

**USE OF POLITENESS STRATEGIES IN CONFLICT  
RESOLUTION IN INTERPERSONAL COMMUNICATION  
OF TWO MAIN CHARACTERS IN “MAKUTANO  
JUNCTION”**

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**A DISSERTATION SUBMITTED TO THE SCHOOL OF HUMANITIES  
AND SOCIAL SCIENCES IN PARTIAL FULFILMENT OF THE  
REQUIREMENT FOR THE AWARD OF THE DEGREE OF MASTER  
OF ARTS OF KENYATTA UNIVERSITY**

**2009**

Kimotho, Stephen  
*Use of politeness  
strategies in*



00121451414

## DECLARATION

This dissertation is my original work and has not been presented for a degree in any other university.

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## **Dedication**

This dissertation is dedicated to my wonderful parents, Daniel and Hannah, who have raised me to be the person I am today. You have been with me every step of the way, through good times and bad. Thank you for all the unconditional love, guidance, and support that you have always given me, helping me to succeed and instilling in me the confidence that I am capable of doing anything I put my mind to. Thank you for everything. I love you!

In addition, this dissertation is dedicated to my wife, Phyllis and my daughter, Stacey, for always being there for me. Thank you for your love, support, and patience as I went through this journey. I could not have made it through without you by my side.

Finally, this dissertation is dedicated to all those who believe in peaceful resolution of conflicts.

## **Acknowledgement**

From the formative stages of this dissertation, to the final draft, I owe an immense debt of gratitude to my supervisors, Dr. Lillian Vikiru and Ms. Florence Owili. Their sound advice, patience and careful guidance were invaluable.

In addition, I would like to express my deep and sincere gratitude to Mediae Production for allowing me to use Makutano Junction TV series for my research purposes; Rob Burnet and Cynara Vetch of Mediae Production for their assistance and provision of Makutano Junction Digital Video Discs.

Lastly, I offer my regards and blessings to all of those who supported me in any respect during the completion of the project.

## ABSTRACT

Politeness is a universal, interdisciplinary phenomenon. People from different linguistic backgrounds and cultures have their ways of showing respect and saving face of the interlocutors from possible face attacks during interpersonal communication. The inevitability of verbal conflict in daily conversations and the important role played by the politeness strategies during conflict resolution motivated the researcher to conduct this study. The overall goals of this study were to investigate the politeness strategies used by two of the main characters (Karis and Hope) of "Makutano Junction" TV series and establish the conflict resolution strategies chosen by them in their interpersonal communication during verbal conflict resolution. The study also investigated the influence of gender, in the choice of the politeness strategies and the verbal conflict resolution strategies adopted by these two characters.

The study was anchored on Brown and Levinson (1987) 'Politeness Theory', Sillars (1986) 'Attribution Theory of conflict Resolution', J.L. Austin (1962) 'Speech Act Theory' and Grice (1975) 'Conversational Maxims'. The source of the data was Makutano Junction TV series. The data consisted of the utterances made by the two characters during verbal conflict situation. Descriptive - qualitative approach was taken in the analysis of the data. The analysis of the politeness strategies and verbal conflict resolution strategies was based on 'Politeness Theory' Brown and Levinson (1987) and Sillars (1986) 'Attribution theory of conflict resolution respectively. After the analysis, the study established that the two characters indeed used all the various types of politeness as described by Brown and Levinson (1987) and verbal conflict resolution strategies as described by Sillars (1986). It also established that gender, situational context, social distance and social status influenced the choice of the two strategies. This study will be a resourceful reference material to scriptwriters, producers, scholars of pragmatics, counsellors and public relations officers in understanding the use of politeness strategies and verbal conflict resolution strategies during interpersonal communication.

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## LIST OF ABBREVIATION

S .....	Speaker
H .....	Hearer
MP .....	Speaker and Addressee
F.T.A .....	Face Threatening Act
B.O.R .....	Bald on Record
P.P .....	Positive Politeness
N.P .....	Negative Politeness

## Definition of Operational Terms

**Bald on Record:** Direct politeness strategies, which contains no redressive particles to soften the face threatening acts. (Brown and Levinson: 1987)

**Conflict:** Conflict is a state of opposition, disagreement, arguments or incompatibility between two or more people or groups of people, resulting from incompatible or opposing interests, ideas, needs, drives, wishes, or external or internal demands.

**Face:** The positive image or impression of oneself that intends to show to the other participants. It consists of positive and negative face.

**Face Threatening Acts:** An act that causes a threat to positive and negative face of the hearer. (Brown and Levinson: 1987)

**Negative Face:** This is the desire to remain autonomous; a person's desire to act freely. The interlocutor desires not to be imposed on by others.

**Negative Politeness:** A politeness strategy used to show that someone cares and respects the negative face of his addressee.

**Off Record:** Indirect ways of saying something that may cause face damaging interpretation.

**Politeness:** Politeness is the expression of the speakers' intention to mitigate face threats carried by certain face threatening acts toward another (Mills, 2003, p. 6).

