

## Summary

**Subject matter:** Communication ethics and the culture of speech behavior in the field of public and municipal service.

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**Customer organization:** Zheleznovodsk Administration.

**Topicality of the research** is conditioned by the fact that the profession of a state and municipal employee is a profession in the system “man to man”, where communication from the factor accompanying the activity turns into a professionally signified category. A state employee is not just a worker, but a person who embodies power and acts on behalf of it. He protects the interests of the state, people and expresses the interests of each person. The importance of mastering the communication culture of state and municipal employee is obvious as it improves and strengthens the authority and professionalism of each communicant. The authority of the power is strengthened not only by professional activities of state and employees, but their individual qualities, behavior, attitude to people, culture of business communication.

**Objective of the research** is the development of measures on the improvement of communication ethics and culture of speech behavior in public and municipal service.

### **Tasks:**

1. to study the essence and content of the communication ethics and culture of speech behavior of state officials;
2. to consider the communication ethics and culture of speech behavior of a state official in the process of his work;
3. to study the speech ethics of public and municipal service;
4. to analyze the normative-legal basis of communication ethics and culture of speech behavior in the sphere of state and municipal service;

5. to determine the main directions of the improvement of the practice of realization of the communication ethics and culture of speech behavior in Zheleznovodsk administration.

**Theoretical significance** is that in the course of the research we revealed the essence and content of communication ethics and culture of speech behavior of state and municipal employees.

**Practical significance of the research** is that its conclusions and recommendations can serve as a basis for further research in this field.

**Results of the research.** We have:

1. proposed the pattern of concrete situations of business communication;
2. recommended the job of a specialist in organizational change;
3. developed and proposed the project on the basis of PSLU of the upgrading course in “Communication ethics and culture of speech behavior in public service” for state employees, including those of Zheleznovodsk administration.