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PRAGMATIC PECULIARITIES OF THE FINAL PHASE OF CONFLICT INTERACTION IN FICTION DISCOURSE

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Abstract: The scope of the paper is defined as focusing on discourse studies that examine actual instances of conflict interaction within the framework of pragmatic studies. Some of the mechanisms and factors by which conflict interaction can be initiated, maintained, escalated, and terminated are reviewed. The article focuses on the main communicative and pragmatic features of discourse representation of the final phase in conflict interaction, as well as strategy and tactics analysis as an important conflict discourse issue.

Key words: conflict discourse, final conflict interaction phase, illocutionary force, perlocutionary effect, communicative strategy and tactics, verbal and non-verbal means of communication, gender differences in language use.

1. Introduction

Discourse studies encompass a broad range of approaches for explaining that language in use and verbal communication studies in modern linguistics are viewed as cognitive information exchange, which comprises pragmatic approaches as special means for the full interpretation of a speaker's verbal and non-verbal behaviour in different communicative situations (Белова 2003; Почепцов 2001; Сєрякова 2012; Dijk van 1998), including conflict interaction (Жарковская 2007; Жельвис 1995; Третьякова 2006; Фролова 2017; Gamble & Gamble 2012; Seyranyan 2016).

In modern linguistics, theoretical framework of conflict discourse analysis includes a status determination procedure of linguistic conflictology as an integrative field of studies (Фролова 2017: 172), analysis of conflict, war, and confrontation presented in the media (Chiluwa 2019; Erofeeva & Ushnikova 2017; Królikowska 2015; Panasenko et al. 2017; Panasenko et al. 2018), the pragmatic aspect of gender conflict communication (Борисенко 2003; Камінська 2018; Мартынюк 2000), the analysis of human emotional states, including the study of verbal means of aggressive communication in fictional discourse (Байков 1996; Золотаренко 2015; Кріпак 2019; Покровская 1995; Probst et al. 2018; Weizman 1997).

Different types of discourse have many a time become the object of linguistic research as well as various aspects of its analysis. Thus, much attention has been paid to manipulative discourse (Gnezdilova 2017), pragmatics and emotivity of discourse (Pinich 2017), media discourse (Panasenko et al. 2018), religious discourse (Черхава 2017) and others.

The aspects of investigation of conflict discourse as an integrative phenomenon in modern linguistics comprise pragmatic and cognitive peculiarities of conflict communication (Войцехівська 2018; Фролова 2017; Черненко 2018a; Figar 2014; Polsky & Gerschel 2011). Conflict discourse is defined as a dynamic process of verbal and non-verbal counter-directional actions of communicants in socially marked situations characterized by a confrontational discourse strategy and accompanied by negative emotions (Фадєєва 2000; Фролова 2017; Черненко 2018; Chilton 1997; Gamble & Gamble 2012; Gruber 1996). Moreover, conflict discourse is viewed as a communicative and mental activity, which includes both process and result aspects and comprises a set of its static and dynamic characteristics (Анцупов & Шипилов 1999; Войцехівська 2018; Третьякова 2006; Шевченко & Морозова 2003). Regarding its static characteristics, which are invariable, fixed components in the "cut" of the conflict discourse, the participants of the conflict, its object, conditions and circumstances of conflict communication, conflict images and the incident are highlighted. As far as

dynamic characteristics are concerned, the processual approach is taken into account, namely the successive stages or deployment phases of conflict communication.

Effective and ineffective conflict resolution strategies are reflected in the successive *phases* of its development, which generally comprise five commonly recognized stages, such as:

1) Pre-conflict phase/Latent phase – a potential stage, involving all the factors, which possibly arise during conflict among individuals, emergence of real contradictions between unbalanced needs, values or interests;

2) Conflict Incident phase/Perceived phase/Conflict Emergence – a conflict becomes apparent due to some "triggering event", which leads to the beginning of obvious conflict interaction, first collision of participants;

3) Conflict Escalation phase/Crisis/Initiation phase – intensification or strengthening of opponents' collision by using a wide range of different language means, "conflict drivers" (Третьякова 2006), which are regarded as carriers of conflict meaning in various situations of conflict interaction;

4) Conflict Culmination phase/ Manifest phase/ Hurting (relationship) stalemate – the peak of conflict, its maturity (Rubin 1989), citing the terminology of Gamble and Gamble, its "relationship stalemate", when communicants are aware of the need to resolve a conflict (2012: 267);

5) Conflict Final phase/ De-escalation phase/ Settlement or Conflict resolution – an aftermath stage, which often presents an ideal opportunity for negotiation and potential settlement. It is the final stage, which presupposes the end of a conflict for any reason, conflict termination, cessation of conflict actions by means of resolution, settlement, elimination or waning of a conflict situation (Анцупов & Баклановский 2005; Третьякова 2006; Черненко 2019b; Brahm 2003; Gamble & Gamble 2012; Zartman 1989). Some scholars add more characteristics to this stage by using the terms "post-conflict peacebuilding/failed peacemaking", underlying the constructive (cooperative, healthy, productive) and destructive (competitive, unhealthy, counterproductive)

conflict-management styles or strategies (Acheoah et al. 2017; Gamble & Gamble 2012; Kriesberg 2005).

It should be also mentioned that conflict communication scholars accentuate the final phase of conflict interaction as its obligatory component, regardless of the way of conflict resolution (Анцупов & Шипилов 1999; Гришина 2003; Третьякова 2006; Фролова 2017; Черненко 2019a; Brahm 2003; Gamble & Gamble 2012). Here we define the final conflict interaction phase as its outcome, which may include either resolution or dissolution of the problem; it comprises both the components of active verbal and non-verbal actions of communicants and the component of fixing the consequences of conflict interaction and is characterized by cessation of conflict communication for any reason (Черненко 2019a). The analysis of pragmatic peculiarities of the final conflict phase helps to reveal termination conflict procedures, communicative types of ending a conflict, its verbal and nonverbal characteristics as special means of conflict resolution and settlement. The pragmatic analysis of the final phase of conflict in comparison with other phases is one of the tasks for our further research.

2. Methodology and theoretical framework

The objective of this article is to complete a theoretical framework of conflict discourse studies by revealing pragmatic peculiarities of the final phase in conflict fiction discourse. It is achieved by fulfilling the following tasks: (i) to outline classification of various conflict interaction stages, (ii) to establish the main features of singling out the conflict final phase in the plane of conflict discourse, (iii) to systematize pragmatic peculiarities of discourse representation of the final phase in conflict interaction, (iv) to define the main productive and counterproductive conflict management strategies and tactics of communicants, (v) to study verbal and non-verbal means of communication in the final phase of conflict interaction, (vi) to reveal gender peculiarities of the use of linguistic means in the final phase of conflict discourse. To achieve the **aim** of the research and accomplish its tasks, a number of general scientific

methods, such as analysis and synthesis, induction and deduction, as well as methods of linguistic analysis, such as contextual, pragmatic and discourse analysis and elements of the quantitative analysis method are used.

The research **material** comprises discursive fragments, singled out from fictional discourse, with a specific focus on everyday communicative situations of conflict communication in its final phase, predominantly selected from the works of British and American authors of the 20th-21st century (a total volume of about 4000 pages). As a result of continuous sampling, 400 conflict discourse fragments were selected and analyzed with a specific focus on the final phase of conflict interaction. The peculiarities of the national mentality of native speakers were not observed and analyzed separately, observations and conclusions are of a general nature.

As it has already been mentioned, the progress from one stage of conflict communication to the next is not smooth and conflicts may overlap stages several times and we proceed from the assumption that the final conflict interaction phase is the obligatory component of any conflict communicative situation, which is characterized by cessation of conflict communication for any reason. The primary concern of the article is to define the place (location) of the final conflict phase by determining the structural and pragmatic features of its positioning on the conflict curve and to describe the main conflict-management modes of handling conflict communicative situations in its final stage. Our research is based on an integrative approach, which explores conflicts as problem-solving and decision-making experiences.

