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Verbal aggression in English-language business discourse (Based on the film «Glengarry Glen Ross»)

Abstract

The current article aims to examine verbal aggression manifestation pattern in the English-language business discourse based on the film «Glengarry Glen Ross». The focus is made on identifying the means to express aggression in business communication and describing the ways they are pragmatically determined. 314 examples of the use of verbal aggression expressed by units of different language levels were identified. The most common means in quantitative terms and to the maximum extent showing aggressive intention is invective vocabulary (48%). Other linguistic means and devices were considerably less frequent: metaphors (10%), idioms (5%), irony (8%), repetition (7%), rhetorical questions (14%) and imperative statements (8%). Negative and malicious intentions were also explicated by means of intonation, particularly, by pitch and intensity increase that created sarcastic and offensive tonality. The choice of these linguistic means allows the participants of the discourse to implement communicative strategies of discredit and manipulation through a number of tactics: direct insult, statement of incompetence, ridicule, threat.

Keywords: verbal aggression, business discourse, invective, strategy, tactic, intention

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