

INCENTIVES OF CONFLICT SPEECH BEHAVIOR**Пискун Екатерина Васильевна**, преподаватель**Полесский государственный университет**Piskun Katsiaryna Vasilievna, Polessky State University, piskun.e@polessu.by

Abstract. The article discusses the causes and factors of development of communicative conflict and provides statistical data on conflict topics in Russian, English and Chinese linguistic cultures.

Keywords: conflict, communication, language, culture, factor.

The concept of "conflict" is used by many fields of knowledge: sociology, psychology, pedagogy, linguistics, since contradictions and clashes arise in almost all spheres of human life: professional, personal, everyday. O.N. Chalova notes, the liberalization of public life and the proclamation of freedom of speech have given rise to various speech conflicts. Among them, the most frequent conflicts are those caused by verbal insults, slander, dissemination of information that discredits the honor, dignity and business reputation of a person [1, p.165-170].

Speech conflicts have gradually entered the sphere of linguistic research. The concept of invective functioning of language, manifested in insult, offence, language conflict, language manipulation, speech aggression and other forms, has appeared in linguistics. Linguistics studies the language means of representing conflicts and speech strategies for overcoming conflict situations.

V. S. Tretyakova identified a complex of external (social) and internal (psychological) factors that the subjects of a speech conflict possess. She attributes the following to external factors that regulate speech behavior:

1. traditions and norms that have developed in a given linguaculture;
2. conventions and regulations adopted in a given society;
3. patterns of speech behavior that have become socially significant and have been adopted by the individual;
4. social roles of communicants, determined by social status, profession, nationality, education, age, etc.

Internal factors that determine the behavior of conflict participants include personality type (psychological and communicative), motives and intentions of speech activity, etc. [2, p. 127].

The communicative experience of the subjects of communication, their linguistic competence, individual linguistic habits allow eliminating communicative obstacles or,

on the contrary, aggravating them and bringing the situation to a conflict. Semantic conflict is inherent in the nature of speech communication. The desire for freedom of expression and the desire to be adequately understood often conflict, especially since the main task of the speech producer is to present the personal meaning that is relevant to him, and this gives rise to deviations from the normative means of fixing the content. The interpreter, on the contrary, feels more comfortable in a situation where he is sure that the speech work addressed to him corresponds to the accepted norms. After all, he needs to reconstruct the communicative intent of the author, and the "freedom" of the interpreter is largely limited by the linguistic and communicative normativity of the speech work. In this case, the social essence of language is actualized, its conventional nature, allowing us to consider language as a code, common to speakers of a given language, creating conditions for understanding of communicators. On the contrary, the ambiguity of interpretation, the emergence of personal meanings can lead to misunderstanding, undesirable emotional effects, tension in speech communication, which are signals of speech conflict. 2. Opposite positions of the parties on the subject of communication (object). 3. Opposite goals of communication. The result of communication is usually associated with the goal of communication - with the achievement / failure to achieve the speaker's speech intention. But the goal can be achieved in various ways. For example, the goal of inducing the interlocutor to some action desirable for the speaker can be achieved with the help of the speech act of a polite request or order, expressed with the help of an imperative, invective vocabulary, with insult and humiliation of the interlocutor's personality. The goal of changing the emotional state of the partner can be considered achieved if he is insulted. Thus, the goal is logically linked with the means of achieving it. 4. Means and quality of achieving the goal (their use can be determined by (a) insufficient cultural / communicative competence of individuals, (b) the intention of the subject). [3, p. 37] 5. Pragmatic impact of speech production: uncontrollability, intensity, aggressiveness of the recipient's reaction to speech impact. It is their ratio that determines the so-called objective content of the conflict situation. Assessing the situation as a conflict provides grounds for taking any actions, speech and non-speech, to prevent a possible conflict. Psychological, social and linguistic factors are in close interaction. Thus, the difference in the speech competence of the subjects of communication can lead to aggression as a defensive action.