**Positive Face:** The desire of every interlocutor that his self-image, want, and opinion are liked and approved. (Brown and Levinson: 1987)

**Positive politeness:** A politeness strategy used to satisfy positive face of the hearer, it is used to indicate that the speaker is aware and respect the social distance between him or her and the hearer. (Brown and Levinson: 1987)

## 1.1 BACKGROUND TO THE PROBLEM

The ways people communicate or use language during communication differ from society to society. This is because language is greatly influenced by the culture of the people. Nasar R. (1978) stated that language is a part of culture. One feature of natural, unscripted language is the desire to be seen as being polite. Politeness is an expression of concern for other people's feelings. According to Mills (2003) "politeness is the expression of the speaker's intention to mitigate face threats carried by certain Face Threatening Acts (FTAs) towards another. Being polite therefore, consist of attempting to save face (i.e. public self-image") of another person. Hence, there is an inherent desire within a conversational setting to be seen as being polite.

One of the politeness conventions is Face Theory advanced by Brown and Levinson (1987). Brown and Levinson produced the most comprehensive theory of politeness to date, the basis of which has been used for analytical purposes in this study. The theory is based on the concept of *face* (public self-image) (Goffman: 1967). The Face Theory argues that the notion of face and one's social interaction oriented to it are universal.

Brown and Levinson further argue that, many communicative acts inherently threaten the face needs of one or both participants. Face Threatening Acts often require a mitigating statement, or the line of communication will break. They propose that, when confronted with the need to perform a FTA, the individual must choose between performing the FTA in the most direct and efficient manner, or attempting to mitigate the effect of the FTA on the hearer's positive/negative face. The mitigation strategies are what Brown and Levinson (1987) called Politeness Strategies.

## 1.2 Statement of the Problem

This study mainly focused on the use of the politeness strategies during verbal conflicts resolution. Verbal conflict between people is a fact of life (Bellafiore D. 2007). To ensure harmonious communication, interpersonal interaction involves constant negotiation of face by the participants (Goffman 1967). In order to maintain positive and negative face, one must support the face needs of the other interlocutors. Correct and efficient use of politeness strategies shows that the interlocutors have respect for each other while ineffective use of the politeness strategies lead to conflict (Brown and Levinson, 1987).

Even though individuals are motivated to support their partner's Positive and Negative face, during the course of social interaction, there is still the need to make requests, disagree, and offer advice or criticism to others. Hence, verbal conflicts still arise in the course of interaction. The interlocutors usually seek ways of resolving these verbal conflict to avoid more damage to the face. Strategies of conflict resolutions involve the use of varied politeness strategies. As a result, there is need for a study on the underlying relationship in the use of the verbal conflict resolution strategies and the politeness strategies as used by the interlocutors during a verbal conflict. This study examined this relationship in the use of the verbal conflict resolution strategies and the politeness strategies.

### **1.3 Research Objectives**

1. To determine the conflict resolution strategies used by Hope and Karis during conflict resolution in their interpersonal communication.
2. To establish the instances of politeness strategies used during conflict resolution by Hope and Karis in their interpersonal communication.
3. To determine the factors influencing the choice of conflict resolution strategies used by Karis and Hope in their interpersonal communication during conflict resolution.
4. To establish the factors influencing the choice of politeness strategies used by Karis and Hope in their interpersonal communication during conflict resolution.
5. To determine the relationship between the use of politeness strategies and conflict resolution strategies by Karis and Hope during verbal conflict resolution in their interpersonal communication.

### **1.4 Research Questions.**

1. Which are the conflict resolution strategies used by Hope and Karis during conflict resolution in their interpersonal communication?
2. Which are the politeness strategies used by Hope and Karis during conflict resolution in their interpersonal communication?
3. Which factors influence the choice of conflict resolution strategies used by Karis and Hope during conflict resolution in their interpersonal communication?
4. Which factors influence the choice of politeness strategies used by Karis and Hope during conflict resolution in their interpersonal communication?
5. What is the relationship between the use of politeness strategies and conflict resolution strategies by Karis and Hope during verbal conflict resolution in their interpersonal communication?

## 1.5 Research Assumptions

This study made the following assumptions:

1. The two main characters in Makutano Junction use various conflict resolution strategies to resolve a verbal conflict in their interpersonal communication.
2. The various conflict resolution strategies used by the two main characters in their interpersonal communication involves the use of politeness strategies.
3. There are factors that influence the choice of conflict resolution strategies used by the two main characters during verbal conflict resolution in their interpersonal communication.
4. There are factors that influence the choice politeness strategies used by the two main characters during verbal conflict resolution in their interpersonal communication.
5. Finally, there is an underlying relationship between the choice and consequent use politeness strategies and conflict resolution strategies.

## 1.6 Justification and Significance

Human beings are social beings. The need to converse is very basic to all human beings. The decision to concentrate on the use of politeness strategies is motivated by the integral part they play in spoken interaction and especially during verbal conflict resolution. 'Politeness norms and conventions serve to govern co-operative behaviour in conversation, promoting and maintaining harmonious relationships' (Mullany L. 1998). This is in line with this study as it investigated the use of politeness strategies used by Karis and Hope, during verbal conflict resolution.

Politeness involves taking into account the feelings of the others. Brown & Levinson (1987) claim their politeness theory is universally valid. They posit a universal Model Person with the ability to rationalize communicative goals to the optimal means of achieving these goals. This Model Person can be seen as the embodiment of universally valid human social characteristics and principles of social reasoning (Eelen 2001:5). This study hence sought to find out whether the characters in Makutano Junction are congruous with this Model Person.

