

## ABSTRACT

The title of the graduation work is «Tactics of verbal interaction in intercultural dialogue (on the basis of four languages). This diploma paper is devoted to the research of characteristics of verbal interaction in various countries, especially to the planning of this interaction.

The work consists of introduction, theoretical part, practical part, conclusion, bibliography and appendix.

The aim of the paper is to contemplate the characteristics of verbal interaction with the members of England, Germany, France and Spain. To accomplish this goal we set the following tasks:

- 1) to give a definition of verbal communication;
- 2) to identify characteristics of verbal behavior in different cultures;
- 3) to define communication strategies and tactics;
- 4) to identify the effect of national communicative behavior on strategies and tactics;
- 5) to indicate the field of the realization of strategies and tactics;
- 6) to contemplate the strategies and tactics that are pertinent to use in the intercultural dialogue.

In the first part of the diploma work, we investigated different concepts such as «verbal communication», «strategy» and «tactics». We also studied the interrelation between language and culture. As a result, we came to the conclusion that each culture has its own characteristics, which affect their communicative behavior.

In the second part of the work we systematized all obtained knowledge about the characteristics of verbal interactions in England, Germany, France and Spain and made a table of information which will help to communicate with members of these countries. We also selected the basic strategies and tactics that can be used in the preparation of the plan of interaction.

As a result of the research conducted in the diploma paper we come to the following conclusions:

- 1) characteristics of the national communicative behavior are dependent to cultural, historical and linguistic differences.
- 2) communication strategies and tactics, as well as verbal interaction itself, have a national coloring that shows the presence of certain characteristics in them;
- 3) the difficulties encountered in the process of intercultural interaction, associated with the knowledge of the language, prejudice, differences in the interpretation of non-verbal communication signals, misunderstanding and the wrong choice of strategies and tactics;
- 4) there are strategies and tactics that can be used in the process of interaction with the members of any culture, for example, «compliment», «politeness», «gratitude».

To sum it up it should be noted that the interrelation between verbal behavior and cultural identity is undeniable, as the culture has a direct impact on any human activity. Thereby it can be confirmed that this interrelation is a major driving force in choosing a strategy of verbal behavior in the process of intercultural communication.