As far as the problem of a final conflict phase definition is concerned, there exist two main approaches to the final phase interpretation. It is defined either as the so-called "battle phase", where the aggressive plans of conflict communicants are realized (Ішмуратов 1996; Фадєєва 2000; Frolova 2013), or "the settlement phase", characterized by the waning of the conflict situation, termination of conflict communication for any reason, irrespective of the goals, the participants of the conflict

set themselves before (Анцупов & Шипилов 1999; Кармин & Аллахвердова 1996; Brahm 2003; Cohen 2001; Gamble & Gamble 2012; Figar 2014; Polsky & Gerschel 2011). Moreover, some scholars insist on the existence of the so-called "post-conflict peacebuilding phase" (Kriesberg 2005; Zartman 1989) or "post-communicative post-conflict phase" (Третьякова 2006), which is interpreted as an aftermath stage, conflict "after effect", where consequences of conflict need to be corrected. We share the second viewpoint and, after generalizing all the information considered, we come to the conclusion that the final phase in conflict discourse can be segmented from the structural point of view.

Hence, structurally, the final phase in conflict interaction may be represented by: a) a contact form, where the termination of conflict communicative situation is reflected, regardless of the consequences of conflict communication; b) a post-conflict distant form, which is located distantly in the space of discourse and is caused by the necessity of communicants to settle consequences of a conflict communicative situation. Generally, it reflects the emotional states of communicants and implicates verbal and non-verbal means of communication with illocutionary force to harmonize the relations between communicants (Черненко 2008).

Therefore, discourse representation of the final phase in conflict interaction may be characterized by certain structural, formal, dynamic, and pragmatic features, representing the aftermath of conflict, which presupposes the end of conflict for any reason, cessation of conflict actions by means of resolution, settlement, elimination or waning of a conflict situation. Dynamic characteristics of conflict discourse development are represented in Figure 1.
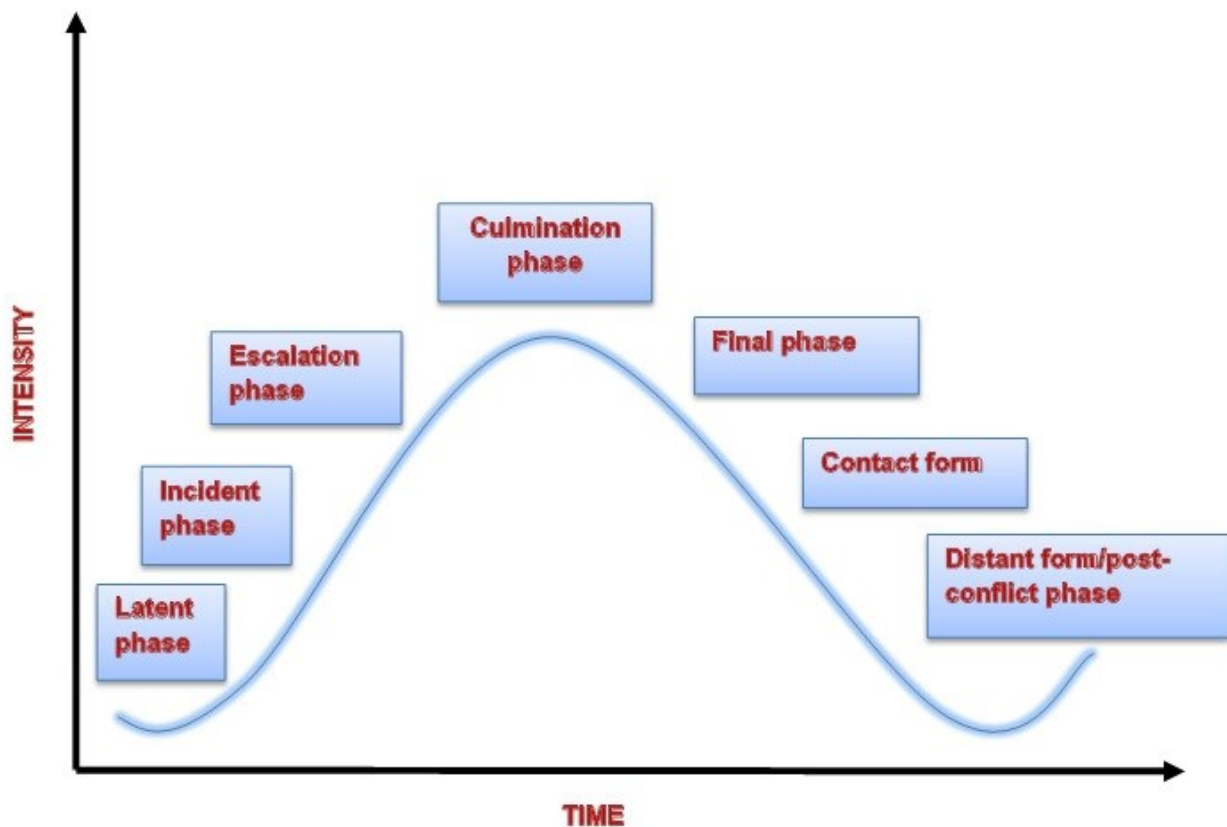
Figure 1. Classification of conflict discourse phases

The focus of this article is on the main structural, communicative and pragmatic peculiarities of the final phase of conflict interaction, which are analyzed and discussed below.

3. Structural and pragmatic criteria of singling out the final phase in conflict discourse

As far as the conflict curve or successive stages of conflict development are considered, progress from one phase to the next is not smooth; conflicts may overlap stages several times and actual conflict interaction usually does not follow a linear path. According to Brahm (2003), conflict communication evolves in fits and starts, alternatively experiencing progress and setbacks toward resolution. Therefore, the final phase of conflict interaction may be represented differently on the conflict curve, with respect to other stages of conflict development. Consequently, the final phase of conflict communication can be located in the following way:

a) Pre-conflict phase → Conflict Incident phase → Conflict Final phase;

b) Pre-conflict phase → Conflict Incident phase → Conflict Culmination phase → Conflict Final phase;

c) Pre-conflict phase → Conflict Incident phase → Conflict Escalation phase → Conflict → Culmination phase → Conflict Final phase.

In conflict discourse, the final phase may be singled out with the help of discourse markers, including both formal and pragmatic components, which is important for establishing the methods of conflict resolution.

Summing up the analysis of the dynamic aspects of conflict discourse as well as the complexity of the conflict resolution problem at its final stage, we would like to cite a fragment from the article by Brahm:

Delineating different stages is also useful in efforts to resolve conflict. By recognizing the different dynamics occurring at each stage of a conflict, one can appreciate that the strategies and tactics for participants and interveners differ depending on the phase of the conflict. Determining each party's assumptions regarding the stage of the conflict is thus important, before one can design a conflict management, transformation, or resolution strategy (2003).

According to Gamble and Gamble (2012) and Brahm (2003), the final conflict interaction phase is defined as its key stage, where "healthy" and "unhealthy" conflict-management styles and strategies are distinguished; it represents conflict resolution and presupposes analysis of structural and pragmatic features of its placement in the space of discourse. Regarding the structural arrangement of conflict discourse, the final stage in conflict discourse dynamics is represented by: a) **contact phase** – a completion of communicative conflict actions, either constructive or destructive in character; b) **post-conflict distant phase**, which is characterized by the need for full or partial normalization of relations between participants of conflict communication and contains verbal and non-verbal actions with the illocutionary force of harmonizing the relations or serves as a reflection of the emotional and psychological states of the communicants in the aftermath stage, e.g., *"Do this and I promise you our friendship is at an end."*

For a moment neither man spoke.

"You take advantage of my esteem for you," Deveril said bitterly. He hated weakness, especially his own. Yet he could not deny this man. "I shall be here at ten tomorrow. See that she is ready," he capitulated with ill grace.

