

TGIF: The NTU Linguist Chatroom

Join us!
Friday, 23 October 2015, 2.30pm
@ HSS Conference Room (HSS-05-57)



Conflict Across Cultures

Conflict, is – arguably – one of the greatest inhibitors to successful interaction and desirable interactional outcomes. As international business people frequently work in new and/or unfamiliar cultural settings, they rely on social interactions that are almost invariably of an intercultural nature. As such, it is vital for them to learn to manage and navigate communication smoothly and successfully. However, intercultural communication is prone to misunderstandings and miscommunication based on different pragmatic norms and culture-specific communication practices. In this paper, I look at the dynamics of intercultural communication between international business personnel, the frictions and conflict situations that arise and the means interactants employ (or fail to employ) in order to manage such conflict situations. A discourse analysis approach of a video-recorded business interaction forms the basis for this discussion, in which I will demonstrate cultural differences in the approach to dealing with conflict in communication and the accumulative negative effect of unresolved and mismanaged dissent during the interaction.

Speaker



Stefanie trained as a linguist and English language teacher at a number of institutions in three different countries. She conducted her undergraduate studies at the Ludwig Maximilian Universität München before moving to New Zealand to complete her BA(Hons) and MA degrees at the Victoria University of Wellington. In 2007 she graduated with a jointly awarded PhD degree, on the multimodal expression of (im)politeness, from the University of Auckland and the Universität Hamburg.

Stefanie has been a faculty member at Nanyang Technological University since 2010, where she conducts research on Intercultural Effectiveness in International Business and engages in a range of academic activities, including teaching on the courses Intercultural Communication, Bilingualism and Multilingualism, and Language and Gender.

With a background in intercultural communication studies and cultural anthropology as well as linguistics, Stefanie has a longstanding professional interest in intercultural research. Her personal interest in the topic derives from her travels as well as from having lived and worked in a number of different cultural contexts for a third of her life. She has given a range of conference and seminar presentations, both nationally and internationally and has published on aspects of intercultural communication, sociolinguistics, pragmatics, discourse analysis and multimodality.



The TGIF seminar series is organised by
the Division of Linguistics and Multilingual Studies, HSS