Conflict between people is a fact (Bellafiore D. 2007). Verbal Conflicts occur at all levels of interaction, for instance: at work, among friends, within families and between relationship partners. Kirchler et al. (2001) reported that 3-4 conversations per day had verbal conflict. In terms of parent-adolescent interactions, Montemayor (1986) reported about two significant verbal conflicts per week, whereas Laursen (1993) reported high school students had 7.4 verbal conflicts on average per day, with parents. Verbal conflict affects human communication in general and must be resolved when they occur. Despite this fact, little research has been done on verbal conflict resolution and especially the use of politeness strategies in verbal conflict resolution. Therefore, this research on verbal conflict resolution was motivated by a practical interest in improving relationships.

The decision to examine Makutano Junction discourse was motivated by the importance of the mass media as a social institution. Fairclough (1995: 46) points out that the media 'constitute a powerful apparatus in society'. Many of the misconceptions that people develop about certain occupations, nationalities, ethnic groups, sex roles, social roles, and other aspects of life are cultivated through modelling of stereotypes by the media. Therefore, a TV series like Makutano Junction plays a similar role in influencing people's choice of politeness and conflict resolution strategies. Another reason for choosing media discourse was that the use of politeness strategies in conflict resolution in interpersonal communication was relatively under-investigated in this setting, as the vast majority of previous research focused on interaction in informal, domestic contexts.(see Larsen (2004), Acitelli (1993), Billings (1979), Haar (1999), Sillars et al (1983)). Coulthard (1995) argues that, in general, the discourse of the media serves as a tool of cultural reproduction that is highly implicated in society's power structure.

Makutano Junction is rated to be suitable for viewing by general audience. Therefore, children are obviously part of this audience. Family setting is given a central place in this film and various verbal conflicts occur in these family settings. According to Satir (1991), the base structure in which most people learn communication and behavioural skills is in the family. Bandura (1977) noted that television is an effective tutor. Both laboratory and controlled field studies have proved this point true, (See Bandura 1977; 5, 38, 40, 48). According to Robin & Foster, (1989) what children learn in their early life on how to resolve verbal conflict will affect how they will deal with verbal conflicts in adult life. Children learn how to manage conflict indirectly by watching and modelling their behavioural style (Jenkins, 2000). Therefore, how verbal conflict are handled, and how the politeness strategies are used in resolution of these verbal conflicts offer a learning opportunity to the children who watch this TV series every week.

## 1.7 Research Scope

In Makutano Junction TV series, many types of utterances are made. These utterances are made by various characters that are featured in it. However, this study limited itself to utterances, which had the politeness strategies as suggested by Brown and Levinson (1987). It particularly concentrated on the utterances made by Karis and Hope in their conversations during a verbal conflict. These utterances in focus were not only exchanges between the mentioned dyad, but also exchanges they made with other characters during conflict situation in Makutano Junction. However, it was beyond the limits of this paper to discuss or analyse the causes or suggest solutions to the conflicts discussed.

The interlocutors may choose more than one of the means of redressive actions. Such redressive actions need not of course be verbal. The use of politeness strategies encompasses the broader communicative spectrum including paralinguistic and non-verbal communication. Nevertheless, this study limited itself to verbal realization of politeness strategies specifically during verbal conflict situations in Makutano junction.

Conflicts are of several types, for example: emotional conflicts, psychological conflicts, political conflict or cultural conflicts. However, this study concerned itself mainly with verbal conflicts between dyads in their interpersonal communication.

The relations among situation, face threat, and discourse turn out to be very complex (Brown & Levinson, 1978, pp. 233-237). Politeness strategies may also be used for purposes other than to mitigate the FTAs, for example, to increase or decrease the closeness of interpersonal relationships. For that reason, it is important to note that the current study limited itself to how the politeness strategies were used by Karis and Hope, two of the major characters of Makutano Junction to mitigate FTAs especially during verbal conflict resolution.

## 2.0 LITERATURE REVIEW

### 2.1 Related Studies on Politeness and Conflict Resolution.

One of the significant studies on use of politeness during verbal conflict resolution was by Mullany, (1998). In her study 'Linguistic Politeness and Sex Differences in BBC Radio 4 Broadcast Interviews', Mullany investigated the co-operation and competition framework by analyzing the amount of attention male and female interviewers and interviewees pay to the norms and conventions of linguistic politeness in Radio 4 broadcast interviews. This study has produced new empirical evidence on sex differences and linguistic politeness in the previously under-investigated context of media discourse. Like Mullany's study, the current study investigated the use politeness strategies in the context of media discourse. It also focused on characters from the two genders: a male and a female. However, the current study investigated the use politeness strategies as used by character in a TV series during verbal conflict resolution. It is also different from Mullany's study, which focused on an interview situation while the current study looked at interpersonal communication. While Mullany's study limited itself to the use of politeness in a formal interview, the current study focused on the use of politeness strategies during a verbal conflict situation.

Culpeper J. (2005) in his work "Impoliteness and Entertainment in the Television Quiz Show: *The Weakest Link*" studied the television entertainment quiz show and gave an account of why impoliteness might be entertaining. As a backdrop to his microanalyses of interactions, he discussed the nature of "exploitative" chat and game shows, and examined the structure of '*The Weakest Link*' and how it maximizes the potential for face-damage caused by face attacks.

In his analyses, he showed the formulaic and creative nature of the discourse and how analyzing prosody is instrumental to the understanding of the impoliteness. Like Culpeper's study, the current study focused on media discourse and also drew a lot theoretically from Goffman (1967) work on 'Face' and 'Face Attack' concepts and Theory of Politeness by Brown and Levinson's (1987).

