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METHODOLOGY OF INTERDISCIPLINARY STUDY OF ENGLISH CONFLICT DIALOGUE ACTUALIZATION MEANS' INTERPLAY

Linguists' interest in studying the specificity of verbal and non-verbal means of interpersonal conflict interactions is connected with the search of effective ways of conflict prevention or constructive conflict transformation. A broad nomenclature of factors, influencing the verbal form of conflict interaction, is laid out in scientific studies and includes opponents' goals, spheres of conflict actualization, patterns of power division between the opponents, styles of conflict behavior, conflict destructiveness parameters, as well as gender, age, status and cultural features of the communicators. However, experimental research of the samples of English conflict dialogues, aimed at the identification of the invariants of their speech actualization, requires a substantiation of the optimum complex of such factors which may be assumed as a basis for the classification of the features of English conflict dialogue flow. The analysis of dictionary definitions of the lexeme *conflict* revealed a set of essential characteristics of an interpersonal conflict interaction, on the basis of which its definition was synthesized. It was also established that key differences between conflict and adversarial phenomena, for instance, debates and competitions, embrace the absence of norms, defining the flow of interpersonal conflicts, the fact that conflicts energetically feed on the negative emotional state of the communicators and that the opponents in a conflict are ready to protect their interests fiercely and resort to destructive actions. The emergence of an interpersonal conflict interaction was examined in the light of the negative affective state of its initiator, discharged in the plane of communication. The reaction of the opponent and subsequent communicative strategies and tactics of the parties define a further course of conflict interaction. Conflict dialogues are regarded as speech representations of interpersonal conflict interactions. A complex classification of the features of conflict dialogue flow was constructed on the basis of the following criteria: the activated instinctive function of the conflict initiator, the level of communication formality, the degree of conflict dialogue's emotional-and-pragmatic potential, the character of the conflict dialogue flow. Formed in this way, the classification represents a general logic of the methodology of experimental interdisciplinary study of verbal and non-verbal means' interplay in the actualization of English conflict dialogues.

Keywords: conflict dialogue; conflict discourse; interpersonal conflict interaction; verbal and non-verbal means; classification of the features of conflict dialogue flow.

1 INTRODUCTION

One of the topical problems of modern linguistics is a need for scientific description of the specificity of verbal and non-verbal means' functioning in conflict dialogues, motivated by the aspiration of human society to prevent and minimize conflicts or, in case of their emergence, to transform them into a constructive vein. In view of this, a particular significance is given to the establishment of invariant patterns of verbal and non-verbal means' manifestation and interplay in conflict communication, indicative of the degree of the communicators' psychophysiological arousal and levels of the emotional-and-pragmatic potentials of their utterances.

There exist a number of studies that can serve as a theoretical basis for scientific classifications of conflict interactions. For instance, conflict participants' goals are considered (Hocker & Wilmot, 2018, p. 77), the distribution of power between the opponents, and the sphere of conflict actualization (Abercrombie, Hill & Turner, 2006, pp. 195–196; Bendersky, Hays, 2012; Vliert et al., 1999), conflict

behavior styles (Donohue & Cai, 2008; Hocker & Wilmot, 2018; Canary & Canary, 2014; Thomas & Kilmann, 1978), conflict destructiveness parameters (Gottman, 1999; Hocker & Wilmot, 2018), gender (Caughlin & Vangelisti, 2006; Sillars & Canary, 2013; Tannen, 1991), age (Davis, 1940; Berens, 2000; Carstensen, Gottman & Levenson, 2004), status (Bendersky & Hays, 2012; Callejas, 2020) and cultural (Schiffrin, 1984; Corsaro & Rizzo, 1990; Tannen, 1991) features of the communicators, influencing the course of conflicts. At the same time, there have not been attempts to create an interdisciplinary classification of the parameters causing variance in the features of interpersonal conflict interactions.

That is why our theoretical study is aimed at the development of the methodology of interdisciplinary experimental research of the verbal and non-verbal means' interplay in English conflict dialogues and establishment of invariant models of their realization.

1.1 Theoretical pre-requisites of studying interpersonal conflict interactions

When substantiating the classification of interpersonal conflict interactions (ICI) we relied on a wide-spread psychological division into intrapersonal (intrapyschic/inner/internal/) conflicts between the opposing drives, impulses and needs inside the human mind (Miller-Keane, 2003; VandenBos, 2013, p. 311) and interpersonal (extrapsychic) conflicts between a person and the outer world (VandenBos, 2013, p. 224). These two kinds of conflicts are interconnected, as an ICI is typically driven by a substantial negative affect of its initiator. In human relations, an interpersonal conflict represents itself as a kind of interaction between people, in line with cooperation, competition, etc. (Matsumoto, 2003, p. 502).

