Record Nr. UNINA9910786310103321 **Titolo** Professional communication across languages and cultures [[electronic resource] /] / edited by Stanca Mada, Razvan Georgian Saftoiu Pubbl/distr/stampa Philadelphia, : John Benjamins Pub. Co., 2012 **ISBN** 90-272-7311-1 Descrizione fisica 1 online resource (290 p.) Collana Dialogue studies ; ; v. 17 MadaStanca Altri autori (Persone) SaftoiuRazvan Disciplina 302.2 306.44 Soggetti Interpersonal communication Intercultural communication **Business communication** Communication in organizations Discourse analysis - Social aspects Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Description based upon print version of record. Note generali Includes bibliographical references and index. Nota di bibliografia Nota di contenuto Professional Communication across Languages and Cultures; Editorial page; Title page; LCC data; Table of contents; Introduction: Understanding the dynamics of dialogue at work; 1. Introduction; 2. Professional communication; 3. Theoretical and analytical frameworks; 4. Key aspects in analysing professional communication; 5. Integration through communication; 6. Structure of the volume; References; Part I. Dialogue and identity in professional settings; Leadership and intercultural competence at work; 1. Introduction; 2. Theoretical framework; 3. Database and methodology; 4. Analysis 5. Discussion6. Conclusion; References; Professional action games. Theory and practice: 1. The issue: 2. Object and methodology: From reductionism to holism; 3. Deriving types of action games; 4. Business games and the influence of culture; 5. Sample analysis; 6. Conclusion; References: Managing the director's views. Decision making in a small firm context; 1. Introduction; 2. DM in small businesses; 3. Identities "in action"; 4. Doing DM, doing power; 5. Method and data; 6.

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Sommario/riassunto

The aim of this paper is to analyse the usage of address forms in written professional communication in Brazilian Portuguese and Romanian. The corpus consists of two types of data, authentic workplace documents (especially from private companies) and templates from two recently published business correspondence textbooks in Romanian and Brazilian Portuguese. After comparing the textbook language against data from contemporary authentic letters or e-mails, I observed that on daily basis speakers tend to be less formal and prefer the T pronouns or the first name address in their interactions wit