Deveril departed lost in his thoughts. His anger was dulled by the confusion of his emotions. The wife he had not wanted. Yet here he was fighting Charles to return her to his side. He had deserted her…

Now he was back and fool that he was trying to put temptation in his own way. He had even risked his relationship with Charles to do so. What would he do with Byrony when she returned to him, for god's sake? He did not even want a wife!

"Damn her!" he muttered, trying to banish her image from his mind (S. Clary "The duchess and the devil", p. 171-172).

The communicative act of silence (Богданов 1987) represents the beginning of the contact phase in conflict interaction (*For a moment neither man spoke*) and a formal feature for its allocation is a paragraph. The conflict ends with a Deveril acquiescence, as he prefers to keep his relationship with Charles despite his ultimatum tactics, expressed verbally (*Do this and I promise you our friendship is at an end*). The post-conflict aftermath phase is located distantly (*Deveril departed lost in his thoughts*) and is verbalized in a stylistically marked, negative utterance (*Damn her!*), which reflects his emotional state of frustration and annoyance and represents the consequence of the conflict situation.

Thus, the communicative question about what formal and pragmatic markers enable the researcher to single out the final phase in conflict discourse becomes open in terms of the pragmatic characteristics of the conflict interaction process.

3.1 Formal markers of singling out the final phase in conflict discourse

In communicative framework, criteria of formal, structural, semantic, and graphic means serving as markers of singling out the final conflict phase in fictional discourse, presupposed by text analysis, are subordinate to pragmatic and contextual criteria.

The theoretical prerequisites for singling out the final conflict phase in conflict interaction are the definition of conflict peak as "the beginning of the end" of conflict communication (Третьякова 2006), which is its "stalemate", its "maturity" (Gamble & Gamble 2012; Mayer 2000; Rubin 1989), when communicants are aware of the need to resolve a conflict.

Formally, the beginning of the final phase in conflict fictional discourse is marked by components of the graphic design of the text, such as the paragraph, the main structural and semantic unit, which carries informative, separating, and indicative information (Мороховский et al. 1991). It often coincides with pauses, communicative silences, temporal and social deictic markers (*now*, *then*, *for two minutes*, *for an instance*, *you*, *sir*, *quite abruptly*), author's commentaries (*he had gone so far*, *the words made her feel instantly guilty*, *he had been listening in a kind of trance*, *he stood up stiffly*, *sneering*, *she saw*), etc.

The procedure for the reader is to accept the assumption of the author that a sentence, represented as a separate fragment, reflects the relationship stalemate, which illustrates the beginning of the end of the conflict with the help of microsegmentation text procedure (Мороховский et al. 1991). On a micro level presentation, the final conflict phase is represented by a micro paragraph, when the use of the sentence as a paragraph highlights its logical and expressive significance (*For a moment neither man spoke, she cut me short, a short silence followed, the words came tumbling one upon another with a rush, Rachel looked at her for a long moment, and suddenly his own quiet actions subdued her*), etc. (A. Cronin "The citadel", p. 78-79).

Therefore, formal markers, pointing out the beginning of the final phase in conflict interaction are "structure-oriented", as they help indicate the position of the final stage in the space of conflict discourse. The position of pragmatic markers is significant in creating its perlocutionary effect.

3.2 Pragmatic markers of singling out the final phase in conflict discourse

The term pragmatic markers is used as an umbrella term, which includes discourse-connecting markers as well as interpersonal attitude markers and signals the speaker's potential communicative intention (Fraser 1996). Pragmatic markers comprise a functional class of linguistic items, which serve to analyze the non-propositional part of sentence meaning and which are essential for organization and structuring of discourse and for facilitating processes of pragmatic inferences (ibid., 1996; Lewis 2006).

Due to their organizing function, the final conflict interaction phase is marked in the process of conflict discourse development with the help of the following discourse markers:

a) emotional expressive means of communication, pauses, repetitions: *David… don't…darling…please…David* (C. Kelly "She's the one", p. 165); negative-evaluative, abnormal vocabulary words, emotional-evaluative vocabulary *Damn you, you're a dirty moron, you dirty, you utter cad* (A. Cronin "The citadel", p. 93); *I'm talking to you, freak, goddamit, neither of you know me, etc.* (K. Follett "Whiteout", p. 128).

b) non-verbal means of communication, prosodic (voice characteristics in author's narration), kinetic, proximic, expressed in author's commentaries *she flashed him a glance of hatred, the tone of his voice made her blood run cold, she felt his hand on her knee, Dana stood there, paralyzed, etc.* (S. Sheldon "The sky is falling", p. 82-98).

c) utterances, expressing accusation, offence, threat, order, prescript *I can't allow you to continue this, Emily. I'll take legal action if necessary, Watch yer mouth or I'll…, how women can be so foolish?, you are to blame!, you can't interfere in my personal life, they don't have to steal, etc.* (J. Carroll "Run before the wind", p. 137-140).

d)   utterances, expressing apology, defence, summarizing utterances *I'm sorry, I won't do it again, I didn't mean to be late, very well, sure…bye, Good-bye, Emily, Suit yourself, "Sorry," he muttered. It was almost a growl*, etc. (A. Bowen "Dangerous promise", p. 103-105).

e)   violating P. Grice's maxims of conversation *You are on probation, Miss Stuart… be thankful you still have your job, another mistake like this one, and you're out… mess it up one more time, and you're gone* – breaking the Maxim of Quantity (B. Delinsky "An accidental woman", p. 54-56).

To sum up, consider the following example of the final phase in conflict discourse, illustrating formal, structural, organizational, and pragmatic markers of its placing in the process of conflict discourse development:

"Spare me the lecture," Bob Jonas snapped. "Frankly, I don't care what the readers like, as long as they keep buying books."

"But don't you see? That's the whole point! They're expecting warmth, romance, perhaps a little heavy breathing […]"

Bob Jonas sat down behind his desk and folded his hands atop the empty blotter. "You are on probation, Miss Stuart," he said matter-of-factly. "Another mistake like this one, and you're out."

Shelby jumped up. "You can't do this for me!" she snapped. "I handle every million-selling author you have – "

"The ones I still have, don't you mean?" he asked pleasantly. "Believe me, Miss Stuart, if it wasn't for people like Maria Martin and Valerie St John, you wouldn't be getting this second chance. But they're valuable authors, and I can't afford to take the chance of them leaving with you. So I'm telling you this instead: be thankful you still have your job. Mess it up one more time – lose Maria Martin or Valerie St John, or anyone else, and you're gone." He pushed the bestseller list off the desk into the wastebasket with a contemptuous finger. "Good day, Miss Stuart." (L. Michaels "Capture a shadow", p. 9-10).

The beginning of the final conflict phase in the extract mentioned is marked by the paragraph (*Bob Jonas sat down behind his desk and folded his hands atop the empty blotter*). Bob Jonas pauses, he wants to complete the dialogue, which is partially represented in the non-verbal kinesic marker (*folded his hands atop the empty blotter*). He resorts to threats (*Another mistake like this one, and you're out*). Shelby tries to justify herself, explaining the current situation. In spite of the fact that she rejected the manuscript of the popular author and the company losses, she is a valuable employee. She uses the utterance, expressing defence and justification (*I handle every million-selling author you have*). But Bob doesn't change his opinion (*Mess it up one more time – lose Maria Martin or Valerie St John, or anyone else, and you're gone, Good day, Miss Stuart*). The situation is also characterized by the breaking of Grice's Maxim of Quantity, the same information is repeated twice (*You are on probation, Miss Stuart… be thankful you still have your job, another mistake like this one, and you're out… mess it up one more time, and you're gone*).

Therefore, the final conflict phase is defined as a process of realization of final verbal and non-verbal actions with positive or negative consequences, which may be represented in conflict discourse either distantly or in contact position and is characterized by definite formal and pragmatic markers.

4. Pragmatic peculiarities of discourse representation of the final conflict phase

The role of the pragmatic factor affecting the usage and interpretation of utterances in discourse structure cannot be underestimated nowadays. Pragmatic competence, which reveals humans' inferential ability to process information, plays a particular role in the production and interpretation of verbal and non-verbal utterances (Infantidou 2014).