An ICI can be labelled in different ways, for instance, "conflict talk" (Grimshaw, 1990), "conflict interaction" (Lysychkina, 2014, p. 181), "communicative conflict" (Zavalska, 2017), "conflict type of interaction" (Zavalska, 2017), "conflict dialogue" (Bulkina, 2014, p. 52), "verbalized conflict" (Frolova, 2008, p. 157), "verbal conflict" (Chaika, 2019), and so on. As long as emotional-and-pragmatic potential of any communicative interaction in its full extent is realized both in verbal and non-verbal planes (Kalyta, 2007, p. 10), at this point of our study we prefer to use a general term "interpersonal conflict interaction". We separate ICIs from more extensive intergroup social conflicts, connected with the dynamics of the society and its class, racial, ethnocultural, national, gender, ideological and other trends, though we take them into account when they become a part of ICI pragmatics.

In order to distinguish conflict and adversarial phenomena let us review the etymology of the word *conflict* and essential features of the notion of conflict. In fact, the lexeme *conflict* was borrowed from Latin into English in the 15c. in its denotative meaning "an encounter with arms, a fight, battle", and connotative meaning "internal mental or spiritual struggle" (Harper & Felix, 2025). The analysis of the definitions of the lexeme *conflict* and its closest synonyms: *confrontation, war, struggle, battle, controversy, disagreement, strife, quarrel, fighting, argument, clash, collision*, available in English dictionaries (The American Heritage Dictionary of the English Language, 2022; Cambridge Online Dictionary, 2025; Collins Online Dictionary, 2025; Longman Dictionary of Contemporary English, 2015; Merriam-Webster's Online Dictionary, 2025; Oxford Learner's Online Dictionary, 2025), has shown that essential components of the meaning of conflict comprise the following: 1) conflict actualization within verbal and non-verbal planes against a background of negative affective states of the communicators; 2) the availability of a certain cause of conflict – a serious contradiction between the attitudes and needs, essential for the communicators; 3) readiness on the part of at least one of the parties to defend its interests persistently and firmly; 4) the achievement of a desired goal is complicated for the opponents because of their mutual resistance, 5) conflict unfolds within a certain period of time. Essential features of conflict phenomena, reviewed above, enable us to define an interpersonal conflict interaction as a discrete communicative event, actualized in the verbal and non-verbal planes and energetically powered by the negative emotional state of its participants, evoked by the perceived threat to their essential needs.

Both adversarial and conflict phenomena denote a discussion of controversial issues (*debate*) and a struggle to secure one's interests, conflicting with ones of the opponent (*contest, competition*).

At the same time, adversarial phenomena are strongly regulated (*contest – a formal game, debate – a formal discussion, a formal contest* (Collins Online Dictionary, 2025)), while the development of conflicts is relatively unpredictable. Moreover, the emergence and course of conflict phenomena feed on communicators' negative emotions and their readiness to protect their interests in a firm or even destructive way, including verbal and physical violence.

Metaphors of conflict, inherent in English culture (see, e.g., Hocker & Wilmot, 2018, pp. 44–45) mirror their negative conception, associated with the destruction of harmony, relationships, death, fire, natural disaster, losses, troubles, bitterness, violence and so on. By contrast, positive functions of conflicts are limited to a possibility of obtaining useful experience in resolving problems, discharging tension, promoting effective change and achieving unity.

Though a contradiction in thoughts, goals and interests of people or groups is a feature most typically mentioned in the definitions of conflict (see, e.g., Callejas, 2020, p. 1; Donohue & Cai, 2008, pp. 1078–1079), it may be considered too general and inconvenient for practical application in identifying interpersonal conflict interactions (ICI), as people regularly have certain controversies in their interpersonal relationships which do not necessarily lead to conflicts. In fact, acknowledging the difference in attitudes and needs with the other party is just the first step towards conflict emergence (Bendersky & Hays, 2012, p. 326).

