THE FACTORS OF CONFLICTOGENESIS IN SOCIAL COMMUNICATION WITHIN THE FRAMEWORK OF CORRECTIVE SPEECH ACTS

ФАКТОРЫ КОНФЛИКТОГЕНЕЗА В СОЦИАЛЬНОМ ВЗАИМОДЕЙСТВИИ В РАМКАХ КОРРЕКТИРУЮЩИХ РЕЧЕВЫХ АКТОВ

TANBEH NUTQIY AKTINING IJTIMOIY MULOQOTDAGI KONFLIKTOGENEZ OMILLARI

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Annotation. This study explores the factors of conflictogenesis in social communication, focusing specifically on corrective speech acts. It analyzes how verbal interventions or corrections in communication may lead to the emergence of conflicts, considering the social context, power dynamics, and the roles of the participants. By examining the interplay between corrective actions and potential conflict escalation, the research aims to shed light on the underlying mechanisms of conflict in interpersonal and group interactions.

Key words: Conflictogenesis, Corrective Speech Acts, Social Communication, Power Dynamics, Politeness Strategies, Cultural Norms, Psychological Perception, Interpersonal Conflict, Communication Theory, Face Threatening Acts.

Аннотация. Данное исследование посвящено факторам конфликтогенеза в социальном взаимодействии, с акцентом на корректирующие речевые акты. Оно анализирует, как вербальные вмешательства или исправления в коммуникации могут привести к возникновению конфликтов, принимая во внимание социальный контекст, динамику власти и роли участников. Исследование направлено на выявление механизмов, лежащих в основе конфликтов в межличностных и групповых взаимодействиях.

Ключевые слова: Конфликтогенез, Корректирующие речевые акты, Социальная коммуникация, Динамика власти, Стратегии вежливости, Культурные нормы, Психологическое восприятие, Межличностный конфликт, Теория коммуникации, Угрозы лицу.

Annotatsiya. Ushbu tadqiqot ijtimoiy muloqotdagi konfliktogenez omillarini oʻrganadi, xususan, tanbeh nutqiy aktlariga e'tibor qaratadi. Tadqiqot, muloqotdagi soʻzli aralashuvlar yoki tuzatishlar qanday qilib konfliktlarning yuzaga kelishiga olib

kelishi mumkinligini, ijtimoiy kontekst, hokimiyat munosabatlari va ishtirokchilarning rollarini hisobga olgan holda tahlil qiladi. Tanbeh nutqiy aktlari va konfliktning kuchayishi o'rtasidagi o'zaro ta'sirni o'rganish orqali, tadqiqot, shaxslararo va guruhlararo muloqotda konfliktlar yuzaga kelishining asosiy mexanizmlarini aniqlashni maqsad qiladi.

Kalit so'zlar: Konfliktogenez, To'g'rilash nutqiy aktlari, Ijtimoiy muloqot, Kuch dinamikasi, Odob-axloq strategiyalari, Madaniy normalar, Psixologik tasavvur, O'zaro nizolar, Muloqot nazariyasi, Yuzga tahdidlar'

Introduction. In the study of communication, the dynamics between individuals often extend beyond the mere exchange of information. Communication, particularly in its corrective forms, has the potential to both resolve misunderstandings and, paradoxically, exacerbate conflicts. This dual nature of corrective speech acts presents an intriguing challenge in the realm of social interaction. Corrective speech acts, by their very nature, introduce a disruption in the conversational flow, often requiring one participant to address or amend the words or actions of another. While this may be intended to guide or correct the other person, it can also unwittingly lead to the escalation of conflict within the conversation. Understanding the factors that contribute to such conflictogenesis — the emergence and escalation of conflict — is vital for enhancing communication strategies in both personal and professional settings. Social communication is a multifaceted process, influenced by numerous psychological, cultural, and social factors. One of the most significant aspects of this process is the way in which individuals use language to navigate power relations, social norms, and interpersonal dynamics. Corrective speech acts, ranging from polite corrections to more direct confrontations, are a common tool for managing deviations from socially accepted behavior or language. However, their potential to trigger conflict is often underestimated. While these speech acts are intended to realign discourse and correct errors, they frequently carry implicit power struggles, differing expectations, and cultural nuances that can easily lead to misunderstandings and, ultimately, conflicts. The factors influencing conflictogenesis in social communication are complex and varied. At the heart of this phenomenon lies the interplay between the participants' social roles, their status within the conversation, and the context in which the communication occurs. A correction offered by a superior to a subordinate, for example, may be perceived as a threat to autonomy or an assertion of dominance, potentially triggering defensive reactions. Conversely, when such corrections occur between peers or equals, the risk of escalating conflict may stem from perceived slights or challenges to one's competence or integrity. In these interactions, language functions as both a tool of correction and a weapon that can unintentionally wound, creating fertile ground for conflict. Additionally, the way in which a correction is