The pragmatic factor is closely connected with the use of language in the process of communication and the choice of linguistic means is motivated by the speaker's thoughts and intentions, which therefore raises questions about the status of the linguistic units required. From a linguistic point of view, in their everyday life

communicants resolve a conflict situation differently, tapping into abundant linguistic means to add expressivity to their conversation, which determines the choice of productive, as well as counterproductive conversational strategies.

According to Tretyakova (Третьякова 2006), the communicative type of conflict interaction may be defined by the results of communication, based on the speaker's illocutionary force – harmonization, disharmonization or pseudo-harmonization/conflict suppression (Черненко 2019b).

Based on the conflict interaction analysis in its final stage, we distinguish between three main communicative types of ending a conflict:

1) disconnection, which leads to disharmonization of interpersonal relations, which constitute 54% of the conflict discourse fragments analyzed and ends in physical or verbal violence, waning of conflict situation – transition from explicit to hidden form or newly growing conflicts;

2) reconciliation, which leads to harmonization of interpersonal relations, which constitute 9% of the conflict discourse fragments analyzed and ends in resolution or settlement of a conflict situation;

3) accommodation, which leads to pseudo-harmonization of interpersonal relations, which constitute 37% of the conflict discourse fragments analyzed and ends in adjustment or waning of conflict communication.

Citing the terminology of Axelrod (1997), based on "game theory", the most effective way of conflict resolution is the win-win approach, when both sides involved in a conflict situation "win the game", the conflict is handled properly and the communicants tend to look for a mutually beneficial way to resolve the disagreement (Axelrod 1997; Gamble & Gamble 2012). On the contrary, the approach "win/lose" is used to misrepresent the speaker's needs and interests and communicants use threats or promises to get others to go along with them. Finally, the approach "lose/lose"

demonstrates the relationship stalemate, which may lead to pseudo-harmonization of interpersonal relations, when neither side achieves a desirable result.

Pragmatically speaking, the communicative types of ending a conflict communication are conditioned by different pragmatic intentions, which the speakers realize in the final phase of conflict interaction, among them are the following: 1) to attain victory, to reach the goal with the help of a wide range of verbal and non-verbal means of communication irrespective of the other person's position; 2) to demonstrate disagreement, violence, disorder; 3) to cause physical/moral damage; 4) to achieve mutual understanding, to make up a quarrel; 5) to avoid "face-threatening acts", to save face; 6) to settle a conflict, to reach an agreement.

All these communicative intentions are realized through a definite set of conversational strategies and tactics as a complex of verbal and non-verbal actions aimed at achieving pragmatic goals. The aim of the speaker is determined by motivation, which appears in a concrete communicative situation as a result of preliminary evaluation of wide sociocultural context, including the pragmatic competence of the speaker. Achievement of pragmatic goals is carried out with the help of corresponding conversational strategies, which are, in their turn, realized by means of actual tactics as a dynamic use of verbal and non-verbal language means in a definite communicative frame. To represent the above mentioned information, we use the following scheme: aim → strategy → tactics → language means.

Thus, communicative strategy is a complete system of operations performed by the speaker in order to achieve a definite communicative aim in a concrete communicative situation by choosing optimal language means (Эпштейн 2008; Зернецкий 1992).

Classifications of communicative strategies vary, depending on communicative goals and situations, including the factor of interpersonal relations, communicative behaviour of the speaker, the influence of individual, situational, contextual, status and

gender factors. Thus, from the functional point of view, there are primary strategies, as the most significant strategies in terms of the hierarchy of motives and intentions at a given stage of interaction, and subsidiary strategies, which contribute to the effective organization of dialogical interaction and optimal influence on communicants (Иссерс 2008). Citing the terminology of van Dijk and Kintsch (1983), a strategy involves human actions as intentional, goal-oriented behaviour; the complexity of interaction sequences is defined as a cognitive macrostructure of intentions or purposes. Therefore, discourse analysis and understanding comprise propositional strategies, macrostrategies, local coherence strategies, schematic strategies (textual superstructures), stylistic, conversational, rhetoric, non-verbal and other strategies and the list is still incomplete (Dijk van & Kintsch 1983).

A strategy is merely a global instruction and may be realized with some degree of probability, depending on other circumstances in an action sequence. Going from the initial to the final stage in human interaction, relatively optimal final goals, which are represented in the final phase of conflict communication, may be achieved. Accordingly, strategies may be defined as **reduction**, **retrieval** and **achievement** strategies, depending on the communicative behaviour of the speaker. Thus, if the speaker resorts to the behaviour of avoidance, he adopts reduction strategies, which are the result of a change of the speaker's initial goal (Habib 1996). Achievement strategies are the result of a speaker developing an alternative plan while maintaining the initial goal. Retrieval strategies arise when the speaker is trying to rethink the situation and disagreement may be settled amicably.

4.1 Conflict-management strategies in the final phase of conflict interaction
Conflict communication is characterized by an ability to use constructive strategies to resolve conflicts. Either productive or counterproductive conflict strategies are realized in successive stages of its development, which generally comprise at least five phases of its development, such as: ***latent phase***, the emergence of real contradiction between different values, interests and needs of communicants, the object of conflict is hidden

and becomes apparent only during the second phase of conflict interaction development – the ***incident*** as the first collision of communicants, expressed verbally or with the help of non-verbal means of communication; initiation or ***escalation phase*** – escalating of collision of opponents, intensified by different carries of conflict meaning, such as negative, emotional, evaluative vocabulary, utterances, expressing threat, order, accusation, etc. The peak of conflict, its ***culmination***, is realized during the next stage, when communicants consider the opportunity to resolve the conflict, either in a constructive or destructive way; ***conflict settlement phase***, which is defined as conflict termination, cessation of conflict verbal or non-verbal actions, resulted in elimination, settlement, waning or resolution of a conflict communicative situation (Черненко 2019b: 128).

Conflict conversational strategies may be realized at different stages of conflict discourse development, which reflects difference between a competitive and cooperative conflict orientation, when a communicant chooses to demonstrate willingness to resolve a conflict in a mutually satisfactory way, or must defeat the opponent in order to attain victory. Conflict-handling modes are reflected in conversational strategies with one of two perspectives: competition or cooperation. Conflict-management strategies in fictional discourse are presented in the following five main strategies, characterizing the illocutionary force and perlocutionary effect on the speaker, while the communicants condemn or perceive the other person's position: 1) ***competing***, a counterproductive conflict strategy, when a person defends the position, which he believes to be correct, or simply tries to beat the other side, 2) ***avoiding***, a counterproductive conflict strategy, postponing an issue until a better time or simply withdrawing from a conflict situation, 3) ***accommodating***, a counterproductive conflict strategy, yielding to another point of view, 4) ***compromising***, a productive conflict strategy, the option of assertiveness, seeking a quick solution in the middle ground, 5) ***collaborating***, a productive conflict strategy, which requires developed conflict resolution skills based on mutual willingness to

resolve a conflict (Donahue 1997; Gamble & Gamble 2012; Georgakopoulou 2001; Liddicoat 2007; Malki 2018; Thomas & Kilmann 1990).

