

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
KYIV NATIONAL LINGUISTIC UNIVERSITY
Professor G.G.Pocheptsov Chair of Germanic and Finno-Ugrian Philology

Master's Qualification Paper

**CONFLICT DISCOURSE: ITS SEMANTIC AND PRAGMATIC
PROPERTIES IN MODERN ENGLISH AND UKRAINIAN**

OLEZIA BEHUR

Group MLa 53-18

Department of Germanic Philology

Research Adviser

Assoc. Prof. **Viktoriiia M. Berezenko**

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студента групи МЛа 53-18
 факультету германської філології
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англійська
Бегур Олесі Петрівни

В. о. завідувача кафедри
 Алексієвець О.М.

Науковий керівник:
канд. філол. наук, доц. Березенко В.М.

 (підпис)

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INTRODUCTION

Watching a movie as well as being engaged in a conversation, we very often do not notice or understand all the details that a person has wanted to convey saying something and it is no wonder because both conflict and its realization still do not have a precise explanation. This is the reason why researchers have been interested in expressing the conflict discourse for such a long period of time.

The semantic and pragmatic properties of conflict discourse in modern English and Ukrainian are the material that has never been accurately worked at and investigated before. It is very important to learn questions connected with ways of marking and representing conflict discourse in English and Ukrainian speech, movies, dialogues, do research on the reasons why conflicts brew up, what conditions and situations can ignite them, make an analysis of correlation of prosodic means, ways of talking and bedside manners, and find out what consequences conflicts can cause. This aspect forms **the timeliness and the actuality of my diploma paper.**

The object of the work is conflict discourse and its realization in modern English and Ukrainian.

The subject of the work is the the semantic and pragmatic properties of conflict discourse in the compared languages.

The purpose of my diploma paper is the identification and systematization of verbal and non-verbal means used in conflict communication, the ways they influence the interlocutors and show cultural norms, the factors that can trigger conflict, what reverberations can come into being and what one should do in order to sidestep or smother up a conflict.

The established objective implies to solve the following **tasks**:

- to define the general meaning of ‘conflict’ in linguistics;
- to classify the reasons and situations which provoke conflict;
- to determine the prosodic organization of the utterances expressing conflict;

- to bring to light extra aspects which make speech high-pitched and emotionally charged in a conflict communication;
- to analyze the influence of non-verbal means on people's speeches;
- to arrange important verbal means which are used in a conflict communication;
- to find the differences in verbal means expressing conflict in English and Ukrainian;
- to compare non-verbal means used in both languages and the frequency of usage;
- to systematize the ways of defusing and avoiding conflict situations.

The material of the investigation is:

- 1) the novel 'Me Before You' written by Jojo Moyes (in Ukrainian);
- 2) the second part of this book 'After You' (in English).

For the analysis of conflict discourse such types of analyses are used:

- situation analysis which helps identify the most important issues and areas requiring attention, adjust the boundaries of the area that has to be included in the analysis, depict the current condition of participants engaged in this thematic area;
- pragmatic analysis which treats the conflict discourse as interactive participation in the conversation of interlocutors having regard to time and place of communication, age and social peculiarities, people's intentions and motives;
- psycholinguistic analysis that investigates the change from inner code to its verbalization in speech taking into consideration socio-psychological types of personalities;
- lingua-cultural analysis which determines specific and particular features of interpersonal communication within the scope of certain ethnos and cultural dominant ideas of specific community;

- socio-linguistic analysis finds the communicators as the representatives of actual social group and inquires into the circumstances of communication in a broad socio-cultural context.

The theoretical meaning of this research includes the obtained results that can expand as well as precisely explain the realization of situational conflict and the essence of its realization in the English and Ukrainian languages. In the context of personal speech it's great to see the variety of verbal and non-verbal means and how they correlate with each other because being able to read people's emotions based on what they say and how they do it is one of the most significant arrangements for a person who wants to understand words of the other people.

The practical value of this research's results lies in using them in different lectures and seminars in phonetics, lexicology, grammar, pragmalinguistics and other disciplines.

The structure of the course paper consists of 74 pages. It includes an introduction, three chapters with conclusions to each of them, general conclusions and literature cited.

In the **Introduction** there has been justified the actuality of my term paper, subject and scope of research, theoretical and practical meaning as well as pointed the data for study and applied methods.

In Chapter One the distinctive features of both notions discourse and conflict discourse are depicted.

In Chapter Two the manifestation of conflict discourse in Ukrainian is investigated based on the novel 'Me Before You' written by Jojo Moyes. The verbal and non-verbal features are described in detail in conjunction with the effects they produce.

In Chapter Three the manifestation of conflict discourse in the English language is traced according to the second part of this book 'After You'. Attention is also concentrated on cultural norms which contribute to using some of the non-verbal means as well as omitting some of them.

General conclusions include the conclusions of the whole work and capabilities of using this information for deeper investigation of this problem.

Literature cited includes 80 sources.

CHAPTER ONE

THE THEORETICAL BACKGROUND OF CONFLICT DISCOURSE

Starting with the second part of XX century there has been noticed an adjustment in linguistics which learns the language not only as a group of characteristics that every nation owns but also as a way of communication and emotion transference between interlocutors. It stands to reason that any language does express itself through speech and due to the latter a language performs its communicative purpose.

This reversal happened because of the development of a new phenomenon such as **anthropocentrism**. Anthropocentric approach has become one of the biggest and most powerful in scientific space of linguistics (Boldyrev, 2015, p.15). The origins of the ideas of anthropocentrism come from the concepts of W. von Humboldt which underpin the doctrine of the identity of the "spirit of the people" and its language. According to him, learning a language without establishing a human factor is inappropriate (Гумбольдт, 2013, p.107).

The anthropocentric approach in linguistics is closely linked to the **study of communication**, which began to develop intensively in the second half of the twentieth century. The focus was on the characteristics of the communicative process such as the generation and understanding, accumulation and transfer of knowledge, influence of social norms and conventions, subjects of communication, etc. Researchers had to allocate the unit as well as the model of communication which are usually followed by partners in the communication process. **Discourse** has become such a unit because the versatility of the communication process necessitates a comprehensive approach to its analysis.

The understanding of the discourse, the principles of its description and interpretation are still debatable. However, most researchers admit that the central and fundamental problem of anthropocentric linguistics is *"the study of the peculiarities of the discursive thinking of the linguistic personality, which determines the specifics of discursive activity and, more broadly, of discursive*

behavior." At the same time, discursive behavior is often related to a notion of life style (Седов, 1999, p.87).

Considering different perceptions of discourse, T. van Dijk states that this term is used in science in several meanings:

- discourse in the broad sense, as a complex communicative event, can be oral, written, have verbal and non-verbal components;
- discourse in a narrow sense, like text or conversation, is a written or spoken verbal product of communicative action;
- discourse, as a specific interaction, is always associated with certain specific objects in certain contexts and contexts;
- discourse as a type of communication related not to specific communicative activities but to types of verbal production;
- discourse as a genre (for example, political or scientific discourse);
- discourse as a general idea of a specific historical period, social community or whole culture (Dijk, 1997, p.25).

In modern linguistic research, the term 'discourse' is used mostly in broad sense, meaning everything that is said and written, the process or result of communicative activity, the synchronous process of text production or perception, so it is a procedural phenomenon. Discourse is interpreted as the process of verbal activity of the speaker (monologue) / speakers (dialogue), in which there is a set of subjective, sociocultural, stereotypical, precedent values which are pictured in the text realization as *"a communication system that has a real and potential (virtual) dimension"* (Шейгал, 2000, p.45).

Discourse typology is based on different variations of classification criteria. In particular, F.S. Batsevich points out that the "blurring" of conceptual boundaries of discourse leads to the fact that discourse is divided due to means of communication (verbal, non-verbal), expressions of rules of communication, ways of presentation, embodiment of pragmatic purpose, different types of information, spiritual faith, world view, impulses, etc. (Бацевич, 2004, p.268).

Moreover, there are many variations in the distribution of discourse into:

- a) political;
- b) diplomatic;
- c) administrative;
- d) sports;
- e) legal;
- f) military;
- g) pedagogical;
- h) religious;
- i) advertising;
- j) medical;
- k) conflicting;
- l) family, etc. (Карасик, 2000, p.37-64).

The specificity of any discourse is the direct involvement of communicants in interaction, since such subspecies of dialogue, in its essence, is a genetically primary type of communication. As a result, we can talk about **communicative interaction**.

In the scientific literature, as a rule, generally three types of communicative interaction are distinguished:

- 1) **communicative cooperation** (cooperation) which is characterized by the consistency of goals and strategic programs of the communicants, the effectiveness and optimality of communication;
- 2) **communicative conflict** under which one understands the inconsistency of goals and strategic programs of communicators as well as asymmetrical relations between them, imbalance of statuses and personalities;
- 3) **communicative rivalry** that is non-conflict healthy communication, characterized by the desire to gain intellectual advantage, to pursue one's intentions in the debate or discussions and to raise one's own status (Селіванова, 2011, p.133).

Therefore, cooperative communication, built in compliance with the important rules of effective speech interaction, is counteracted by the non-harmonious one that violates these rules, creating a negative space for interpersonal interaction.

The surrounding world encompasses a large number of phenomena, including those that are difficult to characterize uniquely. There is a **conflict** between them. The conflict shows the state of dissatisfaction of individuals, disrupts the communication process, increases mutual hostility. The desire to defeat the opponent becomes more important than the desire to solve a difficult issue and all this gives impetus to a new chain of actions.

At the same time, conflict contributes to the reduction of tensions between individuals as people can come out in true colors. It is a driving force for social change since it guarantees the development of society, makes it possible to re-evaluate previous values and norms and form a socially needed equilibrium. Conflict can be used for both benefit and harm but with the difference that it gives each person the chance to solve serious life problems.

The phenomenon of conflict as well as the analysis of human behavior in it has been the subject of many researches since ancient times. This is confirmed by a number of literary monuments, including the Bible in particular. None of the major conflicts in human history has gone unnoticed: wars and battles have been described in detail by artists in all corners of the globe. Many eminent scientists and philosophers have sought to comprehend and discuss the causes of conflicts.

For example, Confucius believed that conflicts generate inequality and dissimilarity. The ancient Greek philosopher Heraclitus considered the conflict an essential quality and condition for the existence of society. Plato and Aristotle argued that in human nature the desire for cooperation is embedded, and man is by nature a social being. However, the issue of conflict in scientific studies gained significant momentum in the second quarter of the nineteenth century, when studies focused on the characterization, typology, ways of origin and resolution of conflicts (Dijk T, 1983, p. 256).

Today, conflict has become an attractive subject of study for many sciences but the most interesting are the following:

- 1) psychology;
- 2) sociology;
- 3) philosophy;
- 4) political science;
- 5) economics;
- 6) medical, physical and mathematical and technical sciences.

Each of these sciences interprets the concept of conflict through the prism of the subject giving this particular phenomenon a specific "color" (Fillmore, 1985, p.11).

Common to the above is the consideration of this concept as a process of origin, development and resolution of contradictions, relationships between people and their actions, which are determined by objective and subjective causes.

Conflict can also be equated to **aggression**. Thus, verbal aggression is '*a display of rudeness during interaction; negative speech action and interaction; abusive communication; the expression of negative emotions and intentions in an unacceptable in this situation and offensive form to the interlocutor*' (Щербинина, 2008, p.306). However, the conflict situation is realized in different ways where verbal aggression is one of the most brutal; in other words, verbal aggression can be understood as communicative strategy (Седов, 2007, p.26).