Typically, a person is driven towards an ICI by a sense that the opponent has become an obstacle to an important goal – preserving or obtaining a physical, economic or social resource, for instance, sympathy, money, information, power, self-esteem. Perception of such an obstacle or a threat posed to the individual's identity by an insult, manifestation of aggression, anger or enmity (Canary & Canary, 2014, p. 180; Donohue & Cai, 2008, pp. 1078–1079; Emerson, 2015, p. 37; Hocker & Wilmot, 2018, pp. 199–200) presents itself as a physiological arousal and a psychological tension, an unpleasant affect of certain intensity, decoded on the level of emotions and feelings as irritation, insult, displeasure, jealousy, annoyance, etc. (Canary & Canary, 2014, p. 180; Emerson, 2015, pp. 10–11). Such inner discomfort can be displayed on the verbal and non-verbal levels, for instance, by means of pauses, specificities of speech melody (Berens, 2000, pp. 14–15), sighing, a frown, a grimace, a glare and other symptoms (Emerson, 2015, pp. 47–48), serving as external markers of the approaching conflict. The bearer of an unpleasant affect is under pressure – to initiate an ICI, and, possibly, worsen the situation or to keep silent and lose his face. If the desire to obtain a resource, access to which is impeded by the opponent, is strong enough (Hocker & Wilmot, 2018, p. 3), a negative tension can be discharged in communication and grow into an ICI (Emerson, 2015, pp. 13–14). In particular, criticism and accusations (Hocker & Wilmot, 2018, pp. 3–4, 8–9; Emerson, 2015, pp. 47–48) are indicative of the intention to start an ICI, attract the interlocutor's attention to one's negative emotional state and discharge the accumulated frustration. Thus, an ICI starts when the contradiction perceived by at least one of the individuals is communicated to the opponent (Hocker & Wilmot, 2018, pp. 3–4; Emerson, 2015, p. 70; Nader & Todd, 1978, pp. 14–15;), forcing him to react in a certain way. In this way, the first verbal exchange in the ICI takes place, and its further development depends entirely on the strategies and tactics chosen by the parties.

A number of conflict discourses are comprised of a single, situational and brief ICI, e.g., squabbles with strangers in public places when irritation, displeasure and annoyance are discharged and conflicts are successfully resolved on the spot. In other conflict discourses ICIs are recurrent, with sequences of opponents' reactions, escalations, emergence of new disputable issues and metaconflict development (Emerson, 2015, p. 12). If the contradiction, underlying the ICI, remains unresolved, the respective negative affect will remain a source of further serial ICIs (Sillars & Canary, 2013).

Thus, an impulse to an ICI is usually given by energetically significant negative affect of its initiator, which emerges due to an insult inflicted to him, his endeavor to satisfy a certain need, the availability of a serious discrepancy between the communicators' attitudes and values. A development and possible escalation of an ICI depend on the communicators' readiness to protect their interests firmly, defying the opponent's resistance, which is regarded as an obstacle to satisfying the need and discharging a negative affect. An ICI starts with the transformation of its initiator's inner discomfort

into respective verbal and non-verbal means, inviting the opponent to join the ICI. The first reaction of the opponent and further strategies and tactics of the parties define the duration and intensity of a particular ICI and the conflict discourse as a whole.

1.2 Existing views on typological features of interpersonal conflict interactions

A review of the existing scientific views on typological peculiarities of ICIs has demonstrated that they may be differentiated according to the character of their course, communicators' goals and dominating strategies of conflict behavior, specificity of social spheres where conflicts take place and the character of relations between the participants. Social features of ICI participants, including their age, gender, status and cultural background, are also taken into account.

According to the character of ICIs they are seen as the ones developing in a constructive or destructive way (Callejas, 2020, p. 75). Naturally, each ICI has a destructive potential, as its participants experience negative affect, fed by their striving to restore justice, take revenge upon the other party or harm the opponent (Hocker & Wilmot, 2018, pp. 21–22). An ICI is considered constructive when it helps discharge the opponents' negative affects by means of resolving the problem. In destructive ICIs the participants rely on a subjective understanding of their opponents' thoughts and intentions, based on the history of their relations (Hocker & Wilmot, 2018, pp. 62–63), and concentrate exclusively on their own goal, disregarding the aspirations of the other party. At least one of the participants of a destructive ICI is dissatisfied with its result upon its completion and is looking forward to a revanche (Hocker & Wilmot, 2018, pp. 21–22). A practical difficulty in delimiting constructive and destructive ICIs is that conflict discourse and its constitutive ICIs are not homogenous, with available constructive and destructive cycles (Hocker & Wilmot, 2018, pp. 252–255). Already the beginning of the ICI programs it as a constructive or a destructive one. For instance, criticism, verbal aggression, humiliation demonstrate the intention of the speaker to cause mental or physical harm to the opponent and force him to defend himself, so escalation ensues and often ends in verbal or physical violence (Hocker & Wilmot, 2018, pp. 22–26; Zavalska, 2017, p. 75; Callejas, 2020, pp. 21–22). Destructive conflicts have a more complicated structure and are characterized by cycles of ICIs and chronological incompleteness due to the impossibility to discharge an affect in a proper way (Hocker & Wilmot, 2018, pp. 30–32).

