

PHILOLOGY

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Non-verbal means of conflict resolution (on the material of English fiction literature and films)

It is analyzed the role of non-verbal means in the proses of conflict resolution. The article is relevant due to the need to define non-verbal means of conflict resolution. These means were not the object of special research in linguistic study of conflict. The author of the article deals with non-verbal means of conflict resolution on the material of modern English fiction and films. The author discusses both the use of non-verbal means themselves and in combination with verbal means. The author distinguishes following non-verbal means of conflict resolution: an execution of interlocutor's requests, a neglect of verbal aggression, embrace, handshake, dance, touch, kiss, mimicry, reduction and increase of the distance between interlocutors. The author gives examples to illustrate the role and importance of these means in conflict resolution. The author gives examples to illustrate the role and importance of these means in conflict resolution. An execution of interlocutor's request and a neglect of verbal aggression can be effectively used without any verbal means. The means which can be used with verbal ones are touch, handshake, kiss, reduction and increase of the distance between interlocutors. These means can be used for improvement of relationships between interlocutors and to show empathy.

Key words: conflict, conflict linguistic personality, neutralization, non-verbal means, verbal means.

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