The main pragmatic characteristics of conflict-management strategies in the final conflict discourse phase are represented in Figure 2.
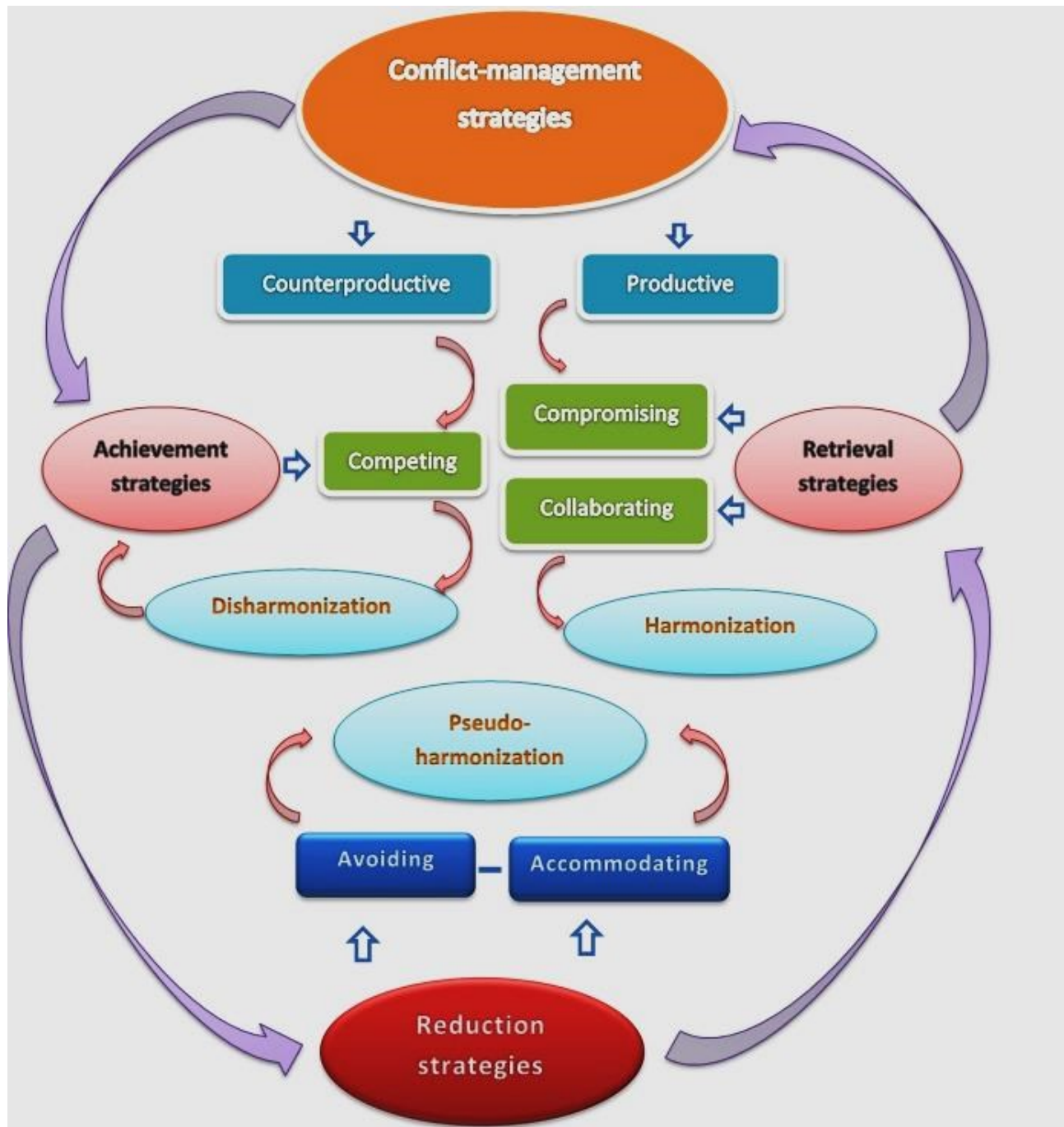

Figure 2. Pragmatic characteristics of conflict-management strategies

To illustrate the productive conflict-management conversational strategy, let us consider the following example:

"Listen, David," she said briskly. "<u>Let's stop arguing</u>. I want to talk about the girls. You're going to have to be in touch more frequently, and you've got to come to visit them soon," she added firmly. "<u>Robin is taking the separation very badly and</u> <u>needs to see you</u>."

"They can come to London next weekend," he said.

"They bloody well won't," Isabel said immediately. "I can't afford the plane fare for both of them and, even if I could, I don't want them travelling on their own. Naomi's too young. <u>Be realistic, will you?</u>"

"<u>I'll come the weekend after next</u>. The good news is I've managed to get enough money to pay off the mortgage arrears and the building society isn't going to repossess The Gables. Isn't that great?"

Isabel was stunned. They still owned the house all? That was fantastic. (C. Kelly "She's the one", p.171).

Pragmatic markers, which serve to define the conflict resolution phase, are reflected verbally and signal the speaker's potential communicative intention to resolve the conflict situation. They are represented in the utterances, expressing promise, apology, defence, summarizing utterances (*Let's stop arguing, be realistic, will you?, I'll come the weekend after next*), etc.

The conflict-management compromising strategy is realized during the final phase of conflict interaction, when parents decided to make a compromising decision about the future of their children. The mutual goal is achieved by the definite set of tactics, such as explaining, compromising tactics, argumentative expressions (*Robin is taking the separation very badly and needs to see you, let's stop arguing. I want to talk about the girls*), performative utterances, commissives (*I'll come the weekend after next*).

Retrieval strategies in conflict interaction may be demonstrated by the following final conflict discourse fragment:

The answer was so cool, so rich in bravado, that somehow it took the wind out of his sails.

He couldn't attack her, he couldn't ask her for proofs…

"And I'm telling you," he said in the end, slightly recovering himself, "what you'll not get."

"We'll see about it," she said. "I'll find out what my rights are. Perhaps you'll talk to a lawyer, if you won't to me."

It was a magnificent play, and had its effect.. He was disturbed, wretched.

"<u>Do as you please</u>," he said, at last "<u>I'll have nothing more to do with you</u>," and out he strode (T. Dreiser "Sister Carrier", p. 249).

The achievement strategy, demonstrated by both speakers, which corresponds to counterproductive competing strategy, leads to intermediary results. Due to situational factors, such as conflict duration, manipulative tactics, tiredness from conflict, the man changes his position, trying to collaborate, avoid and adapt at the same time, using directive (*Do as you please*) and constative utterances (*I'll have nothing more to do with you*).

Therefore, conflict-management strategies in fictional discourse vary from constructive, or productive, to destructive or counterproductive conversational strategies, depending on one of two orientations or perspectives: cooperation or competition, reflecting either assertiveness or non-assertiveness as the main types of communicative behaviour. The main conversational strategies realized in conflict communication are competing, accommodating, avoiding, compromising, and collaborating. The conflict conversational strategies, both constructive and destructive, are realized through a set of communicative tactics, such as approval, explaining, apology, defence, argument, regret and others.