ICIs are often differentiated according to participants' goals (Hocker & Wilmot, 2018, pp. 76–77). Their generalization provides us with four types of goals – content/topic, relational, identity/facework and metaconflict/process ones. In ICIs such goals can be actualized separately or be combined. The influence of a certain goal channels an ICI participant into a certain frame, for instance, instrumental with a content goal or relational with a relational goal (Sillars & Canary, 2013). According to Hocker & Wilmot (2018, p. 82), relational goals are often pivotal in ICIs when the communicants have a history of relations, but they are hardly identifiable not only to an ICI observer, but to the conflicting parties themselves. Identity conflicts with underlying identity goals occur when someone is insulted, misunderstood, unfairly accused of something and represent the individuals' struggle for positive assessment of their personality, their attempt to support, save or restore their faces. When identity issues are at stake, people become less flexible and more inclined towards destructive behavior. It is relational and identity goals that most typically serve as emotional energy suppliers of an ICI and cause its chronicity (Hocker & Wilmot, 2018, pp. 82–84). Various goals, for instance, relational and content ones, often interact in an ICI and define its course and result (Donohue & Cai, 2008, p. 1074). Besides, ICIs may develop into a layered and intensive metaconflict with a discussion of the participants' conflict behavior. Still, it is difficult to classify conflicts based on communicators' goals as, firstly, the goals are hard to identify, secondly, the conflicting parties may have complex goals, for instance, content, relational and identity goals are often intertwined in a person, and thirdly, the goals may undergo transformations from one type to another during the ICI.

One of the parameters used to describe ICIs is conflict behavior strategies preferred by the communicators, such as confrontation, avoidance, compromise, compliance, collaboration, which may be employed asymmetrically (e.g., "confrontation-avoidance") or in a complementary way (e.g., "confrontation-confrontation") (Hocker & Wilmot, 2018, p. 189). On the whole, such strategies can

be grouped into distributive ones, representing people's desire to dominate over their opponents and make them yield to certain demands, passive and indirect strategies, demonstrating the people's intention to avoid confrontation and unwillingness to discuss the problem openly, as well as integrative strategies, aimed at finding a constructive resolution of the problem without serious concessions on the part of the opponent (Berens, 2000, p. 55). Distributive strategies include accusations of the opponent, insults, mockery, humiliation, swearing, refusals, hostile inquiries, attributing unfriendly intentions and negative behavioral trends to the opponent, avoiding responsibility, unpleasant comments about the opponent's character, social background, abilities or appearance (ibid., pp. 60–61; Hocker & Wilmot, 2018, p. 169). Passive strategies represent communicator's inaction, withdrawal, avoidance when being confronted, concealing negative emotions of anger, fury or disappointment. In their turn, integrative strategies aim at yielding to the opponent's demands, compromise or collaboration. Interestingly, integrative strategies can also be applied as manipulative pseudo-integrative ones in order to win over the opponent (Hocker & Wilmot, 2018, p. 178).

An essential cause of ICIs is that individuals constantly struggle for dominance over each other (Callejas, 2020, p. 1), and conflict is a way to bring change into status systems (ibid., p. 4; Bendersky & Hays, 2012, p. 327). Status ICIs call forth a more competitive behavior of their participants compared with other ICIs as their consequences are relatively durable, and a higher status has essential advantages, for instance, an increased self-esteem, people's respect and social approval (ibid., pp. 323–325). Status ICIs typically occur in public, as witnesses of status change are required, e.g., allies or spectators, and their presence itself moves the opponents to behave even more competitively (ibid., pp. 328–326). Already adolescents are preoccupied with their place in a social hierarchy and often see aggression and dominance as instruments to establish their status, even among friends (Callejas, 2020, pp. 5–6).

Communicators' behavior in ICIs may be conditioned by their age and gender. According to the studies (Berens, 2000, p. 173; Carstensen, Gottman & Levenson, 2004; Hocker & Wilmot, 2018, p. 200), elderly people tend to apply integrative strategies in an ICI and their conflict strategies and tactics are creative and complex. They use distributive strategies when appealing to social norms, their personal experience and knowledge, while avoidance can be seen as surrendering to the pressure of their younger opponents (Berens, 2000, p. 65). In their turn, adolescents have a propensity for distributive strategies of conflict behavior, often do not possess developed integrative skills, and in case of escalations resort to avoidance (Berens, 2000, p. 65; Canary & Canary, 2014, p. 192).