O.A. Mikhailova suggested the following reasons for speech conflict: 1. Mismatch of language code, clash of different subcodes (literary and colloquial or slang; conversational and bookish styles); concentration of dialogue participants on one or another language means that acts as a conflict-generating means; as well as the intentional use of a conflict-generating means.

2. The use of such lexical units that are unknown, incomprehensible or poorly understood by many native speakers. Due to their incomprehensibility, they require special concentration on themselves in the act of communication and additional mental effort from the addressee, and this irritates him. Among such lexical units, borrowed, obsolete vocabulary and neologisms occupy a significant place.

3. Accidental or intentional gestures, facial expressions, movements of one of the communicants that are perceived by the other communicant as offensive or insulting. The conflict-generating nature of such non-verbal means is evidenced by the statements of the communicants (Why are you waving your hands at me?! She didn't even turn her head in my direction).

4. Failures in verbal or non-verbal role behavior, when officials do not perform their direct duties or do not perform them properly. Such situations are evidenced, in particular, by entries in the institution's Complaints Book. (And she looked and left. The seller demonstrated an unwillingness to do her job. With obvious disdain, she provided me with the goods) [4, p.28]

In the consciousness of a native speaker, a speech conflict exists as a certain typical structure – a frame, which includes the following mandatory components: participants in the conflict; subject of disagreement (contradictions in views, interests, points of view, opinions, assessments, value concepts, goals, etc. of communicants); cause-reason; temporal and spatial extent; social microenvironment (conditions of the conflict); social macroenvironment. A speech conflict is a communicative event that occurs in time and has its own development, therefore, in the situation of a speech conflict itself, certain stages/phases can be distinguished.

Conflict maturation occurs both in the pre-communicative phase (pre-speech stage of conflict development) and in the communicative phase. In the pre-communicative phase, needs, interests, motives, and views are realized. Both participants in the interaction begin to feel the conflict situation and are ready to take speech actions against each other. But this is only a readiness for conflict, and not its speech reality, this is a risk situation, a pre-conflict situation. The speech behavior of the participants does not yet have indicators of conflict. But psychologists note that the pre-conflict state is very shaky, unstable, and one of the parties often has a desire to change the behavior of the other party to their advantage, as a result of which this subject begins to act against the other, to their detriment.

A conflict is a clash of opposing views, interests, opinions, which is based on objective or subjective contradictions of communicants. Conflict situations are characterized by a violation of the norms of cooperation and interaction, psychological incompatibility of the parties to the conflict. In linguistic literature, there are 6 stages of conflict development: *Stage 1* – the emergence of a conflict: at this stage, an unconscious psychological tension is formed between communicants, manifested in contradictory norms, values, knowledge, etc., which can lead to further development of the conflict; *Stage 2* – maturation of the conflict: increased psychological tension around the subject; *Stage 3* - incident: the starting point for clashes of interests, opinions, etc.; *Stage 4* – conflict: open manifestation of contradictions, clearly expressed oppositions, the emergence of the "observer" side; *Stage 5* – development of the conflict: various factors influencing the course of the conflict may appear; *Stage 6* – consequences, they can develop in two directions: creative and destructive.

Having analyzed conflict communication in three linguistic cultures: Russian, English and Chinese, it was revealed that the most conflict topics in the Russian linguistic culture are: rising prices for food and housing (58%), cars (3%), medicine (3%), high-profile events in public life (15%), infidelity in a couple (11%), wealth and poverty (10%); in the English linguistic culture: discussing personal life (27%), medicine (22%), well-being (cost of services, salary level, etc.) (37%), sports (6%), others (celebrities, transport, weather) (9%); in the Chinese linguistic culture: rising prices for food and housing (58%), cars (3%), medicine (3%), high-profile events in public life (15%), infidelity in a couple (11%), wealth and poverty (10%) [5, p.109-110].

Thus, the multi-aspect and comprehensive nature of the study of both the process of speech activity itself and its result is determined by the complex and multifaceted object

of research – speech conflict, which combines the psychological, socio-cultural, and ethical states of the linguistic personality.

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