The framework of communicative strategies and corresponding tactics, used by the speakers in the final phase of conflict interaction is demonstrated in Figure 3.
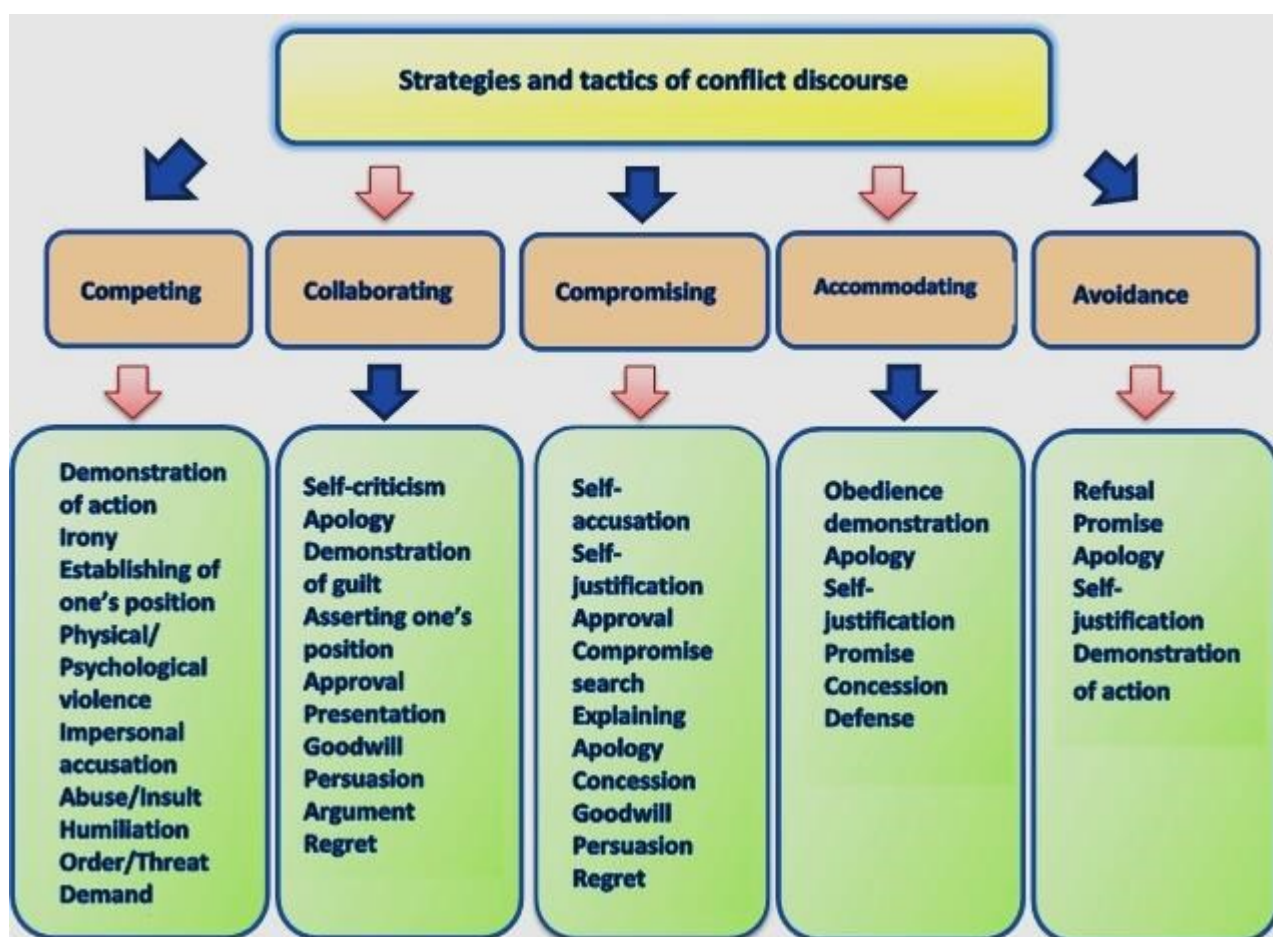
Figure 3. Strategies and tactics in the final conflict discourse phase

These counterproductive conflict strategies are characterized by the achievement of communicative behaviour by the speaker (achievement strategies, competing) irrespective of other people's goals and interests and lead to a disharmonization of interpersonal relations through the tactics of physical and psychological violence, demonstration of action, irony, asserting one's position, impersonal accusation, insult, ordering around, commandeering, all accompanied by negative emotions and often expressed non-verbally. Consider the following example:

When Dana returned to the apartment, Kemal was waiting.

Dana said: "Sit down. We have to talk. You must start obeying the rules, and these fights at school have to stop. I know the other boys are making it difficult to you, but you've got to come to some understanding with them. If you keep getting into fights, Mr. Henry is going to throw you out of school."

"I don't care."

"You have to care. I want you to have a wonderful future, and that can't happen without an education. Mr. Henry is giving you a break, but – "

"Fuck him."

"Kemal!" Without thinking, Dana slapped him across the face. She was instantly sorry. Kemal stared at her, a look of disbelief on his face, got up, ran into the study, and slammed the door shut (S. Sheldon "The sky is falling", p. 42)*.

Dana, the mother, starts the conversation with direct imperatives (*Sit down. We have to talk. You must start obeying the rules*, *you have to care. I want you to have a wonderful future*), constatives (*I know the other boys are making it difficult to you*), conditionals (*If you keep getting into fights, Mr. Henry is going to throw you out of school*), realizing the order, prescript tactics, fixing her position. In any case, expressive usage of all those imperatives impose duties on her son Kemal, softened by complex structure (*I want you to have a wonderful future*) and author's remark (*she was instantly sorry*). Kemal's position is expressed in short negative responses, containing negative sentences (*I don't care*), obscene vocabulary words (*Fuck him*), which demonstrates the tactics of insult, abuse, impersonal accusation. In the final conflict stage Dana's tactic of physical violence is expressed non-verbally, involving haptic communication, the conflict ends in physical abuse (*Dana slapped him across the face*). Kemal's tactics are realized through 'body language', kinetically coupled (*stared at her, a look of disbelief on his face, slammed the door shut*).

Productive conflict strategies are characterized by the achievement of communicative behaviour by the speaker and result in a harmonization of interpersonal relations. The main conversational strategies here are compromising and collaborating, defined as retrieval conversational strategies or perceiving other person's position. They reflect the positive participant's attitudes affecting the outcome and are represented in the final phase of conflict discourse through the tactics of self-criticism, apology, demonstration/acceptance of guilt, presentation, goodwill, persuasion, defence,

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explaining and others. Such strategies always demonstrate cooperativeness as the degree to which communicants try to satisfy the other person's concerns, as illustrated in the following example:

For five minutes he skulked in the kitchen, tramping up and down, biting his lip. Then all at once he turned, dashed back to the sitting-room, where she stood, her head bent forlornly, staring into the fire. He took her fiercely in his arms. "Chris, darling!" he cried in hot repentance. "Darling, darling! I'm sorry! For heaven's sake forgive me. I didn't mean a word of it. I'm just a crazy, jealous fool. I adore you!"

They clung to each other wildly, closely. "Don't you know", she sobbed, "that I'd just die without you!"

Afterwards, as she sat with her cheek pressed against his, he said sheepishly, reaching forward for a book:

"Who is that chap Trollope anyway? Will you teach me, darling? I'm just an ignorant hog!" (A. Cronin "The citadel", p. 167)

Mutual willingness to resolve the conflict positively is reflected in the tactics of self-criticism (*I'm just a crazy, jealous fool, I'm just an ignorant hog!*), apology utterances (*Darling, darling! I'm sorry!*), intensified by simple contact repetition, (*Darling, darling! I'm sorry! For heaven's sake forgive me*), expressives (*I'd just die without you*). Emotional states and attitudes are expressed by exclamatory sentences, haptics (*He took her fiercely in his arms, with her cheek pressed against his*). In the final conflict interaction phase the communicative type 'reconciliation' is represented.

In order to reduce the level of a conflict, one of the strategies is to take an intermediate position between achievement and retrieval strategies and is characterized by the speaker's communicative behaviour of avoidance and accommodation, which result in the pseudo-harmonization of interpersonal relations or conflict suppression. Implementation of particular conversational strategies, such as accommodating and avoiding, takes place due to the tactics of obedience demonstration, apology, self-justification, concession, promise, refusal, demonstration of action, defence and others.

A conflict situation, handled by accommodating or avoiding strategy, doesn't reflect a cooperative orientation to the conflict. It is resolved in terms "agree to disagree", which leads to a waning of conflict interaction but doesn't solve the problem:

She was furious at the implication she assumed he was making.

He laughed a harsh sound that rumbled from deep in his throat. "Don't <u>women trying to get ahead in show business usually</u> <u>trade their sexual favors for whatever will help them</u>?"

<u>*His other hand slipped behind her neck*</u>*, keeping her locked in his rough embrace.*

Stephanie <u>defiantly turned to face him</u>. "<u>You</u><u>'ve been</u> <u>reading too many gossip columns, Mr. Steel</u>."

He <u>held her a minute longer</u>, watching the sparkle that anger brought to her vivid blue eyes. "<u>Perhaps,</u>" <u>he admitted at last,</u> "<u>but only perhaps</u>."

Then as suddenly as he had taken hold of her <u>he released her</u>. "Shall we go inside and join the others?" (A. Bowen "Dangerous promise", p. 128).