The current study acknowledges that face attacks causes disharmony or conflict and comparably Culpeper in his work admits the same. However, his study does not look at the use of politeness in the resolution of these conflicts, which was one of the objectives of the current study.

Culpeper's study also analyses prosody of the interlocutors during the television show. The current study departs from this in that it limited itself to the analysis of verbal conflict. This is because most of the interpersonal conflicts manifest themselves as verbal and the fact that the metrical adaptation of these utterance are taken care of by the Sillar's (1983) verbal Resolutions Coding System used in this study.

Avianti E.M. (2001), in her study "A Discourse Analysis Study of Politeness Strategies used by Captain Nathan Algren and Morikatumoto in the *Last Sumurai*" looked at the variation in the use of politeness strategies by people from different cultural backgrounds: in this case an American and a Japanese. Some of the ways in which this study is similar to the current study are that; it focuses on two major characters in the film, focuses on utterances as units of analysis and is anchored on the Goffman's (1967) notion of "Face". However, while the current study looks at how the two main characters use politeness strategies during conflict resolution in conversations between themselves and conversations with the other characters, Avianti's study, mainly described the different types of politeness strategies and frequency in use of these strategies by the two characters in conversations between them.

Finally, unlike the current study that is based on Brown and Levinson 'Politeness Theory', Avianti's study analyzed the politeness strategies using Scollon and Scollon (2001) model on politeness. Unlike the current study, Avianti's study concentrated on describing the politeness strategies and failed to account for the consequences of using the FTAs and mitigations of FTA to reduce instances of face attacks.

Other studies include Darsono A. (2000) in her study 'The Politeness Strategies Used by Sebastian in the Film *Cruel Intentions*' and Dewi M.I. (2001) in "Politeness Strategies Produced by Mary and Ted in: *There's Something about Mary*." Like the current study, these two studies take descriptive-qualitative approach to analyze the politeness strategies. They are also anchored on Brown and Levinson (1987) Theory of Politeness, concentrated on particular characters as the subject of their studies and used the context of media discourse for their investigation like the current study.

However, the current study is different from these studies in several ways. Firstly, unlike these two studies, the current study examined the use of politeness strategies during verbal conflict resolution only. Secondly, the current study only focused on utterances produced during conflict situation in the T.V. series Makutano Junction. Thirdly, unlike the two studies, this study also focused on the relationship between the use politeness strategies and verbal conflict resolution strategies. Finally, unlike these two studies, the current study adopted an eclectic theoretical approach. Brown and Levinson (1987) 'Politeness Theory' and Sillars (1983) 'Attribution theory of conflict resolution were used to provide an exhaustive analysis of the politeness and conflict strategies respectively. In conclusion, it is important to note that most of the studies mentioned are foreign and therefore, there is a gap from the local arena in this area.

## 2.2 Politeness Theory

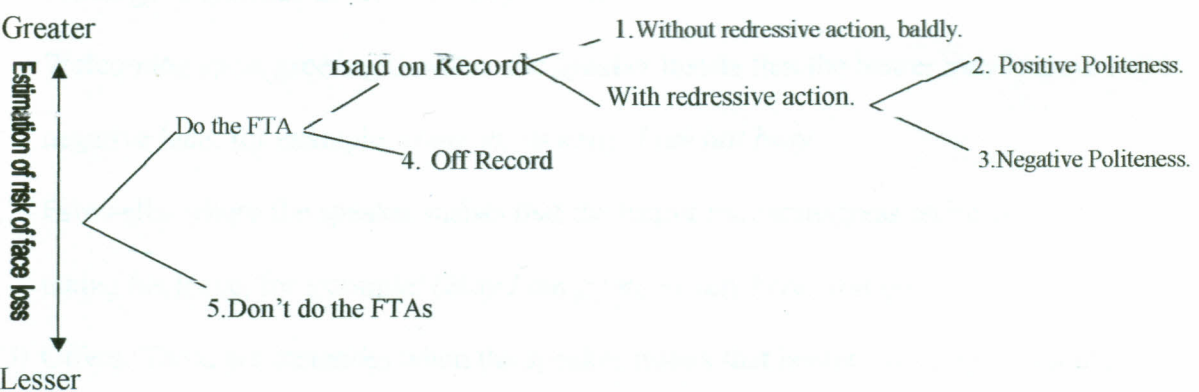
Politeness plays an integral part in verbal interaction. Politeness norms and conventions serve to govern what is viewed as co-operative behaviour in conversation. Brown and Levinson (1987) produced the most comprehensive theory of politeness to date, the basis of which was used for analytical purposes in this study. This theory is based on the concept of 'Face'. The term 'face' comes from the notion of Goffman (1967). Face is the public self-image that every member wants to claim for himself.

Face is something that is emotionally invested and can be lost, maintained, or enhanced, and must be constantly attended to in an interaction. Brown and Levinson (1978), identifies two aspects of face: positive and negative face.

### 2.2.1 Face-Threatening Acts

Many communicative acts inherently threaten the face needs of one or both participants. Requests, threats, compliments, criticisms, and apologies are examples of "face-threatening acts" (FTAs). As face threat increases, the interlocutors must adopt compensatory strategies. Brown and Levinson (1987) identify a number of strategies for handling face threat.

The strategies for mitigating FTAs may be schematized exhaustively as in Fig 1 below



## 2.2.2 Bald on Record

Bald on Record has two categories: Bald on Record with Redress and Bald on Record without Redress.