Here we should also talk about **communicative deviations**. They are '*the failure of a recipient to reach a communicative goal; lack of understanding and agreement between participants in communication*' (Бацевич, 2004, p.283). It is a partial or complete misunderstanding or misunderstanding of one or another statement by one of the participants in the communication. The concept of conflict is nominated in different ways but it should not be confused with verbal aggression and communicative deviance, where the first indicates a possible brutal manifestation of the conflict, and the second, in the presence of complete misunderstanding, can lead to a conflict.

Researches into the phenomenon of conflict are gaining popularity, leading to some inconvenience in using the term. That is why V. S. Tretyakova proposes to differentiate between different types of conflicts:

- 1) **language conflict** can be viewed from the point of view of linguistics because it contains a purely linguistic nature;
- 2) **speech conflict**, the study of which directs the scientist's attention to the inappropriate interaction of partners, related to the realization of linguistic signs in speech and their perception (Третьякова, 2003, p.140).

For this reason we use the term 'conflict discourse', which means the mental-speech interaction of communicators, the result of which is the emergence of negative emotions because of verbal influence on each other due to the fact that speech interaction was characterized by a clash of verbally expressed goals (Белоус, 2008, p.14).

1.1 Conflict Discourse and Its Distinctive Features

It is also important to find out the place of the conflict in the system of other concepts related to this notion and to the evaluation of the effectiveness of the communication act. The optimal way of communication is called successful, effective, harmonious, harmonious, cooperative. Studying it, scientists analyze ways to create speech comfort for participants in a communicative act, the means and methods used by individuals to ensure or destroy optimal communication.

In this case, the researchers focus on such phenomena as linguistic (verbal) conflict, risk situation, communicative failure (obstruction, failure, deviations, accidents, etc.). Communicative conflict is realized within the context of conflict discourse where the latter provides a link between communication, person, culture and society.

From this perspective, conflict emerges as *'a concept of a complex nature that, combining intellectual, emotional, evaluative, value aspects, concretizes the abstract philosophical category of contradiction; has an interactive nature; relies on social and / or psychological grounds; defines the inferiority of the harmony of*

human relations in comparison with the need to resolve the contradiction' (Фролова, 2009, p.93).

Within this understanding, we need to understand the concept of conflict text. **Conflict text** (or more precisely, the text whose content embodies a particular conflict) is a language material recorded on one or another material medium by means of a written letter; more often an abstract object that being short or long has a surface bond of constituents fixed in the surface structure (in terms of content) and it is a static object (in the functional plan).

Thus, the conflict discourse *'is a way of updating the text in the outlined mental and pragmatic conditions of the conflict taken in the aspect of events'*. So it is a certain structure with deep connections, the presentation of which is always characterized by specificity (in terms of content) and, in functional terms, it is the representation of the structure which is characterized by the relationship between conflicting linguistic personalities and the relation to their goals – pragmatic and interactive (Белоус, 2008, p.150).

Conflict discourse is a structural element of the communicative space of **linguistic culture**. Since the national-cultural specificity of the consciousness of the society is expressed in a specific way in the speech activity, the mechanisms of constructing, flowing and overcoming conflicting interaction by representatives of different ethnocultures differ depending on the socio-cultural affiliation of the communicants (Певнева, 2008, p.58).

Only then the individual emerges in the foreground as a construct with a rich repertoire of cognitive processes of consciousness. The linguistic personality, using the means of speech, in his own way assesses conflicting communicative communication, which leads to the construction of his own linguistic picture of the world in the form of certain formed images of reality, where the latter is a decisive factor in the process of interaction of opponents in the conflict discourse.

The essence of conflict discourse as a discursive practice is directly influenced by the factor of **cultural and national identity** of the communicants, since it is known that any individual is the owner of national and cultural heritage,

demonstrating the skills acquired in a certain society to build socially significant interpersonal relationships in that surrounding.

It goes without saying that it is entirely justified to appeal to **the linguistic personality** in the analysis of discourse (Цыков, 1989, p.9). This personality is a product of social development, coming from the social environment, forming in it, turning into a kind of focus which refracts numerous and opposite influences of class-property, occupational and social-group, gender and age, racial and ethnic, confessional territorial and other relations.

The personality is brought up by its epoch, its social consciousness, psychology, culture, system of permits and prohibitions. It is included in the system of role functions, prescriptions and expectations (Караулов, 2014, p.73). Therefore, a linguistic personality is a person who lives in a certain linguistic space, who is a carrier of verbal thinking and adjoins a certain society.

In everyday life, confrontation can be caused by one's own inadequate, in the individual's opinion, role in the sphere of activity, which means *'approved by society model of behavior that corresponds to a specific situation of communication and social position (status) of a person social status'* (Седов, 2007, p.19). The emergence of contradictions between different role positions of the individual, his abilities and the corresponding role behavior can lead to the emergence of **role conflicts**.

The factors that determine the intensity of role conflict are the following:

- a) the degree of compatibility of the speaker's expectations;
- b) his personal characteristics;
- c) mental installations;
- d) the tactics a person uses.

Behavioral strategies do involve the use of different tactics by individuals. The main tactics are described in conflictology and psychology of conflict. They can be of three types: hard, medium and soft (Анцупов, Баклановский, 2005, p. 115).

In the context of the development of the big conflict in the early stages of its settlement, such special technique as **fractionation** is used. It is the division of the big conflict into smaller, manageable parts. It is a process where the parties agree to break the conflict into parts and then resolve it gradually. Fractionation is useful for several reasons:

- a) firstly, it reduces the conflict to small, simple elements;
- b) secondly, by narrowing down the big conflict, a person more clearly perceives it and its components and does not consider all problems at once;
- c) thirdly, such a "reduction" helps to reduce the emotional and speech tension of the parties (Yukl, Fable, 1990, p.132).

The concept of **coping-behavior mechanism** which was noticed in psychology and psychiatry in the twentieth century was also applied in the theory of conflict. In psychology, coping refers to purposeful social behavior that enables the subject to cope with difficult life circumstances and stress in ways that are appropriate to his or her individual characteristics and situations through informed action strategies (Tyler, 1978, p.84).

The practice of researching interpersonal interaction takes into account the coping behavior of the individual, which is a response to a tense (emotional) situation, depends on the cognitive assessment of the conflict of their state or event, determining the quality of emotions. Moreover, different types of coping behavior (effective / ineffective, active / passive, constructive / destructive) are focused on problem assessment, certain interaction tactics, situation analysis, purposeful social behavior of a person, logically fitting into the system of dynamic development of conflict (Eadie, Nelson 2001, p.9).

In the structure of the conflict discourse phenomenon, important components are the **conflictogens** described in the writings of modern researchers in the field of conflictology. These are words, behavioral acts that can bring to the emergence and activation of conflict. Referring to the system of language conflicts, it is clear

that they can cause an escalation of the conflict due to 'chain reaction' and it actively pushes opponents to fight (Stanley, Curtis, 2002, p.500).

According to Batsevich F.S. the system of linguistic conflicts has its own **set of linguistic techniques**:

- a) abusive epithets, metaphors, names, nicknames etc.;
- b) the imposition of thoughts, ideas, etc.; for this purpose are used appropriate arguments, deception, misinterpretation, suppression of information;
- c) selection of statements that give the impression of "normality" of what has been said;
- d) a call to a "third person" who has authority, status, power and expresses (negatively or positively) about a certain person, situation;
- e) the use or hiding of only such testimony, evidence that is beneficial in the particular situation;
- f) deliberate construction of linguistic appeals and statements to conceal the truth or give it another meaning;
- g) conscious concealment of information by a large number of additional unnecessary accumulated questions, statements, calls;
- h) withdrawal from discussion of unwanted information;
- i) repetition of pattern phrases that attract attention and affect the imagination and feelings of the person;
- j) notification of several different points of view on a particular issue, but in such an imperceptible way that presents in the most favorable opinion that they want to impose on the opponent, etc. (Бацевич, 2004, p.148).

There are also elements in the language called **synthons** which are opposite to conflictogens. The social tendency to adhere to linguistic tact and indulgence is a condition for the use of synthons as they are correlated with internal equilibrium, emotional sensitivity, and empathy of the person. They promote positive

interaction with reality, bring people closer to each other, help establish contact and gain understanding.

Conflictogens and synthons are represented by different levels of language. They are communicative markers of conflict or tolerance, the correct interpretation of which helps to identify the relevant tactics. Conflictogens and synthons are both universal and situational, however, it is considered that they can be ambivalent in certain situations, acting as each other (Нершечуева, 2006, p. 12).

In language, conflict lives by its own rules, clearly revealing the relations of all oppositions at all levels of language. The interaction of people and their contacts give rise to clashes that are usually contrary to expectations, general principles of communication, communicative stereotypes that have developed in a certain linguistic and cultural community. Such encounters violate the traditional mechanisms of communication between people and reflect individual deviations in the speech behavior of subjects.

It is the position of the speaker, the depth of his outlook and the level of culture make the content and structure of his conflicting cues. Communicator, using or not using conflict, applying or not certain speech tactics to influence the opponent presents his position on the image of the conflict, its dynamics, behavior of the interlocutor. What really matters is that a person shows by his communicative actions that he accepts or does not accept the rules of communication of another person.

Conflict is a **socialized game** that no one can change or learn the rules. The sole right of everyone is the right not to act as the doer of the fate of an opponent, an absolute judge, or a person who knows absolute truth (Weinreich, 1963, p.35).

Conflict communication is recognized by people's unwillingness to reach mutual understanding. The semantic connections between what is said are determined by the semantics of ideas about the conflict event. Conflict statements express their attitude to the whole situation, the opponent, his words, actions and are aimed at achieving the **conflict communicative purpose**.

Conflict communicative purpose is a personally-meaningful outcome that satisfies a specific need of the person in the context of conflict interaction, to which the communicative act is directed. The attainment of a conflicting communicative goal determines a person's speech intent or **communicative intention**.

Conflict communicative intention is the intention, the desire of the person to transmit by means of the language the message, which is formed within the framework of conflict interaction of communicators and characterized by subjective content. One of the most important causes of conflicts is misrecognition of these intentions (Wright, 2000, p.67).

1.2 Essential Constituents of Conflict Discourse

However, as the linguists are focused on the lingual features of conflict as a type of speech interaction, it is worth focusing on the structural method. The content of the concept of conflict with its multilevel structure is revealed in terms of **categorical-semantic analysis**, divided into separate aspects:

- 1) ontological aspect where conflict is seen as a form of being, which includes such universal essence as indifference, dissimilarity, incompatibility;
- 2) psychological aspect where conflict is seen as a psychological state of internal crisis, struggle;
- 3) social aspect where conflict is an antagonistic form of social relationships between people;
- 4) socio-political aspect where conflict is treated as war, armed conflict;
- 5) linguistic aspect where conflict is seen as conflict discourse, quarrel, dispute;
- 6) literary and artistic aspect where it is seen as a principle of organizing a work of art (Волкова, 2009, p.27).

This confirms the assumption that conflict is a multifaceted, not only linguistic but also a social phenomenon, expressed by verbal means with a

negatively marked connotation, accompanied by negative feelings and considered as a variant of a typical communicative situation.

Each confrontation, depending on the point of view from which it is considered, has **integral and differential** features. These features are understood to be common to any conflict:

- a) bipolarity (opposition on the basis of contradiction);
- b) the presence of participants as well as the activity of the parties
(Білоконенко, 2014, p.70).

