving, while the Germans value punctuality and often leave after saying goodbye.

Effective communication requires the selection and use of appropriate semantic, syntactic, stylistic, pragmatic, and extralinguistic elements.

Semantic elements refer to the meaning of words, phrases, and sentences used in communication. In parting between German and English speakers, semantic elements can create communication barriers. For example, the German word "tschüss" is more informal than "auf Wiedersehen," which is commonly used in formal situations.

Example 4. *"Es war schön mit dir zu reden", sagte Michael. "Ja, ich fand es auch schön. Aber ich muss weiter", antwortete Hanna. "Tschüss dann", sagte Michael.* (Schlink, 2000:96).

Example 5. *"Adieu, Gustav," sagte der Senator, und die beiden Herren trennten sich mit einem kurzen Händedruck. "Auf Wiedersehen, Senator," antwortete Aschenbach.* (Mann, 2008:6).

To ensure effective communication, it is essential to use semantic elements that are understood by both parties. For example, a German speaker

saying farewell to an English speaker may choose to use more formal language, such as "*auf Wiedersehen*," in a formal setting. On the other hand, in a casual setting, using "*tschüss*" or "*bye*" may be more appropriate.

Syntactic elements refer to the structure of sentences used in communication. In parting between German and English speakers, differences in sentence structure can also create communication barriers. For example, the Germans tend to place the verb at the end of a sentence, while the English typically put it in the middle.

Example 6.

Hanna: "Ich muss gehen" (I must go).

Michael: "You must go? Why must you go?"

Hanna: "Ich habe Arbeit" (I have work).

Michael: "Oh, I see. Well then, I guess I'll see you later." (Schlink, 2016:78).

In this dialogue, Hanna, a German speaker, structures her sentences more like English sentences by placing the verb in the middle of the sentence. This makes her language easier for Michael, an English speaker, to understand

To ensure effective communication, it is essential to use syntactic elements that are easily understood by both parties. For example, a German speaker saying farewell to an English speaker may choose to structure their sentences more like English sentences, with the verb in the middle of the sentence.

Stylistic elements refer to the way in which language is used to convey meaning. In parting between German and English speakers, differences in stylistic elements can create communication barriers. For example, the Germans tend to use longer sentences and a more complex language than the English.

Example 7. *K. sagt: "Also müssen Sie jetzt gehen?" Der Untersuchungsrichter antwortet: "Ja, mein Herr, ich muss gehen. Der Verlauf des Verfahrens erfordert meine Anwesenheit an einem anderen Ort. Ich bedauere, dass ich Sie verlassen muss, bevor wir unser Gespräch beendet haben, aber ich bin zuversichtlich, dass wir zu einem späteren Zeitpunkt Gelegenheit haben werden, unsere Diskussion fortzusetzen. Bis dahin wünsche ich Ihnen alles Gute."* (Kafka, 2020:40).

In this dialogue, the investigating judge, a German speaker, uses longer sentences and a more complex language than K., an English speaker, in their parting conversation. This is a common portrayal of the difference in language styles between German and English in literature.

To ensure effective communication, it is essential to use stylistic elements that are appropriate for the situation and understood by both parties. For example, in parting between German and English speakers, using a simpler language and shorter sentences may be more effective. This can help to convey the intended message clearly and avoid misunderstandings.

Examples of stylistic elements that may be used in parting between German and English speakers include:

German: *"Jetzt müssen wir uns trennen, Kameraden," sagte Albert. "Ich bedanke mich für die gemeinsame Zeit. Es war schön, mit euch zusammenzusein."*

"Ja, Albert, das war es", erwiderte Müller. "Wir werden uns immer an dich erinnern."

"Und wir hoffen, dass wir uns eines Tages wiedersehen werden", sagte Kat.

"Auf Wiedersehen, Kameraden", sagte Albert und reichte ihnen die Hand.

"Auf Wiedersehen, Albert", antworteten die anderen." (Remarque, 2014:132).

2. English: *"I have to go," I said. "Thank you for the time we spent together. I hope to see you again soon." "I hope so too," she said.* (Salinger, 200: 179).

The German sentence is longer and more complex than the English one, with multiple clauses and a formal tone. The English sentence is simpler, shorter, and more direct. In parting between German and English speakers, using the style that is appropriate for the situation and understood by both parties can help to ensure effective communication.

Pragmatic elements refer to the social and cultural context in which communication takes place. In parting between German and English speakers, differences in pragmatic elements can create communication barriers. For example, German tends to be more formal and structured than English.

To ensure effective communication, it is essential to use pragmatic elements that are appropriate for the social and cultural context. For example, in a formal parting between German and English speakers, using formal language and following established communication protocols may be more effective. In a casual setting, however, using more informal language and communication styles may be appropriate.

There are some examples of how pragmatic elements can affect communication in a farewell between German and English speakers:

- ❖ **Titles and Formalities:** In German culture, it is common to address people using their titles and last names, especially in formal settings. In contrast, English speakers may use first names or nicknames more often. So, in a formal parting between German and English speakers, it may be

important to use appropriate titles and formalities to show respect and convey professionalism.