The reason for the conflict here is expressed in offensive and humiliating directive (*Don't women trying to get ahead in show business usually trade their sexual favors for whatever will help them?*) used by Mr. Steel, intensified non-verbally (*his other hand slipped behind her neck*). Stephanie is trying to handle the conflict constructively, to overcome gender stereotypes she uses constative, demonstrating the tactics of defence and position fixing (*You've been reading too many gossip columns, Mr. Steel*). She is offended and it is reflected in her kinesics (*Stephanie defiantly turned to face him*) but she maintains self-control and saves face. Accommodating conflict strategy is realized through the tactics of concession and demonstration of action. Mr. Steel uses modal expressions, expressing probability (*Perhaps, he admitted at last, but only perhaps*) and demonstrates willingness to end the conflict (*he released her*). The conflict is ended, but not resolved.

To sum up, the peculiarities of conflict communication presuppose the possibility of change of conflict strategies at different stages of its development, which is a dynamic

flexible process and accordingly, implementation of definite tactics even in the frame of a chosen strategy depends on different sociolinguistic, situational, personal, interpersonal, gender and other factors, so the above mentioned list of tactics still remains incomplete.

4.2 Gender peculiarities of the final conflict interaction phase

Among different factors influencing conflict communication, the gender factor as a complex social construct, presupposing a set of individual, behavioural, cultural, speech peculiarities of males and females, is a pragmatically and communicatively meaningful one (Черненко 2015; Cameron 1992; Grace 2003; Leung 2002; Wilmot & Hocker 2007). The research of communicative strategies of male and female communicative behaviour in the final phase of conflict discourse reflects the peculiarities of cross-sex communication and provides the effective or non-effective conflict handling mechanism of males and females.

Gender differences in language use and conversational styles between women and men suggest men to be less cooperative speakers, controlling the topic of conversation, organized around mutual activities rather than relationship (Fomin & Yakimova 2016; Rees-Miller 2000; Stein & Albro 2001; Tannen 1995). They tend to use language to gain or convey information, to establish status, to involve bragging, verbal jousting, mutual insults, less polite forms of speech, to reduce eye contact with a conversational partner, to use haptic communication in conflict interaction. Realizing a competing strategy, men are more likely to use tactics of physical violence, impersonal accusation, insult, order, threat, demand (Черненко 2018b).

To exemplify the peculiarities of men's conversational styles and strategies in the final conflict stage, let's consider the following fragment of conflict discourse:

There was a silence. Ivory <u>gave</u> Andrew <u>a pale, hard glance</u>.

<u>"I don't recommend that line of talk, Manson</u>."

"You don't?" <u>A painful, hysterical sob</u> shook Andrew.

"I know you don't! But it's the truth. All the cases I've given you up till now have been child's play. But this – the first real case we've had – Oh, God! I should have known – I'm just as bad as you"

"Pull yourself together, <u>you hysterical fool</u>. You'll be heard."

"What if I am?" Another <u>weak burst of anger</u> seized Andrew.

<u>"You bungled so much – it was almost murder!"</u> (A. Cronin "The citadel", p. 107)

The competing strategy, demonstrated by both colleagues, is realized by the tactics of mutual insult (*you hysterical fool, it was almost murder*), threat (*I don't recommend that line of talk, Manson*), impersonal accusation (*You bungled so much – it was almost murder!*). A wide emotional spectrum from anger (*weak burst of anger, a pale, hard glance)* to despair (*a painful, hysterical sob*) is expressed non-verbally. Among the social and psychological factors, influencing men's communicative behavior, the most important here is social status, which Mr. Ivory, as a well-known surgeon, doesn't want to change.

Compared to men, women tend to be more cooperative and more polite speakers, both in terms of positive and negative politeness (Brown & Levinson 1978), facilitating conflict conversational interaction, avoiding intrusion, using more indirect forms of influence and building "rapport-talk rather than report-talk" (Tannen 1995). Realizing a competing strategy, women are more likely to use tactics of demonstration of actions, assertiveness, accusation, reproach, irony. Non-verbally, in conflict interaction women realize communicative tactics through eye contact, positive haptics, kinesics, proxemics, paralanguage, smile, and cry. To analyze the peculiarities of conflict communication between women, let us consider the example:

I can't allow you to continue this, Emily. <u>I'll take legal action if necessary,</u>" Jennifer threatened, sounding more sure than she felt..

<u>Emily's brows creased</u>. "<u>No, you won't, Jennifer,</u>" she said confidently [...]

"<u>I don't think it's necessary to put it in writing</u>. <u>I assume you will accept my verbal resignation</u> – effective immediately!" <u>Her face was a mask sculpted in ice</u> and the <u>green</u>

eyes bored into Emily with a winter chill.

"Jennifer, don't do this in haste. [...]"Very well, <u>I'll be sorry to lose you Jennifer. You had the makings of a real reporter</u>."

The intercom buzzed and Emily flipped the toggle, listening to the metallic voice summoning her on the other end. "They want me upstairs. <u>No hard felling, Jennifer?</u>" she questioned <u>holding out her hand</u>.

"Good-bye, Emily." Jennifer <u>accepted the hand she offered with cool aloofness</u>. Emily was doing her job. There was little Jennifer could do to stop her. Any action she could take would only cause more furor (J. Carroll "Run before the wind", p. 96-97).

The conflict between Emily and Jennifer is based on different views concerning their journalist's duties and responsibilities. Both women chose the competing strategy; Emily's goal is to print personal correspondence in a newspaper, but Jennifer is trying to stop her, using threats (*I'll take legal action if necessary*)*,* position fixing (*I don't think it's necessary to put it in writing*)*,* intensified in verbal remarks (*Her face was a mask sculpted in ice, green eyes bored into Emily with a winter chill*)*.* But Jennifer's social status is lower than Emilie's, so she is forced to retreat (*Jennifer accepted the hand she offered with cool aloofness*)*.* The gender marked tactics in the above-mentioned conflict situation are those of minimizing losses, and women use discourse strategies and tactics that reduce inequalities in status and power and that emphasize solidarity. Emily demonstrates it, using attention-getting techniques for approval and support, hedges (*No hard felling, Jennifer?*) and body language, empathetic touch (*holding out her hand*).

According to Thune, Manderscheid, and Silbergeld, realizing the competing strategy in mixed sex conflict interaction "male-female differentials in expressive and instrumental behavior were consistent with the status-role rather than the sex-role explanation" (1980). Compared to same-sex conflict communicative situations, in mixed sex conflict interaction women increase their use of hedges, disclaimers, tag questions, intensifiers, in other words attention-getting techniques for approval and

support; they speak less due to lower status as well and thus take on more differential roles in conflict conversations with men. Consider the final conflict interaction fragment:

"I'm getting my clothes and I'm leaving, and I hope I never see you again!"

"Do that," Cade advised. "You'll look even sexier with wet clothes clinging to that curvy little body of yours. That might be exactly what it takes to win me over."

"You really have a low opinion of women, don't you?" she challenged him. "Well, I'm glad I don't have to be around you any longer. Goodbye, Mr. Steele. It was definitely not a pleasure to meet you." She whirled out of the room, almost running down the hallway to the kitchen (A. Bowen "Dangerous promise", p. 137).

The fragment illustrates cross-gender conflict communication in its final stage. The woman chooses the competing strategy, she doesn't want to lose her position, but she is forced to resist, using the position fixing tactic (*I'm getting my clothes and I'm leaving, and I hope I never see you again!, I don't have to be around you any longer*), demonstration of action (*She whirled out of the room, almost running down the hallway to the kitchen*), intensifiers in her speech (*really, definitely*) points out to a different reality, irony, reproach and impersonal accusation tactics are presented implicitly (*"You really have a low opinion of women, don't you?" she challenged him, It was definitely not a pleasure to meet you*). The man, in his turn, uses the tactics of abuse and humiliation (*You'll look even sexier with wet clothes clinging to that curvy little body of yours, That might be exactly what it takes to win me over*).