Considering the structure of complex discourse, N.A. Belous distinguishes 7 **elements of conflict**:

- 1) origin (the presence of various contradictions in formulating a communicative goal);
- 2) maturation (definition of the opponent by his intentions; accumulation of certain information about the opponent from his repertoire);
- 3) the actual speech conflict (the speech manifestation of the conflict by means of communication);
- 4) peak (the actual collision of illocutionary dominants - the presence of conflicting linguistic and speech means);
- 5) development (the most constant at this stage are: the text of the speech conflict; facts, verbalization of the basic cognitive values of the opponents of the conflict discourse; strategic goals of the opponents of the conflict discourse);
- 6) recession (change of some elements and characteristics presented in conflict communicative situation);
- 7) consequence (opponents either make concessions to each other and change the scenario or ascertain irreconcilable attitude and retreat to opposite sides) (Белоус, 2008, p.20).

The typology of conflicts is quite broad because of the heterogeneity of the phenomenon itself. The choice of a particular basis for classification is determined by what aspects are most relevant to a particular scientific study.

Having summarized the recognized scientific classifications (A. Antsupov, O. Bandurka, L. Gerasina, N. Grishina, L. Yemelyanenko), conflicts can be structured as follows:

- a) by way of decoupling (antagonistic, compromise);
- b) by field of expression (political, economic, organizational, social, pedagogical, creative, family, religious, etc.);
- c) by direction of influence (vertical, horizontal);
- d) by the degree of expression of confrontation (hidden, open);
- e) by the composition and number of parties (intrapersonal, interpersonal, personality-group, intergroup, interstate, inter-national);
- f) by time of development (acute, chronic; transient, prolonged, slow);
- g) by tendency to unleash (constructive, destructive);
- h) by intensity (basic, nonbasic, realistic, unrealistic) (Анцупов, 2005, p.263).

Another difficult problem is the question of the **interpretation** of the concept of conflict and its relation to other close concepts and phenomena of life of each person. Studies in the etymology have shown that it comes from Latin where the noun *cōnflīctus* arose from word-forming processes: affixation (verb *fligere* which means to beat or to push and prefix *com (con)* which stands for with, together). As a result, the verb *confligere* differs from the verb *fligere* because of complex semantic structure and it also encompasses, in addition to direct meaning, a system of derivative values based on the association of physical strike and struggle. So the noun *cōnflīctus* which was formed this way means a collision between two objects (Фролова, 2009, p.103).

Scientists inevitably pay attention to the main feature of conflict which is a **social phenomenon**, a special form of interaction caused by certain contradictions.

Based on what have been said above the nature of the conflict can be pictured in the following way:

- there must be the first compulsory component in any conflict which is the state (or situation) of the collision (opposition, confrontation);
- parties of the conflict are required for such a situation;
- they (participants, conflicts, opponents) can be different individuals or groups of people;
- the parties of the conflict have incompatible interests, goals, views;
- one of the parties has a desire to change for themselves the behavior of the other party, that is, to influence the state (situation) that is why one party starts to act against the opponent, in some way damaging him and a conflict arises;
- the other party, being aware of the suppression of his interests by the first party, resorts to appropriate actions; this is how the conflict develops;
- for the emergence and development of a language conflict, it is important for the participants to interact at the language level; that is how individuals indicate their position and vision of this situation, their attitude to the opponent with language reserves; interaction may be accompanied by extracurricular (physical actions, gestures, pose) manifestations.

Consequently, conflict is a state of collision of two or more parties of the conflict who have conflicting interests, goals, views which causes each of them to act rudely the other, using linguistic and non-linguistic means. Interpersonal conflict is characterized by a low degree of focus on the interests of the other party and a high degree of focus on personal interests as well as by negative assessment of the value of interpersonal relationships (Dickson, Hargie, 2003, p.230).

This negativity of opponents is recognized by scientists as one of increasing nature. It is minimally manifested in competition as it is behavior of a rational nature that meets certain social norms and it is maximally manifested in hostility

related to ignoring rules, irrational behavior, striving not so much for victory, as to suppress, defeat or humiliate the enemy (Filley, 1975, p.286).

There are obligatory elements in the structure of **interpersonal conflict**:

- ✓ participants of the conflict are the persons involved in it:
 - a) the main parties (parties);
 - b) support group (persons, groups);
 - c) third party (instigators, accidental witnesses, organizers).
- ✓ information model is a person's perception of a conflict, of its role in it, of an opponent;
- ✓ the subject matter of the conflict is an objective or imaginary problem, a contradiction due to which the parties engage in conflict;
- ✓ the object of the conflict which is the cause of the conflict;
- ✓ macro and microenvironment are the conditions in which the parties are located; they can also be of several types:
 - a) spatial (sphere of origin and development, specific forms of manifestations and results, actions of the parties);
 - b) temporal (duration, frequency and repetition; duration of participation in the conflict of each party, temporal characteristics of its stages);
 - c) socio-psychological (type, level of interaction of opponents, degree of confrontation, peculiarities of psychological status of participants, range of interests of different social groups such as family, professional, national, etc.) (Кричевский, Дубовская, 2001, p.371).

The destructive effects of conflict are always obvious as they remain in people's memories for a long time. Destruction is clearly revealed in the relations of the opponents because hostility and hatred block the resolution of the dispute. For opponents, conflict is the cause of changes in psychological state. It causes stress, emotional tension and worsens health. Conflict adversely affects the effectiveness of any person's activity.

Even after the conflict is more or less resolved, it takes time to stabilize the relationship. But the most difficult destruction of the interpersonal conflict is the

impact on the person because there may appear a lack of faith in the good and justice, the hope for the best in life may disappear which becomes an obstacle for the further development of the individual.

The constructive consequences of interpersonal conflict depend on the opponents' desire to end it. Such an installation gives the opportunity for reconciliation. However, the longer the conflict lasts, the less positive its consequences are. A person is usually tested by conflict for resistance to stress and psychological tense. But conflict which provokes stress and negative emotions might as well allow opponents to get closer, break the problematic relationships and create the new ones (Кубинова, 2002, p.8).

It is impossible to analyze the effects of conflicts without taking into account the **prerequisites** of their occurrence. They are of two types:

- situational prerequisites (unmet personal needs, feelings of insecurity, fatigue, mood instability, increased excitability, lack of awareness, state of suggestion);
- character prerequisites (character traits, feelings of antipathy and counteraction, intolerance of the disadvantages of others, low self-criticism, impulsiveness, uncontrollability in feelings and words, prejudices, tendency to aggressive behavior, lack of education, lack of culture, lack of spirituality, lack of education, selfishness).

Conflict development is also conditioned by the type of conflict behavior, life experience, ability and willingness to compromise, to perceive the other party's thoughts, to empathize, to be aware of the diversity of life's problems and situations. Conflicts can equally be caused by both conformism and negativity of the individual. It means that they can be caused by both people who are resistant to conflicts and for whom conflicts are a phobia.

The dynamics of the conflict include three stages of the parties' behavior:

1. pre-conflict where we have the emergence of a problem situation, its awareness by individuals and attempts to solve the problem in non-conflict ways;

2. conflict itself where the beginning of open confrontation is seen and it forces the opponent to abandon their goals, to change their behavior;
3. post-conflict where a certain normalization of relations can be noticed (Козырев, 2001, p.148).

There are several strategies for conflict behavior:

- struggle (it is characterized by a persistent, uncompromising advocacy of its interests for which all available tactics are used; the strategy corresponds to a destructive pattern of behavior);
- compromise (this strategy requires concessions from both parties in order to further develop the relations);
- avoidance (it is an attempt of a person to avoid conflict);
- concession (such a strategy presupposes that a person is ready to concede its interests in order to preserve relationships that are more important than the subject matter and object of the conflict);
- cooperation (this strategy implies a high level of focus on both parties' interests so this is a complex but valuable strategy).

In some scientific works there is one more strategy which is called **the assertive one**. This strategy implies the philosophy of nonviolence (Burton, 1990, p.72). Such behavior involves the ability of a person to defend his or her own interests but at the same time not to suppress the interests of the other person. Assertive behavior is believed to prevent conflicts and it helps to find the right way to resolve them.

Conclusions to Chapter One

The anthropocentric approach in linguistics is the one that gave impetus for the notion discourse to spring up. Scientists have agreed with the fact that it is impossible to interpret one's words and perceive the right meaning of them without taking into consideration the linguistic personality herself because not only grammatical and lexical sentence structures matter but the environment where the conflict appeared as well.

Conflict is always based on **communicative deviations**. A communicative deviation is a situation where there is lack of understanding and agreement between participants but it is not a conflict yet. The accumulation of such deviations can cause aggression and culminate in conflict.

Besides, conflict appears only when its necessary **elements** exist:

- origin;
- maturation;
- the actual speech conflict;
- peak;
- development;
- recession;
- consequence.

It is agreed that discourse is the study of the peculiarities of the discursive thinking of the linguistic personality, which determines the specifics of discursive activity and, more broadly, of discursive behavior. It always involves participants in a communicative interaction which includes 3 **directions**:

- communicative cooperation;
- communicative rivalry;
- communicative conflict.

The last two components can lead to a conflict which, at another point, can have positive effects as there are two strains of opinion about conflict. It is always a driving force for changing things either for better or worse. It surely can destroy any relationship, make people have a row and cause new conflicts but at the same time it enables interlocutors defend their interests and frontiers, stick up for their rights, learn how to hammer out a compromise and become politically correct. In order to do it one has to make great efforts.

Considering different perceptions of discourse, the **classifications** of this notion are the following:

- discourse as a complex communicative event, discourse as a text or conversation, discourse as a specific interaction, discourse as a type of

communication, discourse as a genre, discourse as a general idea of a specific historical period;

- political, diplomatic, administrative, sports, legal, military, pedagogical, religious, advertising, medical, conflicting, family etc.

Contemplating about the environment which influences every person, it must be highlighted that it nurtures and forms such concepts as a person's character and behavioral habits. These habits are usually caused by culture and society, willingness to cooperate, desire to put the conflict to rest as well as to stir it up more. Cultural and national identity is always inherent in speech. It stands to reason there are many reasons which form the linguistic personality and as a result affect his speech.

Speaking about conflict, this notion can be revealed in categorical-semantic analysis. Everyone should remember that there are always prerequisites and obligatory elements for a conflict to occur. Speakers are the ones who choose what to use in their speech when conflict communication is about to arise. They can use **conflictogens** to twist the knife or **synthons** to ameliorate the situation.

That is to say, **conflict discourse** is a way of updating the text in special outlined mental and pragmatic conditions of the conflict taken in the aspect of events.

CHAPTER TWO

SEMANTIC AND PRAGMATIC PROPERTIES OF CONFLICT IN THE MODERN UKRAINIAN LANGUAGE

The emergence of conflictology as a separate discipline located at the intersection of various liberal arts (psychology, sociology, history, philosophy, pedagogy, jurisprudence) led to the emergence of many linguistic works that operate on the concepts of linguistic and speech conflict, conflict communicative act and communicative failure. The result of this was the formation of a special branch of knowledge — **linguistic conflictology**, which is currently only developing (Седов, 2000, p.3). Thus, conflict is a multifaceted concept that is represented with verbal and non-verbal means while linguistic conflictology, in turn, is an interdisciplinary notion.

Initially, the conflict was considered as a key concept of **sociology**, which means this phenomenon is an inevitable phenomenon in the history of human society, as a social form of the struggle for existence, as an important mechanism of social development (Fisher, 1997, p.12).

Since the second half of the XIX century the so-called sociobiological theory shows up because of the thought that the struggle for survival leading to a conflict of interests is inherent to any organism. The followers of this theory rely on the theory of natural selection and the struggle for the existence of Charles Darwin, thus supporting the idea of human aggressiveness. It was believed that the desire of people to self-preservation and accumulation of vital resources leads ultimately to all sorts of conflicts. These ideas were further developed in the sociolinguistic direction of the study of conflict.