- ❖ **Communication Styles:** The Germans tend to be more direct and blunt in their communication style, while English speakers may use a more indirect language and rely on nonverbal cues like tone of voice and body language. This difference in communication styles can create misunderstandings and barriers to effective communication if not understood and accounted for.
- ❖ **Cultural Norms:** Cultural norms concerning such topics as humor, personal space, and punctuality can also affect parting procedure. For example, the Germans value punctuality and may expect others to arrive on time for a farewell event, while English speakers may be more flexible with their schedule.

Extralinguistic elements refer to nonverbal cues, such as body language and tone of voice, that are used to convey meaning in communication. While parting, differences in extralinguistic elements can create communication barriers. For example, physical contact, such as a hug, may be more common in some cultures than others.

To ensure effective communication, it is essential to be aware of these extralinguistic elements and use them appropriately. For example, in parting, it may be appropriate to use a handshake or a nod of the head as a sign of respect, depending on the cultural context. Being aware of these extralinguistic elements can help to convey respect and understanding and ensure effective communication.

Here are some examples of how extralinguistic elements can affect communication in parting between German and English speakers:

1. **Body Language:** In German culture, maintaining eye contact is often seen as a sign of respect and attentiveness during conversation, while in English-speaking cultures, direct eye contact can sometimes be interpreted as confrontational or aggressive. Additionally, the Germans may stand closer to each other during conversation than the English speakers. Understanding these differences in the body language can help prevent misunderstandings and misinterpretations.
2. **Tone of Voice:** Tone of voice can also vary across cultures and can affect the way a message is received. For example, the Germans may speak in a more direct and forceful tone, while English speakers may use a softer, more indirect tone.
3. **Physical Contact:** Physical contact, such as hugging or kissing on the cheek, may be more common in some cultures than others. In the German culture, physical contact during parting may be limited to a handshake or a nod of the head, while in the English-speaking cultures, hugging or kissing may be more common.

Conclusions to Chapter Two

In conclusion, parting is a crucial element of communication in any language, and in this case, we have looked at some of the similarities and differences between British and German ways of parting. Both cultures tend to say goodbye politely, thank each other, and use phrases like "take care" or "see you soon" to express a desire to meet again. However, British people use indirect language when parting, while Germans tend to be more direct. The Germans value punctuality and often leave after saying goodbye, while the British may engage in small talk. Effective communication requires the selection and use of appropriate semantic, syntactic, stylistic, pragmatic, and extralinguistic elements, as differences in these elements can create communication barriers. To ensure effective communication between

German and English speakers, it is crucial to use elements that are easily understood by both parties, especially in situations where formality is required.

GENERAL CONCLUSIONS

In conclusion, effective communication is a complex and multifaceted process that involves various components such as sender, message, medium, recipient, and context. Moreover, verbal and nonverbal communication plays a vital role in everyday communicative situations, and they differ across cultures and languages. It is essential to understand these components and differences to achieve effective communication.

Additionally, apologizing is a universal social phenomenon, but cultural and linguistic factors affect how it is expressed in different languages. By examining similarities and differences in communicative situations, we can gain insights into the social norms, etiquette, and mentality of different cultures. Similarly, parting is an important element of communication, and differences in communication styles can create communication barriers.

Effective communication requires selecting and using appropriate semantic, syntactic, stylistic, pragmatic, and extralinguistic elements, especially in intercultural communication, where cultural differences can create communication barriers. Therefore, it is necessary to understand and study culture, both material and spiritual, to achieve successful communication.

Overall, communication is more than just exchanging information. It involves building connections, exchanging ideas, and establishing trust and accountability. Intercultural communication occurs when people from different backgrounds communicate with each other, and it requires an understanding of culture and language. By combining knowledge of language and awareness of culture, we can achieve successful and fruitful communication, build connections, and establish trust and accountability, regardless of differences in background, nationality, or language.

РЕЗЮМЕ

У курсовій роботі Корчак Яни на тему: "Етикетні формули вибачення та прощання в англійській та німецькій мовах" розглянуто поняття та підходи до визначення поняття "міжкультурна комунікація", яке є дуже важливим у сучасному світі. Вивчення та аналіз мовленнєвої поведінки англійців та німців у міжкультурній комунікації та визначення мовних засобів, які вони використовують. Були використані наступні методи дослідження: метод аналізу теоретичних джерел та метод порівняльного аналізу.

У Розділі 1 йдеться про спілкування та його види, характеристики міжкультурної комунікації, взаємозв'язок мови та культури в міжнародній комунікації.

Розділ 2 присвячений мовленнєвій поведінці німців та англійців у типових комунікативних ситуаціях, аналізу мовних засобів, якими вони виражаються, характеристики та типам комунікативних ситуацій.

Ключові слова: міжкультурна комунікація, сугестивна комунікація, поведінковий етикет, процес комунікації, контекст, вербальна комунікація, еквівалент, екстралінгвістика, семантика, прагматика.

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