Gender differences in conflict speech are also fixed in usage of verbal and non-verbal means of communication. Verbally, male and female differences in conflict communication are observed in the use of emotional-evaluative vocabulary, stylistically marked linguistic units, taboo vocabulary, qualifiers, and linguistic means of expressing modality. Non-verbally, specific gender meaning is attached to haptic communication, touch, proxemics, smile, cry, voice quality, and eye contact:

"Very well, I'll go by myself and make your excuses."

Patches of hot, indignant <u>color bloomed on Mark's cheekbones</u>. "<u>Damn it</u>, you'll do no such thing!" he snapped, <u>half rising from his seat</u>. […]

Amanda refused to retreat from Mark's anger. She commented dryly, "<u>You know</u>, that statement would be a lot more convincing if you showed any sign of dealing with your problems at all."

Mark's <u>flush deepened</u>. Subsiding into his chair, he jerked his calculator out of his pocket and <u>slammed it down on the blotter</u>. […]

Amanda bit her lip, <u>her eyes burning</u> as she watched her husband pointedly ignore her
(L. Ward "Precious thing", p. 79).

In the above-mentioned fragment of conflict discourse the woman uses the intensifier (*very well*), the epistemic modal form (*you know*) and, the main way of expressing her negative emotions is the quality of glance (*her eyes burning*). The man expresses the same emotive state with the help of the negative vocabulary (*Damn it*), and non-verbally, involving kinesics (*half rising from his seat*, *flush deepened*, *slammed it down on the blotter*).

Having analyzed more than 500 fragments of same-sex and mixed sex conflict communicative situations we came to a conclusion, that in conflict interaction women tend to use competing, accommodation, and avoiding strategies. The competing strategy is characterized by the tactics of physical violence, impersonal accusation and insult, humiliation, threat and demand, used by men and the tactics of demonstration of action, asserting one's position, impersonal accusation and reproach, irony, used by women. Realizing collaborating and compromising strategies men tend to use tactics of goodwill and compromise whereas women seek concession. More detailed results of the study are presented in the table:

Table 1. Quantitative ratio between male and female strategies and tactics use

Male			Female		
Strategies	**Tactics**		**Strategies**	**Tactics**	
Competing	Demonstration of action	26,7%	Competing	Demonstration of action	73,3%
	Irony	40%		Irony	60%
	Position fixing	23,17%		Asserting one's position	76,83%
	Physical violence	100%		Physical violence	0%
	Psychological violence:			Psychological violence:	
	Abuse/insult	78,95%		Abuse/insult	21,05%
	Humiliation	83,33%		Humiliation	16,67%
	Accusation/reproach	20%		Accusation/reproach	80%
	Psychological pressure:			Psychological pressure:	
	Orders	75%		Orders	25%
	Threats	75%		Threats	25%
	Demands	50%		Demands	50%
Compromising	Self-justification/ apology	52,4%	Compromising	Self-justification/ apology	47,6%
	Concession	31,8%		Concession	68,2%
	Compromise search	57,1%		Compromise search	42,9%
	Explaining	50%		Explaining	50%
	Goodwill	63,7%		Goodwill	36,3%
	Persuasion	55,9%		Persuasion	44,1%
Avoiding	Refusal	25,2%	Avoiding	Refusal	74,8%
	Promise	18,7%		Promise	81,3%
	Self-justification/ apology	12,6%		Self-justification/ apology	87,4%
	Demonstration of action	10,2%		Demonstration of action	89,8%
Accommodating	Obedience demonstration	21,5%	Accommodating	Obedience demonstration	78,5%
	Self-justification/ apology	25%		Self-justification/ apology	75%
	Promise	67,5%		Promise	32,5%
	Concession	48,2%		Concession	51,8%

5. Conclusions

The results of the analysis of final conflict discourse fragments from the viewpoint of their pragmatic, structural and contextual value allow us to speak about three pragmatic types of communicative situations which reflect the results of conflict interaction:

disconnection, reconciliation, and accommodation of the speakers with perlocutionary effect of harmonization, disharmonization or conflict suppression/pseudo-harmonization of interpersonal relations.

Conflict discourse as a unity of cognitive and communicative processes, as well as personal, situational and gender factors, has been characterized by static and dynamic parameters. The analysis of static parameters allow us to single out its invariable characteristics, while dynamic components comprise successive stages of its development, including the final conflict phase which illustrates conflict resolution and contains the components of active verbal/non-verbal actions, as well as the component of establishing the conflict results.

Taking into account the position of the final conflict phase in the process of conflict interaction development, it may vary depending on the length of a conflict, contextual, situational, personal, gender factor, and may be represented by contact and distant phases, which have formal and pragmatic features, such as graphic means serving as markers singling out the final conflict phase, emotional-evaluative vocabulary, apology, justification, accusation utterances, non-verbal means of communication, making/breaking Grice's cooperative principle.

The final phase of conflict interaction is characterized by communicative strategies and tactics, serving as a means to achieve the communicative intention of the speaker. Thus, the competing strategy is realized through the tactics of the demonstration of action, irony, position fixing, physical and psychological violence, and psychological pressure. Implementation of collaborating and compromising strategies takes place due to the tactics of self-justification, apology, self-accusation or self-criticism, approval of actions, promise, asserting one's position, persuasion and argument, goodwill, and compromise search. The strategies of accommodating and avoiding are realized through the tactics of refusal, promise, apology, self-justification, obedience demonstration, and concession.

Gender factor in conflict communication is pragmatically relevant, as the quantitative analysis shows differences between male and female conversational styles in conflict discourse. In conflict interaction women tend to use competing, accommodation and avoiding strategies. The competing strategy is characterized by the tactics of physical violence, impersonal accusation and insult, humiliation, threat and demand, used by men and the tactics of demonstration of action, position fixing, impersonal accusation and reproach, irony, used by women. Realizing collaborating and compromising strategies men tend to use tactics of goodwill and compromise search, while women use tactics of concession.

Gender differences in conflict speech are expressed by using verbal and non-verbal means of communication. Verbally, male and female differences in conflict communication are observed in the use of emotional-evaluative vocabulary, stylistically marked linguistic units, taboo vocabulary, qualifiers, and linguistic means of expressing epistemic modality. Non-verbally, specific gender meaning is attached to haptic communication, touch, proxemics, smile, cry, voice quality, and eye contact.

Thus, the results of our research may be used in the next stages of conflict discourse studies, its pragmatic and cognitive peculiarities, in the perspective of their ethno-cultural, cognitive, and gender specific manifestation in English-speaking society.

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Résumé

This article focuses on the study of the main communicative and pragmatic peculiarities of discourse representation of the final phase in conflict interaction. A unified approach to their classification is based on an assumption that the final phase of conflict communication represents realization of the communicative intentions of conflict participants as well as perlocutionary effects on the speaker and demonstrates the main consequences of conflict development. The results show that three main pragmatic models of conflict resolution may be represented in the final conflict phase: disconnection, reconciliation, and accommodation of the communicants with perlocutionary effects of harmonization, disharmonization or conflict suppression/pseudo-harmonization of interpersonal relations. The aforementioned pragmatic models are realized through a wide range of communicative strategies and tactics. The analysis of these strategies and tactics allowed the author to discover that implementation of a particular strategy, being influenced by personal, situational, interpersonal, social status, power, gender and other factors, takes place due to a definite set of tactics, such as self-justification, apology, self-accusation or self-criticism, approval of actions, promise, position fixing, persuasion and argument; the tactics of demonstration of action, perspective establishing, impersonal accusation, reproach, irony and others. Gender differences in language use in the final phase of conflict communication are observed in the use of emotional expressions – evaluative vocabulary, stylistically marked linguistic units, taboo vocabulary, qualifiers, and linguistic means of expressing modality. Non-verbally, specific gender meaning is attached to haptic communication, touch, proxemics, smile, cry, voice quality, and eye contact.

Key words: conflict discourse, final conflict interaction phase, illocutionary force, perlocutionary effect, communicative strategy and tactics, verbal and non-verbal means of communication, gender differences in language use.

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