In psychology, a different interpretation of the conflict is also proposed. It is a state that occurs when two opposite reactions arise in response to a stimulus of a person. If conflict is understood broadly as the presence of contradictions (including internal ones), then it can be argued that conflict is inherent in the language itself as a systemic formation (Третьякова, 2003, p. 164).

Besides, V. von Humboldt spoke of the conflicts inherent in the systemic structure of the language, distinguishing between the antinomies of activity-objectivity, freedom-necessity, language-speech, language-thinking, etc., thereby pointing to the contradictory but equilibrium nature of language.

The conflict for the linguist is interesting, first of all, as a phenomenon that explicates in speech. To denote manifestations of aggression in the language there is no definite fixed term. Researchers use such terms as “speech aggression”, “language aggression”, “verbal aggression”, “language violence” and others. The variability of terms indicates that the problem is not thoroughly studied and there is a lack of a unified terminological base and that this phenomenon cannot be considered a single form of behavior (Карякин, Шампе, 2011, p.205).

There are some definitions:

- verbal aggression is the expression of negative feelings both through form (quarrel, scream, screech) and through the content of verbal reactions (threat, curse, abuse);
- language aggression is a sphere of speech behavior that is motivated by the aggressive state of the speaker;
- speech aggression is a purposeful communicative action aimed at causing the interlocutor to have a negative emotional and psychological state (Седов, 2007, p.262);
- linguistic aggression is all types of negative or critical attitude of the speaker to the addressee, expressed using linguistic means (Апресян, 2003, p.15).

Studying the conflict, it is seen that it has its own **dual nature** that is why its representation should be always shown in different ways: **verbal and non-verbal**. The verbal representation of the conflict is considered as a way of its linguistic construction, in which language can act in two functions:

- 1) as a means of communication;
- 2) as a means of interpretation.

According to A.A. Polkanova, conflict can be seen in asymmetries of the linguistic sign itself: in synonymy, homonymy, lexical and grammatical polysemy

of the word (Полканова, 2010, p.200). Researchers also write about speech conflict and as a result about the existence of contradictions between speakers.

Communication is heterogeneous, because the communication means themselves are different in conflict communication. It is important to understand that when studying the conflict communication of people, one needs to pay attention not only to what some people say to others, but also how they say it. It is necessary to understand which sounds people use and when, how they intonate their speech, how they behave, what movements they perform, how they orient their bodies, and finally, how they look at their interlocutor (Крейдлин, 2002, p.17). In other words, it is important to correctly use and interpret not only verbal, but also non-verbal code.

Nowadays it is already widely known that the language of words is not the only means by which people can express their thoughts and feelings. Communication is built not only due to its speech component but also through non-verbal signals and gestures. It is proved that only about 35% of information is transmitted verbally and from 60 to 80% of communication is carried out through non-verbal means of expression (Mehrabian, 2009, p. 20).

Non-verbal communication is the exchange of non-verbal messages. Data messages, consisting of various kinds of non-verbal components, are spontaneous and involuntary. Even if people want to hide their intentions, they can control their speech well, but non-verbal behavior can hardly be controlled (Beattie, 2011, p.47).

In the process of a communicative act, we do not think about each individual non-verbal component because, firstly, sometimes we do not distinguish them as such, and secondly, we reproduce them and include them in the conversation unconsciously, reacting to what our opponent said or to the subsequent own saying.

Similar categories (spontaneity, involuntariness, subconsciousness) that describe non-verbal communication, as well as the fact that the first language that a person mastered was precisely the language of the body and gestures, allow

G.E. Kreidlin argue that the natural language is precisely the language of the body with all its non-verbal components (Крейдлин, 2004, p.115).

Based on the signs of **intentionality** / **unintentionality** of non-verbal communication, three types of non-verbal means can be distinguished:

1. Behavioral signs — they are caused by physiological reactions: blanching or blushing, as well as sweating from excitement, trembling from cold or fear, etc.

2. Unintentional signs — the use of such signs is associated with a person's habits (they are sometimes called self-adapters): scratching the nose, swaying the foot for no reason, biting the lips, etc.

3. Actually communicative signs — these signs are signals that transmit information about an object, event or state (Грушевицкая, Попков, Садохин, 2003, p.75).

Non-verbal communication is carried out in the process of verbal communication in parallel with verbal and forms the second information channel in the communication system (Морозов, 1998, p.20). Verbal communication has a fuller and deeper meaning only together and thanks to nonverbal. Non-verbal elements have a two-sided nature: on the one hand, they are self-sufficient, and on the other, they are closely connected with verbal elements (Зуев, 2004, p.7).

The peculiarity of the elements of non-verbal communication is that they are formed earlier than the verbal part of the statement, which is superimposed on the previously expressed non-verbal part (Вансяцкая, 1999, p.50). In a coherent functioning, emotionally expressive means can work in the following ways:

- synchronously, simultaneously with verbal means (the simultaneous use of verbal and non-verbal means is used when one wants to specify information, to make it more expressive and meaningful in order to influence the interlocutor; the synchronous use of statements and gestures is observed in the expression of feelings and emotions);
- anticipating verbal means (from this, it was concluded that gestures are a kind of programming vocabulary in speech, they help anticipate an unspoken thought);

- following the verbal components (this type of associated use of gestures is used less often and mainly in expressive function) (Конечкая, 1997, p.80).

Non-verbal communication **can be related in different ways** to verbal communication, in particular:

1. Duplicate relevant voice information. The coincidence in the message of the verbal and non-verbal code indicates its congruence.
 - a) For example, a request to speak quieter is expressed by the application of the index finger to the lips. (The researchers found that the main feature of the interaction of verbal means and kinesic non-verbal components is their consistency. Kinesic signals more often than others perform a duplicate function, i.e. duplicate the meaning of the verbal message) (Ковпак, 2004, p.7).
2. Contradict speech utterance. A refutation means that non-verbal information contradicts a person's words, i.e. the statement is incongruent.
3. Replace speech utterance. Substitution means using a non-verbal message instead of a verbal message.
4. Emphasize or enhance certain components of speech. An example is the accented score on the fingers.
5. Complement the speech in a semantic sense. Addition means that non-verbal elements make speech more expressive, specify and clarify it.
 - a) For example, your smile when meeting with a friend when you tell him that you are very happy to see him complements the speech message. Moreover, failure to perform this gesture may lead to a communicative failure (Pereverzeva, 2009, p.118).
6. To regulate verbal communication, therefore, to be a means of maintaining speech. Regulation is the use of non-verbal signs to coordinate interactions between people. To maintain a conversation,

they often use signs replacing words: gestures, changing a pose, touching someone, etc.

- a) For example, by nodding our head, looking, intoning or tilting our body, we can understand that it is our turn to enter into a conversation (Крейдлин, 2004, p.61).

Currently, such terms as ‘**non-verbal interaction**’, ‘**non-verbal behavior**’ and ‘**non-verbal communication**’ function simultaneously and interchangeably. It is generally believed that the term ‘non-verbal communication’ has a wider range of meanings.

However, V.A. Labunskaya gives a clear distinction between these concepts. According to the scientist, the term ‘non-verbal communication’ has a broader meaning and is defined as a type of communication, which is characterized by the use of non-verbal behavior and non-verbal interaction as the main means of transmitting information, forming an image and concept of a partner, influencing another person.

‘Non-verbal behavior’ is a slightly narrower concept than ‘non-verbal interaction’. It is an integral part of holistic human behavior (Лабунская, 1997, p.69). Taking everything into consideration, it is self-evident that both verbal and non-verbal means are important in speech because they are always applied at the same time as means of communication and they do not exist separately at all.

2.1 Verbal Characteristics of Conflict Discourse and Its Materialization in the Ukrainian Language

Culture, including language one, is based on a national mentality. The material embodiment of culture is moral, ethical, aesthetic and others rules that are passed down from generation to generation. Ignoring the rules of language culture and the norms of communicative behavior leads to language conflicts between individuals.

Language conflict is a special type of communication where language means represent the discrepancy in the interests, views, goals, positions, etc. of the parties

of the conflict. Interaction between representatives of one linguistic and cultural community is considered more successful than representatives of different linguistic cultures, because in the latter the communicative rules and regulations (language code) coincide in part, and such differences impede effective communication (Якобсон, 1975, p.193).

In the conflict discourse, in most cases, the expressiveness of the utterance increases at the expense of **lexical and stylistic means**. Predominantly, there are a lot of phraseological expressions and means of amplifying the effects on the recipient, such as repetition, refinement, and lexical amplifiers.

With regard to syntax, there is a clear predominance of exclamation and interrogative sentences in the conflict discourse. The most conflicting types of questions are clarifying and rhetorical ones. Particularly noteworthy is the use of simple sentences, which are more prevalent than complex ones. This is due to the fact that they are more emotional. For the same reason, the tactics of the prosecution are implemented with incomplete sentences. The reverse order of words can also increase the expressiveness of the utterance.

Of all kinds of syntactic communication, the greatest conflict potential has an opposing connection. In stylistic terms, the use of expressive speech acts such as metaphor, comparison and antithesis is observed. Implicit means of discredit such as irony, sarcasm and allusion deserve particular attention.

The first common tool for the deployment of language conflict in the Ukrainian language is grammar. The use of morphological forms that indicate the interlocutor: **the pronouns** ‘ти’ and ‘ви’ always attracts the linguists’ attention. It is known that the form ‘ви’ shows a polite, respectful attitude to the person. Using a pronoun ‘ти’ instead of ‘ви’ is a cause of communication failure.

It is accepted that the rules for choosing these forms are not completely understood by native speakers of other languages. Indeed, in modern English there is no personal pronoun corresponding to Ukrainian ‘ти’. The pronouns ‘ти’ and ‘ви’ are united in the personal pronoun you. When referring to one person, English

speakers say you which means ‘ви’ if the relationship with that person is official or neutral, and at the same time it can mean ‘ти’ if it is an informal relationship.

Ukrainians can change the pronoun ‘ви’ into ‘ти’ in the middle of speech and this is the highest demonstration of disrespect and a big impulse for a conflict.

Here is an example:

- — Чому ви не розумієте мене? Ваша поведінка не є доречною чи правильною. Я втомився з вами сперечатись, ви мене не чуєте. Не хочу з тобою більше розмовляти!

The last utterance shows that a person does not want to sound politically correct anymore and that he is ready to start a conflict. After changing the pronouns, Ukrainians usually start showing their teeth because it is not acceptable for many of them to behave like that, especially if the age and the status of interlocutors differ. What is more, there is an exclamation in the last sentence. It means that the intonation and the pitch of the voice change provoking the other person to start confronting.

Another grammatical moment that can make the conflict arise is the use of **particles** ‘ж’, ‘же’, ‘б’, ‘би’. As soon as they are pronounced, the reproach and excuse are expressed depending on communicative aim. For example:

- — Слухайте, Луїзо, це ж не вища математика. Ви б знали, що я мав на увазі, якщо б були уважнішою. Але ви ж ніколи мене не слухаєте!
- — Я щаслива тут, — відповіла я.
— А не мали б бути.

The usage of these particles depicts anger and irritation. In accordance with intonation these particles can also give expression of frustration. In the first example, from the very beginning of the conversation it is seen that the speaker, Will Traynor, does not expect this chat to be nice. He starts his speech with invective phrases comparing things with advanced math classes.

This metaphor is used to express that his interlocutor, Louisa Clark, is not smart enough to understand all the things. In the second example the contradiction is depicted due to the particle ‘б’ which is always used in daily Ukrainian speech.

Using that particle, the addresser puts down the addressee highlighting that the latter does not deserve the life she has.

The essence of the word lies in the unity of grammatical and lexical semantics, and therefore all words are semantically loaded. A productive component of conflictual interaction is the lexical-semantic language system, which reflects the national features of such communication. The carrier of conflicting messages is, first of all, a valuable vocabulary.