### 2.2.2.1 Bald on Record without Redressive Action

According to Brown and Levinson (1987), the prime reason for using Bald on Record is when the speaker wants to do the face threatening acts with maximum efficiency more than to satisfy hearer's face, even to any degree. Bald on Record has two strategies:

#### Strategy 1: Cases of Non-Minimization of the Face Threat

Cases of non-minimization of the face threat are used in situations that call for urgency. If the speaker and the hearer both know that maximum efficiency is important, no redress is necessary. In cases of great urgency or desperation, redress would decrease the communicated urgency. The speaker provides metaphorical urgency for emphasis for example:

*Okay, Listen, Watch out! Help!*

*Look the problem is inu...*

*I have an idea*

*Bring me food,*

*Be careful, she is a bad girl*

The speaker is powerful and doesn't fear retaliation or non-cooperation from the hearer.

#### Strategy 2: Cases of FTA- Oriented Bald on Record usage

This strategy is oriented to face. Usually, it is in;

(1) Welcoming (post greetings,) where the speaker insists that the hearer may impose on his negative face: for example: *come in, its okay, I am not busy*

(2) Farewells, where the speaker insists that the hearer may transgress on his positive face by taking his leave, for example: *Okay I am going to stay here, you go.*

(3) Offers: These are instances when the speaker insists that hearer may impose on the speakers face. For example a hearer may say- *Leave it to me. (I will do it)*

### 2.2.3 Bald on Record with Redressive Action.

This has two main strategies: the Positive Politeness and Negative Politeness

#### 2.2.3.1 Positive Politeness

Positive politeness is used to satisfy the positive face of the hearer by approving, or including him as a friend or as a member of an in-group. Positive politeness consists of fifteen strategies (Brown and Levinson 1987) as seen below.

##### **Strategy 1: Notice, Attend to H (his interests, wants, needs, goods):**

S should take notice of aspects of H's condition (noticeable changes or remarkable possessions) For example: *What a wonderful car this is. Where did it come from? (When S buys a car.)*

##### **Strategy 2: Exaggerate ( interest, approval, sympathy with H )**

This is often done with exaggerated intonation, stress, and other aspects of prosodies, as well as with intensifying modifiers, to show interest, approval and sympathy to the hearer. For example: *What a fantastic garden you have!*

##### **Strategy 3: Intensify Interest to H**

Another way for S to communicate to H that he shares some of his wants is to intensify the interest of his own (S's) contributions to the conversation, by, making a good story' that includes H in the middle of the event being discussed. *Well, I came down the stairs. What do you think I see? – a huge mess all over the place, the phone's off the hook and clothes are scattered all over .....*

##### **Strategy 4: Use In-group Identity Markers**

S can implicitly claim the common ground with H that is carried by that definition of the group through the in-group usages of address forms, of language or dialect, of jargon or slang, Code-switching and of ellipsis. For instance, *buddy, dear, babe, Mac, duckie, blonde mom, brother, sister, cutie, sweetheart, guys and fellas.*

Such forms may be used to soften FTAs (Brown and Levinson 1987, p.107). The use of address forms is considered one of the ways to express politeness (Holmes, 1992). The other feature is the use of in-group language or dialect. In here, Brown and Levinson (1987) agree that people tend to switch the language they use into other language, which is considered their 'domestic' language, to show their positive politeness.

The use of jargon or slang as the in-group terminology in referring to one object may indicate the same understanding between S and H towards that object. For instance lend us two *bucks* then we will get the *rods* (where bucks refer to money and rods refer to cigarettes).

### **Strategy 5: Seek Agreement**

The use of safe topics is another way of claiming common ground with H. The weather is a safe topic for virtually everyone, as is the beauty of the gardens. The more S knows about H, the more close to home will be the safe topics he can pursue with H.

This strategy can also be achieved through repetition. The speaker stresses emotional agreement, interest, and surprise by repeating part or all of what the previous speaker said in a conversation, to show that he has heard correctly, what was said and to satisfy the hearer.

For example, A: Barak Obama came to Nairobi last week B: To Nairobi!

In other instances when the speaker is telling the story, the addressee often utters brief agreements after the speaker has spoken one or two sentences to indicate an emphatic agreement. For example, A: That day I met the President face-to-face. B: *Really?*

### **Strategy 6: Avoid Disagreement**

There are four ways to open disagreement: token disagreement, pseudo- agreement, white lies and hedging opinion.

**Token Agreement:** The Speaker pretends to agree by twisting his utterances in order to hide disagreement that is to respond 'yes' rather than 'no'

For Example: A: So they haven't heard a word, huh?

B: *Not a word. Not at all. Except Mary may be.*

**Pseudo-agreement:** In this strategy, the use of 'so' and 'then' as a conclusive marker is an indication that the speaker is drawing a conclusion to a line of reasoning carried out cooperatively with the addressee. Example: I'll be seeing you then.

**White Lies:** S may do a white lie in order to hide disagreement and by doing this, S will not damage H's positive face.

For example: do a white lie in order to hide disagreement and by doing this, S will not damage H's positive face.

For example: "Yes, I do like the new hat."

From the example, it is clear that actually, the speaker does not like the new hat, but he or she wants to avoid or hide disagreement.

**Hedging Opinion-** Here, the speaker may choose to be vague for his own opinions, so as not to be seen to disagree. For example: *I have absolutely no idea* or *I really sort of hope...* or *I kind of want him to win the election, since he is an educated man.* The speaker may also choose to be vague about his own opinion by using words at extremes of the relevant value scale, like "marvellous", "fantastic", "outrageous", "incredible", etc.