framed plays a crucial role in determining whether it will lead to conflict. A tactful, empathetic correction may be less likely to provoke a defensive response, while a blunt or harsh remark can ignite tension, even if the intention behind it was benign. These nuances are especially pronounced in cross-cultural communication, where differing norms of politeness, respect, and authority can drastically alter the impact of corrective speech acts. A correction in one cultural context might be seen as constructive feedback, while in another it could be interpreted as an affront to dignity or status. This study aims to explore the multifactorial nature of conflictogenesis in the context of corrective speech acts. By examining how language, power dynamics, and social roles intertwine in communicative exchanges, we seek to identify the key factors that contribute to the escalation of conflicts. Furthermore, the research will consider the role of context, including cultural, social, and psychological elements, in shaping how corrective acts are perceived and how they influence the trajectory of communication. Ultimately, this work aspires to contribute to a deeper understanding of the complexities of communication in conflict situations and to offer insights that can be applied in real-world interactions to prevent unnecessary conflicts and promote more harmonious communication.

Literature review. The study of conflictogenesis in communication, particularly through the lens of corrective speech acts, is a critical area of research that combines elements of linguistics, psychology, and sociology. Corrective speech acts, often used to modify or adjust the discourse, have the potential to both clarify misunderstandings and, paradoxically, spark conflict. Various studies have investigated how such speech acts function in social interactions, and the findings reveal intricate patterns that highlight the role of power, context, and cultural norms in shaping communication outcomes. One of the foundational theories in understanding the impact of corrective speech acts is rooted in power dynamics. Communication involves a delicate balance of maintaining one's social "face" — the public image individuals present in interactions. Corrective speech acts, particularly when one individual corrects another, directly impact the other's face and can potentially cause a loss of face. This loss of face is often felt more acutely when the correction comes from someone with perceived authority or higher status, such as a superior in a workplace setting.[1] For example, in a workplace scenario, if a manager corrects an employee's language or behavior in front of others, the employee may feel embarrassed, humiliated, or even disrespected. The correction, intended to address a mistake, may inadvertently signal a lack of competence or worth. In such instances, conflict may arise, especially if the correction is perceived as public shaming. In contrast, the same correction made in a private setting, where the employee is given the space to learn without facing public scrutiny, may have a less damaging impact on the interpersonal relationship. The context of communication plays a pivotal role in