As regards gender trends of conflict behavior, it should be noted that distributive strategies of conflict behavior are tolerated in a friendly-competitive communication of males and blamed among the females. A patriarchal modern culture is conducive to the formation of certain models of male and female conflict behavior, adopted since childhood. In particular, girls are recommended to avoid distributive strategies of conflict behavior, promote cooperation, compromise, value their relationships and social connections (Tannen, 1991). As a result, more assertive communicative strategies are often used implicitly (Crockenberg & Lourie, 1996, p. 497; Tannen, 1991, pp. 31–32), and aggression reveals itself in subtler ways – through mockery or gossiping behind one's back (Callejas, 2020, p. 23; Tannen, 1991, p. 77). Socialization of boys is more hierarchical and competitive, and their typical games are oriented at identifying the winners and regulating status relationships (Hocker & Wilmot, 2018, pp. 67, 115; Sillars & Canary, 2013; Tannen, 1991, p. 76; Callejas, 2020, p. 64). Conflicts among the boys are considered to be a part of the gender norm, and even their friendship is marked with friendly aggression and competition, so conflict may be seen as a means of establishing contact and acquiring status (Hocker & Wilmot, 2018, p. 207; Tannen, 1991; Callejas, 2020, p. 57; Crockenberg & Lourie, 1996, p. 497).

Though it is reported that verbal aggression has a relatively equal share among men and women, displays of physical aggression and threats of physical violence are most typically attributed to men (Tannen, 1990, pp. 30–32; Hocker & Wilmot, 2018, p. 67; Callejas, 2020, pp. 11, 23). Physical aggression of women, for instance, against their marital partners – like slapping them in the face or throwing things is, rather, a low-power tactics (Hocker & Wilmot, 2018, pp. 185–186). Caughlin and

Vangelisti (2006) note that in conflicts with women men are more sensitive to physiological symptoms of negative affect and are more likely to resort to avoidance or stonewalling to deal with an emotional outburst. In their turn, women are often willing to challenge gender restrictions and establish a new balance of power and equality in the relationship (Canary & Canary, 2014, p. 183; Hocker & Wilmot, 2018, p. 27). In the ICIs of love couples, men recourse to squabbles, often stonewall if the topic is unpleasant, while women are prone to long monotonous discussions and criticism of their partner (Hocker & Wilmot, 2018, pp. 22–23). As long as men and women interpret their mutual actions, intentions and motives from the standpoint of their typical gender communication models, misunderstandings between sexes often feed ICIs.

Based on the type of a social group in which an ICI takes place and the character of relations within this group, conflicts may be classified into ones occurring in a formal sphere of industrial relations – organizational between the employees, industrial – between the employees and the administration, and in an informal sphere, for instance, between parents and children, siblings, friends, peers, neighbors, etc. All of such conflicts have their specificities, namely organization conflicts are connected with disagreements about the tasks of the group (task conflict), division of the duties (process conflict), incompatibilities of characters or personal values (relationship conflict) (Bendersky & Hays, 2012, p. 323; Vliert et al., 1999, p. 475). Industrial conflicts are based on the asymmetry of power between the employees and the administration and occur when their goals do not coincide or they disagree about the methods of achieving common goals (Abercrombie et al., 2006, pp. 211–212). Marital conflicts are marked with an open or latent opposition between the partners, connected with raising children, managing the family budget, distribution of tasks, sexual problems, temperament mismatch, striving for dominance in marriage, differences in religion, life values and interests, etc. (VandenBos, 2013, p. 343; Hocker & Wilmot, 2018, p. 48). Such ICIs may be quite destructive as marital partners know exactly how to hurt each other (Donohue & Cai, 2008, pp. 1078–1079).

Quite typical are conflicts between parents and children, called forth by physiological, psychological and social differences, entailed by the age gap (Davis, 1940, p. 535), which is getting even deeper nowadays due to the dynamic technological development of the society. As a result, parents become less effective in socializing their children, and their norms often conflict. Parents and children may misinterpret each other's motives and intentions in ICIs – parents are apt to exaggerate their children's disposition towards distributive strategies of conflict behavior, while children overestimate their parents' wish to control them (Sillars & Canary, 2013; Canary & Canary, 2014, pp. 191–192).