### **Strategy 7: Presuppose/ raise/ assert common ground**

Gossip, small talk: The value of S spending time and effort on being with H, as a mark of friendship or interest in him, gives rise to the strategy of redressing an FTA by talking for a while about unrelated topics. This strategy is used for softening requests.

Example: Mike, you look great today. Did you have a wonderful time with Georgina yesterday? By the way, can I borrow your mower?

First of all S speaks about an unrelated topic to show that S is interested in H and indicate that S has not come to see H simply to do the FTA.

### **Strategy 8: Jokes.**

A joke is basically positive –politeness technique for putting hearer ‘at ease’ or minimizing an FTA of requesting. For example: *How about lending me this old heap of junk (hearers new Cadillac )*

### **Strategy 9: Assert or Presuppose S’s Knowledge of and Concern for H**

By indicating that S and H are co-operators, pressure can be put on H to cooperate with S. In this strategy, negative questions are used to indicate that the speaker knows hearer’s wants tastes and habits. For example; *Look, I know you want the car back by 5.0, so shouldn’t I go to town now.*

### **Strategy 10: Offer, Promises**

In order to redress the potential threat of some FTAs, S may choose to stress his cooperation with H by claiming that whatever H wants, S wants for him and will help to obtain. Offer and promises are natural outcome of choosing this strategy; even if they are false. *For example: I will come to your house sometimes.*

### **Strategy 11: Be Optimistic**

It is another type of cooperative strategy. S assumes that H’s wants for S’s for S (or for S and H) and will help him to obtain them. For example: *Look, I’m sure you won’t mind if I (borrow your pen, point out that your fly is undone).*

### **Strategy 12: Include both S and H in the Activity**

By using an inclusive ‘we’ form, when S really means ‘you’ or ‘me’, he can call upon the cooperative assumptions and thereby redress FTAs. ‘Let’s’ in English is an inclusive ‘we’ form, common examples are:

*Let’s have cookies then.* (Referring to ‘me’),

*“Give us a break”* (i.e. me)

*“Let’s stop for a bite.”* (i.e. I want a bite, so let’s stop)

All the examples above indicate that the speaker tends to use ‘we’ form when he or she really means ‘me’

### **Strategy 13: Give (or ask for) Reason**

Speaker gives reason as to why he wants what he wants and assumes (via optimism) that if there are no good reasons why hearer shouldn't or can't cooperate, he will. In other words, giving reasons is a way of implying 'I can help you' or 'you can help me', and, assuming cooperation, a way of showing what help is needed. For example: *We will shut the door, ma'am. The wind is coming in.*

### **Strategy 14: Assume or Assert Reciprocity**

S asks H to cooperate with him/her by giving evidence of reciprocal rights or obligations between S and H. Thus S may say, "I will do X for you if you do Y for me" or "I did X for you last week, so you do Y for me this week" (vice versa). By pointing to the reciprocal right (or habit) of doing FTAs to each other, S may soften his or her FTA by negating the debt aspect and/or the face-threatening aspect acts such as criticisms and complaints.

Example: *I will take you to the park if you change the tyre.*

### **Strategy 15: Give Gifts to H (goods, sympathy, understanding, cooperation)**

Speaker satisfies hearer's positive – face wants by giving tangible gifts and human relations wants which are the wants to be liked, admired, cared about, understood, listened to, and so on. For example: *I am sorry to hear that...* or *I understand how you feel.*

#### **2.2.3.2 Negative Politeness:**

Negative politeness is characterized by self-effacement, formality and restraint, with attention to very restricted aspect of H's self-image, centring on his want to be unimpeded (Brown and Levinson: 1987). A person makes negative politeness in order to show that he cares and respects the negative face of his addressee, that is, the wants to have freedom of action and freedom of imposition (Brown and Levinson 1987). Someone assures that he doesn't mean to hinder on their freedom of action and imposition by humbling, being formal, and restraining himself.

Negative Politeness is used to indicate that the speaker is aware and respects the social distance between him/her and the hearer. Negative Politeness consists of ten strategies (Brown and Levinson, 1987) as seen below.

### **Strategy 1: Be Conventionally Indirect:**

The speaker tries to be indirect, but at the same time, wants to go on record so that there can be no misinterpretation of what he means. Indirect speech act is commonly used in such cases. For example: *There wouldn't I suppose be any chance of your being able to lend me your car for just a few minutes, would there?*

### **Strategy 2: Question, Hedge**

The function of hedges is basically to soften some actions or request for the sake of face (Brown and Levinson 1987). Hedges can be in the following forms:

*Hedges encoded in particles*, the use of tag questions and expressions like 'I wonder'.

For example: I wonder if (you know whether) Jane went out.

*Adverbial-clause hedges*- Heringer (1972) noted that the felicity conditions might be suspended by putting them in 'if' clause. For example: *Leave the office earlier, if you can.*

*Hedges addressed to Grice's maxims*- Quality hedges may suggest that the speaker is not taking full responsibility for the truth of his utterance. For example: *I think you should do it.*

Example of hedges includes, 'perhaps', 'I wonder', 'I suppose', 'I guess', 'I may', 'It seems.

### **Strategy 3: Be Pessimistic**

In this strategy, S is not supposed to assume that H is willing or able to do the act that he requires. S should assume that H is not likely to do X, which is the action that is being required by S. For example S can say something like, "You *couldn't possibly be able to lend me your phone ...let's say, one week, could you?*" in order to borrow addressee's phone for one week or even more.