There are no assemantic words, however, they differ in their degree of meaning and they are divided into meaningful and insignificant (official) words. By lexical content of the communicative situation of a conflict we mean its saturation with a meaningful vocabulary. Such vocabulary in both English and Ukrainian can be used in a conflict communication.

Valuable markers of conflict engagement are words that express good/bad, reasonable/unreasonable, positive / negative attitude to a person. Explicit signals of conflict can also be lexical items that evaluate the mental, aesthetic, moral characteristics of the interlocutor. Invective words and expressions can also function in this role.

The lexemes used in any languages in conflict discourse make it possible to characterize the personal traits of the opponent on the following features:

- 1) aggressiveness, rudeness: brawler, slut, bully;
- 2) lawlessness: rag, amoeba;
- 3) cowardice: coward, chicken-heart, blancher, dastard;
- 4) falsehood: liar, feigner, hoaxer, cheater;
- 5) greed: greedy, goon, parsimonious, mean dog, slob, penny pincher, cheap ass;
- 6) cruelty, anger: viper, despot, tyrant, oppressor;
- 7) jealousy: envier, hater, green-eyed monster, sore-head;
- 8) treachery: double dealer, rat, jerk, traitor, betrayer, Judas;

- 9) excessive talkativeness, tendency to scandal, swearing: chatterbox, bletherskate, flibbertigibbet, ratchet jaw, fiddle-faddles, babbler, blabber;
- 10) disrespect for the laws of God: godless man, blasphemer, heretic;
- 11) uncontrollability: alky, boozer, drunken thug, heavy drinker, belcher, drugster, user, junkhead, mugglehead, smackhead;
- 12) worthlessness, meanness: crum, louse, bastard, rascal, jack sprat, whippersnapper, wretch, scab, douchebag;
- 13) cunning, deceit, hypocrisy: hypocrite, stoolpigeon, dodgy person, intruder, dodger;
- 14) sexual promiscuity, unconventional sexual orientation: womaniser, easy-rider, hound dog, pervy guy, sick puppy, whore, hussy, hoe, bitch;
- 15) rudeness: scum, cad, animal, savage, yobbo, lout (Ставицька, 2005, Попова, Корольова, 2009).

These are some of the examples from the novel:

- — *Недоумок*, — сказав Томас.
— Та ні, — заперечив Бернард.
— Стівен Гокінг, — підказав Патрик.
— Еге, саме він, — підтвердила мама, перевівши осудливий погляд з Томаса на тата. Таким поглядом можна було заморозити кров.
- *І, я певен, щойно ти переступиш поріг того будинку, ті недоумки не захочуть тебе втрачати.*

In these pieces of a dialogue conflict aspect is highlighted with the help of an abusive noun «недоумок» which means a person with lack of mind. Such a manner represents the speaker's willingness to start a conversation with a conflict itself. This rudeness can also express the relationship in a family. This phrase was said by a 9-year-old boy whose mother didn't mind him saying so. This noun may be a real provocation of a conflict.

- — *Клятий чортяка, працює мало не двадцять чотири години на добу й чекає від інших того самого.*

Showing disrespect to the laws of God, the adresant is trying to make other people believe in what he is saying. Despite of the fact that he does not know the person he is talking about, the speaker is sure in his words and has no doubts about them. The conflict situation can be easily provoked if the interlocutors start defending.

- — *Ти — божевільна сучка!*
— *Ти спав з цією сифілітичною косокою, схожою на троля лахудою з гаража, а мене називаєш божевільною сучкою?*!

It goes without saying that this utterance is actually a conflict. There is a lot of vocabulary connected with sexual promiscuity, rudeness is felt in every word. The person's desire to talk in such a way shows his background and culture. The person is ill-mannered, uneducated, ungovernable and definitely does not know what political correctness is.

- — *Луїзо! — вигукнула мама.*
— *А ти, якби не була така тупа, давно б мала нормальну роботу.*

Contemplating this sentence, it is glaringly obvious that the family members treat each other with no respect or understanding. Being laid off is not a pleasant situation for sure but it does not mean it is time to violate personal boundaries, overreact and offend the other person. The aggressiveness and cruelty only prove that a narrator cannot keep tabs on her speech and thoughts.

- — *Це твій інвалід?*
— *Так. Мій бос.*
— *Твій бос. Гарно сказано.*

One more example signalizes about broadness and aggressiveness of speech. It is not acceptable to call a person 'an invalid'. Educated people never do this, especially meeting a person for the first time in their life. Saying this words, a speaker puts the others in an awkward position, embarrasses them without ever understanding it.

- — *Це не чесно. Невже я колись прохала тебе покинути роботу, яку ти любиш?*

— *У мою роботу не входять гарячі ванни з незнайомими чоловіками.*

This example of conflict discourse differs from the previous ones in the form of demonstration. There is not any invective reference to a girl herself but a hidden reproach is demonstrated. It is a very popular way to steam your interlocutor up, send her over the edge and provoke an enormous controversy.

Talking to a person not only what you say matters but also what your intentions are. Sometimes you may not apply harsh epithets but the manner of your speech speaks for itself. There is a comparison in the last sentence which substitutes direct rudeness and is very offensive. Using offensive comparisons in your speech often ushers in a conflict situation.

The conflict situation can be presented as well with the help of irony. Ironical sentences always make people look like a deer in the headlights. They are lost at first because they do not know how to react but then this feeling transforms into grumpiness and dander. These are the examples of irony:

- — *То коли ви вже закінчите цю свою недолугу роботу?*
- *Що?*
- *Моє волосся. Воно підстрижене лише наполовину. Я гляджуся немов якийсь вікторіанський сирота. Чи... хіба що це один із ваших альтернативних стилів.*
- *Хочете, щоб я підстригла вас іще?*
- *Ну, мені здалося, вам це було приємно. І мені б не хотілося бути схожим на пацієнта психлікарні.*
- — *Знаєте... Я колись про те саме прохала свого тата, — нарешті сказала я. — Та якщо я розповім вам, що він відказував, ви матимете мене за божевільну.*
- *Божевільнішу, ніж зараз?*
- *Я почала сміятися.*
- — *І куди ви пропонуєте?*

— *Не знаю. Можна просто покататись за містом.*

— *За містом, — проказав він, наче роздумуючи.*

— *І що б ми там побачили? Дерева? Небо?*

It is a given that all these examples describe a conflict situation but the matter is that the addressants are prone to being engaged in such situations. They start their conversation with offence, abuse and humiliation instead of politeness, amiability and debonair manner. A conflict is possible only when people allow it to happen.

These were the examples of conflict in speech based on the personal traits of the opponent. What is also important and can be a trigger to have a row is a person's appearance. Appearance is no less criticized by the addressee than it is negative character traits. The physical appearance of a person who catches the eye at first sight is the most important anthropological component of interpersonal contact. The person is first perceived and evaluated by others due to his appearance (Лескина, 2010, p.15).

Condemnation by the addressee of the moral or ethical or utilitarian defects of the person requires at least the least knowledge of the latter, at least minimal communication. While the appearance of the addressee creates an almost instantaneous impression of him, it allows the addressee to immediately correlate it with a certain social "pattern".

The appearance of the opponent can be evaluated in two ways:

- 1) it is reflective without justification, without specifying the shortcomings referred to by the addressee. For this, the speakers use words whose sense is explained only in the plane of "unacceptable human appearance". Such lexical items do not have a clear denotative content and are therefore regarded as emotionally-evaluative signs (for example, face-ache, monster, freak).
- 2) it is unacceptable because of the specific features of the face. In this situation, the addressee uses specific lexical items to describe:

- head, face, torso, limb of the addressee (for example, snoot, muzzle, schnozzle);
 - physical features (including physical defects, negligence);
 - age (too old or young);
 - deviation in weight (for example, dumb muscle, bauson, squab, fat guts);
 - deviation in height (for example, midget, elf, giraffe, hefty)
- (Knapp, Judith, 2010, p.115).

Here is an example of appearance estimation. The addressee begins the invective conversation based on what a person is wearing and does not hear what the person is saying. The character compares his girlfriend and his mother humiliating both of them. Using the evaluative words in the speech is the easiest way to wound one's susceptibilities.

- — *Ти мусиш носити цю піжаму? Я не перенешу тебе в піжамі.*
— *У ній зручно. — Щось схоже носить моя мама.*

Mulling over all the possible variants of depicting conflict in speech the due attention should be paid to phraseologisms. They are the representatives of the leading features of Ukrainian mentality. Our national traits, character, and collective consciousness have been shaped and continue to emerge depending on historical events, including conflicts. Phraseology promotes Ukrainians' national self-expression. The study of phraseological units in terms of stereotyping conflict situations is closely linked to their evaluative potential.

Phraseological image of a person is related to the perception of reality. This is a special reflection of the living situation in the mind of the speaker, his individual and personal reflection of fragments of the linguistic picture of the world, which is why the figurative meaning of phraseology is formed. In a language conflict, a person widely uses the system of colloquial phrases that create a coarse-casual conversational speech and is one of the means of characterizing the conflict.

The Bible is important for the formation of the lexical-phraseological system of the Ukrainian literary language, so the common use in the society is the use of biblical expressions to explain various life situations, among which is the conflict confrontation of people (Коваль, 1975, p.55; Колоїз, Бакум, 2002). In the conflict, phraseological items may also be used to attract the addressee's attention. Here are some examples of usage Christian phraseological items:

- — *Ісусе Христе*, — сказав мій батько.
— Лишень уяви. Хіба тому нещасному не досить карі інвалідним візком, щоб за компаньйонку дістати ще й нашу Лу?
- — Я не збиралася лагодити ту, де ви з Алісією. Я не настільки *дурна*... Я просто подумала, що через якийсь час ви...
— *О Боже*, — відвернувшись од мене, проказав він їдко. — Позбавте мене психотерапії. Просто йдіть і читайте ваші журнальчики чи що там ще ви робите, коли не заварюєте чай.
- — *Чорт би його взяв!* Що ж вона тепер робитиме? Він міг би попередити її раніше, ніж за один *клятий день* до звільнення.

All this gives rise to the conclusion that various disadvantages of a person's character are usually estimated. They are habits, appearance, age, experience, moral qualities, social status, territorial origin, profession, religious, party affiliation etc. Lexical markers are an important means of communicating between values of society and expression of a negative attitude towards a person who violates these standards.

2.2 Non-verbal Characteristics of Conflict Discourse and Its Demonstration

Non-verbal media creates a system that complements and enhances and sometimes replaces verbal communication - words. According to current research, 55% of information is perceived through facial expressions, postures and gestures, and 38% through voice intonation and modulation. It follows that only 7% is remained as the proportion of words that the recipient perceives while talking. This is fundamentally important. That is, what we say is more important than what we

say. Most non-verbal forms and means of human communication are innate and they interact reaching a mutual understanding at the behavioral and emotional levels not only with similar ones but also with other living creatures (Лабунская, 1986, p.5).

Thanks to non-verbal communication, a person is able to develop psychologically even before he or she learns to use the language (approximately in 2-3 years). In addition, non-verbal behavior itself promotes the development and improvement of a person's communicative ability and as a result a person becomes more capable of interpersonal contact and opens up more opportunities for development (Judee, 1995, p. 47).

Non-verbal communication is a communication through gestures (sign languages), facial expressions, body movements and some other means, except language. Non-verbal communication among different nations has its own specific characteristics (Голованова, 2009, p. 35).

In psychology, there are four forms of non-verbal communication: **kinesics**, **paralinguistics**, **proxemics**, **visual communication (oculesics)**. Science, the subject of which is non-verbal communication and, more broadly, non-verbal behavior and interaction of people, is called **non-verbal semiotics**.