It is conjectured that national culture may influence the choice of conflict behavior strategies, as each culture generates certain norms and expectations concerning ICIs. For instance, collectivist cultures are believed to demonstrate a bigger tendency towards preventing ICIs than individualist ones (Hocker & Wilmot, 2018, pp. 71–72). At the same time, in many cultures, for instance, Greek, Italian, Jewish, Afro-American, Turkish, Hawaiian and others, an argument is a peculiar communicative ritual, a norm, a game (see, e.g., Schiffrin, 1984; Corsaro & Rizzo, 1990; Tannen, 1991). At the same time, there is evidence that individual styles of conflict behavior have a stronger influence on the choice of conflict behavior strategies than cultural tendencies (Sillars & Canary, 2013). An individual's propensity for a certain style of behavior in an ICI and readiness to its escalation are defined by a complex of features, including temperament type, introversion or extraversion, traits of character and social experience (Donohue & Cai, 2008, pp. 1078–1079; Hocker & Wilmot, 2018, p. 199). Besides, children often follow their parents' conflict behavior models (Canary & Canary, 2014, p. 186; Tannen, 1991; Hocker & Wilmot, 2018, pp. 38–39).

Interdisciplinary views on the typology of conflict interactions, described above, can serve as a theoretical basis for conflicts' classifications, satisfying the purpose of a particular research. In our study such a classification is meant to reflect a linguopragmatic specificity of interpersonal conflict interactions, calling forth the variability of their verbal and non-verbal means.

2 METHODS AND DISCUSSION

As an interdisciplinary linguo-psychological conceptual apparatus, conventionalized in these sciences for the description of the phenomenon of interpersonal conflict interaction (ICI) is relevant for the respective description of English conflict dialogues, we will use it when developing the methodology of experimental research of the specificity of verbal and non-verbal means' interaction in the actualization of English conflict dialogues.

General logic of the experimental interdisciplinary research of verbal and non-verbal means' interaction and mutual influence in English conflict dialogues corresponds to the classification of the features of conflict dialogue flow, displayed in Figure 1.

