



A STUDY OF POLITENESS FORMULA USAGE IN THE PROFESSIONAL COMMUNICATION OF ENGLISH LANGUAGE TEACHERS

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Abstract: *This article examines the features of using politeness formulas in English business communication among teachers. It analyzes the theoretical aspects of speech etiquette and business communication, as well as the specifics of English business communication in the pedagogical environment. The most frequently used politeness formulas in various communication situations (written, oral, online) are identified and classified according to their functional purpose. Recommendations are developed for the effective use of politeness formulas in English business communication for teachers.*

Keywords: *English business communication, politeness formulas, speech etiquette, teachers, pedagogical communication, intercultural communication.*

In today's world of globalization and international cooperation, English language proficiency has become an essential requirement for a teacher's professional competence. English business communication plays a vital role in a teacher's work, enabling them to establish contacts with foreign colleagues, participate in international projects, and communicate with English-speaking parents of students.

Effective business communication is impossible without adhering to the norms of speech etiquette and using politeness formulas. Politeness is a universal value that manifests itself in various forms depending on culture and language. In English business communication, there are specific features of using politeness



formulas that must be considered to achieve mutual understanding and establish trusting relationships. [1]

Speech etiquette is a system of rules and norms that regulate people's speech behavior in the communication process. It includes the choice of linguistic means, forms of address, greetings, farewells, expressions of gratitude, apologies, and other speech acts.

Business communication is a form of communication that takes place in the professional sphere and is aimed at achieving specific goals. It is characterized by formality, officiality, accuracy, and conciseness. [2]

Politeness formulas are fixed expressions that are used to show respect, attention, and goodwill towards the interlocutor. They play an important role in establishing and maintaining contact, creating a favorable atmosphere for communication.

In English business communication, various politeness formulas are used, which can be classified according to their functional purpose:

- * Greetings (Hello, Good morning/afternoon, Dear Mr./Ms. [Last Name], etc.).
- * Farewells (Goodbye, Have a nice day, Best regards, Sincerely, etc.).
- * Forms of address (Mr./Ms. [Last Name], Dear colleague, Hello everyone, etc.).
- * Expressions of gratitude (Thank you for your time/help/information, I appreciate your assistance, etc.).
- * Apologies (I apologize for the inconvenience/mistake, Please accept my apologies, etc.).



* Requests (Could you please..., Would you mind..., I would be grateful if you could..., etc.).

The cultural features of English business communication are manifested in a greater degree of formality and distance compared to some other cultures. It is important to consider the socio-cultural context when choosing politeness formulas to avoid misunderstandings and conflicts.[3]

Business communication of teachers takes place in various forms and types, including communication with students, parents, colleagues, and administration. In each communication situation, specific politeness formulas are used, which depend on the status of the interlocutor, the degree of familiarity, and the goals of communication.

Features of using politeness formulas in various communication situations:

* Written communication: email, messages in messengers, letters. In written communication, it is recommended to use more formal politeness formulas, especially when addressing unfamiliar people or higher-ranking officials.

Oral Communication: Telephone calls, personal meetings, conference presentations, participation in meetings. In oral communication, both formal and informal politeness formulas can be used, depending on the situation and the interlocutor.

Online Communication: Webinars, online consultations, communication in social networks. In online communication, it is important to observe etiquette and use politeness formulas to create a favorable communication atmosphere.

Non-verbal communication also plays an important role in the business communication of teachers. Facial expressions, gestures, intonation, and other non-verbal signals can enhance or weaken the effect of using politeness formulas. [4]



To identify the most frequently used politeness formulas in English business communication among teachers, a study was conducted, including an analysis of real-life communication situations, surveys, and interviews with teachers. As a result of the study, the following groups of politeness formulas were identified:

* Greetings: Hello, Good morning/afternoon, Dear Mr./Ms. [Last Name], How are you?, etc.

* Farewells: Goodbye, Have a nice day, Best regards, Sincerely, Yours faithfully/sincerely, etc.

* Forms of address: Mr./Ms. [Last Name], Dear colleague, Hello everyone, Ladies and gentlemen, etc.

* Expressions of gratitude: Thank you for your time/help/information, I appreciate your assistance, I am grateful for your feedback, etc.

* Apologies: I apologize for the inconvenience/mistake, Please accept my apologies, I am sorry for any misunderstanding, etc.

* Requests: Could you please..., Would you mind..., I would be grateful if you could..., Please let me know if you have any questions, etc.

All these politeness formulas were classified according to their functional purpose, which made it possible to identify the most frequently used formulas in each group.

Non-verbal communication plays an important role in creating a favorable impression. The teacher needs to monitor their facial expressions, gestures, and intonation so that they correspond to the verbal politeness formulas.

To develop communicative competence, teachers are encouraged to participate in training sessions, seminars, and workshops on business communication and speech etiquette. [5]



A study of the features of using politeness formulas in English business communication among teachers made it possible to identify the most frequently used formulas in various communication situations, classify them according to their functional purpose, and develop recommendations for effective use.

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