To this section G. Kreydlin includes:

1. Paralinguistics (the science of sound codes of non-verbal communication).
2. Kinesics (the science of gestures and gestural movements, of gestural processes and gesture systems).
3. Oculesics (the science of the language of the eyes and the visual behavior of people during communication).
4. Auscultation (the science of auditory perception of sounds and audio people's behavior in the process of communication).
5. Haptics (the science of the language of touch and tactile communication).

6. **Gastics** (the science of sign in the communicative functions of food and drink, about food, cultural and communicative functions of drinks and treats).
7. **Olfactology** (the science of odor language, values transmitted by odors, and the role of odors in communication)
8. **Proxemics** (the science of space communication, its structure and functions).
9. **Chronemics** (the science of the time of communication, its structural, semiotic and cultural functions).
10. **Systemology** (the science of systems of objects by which people surround their world, of the functions and meanings that these objects express in the process of communication) (КрейдлиН, 2002, р.128).

As we can see from this list, modern non-verbal semiotics consists of separate but closely interrelated disciplines. The problem of cross-cultural conformity of gestures, or as it is usually called in non-verbal semiotics, the problem of universalism is closely related to the interpretation of the non-verbal text of one culture by people of another one as well as to the problem of translatability.

Many cultures have specific social and cultural models, or scenarios, of non-verbal behavior, including emotional ones. A person who is representative of a particular culture is well aware of its rules and regulations, which are approved by the relevant scenarios, and usually acts in accordance with them.

When the behavior of representatives of a given culture is a clear violation of the norms, it can be done by them either consciously with the intention of fulfilling a certain communicative task or unknowingly. In this case, abusive behavior either receives a non-standard interpretation or is simply condemned by other people as ethically or aesthetically unpleasant, physically or psychologically unacceptable, and therefore, it is considered to be able to provoke a conflict situation.

On the basis of non-verbal behavior, the inner world of the individual is revealed, the mental content of communication and joint activity is formed. People quickly adapt their verbal behavior to changing circumstances, but body language is always less plastic. Let's take a look at the main non-verbal communication tools such as kinetic means, prosodic and extralinguistic means and proxemic ones (Ганина, Карташкова, 2006, p.18).

Kinetic non-verbal means are essential in communication. Among them, an important role is played by facial expressions. Facial expressions are the movements of facial muscles, which are no wonder called the mirror of the soul. Studies have shown that with a fixed or invisible face of the lecturer, up to 10 - 15% of information is lost. The facial expressions represent six major emotional states: anger, joy, fear, suffering, wonder and contempt. No wonder that most of these emotional states are negative.

The main characteristic of facial expressions is its integrity and dynamics. Researches by psychologists have shown that all people, regardless of nationality and culture in which they grew up, interpret these mimic configurations as expressions of emotion with sufficient precision and consistency.

Emotions reflect an aesthetic aspect of communication that permeates and relates to a moral aspect. All movements of the facial muscles are coordinated, which can be clearly seen from the scheme of mimic codes of emotional states, drawn up by a famous psychologist V. Labunskaya (Лабунская, 1986, p.36).

Table 1. Mimic Codes**MIMIC CODES OF EMOTIONAL STATES**

Parts and elements of the face	EMOTIONAL STATES					
	Anger	Contempt	Suffering	Fear	Wonder	Joy
Position of the mouth	The mouth is open	It is closed		It is open		It is usually closed
Lips	The corners of the lips are lowered				They are are raised	
The shape of the eyes	Eyes are open or narrowed	Eyes are narrowed		Eyes are widely open		Eyes are partly closed or open
Brightness of the eyes	Eyes shine	Eyes are glassen		Glitter is not expressed		Eyes shine
The position of the eyebrows	Eyebrows are shifted to the bridge of the nose			Eyebrows are raised up		
The corners of the eyebrows	The outer corners of the eyebrows are raised up			The inner corners of the eyebrows are raised up		
Forehead	Vertical wrinkles on a forehead and a nose bridge			Horizontal wrinkles on a forehead		
Mobility of the face and its parts	The face is dynamic			The face is frozen		The face is dynamic

Based on mimic codes, a person can easily understand the others' feelings and hidden emotions. The following example shows all the words which were not pronounced by a speaker.

- — *Кларк, — сказав Вілл нарешті, прижмурюючи очі. — Охолонь, добре!? Ти мене втомлюєш.*

Saying those words Will's eyes were narrowed and his eyebrows were shifted to the bridge of the nose which explains all his attitude to the situation. Even though his anger is not transmitted with the help of verbal means, it is seen due to the position of his eyebrows and his mouth. No matter how politely the person tries to sound, his mimics unravel the truth.

Through the eyes, the most accurate signals about the human condition are transmitted because the dilation and narrowing of the pupils is not subject to conscious control. With constant lighting, the pupils may expand or narrow depending on the mood. If a person is excited or interested in something or is in a sublime mood, his or her pupils expand four times compared to normal state. On the contrary, the angry, gloomy mood makes the pupils to narrow (Радевич-Винницький, 2001, p.185).

The next piece of the dialogue is not less interesting to analyze.

- *Він подивився на мене непроникним поглядом, і я відчув, як напружилось моє підборіддя.*

What is really important here is the brightness of the eyes. Will's eyes are glassen and immovable. The lacklustre eyes show some indifference and hostility while the fixidity of look highlights the seriousness of speech and the anger. Even not saying a word Will makes an influence on his companion. The mimic codes of a person on the other side prove that he is scared, confused and lost. Let's have a look at one more piece of conversation.

- *Наші очі зустрілися, й за мить він застогнав так, що в мене кров застигла в жилах. Потім його рот скривився і він видав іще один неземний крик. Його мати скам'яніла.
— Вілле, припини!*

The influence on the interlocutor is clearly seen here. Will's mother stopped dead in her tracks and couldn't make a sound. She seemed to have lost her voice and the ability to speak. The pursed lips and his wry mouth demonstrate suffering and fear. These mimic codes are underpinned by a frightening screaming which affects on the recipient.

Visual contact also indicates the settings for communication. We can say that if we are looked at only a little or from time to time it means that people treat us or our actions badly, and if they pay a lot of attention to us, it indicates a good attitude towards us (Куницына, Казаринова, Погольша, 2001, p.358).

The pose also has a communicative meaning and represents not only a person's state of mind, but also his intentions, his willingness to talk. The pose is an involuntary or deliberate posture of the body. Paying attention to the pose experienced speakers are able to guess the mood, determine the character and even read the thoughts of the interlocutor.

The pose should be kept under control of consciousness otherwise you can recognize the emotional state of the interlocutor, for example, anger, suffering, pride or happiness. The next example shows how much a pose can say about a person.

- — *Не критикуй, допоки сама не спробуєш.
Вона скривилась і схрестила руки.
— Якщо ти не проти, я ще покритикую.*

The pose that we see here is the one that says about bad intentions. Hands in a certain position confirm our attitude to the interlocutor. The arms crossed on the chest are a sign of protection, a barrier, an attempt to escape from others, to shield oneself from them.

Closed poses (arms crossed on the chest or both hands supporting the chin, etc.) are seen as postures of distrust, disagreement, opposition, criticism. Open poses (arms open with palms up, legs extended forward) are perceived as poses of trust, goodwill and psychological comfort (Зарецкая, 2003, p.72).

A separate system consists of rhythmic-intonational non-verbal means: intonation, volume, tempo, timbre, tone. Joy and distrust are usually transmitted in a high voice, anger and fear are also high enough but in a wider range of tone, strength and pitch. Grief, sadness, fatigue are conveyed in a soft and muffled voice. Speech speed also reflects feelings: fast speech shows excitement or concern while slow one indicates depression, grief, understandability or fatigue.

- — *Зробити вам чашку чаю? — нарешті запитала я, коли мовчання стало нестерпним.*

— *Ах, так. Дівчина, яка готує чай, щоб заробити на життя. А я все думаю, скільки часу вам знадобиться, щоб показати свої вміння. Ні, дякую, — сказав він швидким голосом.*

Fast pace of speech is noticed in this dialogue. If a person has a very fast pace of speech, it indicates impulsiveness, animation, confidence or timidity and uncertainty in this situation. Anyone who wants to speak persuasively tries to slow their language to influence others. There is not such an intention here. The speaker does not make pauses during a conversation. His words are often spoken quickly. All these things prove that Will's intention is to offend a person and make her react.

Communication is always spatially organized. One of the first spatial structures of communication was studied by American anthropologist E. Hall who introduced the term "**proxemic**" the literal translation of which is "proximity". Proxemic characteristics include the orientation of partners at the moment of communication and the distance between them. The proxemic characteristics of communication are directly influenced by cultural and national factors. (Пиз, 1995, p.163).

Scientists distinguish **four distances** between the participants in a communicative act:

- 1) intimate (from 0 to 45 cm) — communication with children, wife, loved ones and the closest friends;

- 2) personal (from 45 to 120 cm) — communication during meetings, at parties, at conferences, etc;
- 3) social (120 to 400 cm) — interpersonal communication with strangers;
- 4) public (400 to 750 cm) — speech by the lecturer in front of the audience.

Proxemics is not only the distance between the communicators, but also the configuration they create. When communicators sit in front of each other they are more likely to clash. In normal conversation, it is advisable to be angled to each other.

Thus, orientation and communication angle are the proxemic components of the non-verbal system. Orientation, expressed in the rotation of the body and in the direction of the toe to the partner or away from him gives us information about the direction of a person's thoughts (Henley, 1986, p. 67). The following piece of a dialogue shows us the importance of proxemics.

- — *Знаєш, — нарешті озвалась я, відійшовши назад, — я ж теж могла повестися жахливо. Я б могла сказати, що ти теж нічого не робиш. — Я не впевнений.*

Having shifted away from Will, Louisa had the guts to express her own opinion. Her moving is the sign that she felt out of place. Her decision is an indicator of actual mental states of the individual and it enhances the emotional saturation of what she said. The next examples also prove it.

- — *Ви кепсько повелися зі своїми друзями. Гаразд. Можливо, вони це заслужили. Однак я день при дні щосили стараюся зробити все, що можу.*
— *А якщо я скажу вам, що не хочу вас тут бачити? — сказав Вілл, від'їхавши назад.*
— *Ви мене не наймали. Я працюю у вашої матері.*
- *Я тепер лютувала. Стоячи перед ним, я кричала, наче божевільна:*

— Пішов ти, Вілле Трейнор! Пішов ти! Краще б у мене не було цієї дурнуватої роботи! Краще б я тебе ніколи не зустрічала! Ти — гівнюк! — верещала я, вказуючи йому на двері. — Я переламаю тобі всі твої марафонні ноги! Ти будеш думати, що 157-ме місце — це суперрезультат! — сказала я, і вийшла в іншу кімнату.

In a conflict communication the norms of distance between the people are always violated. They often go back if they need to protect themselves and their feelings or they approach a person if the intention is to prove a case. This non-verbal means is one of the first that shows that there is a conflict.

Conclusions to Chapter Two

For a person as a social being, one of the most important needs is the need for communication. In its material expression, communication in any language is realized in two types: verbal and non-verbal. Communication as a living process of direct communication expresses the emotions of those who communicate, forming a non-verbal aspect of information exchange. Non-verbal communication greatly enhances the semantic effect of verbal communication and in certain circumstances may change it.

Speaking about verbal aspects of communication in the Ukrainian language we should give pride of place to lexical units and grammatical peculiarities. The vocabulary which one can utilize in a conflict communicative act or the vocabulary that may cause it is ginormously flamboyant. One may use a lot of synonyms for the same notion with a slight difference in rudeness level.