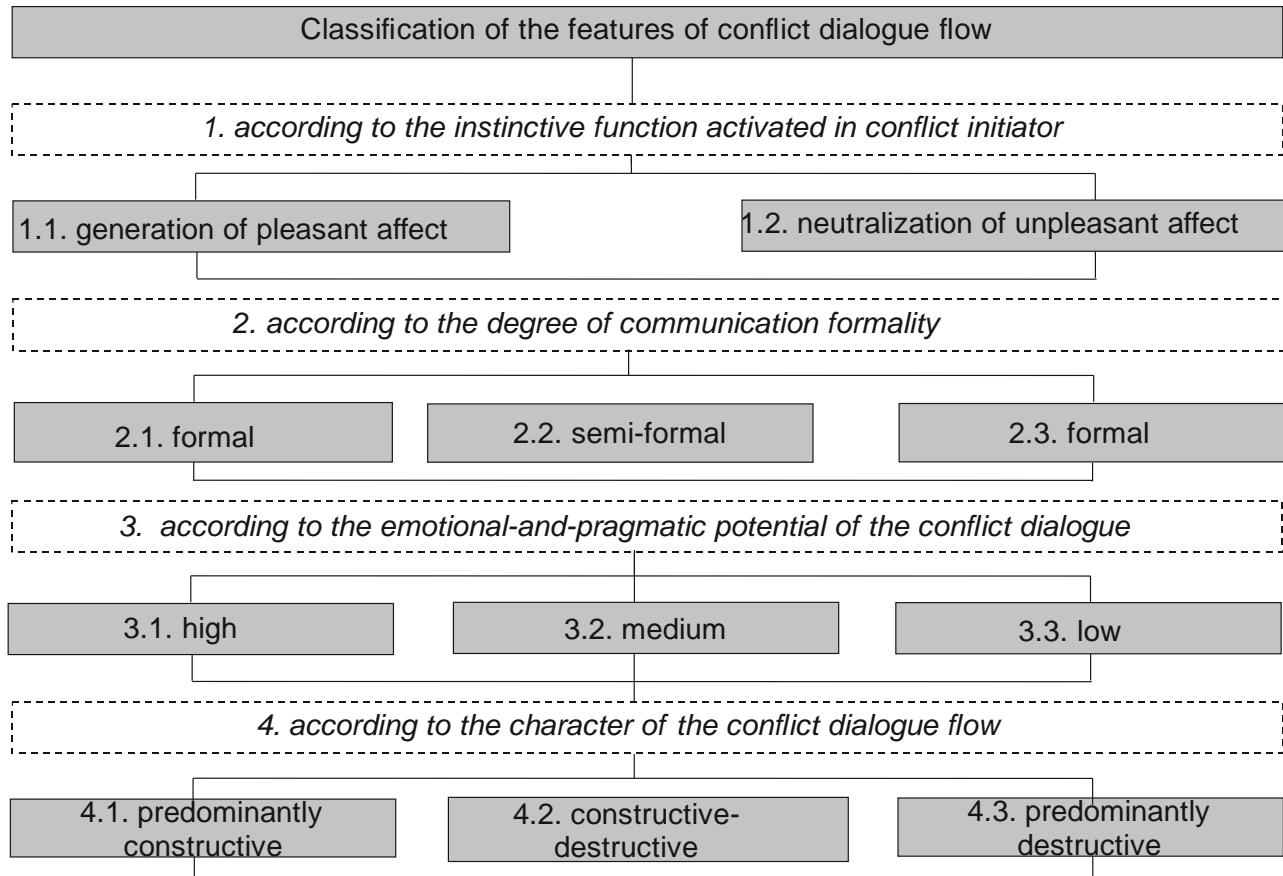


Figure 1. Classification of the features of conflict dialogue flow

We have already explained above that any communicative interaction, conflict dialogues included, is directly connected with the regulation of communicators' internal affects in the following ways: a) transformation of the negative/unpleasant affect into a neutral/normal one as a manifestation of self-preservation instinctive function; b) generation of a positive affect as a manifestation of the instinctive function of improving the quality of life (Derkach, 2025, pp. 156–157). That is why, at the first level of the classification the instinctive drive of the conflict dialogue initiator is seen as generation of a pleasant affect or neutralization of an unpleasant affect. In the context of a conflict dialogue this means either a need to resolve a certain problem, igniting the conflict, or a manipulative conflict dialogue initiation for the sake of drawing pleasure from it.

The second feature, influencing the variability of verbal and non-verbal means of conflict dialogues is the degree of communication formality, as social situations may be seen as formal, semi-formal or informal. Communication formality is associated, firstly, with the limitations, set forth by communication policies, adopted in a particular social group, for instance, a professional organization or intelligent society in general and, secondly, with the communicators' acknowledgement of the superiority of their social or communicative-and-role (Derkach, 2018, p. 43) statuses allowing them to put pressure on the opponents. In semi-formal conflict dialogues the communicators' behavior is only partially regulated by social standards and norms, stipulated by the degree of their acquaintance,

the specificity of their professional relations or correlation of their statuses. Informal communication is associated with a perceived equality of statuses and the absence of rigid restrictions regarding the applied means of communication, for instance, in the conflicts of friends, siblings or love couples.

Considering the principle, formulated by Kalyta (2007, pp. 8–9), that any utterance can acquire a certain emotional-and-pragmatic potential, defined within three degrees of its intensity as low, medium or high, we consider it possible to apply this division to conflict dialogues at large at the third level of our classification. As a conflict dialogue is made up of sequences of communicators' utterances, its generalized emotional-and-pragmatic potential is calculated on the basis of identifying emotionally marked means of communication and their correlation with the share of emotionally-neutral ones. Accordingly, conflict dialogues with a high emotional-and-pragmatic potential include a considerable amount of verbal and non-verbal markers of emotional states, for instance, emphatic lexical-grammatical and linguo-stylistic means with negative connotation, segmental and suprasegmental means of expression. An insignificant amount of such means signalizes a low level of the emotional-and-pragmatic potential, and a moderate amount – a medium one.

Based on the widespread division of conflicts into constructive and destructive ones, on the fourth level of the classification we review several variants of conflict dialogue course: 1) there are certain destructive tendencies in the conflict dialogue, but integrative strategies of conflict behavior are predominant, facilitating a constructive resolution of the problem; 2) distributive conflict strategies, as well as avoidance or stonewalling strategies are predominant – if this is the case, the conflict dialogue usually cannot be resolved in a constructive way, and conflict discourse unfolds as cyclic conflict dialogues; 3) there is a relative parity of destructive and constructive tendencies within a conflict dialogue, for instance, when one of the participants applies distributive, while the other one – integrative strategies of conflict behavior, then the problem is not resolved within a current conflict dialogue, but a potential is preserved for its constructive resolution in the next interaction.

A complex of conflict dialogue features, substantiated for the selection of experimental conflict dialogues, will facilitate the empirical identification of key verbal and non-verbal means of conflict dialogue actualization in interpersonal conflict interactions under the influence of specific sociopragmatic factors. We believe that the classification of the features of conflict dialogue flow will form a reliable theoretical and methodological basis for the experimental research of English conflict dialogues.