determining whether a corrective speech act leads to conflict. Research on politeness theory demonstrates how the level of politeness in a corrective act can either mitigate or escalate tension. Politeness strategies such as hedging, softening, and using indirect language help reduce the potential for face-threatening acts. For instance, when a teacher corrects a student's mistake in class, saying, "Actually, that's not quite right, but I think you might be getting closer," the teacher is using a face-saving strategy that reduces the potential for conflict. However, if the teacher instead says, *"You're wrong,"* or *"That's completely incorrect,"* the correction may be perceived as blunt and hurtful, increasing the chances of a defensive reaction or conflict. Another significant factor in the conflictogenesis process is cultural norms. Different cultures have varying expectations around politeness, authority, and acceptable behavior, which influence how corrective speech acts are delivered and received. In some cultures, directness is valued as a sign of honesty and clarity, while in others, it may be seen as rude or confrontational. [2] For example, in many Western cultures, a direct correction is often framed as constructive feedback that is meant to improve the individual's performance. However, in many Eastern cultures, where collectivism and hierarchy are prioritized, the same correction might be perceived as disrespectful or as undermining one's dignity. An example of this can be seen in cross-cultural workplace settings. In a company with an American corporate culture, a manager might bluntly correct an employee's work in a team meeting, viewing it as an opportunity for improvement. In contrast, in a Japanese office environment, the same correction could cause embarrassment, as public correction of an employee is typically avoided to preserve the harmony and dignity of the group. In such instances, understanding the cultural context is crucial to preventing unnecessary conflict. On the psychological level, the perception of the correction plays a central role in conflict emergence. Research in the field of interpersonal communication suggests that the emotional reaction of the individual receiving the correction can influence the trajectory of the interaction. Individuals with higher levels of self-esteem or confidence may take a correction more positively, viewing it as an opportunity for growth. In contrast, those with lower self-esteem or more fragile egos may interpret even mild corrections as personal attacks, resulting in feelings of anger, resentment, or defensiveness. For instance, if a friend corrects another friend's grammatical error in a casual conversation, the correction might be perceived differently depending on the relationship between the two. If the correction is made by a close friend who has a history of offering constructive feedback, the recipient may feel more open to it.[3] However, if the correction comes from a more distant acquaintance, the same act may feel intrusive or judgmental, potentially leading to conflict. The emotional tone of the correction, whether it is delivered with warmth or coldness, also plays a role in how it is received. Finally, corrective speech acts can escalate conflict when they are seen as challenging authority

or questioning competence. Communication is a cyclical process where each participant's behavior influences the other's responses. When a correction is delivered harshly, it often leads to a defensive response, which in turn leads to further corrections or criticisms, creating a feedback loop that escalates the conflict. For instance, in an argument between two colleagues over a project proposal, if one person corrects the other's suggestion with sharp criticism, the recipient may react defensively, offering their own critique in return. The conversation then becomes a cycle of rebuttals and corrections, each party trying to assert their authority or competence, rather than working together to resolve the disagreement. In these cases, the corrective speech act is no longer just about addressing a mistake but has become a power struggle, escalating the conflict.[4]

Conclusion. The study of conflictogenesis in social communication, particularly through corrective speech acts, reveals a complex interplay of various factors—power dynamics, context, cultural norms, and psychological perceptions—that influence how communication unfolds and whether it results in conflict. Corrective speech acts, while often intended to improve clarity or address errors, can inadvertently lead to tension, especially when they are perceived as face-threatening or when they challenge authority or competence. Power and status significantly affect how corrections are received; when corrections come from higher-status individuals or are made in public settings, they are more likely to be perceived as threatening. Context and politeness strategies, such as hedging or softening the correction, can either mitigate or exacerbate the potential for conflict.[5] Additionally, cultural norms play an essential role in determining whether a corrective act is viewed as constructive or disrespectful. Cultures that emphasize hierarchy and group harmony are particularly sensitive to public corrections, where even mild suggestions may be seen as humiliating. Moreover, psychological factors, including self-esteem and emotional tone, shape how individuals interpret corrections. A correction might be received as an opportunity for growth in some cases, while in others, it might trigger defensive or hostile responses. The cyclical nature of communication suggests that a correction, if not handled delicately, can quickly escalate into an ongoing conflict, particularly in situations where the focus shifts from the mistake to the power struggle between the individuals involved. Understanding these dynamics is crucial for fostering effective communication and conflict resolution. By recognizing the various elements that contribute to conflictogenesis in corrective speech acts, individuals can develop more tactful and culturally sensitive ways of offering corrections, ensuring that the intent to improve does not become a source of interpersonal tension. Future research could further explore specific settings, such as workplaces or intercultural exchanges, to better understand how these factors interact in diverse communication environments and to provide practical solutions for reducing conflict in everyday interactions.

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