Moreover, there are plenty of phraseological units which are used in daily routine. These units are sometimes difficult to understand for Ukrainians and almost impossible to get for foreigners. The unique grammatical features help speakers highlight their emotions as well as help interlocuters read between the lines.

Although language channels play a significant role in the communication non-verbal means should never be ignored because they are a priority in any

conversation. Not only do they duplicate, enhance, or replace language communication, they also confirm and deny the information, supplement the content of the utterance, emphasize particularly important moments of communication, control and regulate this process.

These are non-verbal means that make it possible to understand the true feelings and thoughts of the interlocutor, since their appearance is caused by the impulses of the subconscious and the inability to falsify these impulses allows you to trust this language more than the verbal channels of communication.

Generally, there are about 1 million non-verbal signals in our lives. In the narrow sense these means are the ones which are related to the appearance and body of the person. These non-verbal characters are quite diverse and include several subsystems:

- a) proxemics which is the organization of space and time of communication that includes such characteristics as the distance between the communicators, their vector orientation, time, tactile contact;
- b) a kinetic subsystem which consists of the appearance of the subject of communication, facial expressions, pantomime and body movements;
- c) visual contact;
- d) an extralinguistic subsystem where such features as pauses, tempo of speech, pitch of voice, non-canonical sounds are of great significance.

Therefore, in order to successfully pursue lead any discussion, one must know and be able to recognize both verbal and non-verbal means of communication. As soon as one violates regulations of communication, the likelihood of conflicts occurring increases.

CHAPTER THREE

SEMANTIC AND PRAGMATIC PROPERTIES OF CONFLICT IN THE MODERN ENGLISH LANGUAGE

Despite the universality of emotions, in different languages their verbalization has certain specifics. Each language imposes its own classification on the emotional experience of a person, depending on the peculiarities of world perception by the ethnic group of the surrounding reality. The linguistic expression of emotions is due to the cultural characteristics of society and the behavioral reactions of its representatives (Mats, 2003, p.180).

There are people whose character is dominated by expressiveness. They tend to openly express their emotions, the suppression of which is considered as something unnatural. The other category includes peoples whose characters are dominated by self-control and excessive manifestation of feelings is perceived as something vulgar or antisocial (Anderson, 2004, p.116). The British, whose self-control is thought to be the main advantage, belong to the second category.

The English culture is characterized by a display of restrained manners and control over the manifestation of feelings. These behavioral traits are the ones which meet the requirements of social and cultural norms, evoking respect for society. On the contrary, a blatant manifestation of emotionality is considered a sign of bad taste, forcing witnesses of a situation to experience moral discomfort.

Some researchers tend to take a tough stance saying that English children are taught from the birth not to show their true feelings, that is, simply to be hypocritical in order not to offend anyone by accident because decency is the most important for Englishmen. Concepts such as restraint, understatement, tranquillity are important characteristics of the behavior of a representative of Anglo-Saxon society (Исина, Ревтова, 2015, p.567).

The culture of behavior is directly reflected in certain verbal forms. So, the word *emotional* is rated negatively in English (for example, *stop behaving so emotionally!*). Moreover, the word *emotionalism* means excessive manifestation of

emotions or a state in which a person loses control over them. The expression *tired and emotional* in English is used when talking about a drunk person. But the adjective *dispassionate* on the contrary, has a positive connotation.

But all these facts do not mean that British never have a row or become locked in confrontation. They do it but in a different way than the Ukrainians as they avoid quarelling or raising their voice at people. They take pride in their consideration for others, and condemn, in the first place, a person's temper.

If we talk about such an emotion as anger, then in English there is an extensive group of expressions related to the need to control this emotion: *to hide one's anger, to control one's anger, to swallow one's anger, to restrain one's anger* etc. These examples confirm that English culture is characterized by muffled and controlled emotions, a desire for restraint and suppression of negative emotions and self-control as well. The British are characterized by a disapproving attitude towards the unchecked verbal flow of feelings.

The British are characterized by a well-developed mechanism of inhibition of emotions. A similar manner of behavior, a cold attitude in communication with other people contributed to the formation of the ethnic stereotype of the English as stiff and arrogant people.

Facing with an obstacle their self-mastery transforms into a stubborn obsession. Their innate lack of demonstrativity is reinforced by a fear of invasion into a personal life. Restrained behavior is considered to be a communicative norm not only in the society of strangers, but also in the family circle (Ларина, 2003, p.48).

Such features of the English national character as restraint and desire to hide the manifestation of their feelings are well known among representatives of other nations and have become a kind of stereotype. As such behavior is often mistaken for coldness and even arrogance, it can hinder in successful intercultural dialogue and the formation of an adequate, positive perception of the interlocutor.

What is more, it should be added that American culture is widely known as a system of values appreciating always smiling people, including even those

situations when people are not positive at all. A lot of Ukrainians regard such non-verbal behavior of Americans as for example, unpleasant, insincere or phony. In the meantime, we are simply dealing with serious cross-cultural differences.

The purpose of such a smiling American is to show another unfamiliar person that he is pleased to meet her and that he is good even if it is not so. For them it is necessary to smile even without a reason since this is a manifestation of good manners and good taste.

S.G. Ter-Minasova notes that in the English-speaking world, a smile is not only a biological reaction to positive emotions, but also a formal sign of culture, which has nothing to do with a sincere disposition towards the one you smile at; it is a sign that you do not have aggressive intentions, a way to formally demonstrate to others your belonging to this culture and to this society (Тер-Минасова, 2000, p.340).

From time to time a contradiction arises as if one follows the logic, the restraint of the British should be reflected in their external behavior as well but very often it does not happen. The answer lies in the fact that in we should distinguish between emotional and emotive communication. This is the difference:

- 1) **emotional communication** is a spontaneous manifestation of emotions as a reflection of an internal state, without taking into account the reaction of others;
- 2) **emotive communication**, it is a controlled demonstration of emotions which is used to influence others, affecting their perception of the situation.

In spite of the fact that British are always very restrained and modest, they also are sometimes engaged in a conflict conversation. As they are good at controlling what they say, it may be concluded that if we talk about conflict communication in the English language, non-verbal means are used more often than verbal ones.

3.1 Verbal Characteristics of Conflict Discourse and Its Materialization in the English Language

The results of the cultural and historical experience of the people are always embodied in language. On the other hand, the language, according to researchers, influences the formation of national character, in particular, it is suggested that it is due to linguistic features English and Americans are more polite and less emotional than native speakers of the Ukrainian language.

Speaking about expressing resentment, anger, discontent, lexical units are of great significance in the English language. It is known that the most culturally colored layer of this language is the phraseological one. Conducting a comparative study of phraseological units connected with conflict in English and Ukrainian, I found that a significant number of English phraseologisms contain a negative-evaluative connotative component, for example: *give somebody a black mark, the bath of blood, bad blood, seeds of discord, life and death struggle, be in hot water, be a pain in the neck etc.* (Ніколенко, Фролова, 2006, p. 140).

There are also proverbs and sayings that are correlated in the linguistic and cultural consciousness of individuals. In general, stereotypical perceptions of the British are confirmed:

- a) politeness is treated positively: *all doors open to courtesy, a civil denial is better than a rude grant;*
- b) restraint is attributed, especially in an emotional state: *speech is silver but silence is gold, when angry count a hundred;*
- c) the positive role of compromise is emphasized: *a bad compromise is better than a lawsuit, better a lean peace than a fat victory;*
- d) it is better to avoid conflict: *don't trouble trouble until trouble troubles you* (Гварджаладзе, Мчедлишвили, 1971).

The description of the stereotypes of confrontational communicative behavior is more detailed in English, namely:

- a) one who acts confrontationally negatively characterizes himself and realizes it: *if you throw mud enough, some of it will stick;*
- b) confrontational behavior is often caused by misunderstanding with yourself: *he that is ill to himself will be good to nobody;*
- c) a person who is too unrestrained in expressing emotions, provokes a negative attitude towards himself: *familiarity breeds contempt, he who says what he likes, shall hear what he doesn't like.*

But at the same time, there are some proverbs that describe aggressive behavior as a good one in a conflict communication:

- 1) proverbs that approve aggressive behavior: *best defense is offence, an eye for an eye and a tooth for a tooth;*
- 2) proverbs that warn that non-confrontational behavior can be more threatening than confrontational: *barking dogs seldom bite, great barkers are no biters, beware of a silent dog and still water;*
- 3) proverbs that do not approve a fake confrontation: *better an open enemy than a false friend, a honey tongue, a heart of gall;*

The verbalized conflict is described in different ways too. On the one hand, it can prevent more serious confrontation and, on the other hand, it can be worse than an armed confrontation: *when guns speak it is too late to argue, many words hurt more than swords.*

There are a lot of examples of conflict discourse in the book 'After You'. Let's take a look at some of them.

- — *You're a loser. Worse than that you're a loser who thinks you can tell other people what to do. And who gives you the right? You sat there at my dad's bedside and you watched him die and you did nothing about it. Nothing!*
The silence in the car was as hard and brittle as glass. I stared at the wheel. I waited until I was sure I could breathe normally. Then I started the car and we drove the 120 miles home in silence.

- — *If it was me that died, I'd hate the thought of Olaf falling in love with someone else.*
 — *You wouldn't know, said William. — You'd be dead.*
 — *What about you, Louisa? Marc had noticed my silence. — Do you suffer feelings of guilt?*
 — *Can we – can we do someone else? – I just answered.*

These are great examples of how Louisa tried to avoid the conflict and to suppress all the bad emotions that she felt. She was blamed plenty of times by her sister who is much younger and has a life of joy thanks to Louisa. Anyway, she is making a decision to keep silence and not to argue or prove her point. Moreover, when she thinks that a question is inappropriate or she just does not answer it.

- — *Well, that's for sure. He raises his eyebrows. — Lot of idiots on the road. I just nod.*

Here we can see how Louisa brushes off the conversation she does not want to take part in. Instead of answering and keeping the conversation she just nods showing that she values her interlocutor's opinion even if she is not buying into this idea. She does not judge the other's opinion or make mockery of it, she respects the opinion but does not participate in the conversation.

- — *Oh, love, how on earth did you get yourself into this mess? She doesn't seem to require an answer.*
 — *So you're saying it really was an accident, he says.*
 — *What? You ... you think I jumped off?*
 — *We're not saying anything. Dad scratches his head. — It's just – well – things had all gone so wrong since ... and we hadn't seen you for so long ... and we were a bit surprised that you'd be up walking on the roof of a building in the wee small hours. You used to be afraid of heights.*
 — *This is why you've been so nice to me? You think I tried to kill myself?*
 — *It's just he was asking us all sorts ...*

This is a piece of conversation between Louisa and her family after the accident. As her parents thought she was going to make a suicide, they were really

mad at her and they wanted to know the truth. Nevertheless, they were very polite asking about the things that had happened.

They do not ask point-blank the questions they are interested in but they do it using different roundabouts. They show how much they are worried about her and want her to cope with all the mess she got herself into. There is no blame or reproach in their voice. Parents are afraid to ask her awkward and hard-hitting questions.

- — *You okay? — Dad turns, as if he guesses something of what's going through my head.*
- *Fine.*
- *Good girl. — He puts a hand briefly on my shoulder.*

This example highlights the understanding that some things can be none of your business and you may not ask about it. Even though Louisa's father knows she is not fine, he keeps respecting each other's boundaries. He does not want to inconvenience his daughter.

Thus, linguistic means are carriers of cultural content that present confrontation as a mostly negative phenomenon and emphasize the value of generally accepted norms. At the same time, the very existence of such a phenomenon can have some positive qualities.

