

1. Record Nr.	UNINA9910815360903321
Titolo	Professional communication across languages and cultures // edited by Stanca Mada, Razvan Georgian Saftoiu
Pubbl/distr/stampa	Philadelphia, : John Benjamins Pub. Co., 2012
ISBN	90-272-7311-1
Edizione	[1st ed.]
Descrizione fisica	1 online resource (290 p.)
Collana	Dialogue studies ; ; v. 17
Altri autori (Persone)	MadaStanca 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
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
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. Negotiating the director's views by creating a common front; 7. Status

over expertise in challenging a decision

8. Negotiating a suggestion by drawing on personal standing
9. Resisting and ratifying decisions; 10. Conclusions; References;
Discursive hybridity at work; 1. Introduction; 2. Data collection; 3. Ways of dealing with hypothetical scenarios; 4. The construction of narratives; 5. Bracketing of small talk; 6. Conclusion; References;
Appendix 1; 'Doing' trust in workplace interaction; 1. Introduction; 2. Literature review; 3. Research method - Conversation analysis; 4. Data; 5. Analysis; 6. Observations and conclusions; References
Part II. Functions and strategies in professional communication
Control acts in Romanian; 1. Introduction; 2. The 'grammar' of control acts in Romanian; 3. Case study. Control acts in Romanian workplace correspondence; 4. Conclusions; Acknowledgement; Corpus; References; Mitigation at work. Functions and lexical realisations; 1. Institutional talk and intercultural communication in multinational companies; 2. State of affairs; 3. Mitigation; 4. Mitigation in the workplace; 5. Conclusions; References; Appendix 1; Moderation techniques in meeting management
1. Workplace meetings - a complex communicative context
2. Aims of the study and methodological considerations; 3. Moderation - method and tool; 4. Conclusions; References; Appendix; Small talk - a work of frame; 1. Introduction; 2. Looking for a definition of small talk; 3. Initial, median and final phatic sequences; 4. Transitional small talk in the workplace; 5. Jokes - a means of achieving transitional small talk; 6. Conclusion; References; Appendix; Part III. Specific issues in professional communication; Translation as a form of intercultural workplace communication; 1. Introduction
2. Workplace communication and the interdisciplinary nature of Translation Studies

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