#### **Strategy 4: Minimize the Imposition**

In this strategy, Brown and Levinson (1987) suggest that S should avoid forcing H by minimizing the burden or the threat of his request. For example: *I just want to ask you if ( I can borrow/ you could lend me ) a ( little/ tiny bit of/ single sheet of ) paper or Could I have a taste of that cake.*

#### **Strategy 5: Give Deference**

According to Brown and Levinson (1987) S can be negatively polite by giving deference to H. Deference in this case means S humbles himself to H or raises H's certain positive face wants as a superior. For example: *We look forward very much to (dining /eating) with you or I know I must be absolutely stupid but I simply can't understand this book. (in asking for help).* Honourable terms like: 'sir', 'lady', 'Madam', can also be used to address H.

#### **Strategy 6: Apology**

By apologizing for doing an FTA, the speaker can indicate his reluctance to impinge on H's negative face and thereby partially redresses that impingement. For example:

*I'm sorry to bother you but I have to!* (apologizing)

*I am sure you must be very busy, but ...*, (admit the impingement)

#### **Strategy 7: Impersonalize S and H**

This strategy involves avoiding the offensive act to H by impersonalizing S and H. It means that S may change his utterance as if he is not the agent or he is not alone as the agent, and H is not the addressee. This can be done by avoiding the use of pronoun 'I' and 'you'. For example: "*Take this one out!*" is considered more polite than saying, "*You take this out!*" when ordering someone to do something (Brown and Levinson 1987: p.191)

#### **Strategy 8: State The FTA as a General Rule**

In this strategy the speaker indicates that he does not intend to impinge (but is merely forced by circumstances) by stating the FTA as an instance of some general social rule, regulation, or obligation.

Therefore, we get pronoun avoidance. For example: *Passengers will please refrain from flushing the toilet on the train* (not “*You will please refrain from flushing the toilet on the train.*”)

### **Strategy 9: Nominalise**

The degree of negative politeness (or at least formality) run hand in hand with the degree of ‘nounness’ (see Ross, 1973); that is, formality is associated with the noun end of the continuum. For example: *Your good performance on the examination impressed us favourably* is better than, “*You performed well on the examination and we were favourably impressed*”

### **Strategy 10: Go on Record as Incurring a Debt, or as Indebting H**

S can redress an FTA by explicitly claiming his indebtedness to H, or by disclaiming any indebtedness of H, by means of expressions such as the following, for requests: *I’d be eternally grateful if you would ..., or I’ll never be able to repay you if you .....*

## **2.2.4 Off-Record Politeness**

The off-record politeness strategies are based on ambiguity. By choosing to go off record, the speaker avoids responsibility for committing an FTA since it is the hearer who decides how he/she wants to interpret the act. Off-record politeness is performed by means of an implicature (Grice 1975). By a statement, like, “*It is cold in here*” the speaker may not only want to state the fact but also suggest that they should close the window. Off record, consist of the following 15 strategies.

### **Strategy 1: Give Hints**

If S says something that is not explicitly relevant, he invites H to search for an interpretation of the possible relevance. For example: *It’s cold in here.* (To mean, ‘*shut the window*’)

*What a hot day?* (To mean, ‘*What about a cold drink.*’)

## **Strategy 2: Give Associations Clues**

The clues in this strategy can only be understood by H with the assumption that he and S share the same knowledge and experience regarding this certain condition (Brown and Levinson, 1987:215). For example, S has a friend who has a unique way of curing stomach-upsets, which is by eating apples.

Therefore, everyone who knows him well understands him when he says that he has stomach-upsets; it means that someone should get him an apple as soon as possible.

## **Strategy 3: Presuppose**

In this strategy, S can also presuppose something by using “contrastive stress”, which may function as a critic. For instance, if S says, *I washed the house again today*. The use of ‘again’, forces H to search for the relevance of the presupposed prior event.

## **Strategy 4: Understate**

By saying less or providing less information than is required, S invites H to consider why. Typical ways of constructing understatement are to choose a point on a scalar predicate (e.g. tall, good, nice) that is well below the point that actually describes the state of affairs, or to hedge a higher point, which will implicate the (lower) actual state of affairs. For example: ‘*He is alright*’ as an understated criticism implicating ‘*I think he’s awful*’

## **Strategy 5: Overstate**

S may also violate the Quantity Maxims by saying more than is needed. S can overstate by exaggerating. For example, someone can say “*There must be over a million people in the hall, today*”

## **Strategy 6: Use Tautologies**

Tautology is the act of saying the same thing twice over in a different word or having a needless repetition of the same word twice (Hornby, Gatenby and Wakefield, 1955). By doing that, Quantity Maxim is violated.

For example: such expression like “*I am what I am*” can be to indicate that the speaker cannot or does not want to change into someone else to get acceptance from the addressee so he must accept him for what he really is.