3.2 Non-verbal Characteristics of Conflict Discourse and Its Demonstration in English

Each culture in the process of its development creates its own system of signs, which are its peculiar carriers and means of preserving and transmitting cultural values from generation to generation. At the same time they create the problem of understanding and perception of other cultures. To enter the system of relations with people of another country with a different culture, it is necessary to master not only the verbal means of transmitting information but non-verbal as well (Чулкина, 2010, p. 57).

As it has already been said, British are good at controlling their speech but no one can completely have a handle on emotions. That is why non-verbal means are so important. Comparing British and Ukrainians, it is a given that there are a lot of differences in mimic codes which we use, cultural rules which we follow as well as a manner of speech.

The first difference is connected with handshaking. For British people it is possible only at first acquaintance and then people greet each other with the help of the words. In Ukraine the attitude is quite different toward this gesture. If men refuse to shake hands there it means that they do not want to talk to you or you seem an unpleasant person to them. With long distance greetings, such non-verbal forms of communication as smile, eye-brow flash, head tilt are activated in Britain while in Ukraine hand gesture is commonly used.

Speaking about extralinguistic means of communication, the most important is intonation. Intonation is defined as a complex set of elements that include melody, rhythm, intensity, tempo, timbre and logical stress. In most cases, the expression is understood only through intonation.

A flexible voice can express different states: fun, familiarity, fear, misunderstanding, rejection, perseverance, anger, excitement, etc. The following three examples show that it is impossible to hide the emotions no matter how hard one tries.

- *Then, finally, I turned and walked downstairs, wiping my face, laughing at my tears, ignoring the curious faces of the people who passed.*
- *— Sorry. — She spoke so quietly that, for a moment, I couldn't be entirely sure that that was what she had said, and her eyes brimmed briefly with tears.*
- *I stumbled out of bed, grabbed a mop, then put my eye to the spy-hole, my heart thumping.*
— I'm calling the police! — I yelled.
— What do you want?

In the English non-verbal tradition, the components of illustrative hand gestures, such as the position and orientation of the palms, play a significant role. For example, the position of palms up in the English language culture corresponds to the speaker's uncertainty. It is accompanied by the words "I think" or "I guess" and in a meaningful sense complements the language.

- *But Sam was still walking towards them, his hands a bit raised, palms up.
— Leave the ambulance, boys, okay? I think we're just here to help.*

The position of the hands with open palms down indicates that the verbal expression that accompanies this gesture in a communicative act cannot be challenged or questioned. The palm down gesture is often used with such English words and phrases as clearly, absolutely, without any doubts, and it emphasizes confidence and assertiveness of the one who gestures. Moreover, when the speaker is confident and his gestures prove it, he makes the others believe him and in this way he succeeds. We can see this in the next example.

- *There he was, standing against the barrier, still watching. We locked eyes, and he lifted a hand, his palm open down, and I lifted mine slowly in return.*

Tapping with your fingers on a nose means conspiracy and secrecy for British. When the Englishman knocks himself on the forehead, it is clear to everyone that he is satisfied with himself and that he is proud of himself.

- *My gaze kept sliding downwards to his hands, resting on the table, fingers absently tapping on the forehead. Such capable hands, – I thought.*
- — *Mm. — He tapped his hands on his knees.
— You've had a difficult relationship with your father, haven't you?
— Francis isn't my real father.*

Eye contact is also a means of regulation of the conversation process. We all know from the experience of everyday communication that visual contact is easily maintained while discussing a pleasant topic but interlocutors usually avoid it when it comes to confusing or unpleasant issues. No wonder people say that eyes never lie. Let's pay attention to the next examples.

- *People hurried past, their eyes averted. Nobody stopped. Nobody said anything, because a man shouting at a drunk girl in Soho on a Friday night was nothing out of the ordinary.*
- *— Make him go away. — She closed her eyes, and turned her face towards the door.*
— Please.
- *— Has he been doing this the whole time I've been back? — Granddad's eyes rolled pretty much into the back of his head.*
- *— Lily, is that you? The sound of footsteps racing down. Lily rolled her eyes.*

These people's gestures and their behavior show their attitude. People avert eyes when they are frightened or angry, when they pretend that they do not see something because of some reasons or when they have no desire to keep talking to a person. Closed eyes and face turned towards the door express pain and suffering.

Analyzing everything, it is easy to make a conclusion that British and Americans avoid coming into conflict and if there is a possibility not to run foul with people, they would definitely do this. But even if they have to argue with others, they try to do it in a polite way because it is their cultural norm and disregard of people's thoughts and feelings is one of the worst features for them.

Conclusions to Chapter Three

The rapid development of high technology and the economy is closely linked to foreign language as a leading means of international communication. All this enhances the motivation for learning English, improving approaches to its teaching and learning technologies. But if it is not so difficult to learn a language itself, it is often impossible to learn the culture of other nations.

Taking into consideration verbal means of communication in the English language, it should be noticed that this language is full of interesting lexical items. There are a lot of phraseological locutions which reflect the cultural peculiarities of

the country. These units can be misindestood by foreign speakers (for example, Ukrainians) as there are not such corresponding notions in our language.

Recently, there has been a significant increase in the interest of scientists, methodologists, linguists, psychologists in the aspects of the use of non-verbal learning tools and their components: intonation, voice, facial expressions, gesture and poses. The matter is that English mimic codes sometimes completely differ from Ukrainian ones. What people treat as politeness in the Ukrainian language can be treated as rudeness in English.

Among the most popular distinctive non-verbal features in these languages the following can be highlighted: smiling, shaking hands, tapping on a forehead, showing a thumb, patting on a palm, the way of counting etc. Even if they take part in a conflict conversation, their emotions are always dull and reserved.

All these exceptions are just nationally specific means of non-verbal communication. The British are always suspicious of those who wave their hands during a conversation because they believe that this gesture is a sign of insincerity or foreign speakers. Therefore, during any conversation one should modestly hang the hands along the body or lay them on their knees.

Therefore, non-verbal behavior is communicative and nationally conditioned and should be taken into account when learning a foreign language. In a speech, all kinds of non-verbal codes are combined and form a single communication process. In this way, the impact of non-verbal means helps to better detect and interpret the emotional states of the speakers.

Learning how to use non-verbal means in verbal communication helps to increase the motivation of learning, to establish interaction with native speakers, to avoid communication failures. We must keep in mind that the complex features of verbal speech are a pale shade in comparison with the subtle nuances of non-verbal communication.

GENERAL CONCLUSIONS

The interest of the linguists to the conflict discourse is still growing because this is what happens with us every day. Being at work, at home or at any other place, people always communicate with each other. Having a conversation is the easiest way to express your thoughts, show your best intentions and manners and get out a message to your interlocutor.

The problem is that as soon as people have completely different points of view and do not want to show respect for others, the conflict communication arises. There are always reasons why it happens, ways of how it can develop and things that people can do to avoid or stop a conflict communication.

First of all, when there is a communicative interaction, for some reason people are prone to get into communicative rivalry and communicative conflict rather than cooperation. Not only desire to do so matters here but a lot of other factors, in particular of cultural and national identity, social norms.

Secondly, facing with some communicative deviations, well-educated linguistic personalities prefer using synthons while the other would rather opt for conflictogens. It means that there are people who would like to politely break off a conversation as soon as the collision of thoughts happens but the other ones need to provoke an enormous controversy. It does not mean that they enjoy quarelling or want to prove their case, they are used to behaving in this way due to some reasons.

Besides, what attracts so much attention to conflict discourse really is its dual nature as conflict discourse is always conveyed with the help of verbal and non-verbal means. It is impossible to use only one of them in speech. For reserved people it can be possible to control the way they speak, the vocabulary they use and the topics they discuss but there is no way for them to control the way they move while speaking as well as the way they react at others' words.

Having compared two languages and the manifestation of conflict discourse in both of them, it should be highlighted that background, social norms, habits are seen in all the differences. Turning the spotlight on verbal means, it goes without

saying that there are similarities in these languages. The vocabulary is highly flamboyant in both languages. We use synonyms, antonyms and phraseological locutions despite the situation. It can be a daily conversation or a working meeting, we can easily pick up a correspondent phraseological unit and use it in a proper context.

The difference is that in the Ukrainian language one can find more idioms and phrases connected with conflict maintenance while in the English language the number of such phrases is smaller. A similar situation can be traced with grammar. The usage of pronouns and particles in Ukrainian can provoke a conflict faster as compared to English.

What is more interesting to compare is the usage of non-verbal means in these languages. Non-verbal communication is a communication through gestures, mimic codes, body movements and such extralinguistic means as tempo, pitch of the voice, timbre, rhythm pauses, pauses etc. Nevertheless, everything depends on cultural and social norms.

Ukrainians are more emotional that is why the usage of non-verbal means is tremendously bigger. They are open to any kind of conversation, emotions for them are not something they need to hide. It is wonderful to be able to open up to people. They often wave their hands while talking, make head movements, raise the eyebrows when they are surprised, give a squinted look if they do not believe somebody. Silence and interruption behaviour also tell us much about what is going on in communication between people. Speaking about Americans, they are used to hiding and suppressing bad emotions. It is a bad manner to show people that you are sad or angry.

Americans are always sober-minded, self-restrained, even-tempered, self-possessed and their speech, as a result, is very measured. They are scornful of waving hands too much or speaking too loudly because they do not understand the reason why the other people do this. Americans always smile because it is their strength. They believe in helps them in any communication, even in a conflict one.

In conclusion, it should be said that nonverbal communication can be very ambiguous: we should not think that we can read other people's minds because of the gestures he or she is showing. We may be mistaken about what we think they are 'saying' nonverbally, especially if it is a communication between foreigners. We may be right, but equally we may be wrong. In order not to make a mistake, we should not seize upon posture in isolation. We need to recognise entire groups or clusters of nonverbal behaviour that suggest the same internal state of mind.

All these differences between the manifestations of conflict discourse in two languages are amazing because it is what makes us unique and alternative. Everyone gets into a conflict communication from time to time and the behavior is often explained by cultural norms but we should remember that it is only our choice to keep conflicting or to be sound in mind.

RESUMÉ

Для даного дослідження мною була обрана тема «Conflict discourse: its semantic and pragmatic properties in modern English and Ukrainian». Ця тема привернула мою увагу тим, що будучи такою актуальною, її все одно не так часто досліджують.

Мета даної роботи – порівняти реалізацію конфліктного дискурсу в англійській та українській мовах, а саме семантичні та прагматичні риси. Під час цієї роботи були задіяні наступні аналізи: ситуативний, прагматичний, лінгво-культурний, соціо-лінгвістичний. Більше того, опрацьовано дві книги, на базі яких вивчались наявні у них вербальні та невербальні засоби вираження конфлікту, а саме – приховане значення жестів, міміки, інтонації, лексики.

У першому розділі досліджено різницю між визначеннями конфлікт та конфліктний дискурс, а також описано основні поняття, пов'язані з даними визначеннями, такі як: структура конфлікту, умови його виникнення, типи, способи вирішення конфлікту.

У другому розділі визначено як відображається конфліктний дискурс в сучасній українській мові, а третій розділ присвячено конфліктному дискурсу у сучасній англійській мові. Також проведено порівняння між вираженнями конфліктної комунікації вербальними та невербальними засобами спілкування в даних мовах.

Проаналізувавши семантику і прагматику конфліктного дискурсу, слід зазначити, що вербальні та невербальні засоби завжди доповнюють один одного. Хоча вираження конфлікту і залежить від певних культурних і соціальних аспектів, все ж таки мовець сама обирає чи вступати їй у конфлікт, і як себе в такому випадку поводити.

Ключові поняття: **конфлікт, конфліктний дискурс, вербальні та невербальні засоби, конфліктоген, синтон, антропоцентризм, лінгвістична особистість, комунікативні девіації.**

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