3 CONCLUSIONS AND FURTHER RESEARCH

A review of theoretical and experimental studies, focused on the problem of interpersonal conflict interactions (ICI) as well as the analysis of dictionary definitions of the lexeme *conflict* has shown that an ICI can be defined as a discrete communicative event, actualized in the verbal and non-verbal planes and energetically powered by the negative emotional state of its participants, evoked by the perceived threat to their essential needs. A conflict dialogue is regarded as a speech representation of an interpersonal conflict interaction. One or several ICIs and, respectively, conflict dialogues can be actualized within a conflict discourse organized around a certain conflict sense. The difference between conflicts and cognate adversarial phenomena lies in the fact that the latter function on the basis of the rules of varying rigidity, regulating the course of interaction. Violation of such rules and norms due to uncontrollable negative emotions and causing harm to the opponent with destructive verbal or physical actions transforms adversarial interactions into conflict ones.

In the interdisciplinary studies of interpersonal conflict interactions the attention is traditionally paid to overall constructiveness or destructiveness of their course, goals of the participants, their dominating conflict strategies and styles of conflict behavior, specificity of social groups where conflicts emerge, for instance, organizations, families, a circle of friends, as well as social features of the communicators, e.g., their age, gender, status, cultural and ethno-cultural background.

It is reasonable to limit the totality of typological features of conflict dialogues, exerting influence on the variability of their verbal and non-verbal means, to the following ones: the instinctive function activated in the conflict dialogue initiator, consisting in the generation of a pleasant affect or

neutralization of an unpleasant affect; degree of communicative situation formality (formal, semi-formal and informal); the emotional-and-pragmatic potential of the conflict dialogue (high, medium, low); the character of the conflict dialogue course (predominantly constructive, constructive-destructive, predominantly destructive). This classification of the features of conflict dialogue flow will help sort the experimental samples of English conflict dialogues on the basis of the distribution of their classificatory features, which, in turn, will facilitate the establishment and description of key verbal and non-verbal means of English conflict dialogue actualization.

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Наталія Деркач. Методологія міждисциплінарного дослідження взаємодії засобів актуалізації англомовного конфліктного діалогу. Науковий інтерес щодо специфики вербального та невербального оформлення міжособистісних конфліктних взаємодій пов'язаний з пошуком ефективних шляхів попередження конфліктів або їхньої трансформації у конструктивну площину. Номенклатура чинників впливу на мовленнєве оформлення конфліктної взаємодії, згаданих у наукових джерелах, охоплює цілі учасників конфлікту, сфери його актуалізації, особливості розподілу влади між його учасниками, стилі поведінки у конфлікті, параметри його деструктивності, а також гендерні, вікові, статусні і культурні ознаки комунікантів. Водночас експериментальне дослідження зразків англомовних конфліктних діалогів, спрямоване на виявлення інваріантів їхнього мовленнєвого оформлення, потребує визначення оптимального комплексу таких чинників для формування робочої класифікації англомовних конфліктних діалогів. Аналіз словникових дефініцій конфлікту дозволив установити істотні ознаки міжособистісної конфліктної взаємодії й синтезувати її визначення. Було також встановлено, що відмінною ознакою конфліктних і близьких до них полемічних явищ є відсутність регламентації конфліктів, їхній перебіг на тлі негативного емоційного стану комунікантів та готовність останніх жорстко відстоювати свої інтереси, вдаючись до деструктивних дій. Виникнення міжособистісної конфліктної взаємодії розглядалося крізь призму негативного афективного стану її ініціатора, що розряджається у площині спілкування. Реакція опонента й подальші обрані сторонами стратегії і тактики визначають подальший перебіг конфліктної взаємодії. Комплексну класифікацію ознак перебігу міжособистісних взаємодій і, відповідно, конфліктних діалогів, що репрезентують їх мовленнєву складову, побудовано на таких ознаках, як активована інсінктивна функція ініціатора конфлікту, ступінь формальності спілкування, рівень емоційно-прагматичного потенціалу конфліктного діалогу, характер перебігу конфліктного діалогу. Сформована робоча класифікація відображає загальну логіку розробки методики експериментального міждисциплінарного дослідження особливостей взаємодії та взаємовпливу вербальних і невербальних засобів актуалізації англомовних конфліктних діалогів.

Ключові слова: конфліктний діалог; конфліктний дискурс; міжособистісна конфліктна взаємодія; вербальні та невербальні засоби; класифікація ознак перебігу конфліктного діалогу.

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