

Abstract

Graduation Level of Proficiency Paper
(Bachelor's degree / Master's degree)

Subject matter: Speech behavior of Spaniards in a communicative conflict situation from the perspective of gender analysis

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Topical Importance: it is determined by the increasing attention to conflictology and the growing importance of the issue of "language and gender".

Goals: identify the main types of reactions of Spanish men and women in a conflict situation and describe their verbal presentation.

Tasks:

- 1) to study the origin and main directions of linguistic genderology;
- 2) to study approaches to the description of the communicative behavior of men and women in modern genderology;
- 3) collect and process speech fragments containing various reactions of disapproval of the addressee in a conflict situation;
- 4) conduct a gender analysis of the main types of reactions of the Spanish-speaking addressee in a conflict situation.

The theoretical value lies in the possibility of using the results of the work for further study of the theory of discourse and the theory of communication: both from the side of speech generation and from the side of its perception. The results obtained in the course of the work are important for speech production, functional stylistics and culture of the Spanish language.

The practical applicability lies in the fact that the results of the study are applicable in theoretical and practical courses of the modern Spanish language and speech culture, special courses in genderology and psycholinguistics, linguoconflictology, when writing works on similar problems on the material of other languages.

Research results: The final result of our work was the creation of a collection called "Recommendations on behavior in a conflict situation for travel agencies", a manual containing recommendations intended for managers and employees of travel companies, as well as students of higher educational institutions of the department of "Intercultural Communication" and "Tourism".

Implementation advice: It is recommended to use the data obtained, including empirical material obtained from a sample of Spanish-language youth TV series and works of fiction, for organizing the educational process and for self-study of the Spanish language.