### **Strategy 7: Use Contradictions**

According to Brown and Levinson (1987), S can induce H in guessing his intended meaning by saying two things that contradict each other. By stating two things that contradict each other, the speaker shows that he cannot be telling the truth and encourages the hearer to look for interpretation that reconciles the two contradictory things. For example: *A: Are you angry with me? B: Well, yes and no*

### **Strategy 8: Be Ironic**

This strategy violates the Quality Maxim by saying something opposite of what is meant. H can interpret the message only if there are some clues to help him. For example: *John is really a genius. (After John has done twenty stupid things in a row).*

### **Strategy 9: Use Metaphors**

There is the possibility for the use of metaphor by off record, which are marked by the use of hedging particles such as *real, regular, sort of* or *as if* to make their status explicit

For example: *Simon is a real fish* (may infer: he drinks, swims/ is slimy/ is cold blooded like a fish)

### **Strategy 10: Use Rhetorical Questions**

When S asks a question and does not expect any answer from H, he has violated the Quality Maxim. In this case, S does not expect an answer from H instead, he expects H to interpret what he actually means by saying the rhetorical question. In defending himself, for example, after making a mistake, he can say: “*How was I supposed to know that she is allergic to wild flowers?*” (Which means that he doesn’t know about that and so it is possible for him to make a mistake).

### **Strategy 11: Be ambiguous**

This strategy is considered as a violation of the Maxim of Manner (Brown and Levinson, 1987). For example: *John is a smooth cookie*, could either be a compliment or an insult, depending on which of the connotations of smooth are latched on to.

### **Strategy 12: Be vague**

In this strategy, S may give unclear reference on what he is going to do or who is the person he refers to (Brown and Levinson, 1987). For example, to criticize her son's failure due to his own irresponsibility, a mother can say "*Well, perhaps someone has done something careless.*" In here, the mother does not directly refer to his son as the careless one.

### **Strategy 13: Over-generalize**

By over-generalizing some rules, traditions or certain actions, S forces H to think and consider whether he is included in that generalization or not (Brown and Levinson, 1987).

This can be seen from such expression like, "*He who laughs last laughs longest*" (Brown and Levinson, 1987), which function as criticism toward someone else who is arrogant or overtly underestimate other people.

### **Strategy 14: Displace H**

S can indirectly do the FTA to someone by addressing certain action to someone else who has nothing to do with the intended action. Meanwhile, S is expecting this person, as the real target, realizes that the action is aimed at him. For example: *a secretary in an office asks another-but with negative politeness- to pass the stapler, in circumstances where a professor is much nearer to the stapler than the other secretary. His face is not threatened, and he can choose to do it himself as a bonus 'free gift'.*

### **Strategy 15: Be Incomplete, use Ellipsis**

By using ellipsis or eliminating some part of the utterance, S may leave the conclusion or interpretation of what he is saying to H (Brown and Levinson, 1987). For example: S may just say *Oh sir, a headache ...* (To ask H for an aspirin).

### 2.3 Speech Act Theory

In his famous work, "How to do Things with Words," J. L. Austin (1962) outlined his theory of Speech Acts. He described two types of speech acts: constatives and performatives. He described constatives as statements that attempt to describe reality and can be judged true or false. Unlike the constatives, performatives are not used to describe anything, but rather they are used to do things. Typical examples of performative given by Austin (1962) is 'I name this ship Queen Elizabeth' where the speaker does the act of naming a ship.

We use language all the time to make things happen. Speech acts include requesting, promising, threatening, ordering and so on. Speech act theory broadly explains these utterances as having three parts or aspects: locutionary, illocutionary and perlocutionary acts. Locutionary acts are simply the speech acts that have taken place. Illocutionary acts are the real actions that are performed by the utterance, where saying equals doing, as in betting, one's promise to marry, welcoming and warning. Perlocutionary acts are the effects of the utterance on the listener, who accepts the bet or pledge of marriage, is welcomed or warned

Speech Act theory is essential in the current study because of the following reasons. Firstly, the context of the utterance plays a very important role in influencing the speakers choice of politeness or conflict resolution strategies. For Austin, in uttering a speech act, the speaker is creating social realities within certain social contexts. Secondly, in Brown and Levinson's politeness theory, every speech act is potentially face threatening to an aspect of the hearer's or the speaker's face. Therefore, speech acts will form the minimal unit of analysis for the intended study.

## 2.4 Grice Maxims

Conversation is assumed to be under the control of a set of **maxims** and **principles**. It usually proceeds according to interlocutors' appreciation of these maxims as they appear in the utterances of others. These maxims are usually attended to by the interlocutors. However, there are cases in which these maxims are violated for one reason or another. Grice (1967) was the first to propose the concept of cooperative principle. According to this principle, language is interpreted on the assumption that its sender is cooperating with the receiver in an attempt to exchange meaning by observing (or violating) a number of maxims.

The speakers of a language often violate these conversational maxims for one purpose or another. The violation of these maxims gives rise to what Grice (1975) referred to as "Conversational Implicatures".

The concept of implicature will play a very crucial role in the intended study as Implicatures attempts to account for how we are able to "read between the lines" in a discourse: that is, how we are able to infer information that is not explicitly stated either orally or in writing.

The Cooperative Principle, comprises certain **MAXIMS** that govern cooperative discourse:

- (1) The Maxim of Quantity: Make your contribution as informative as is required and do not make your contribution more informative than required.
- (2) The Maxim of Quality: Do not say what you believe to be false and do not say that for which you lack adequate evidence.
- (3) The Maxim of Relation: Be relevant.
- (4) The Maxim of Manner: Avoid obscurity, avoid ambiguity, be brief and be orderly.

## 2.5 Attribution Theory of Conflict Resolution.

Conflict is a common phenomenon in interactions both between individuals, and between groups of individuals. However, it is not so easy to define conflict (Easterbrook, 2003).

However, for the purpose of this study, conflict will be defined as a state of opposition, disagreement, arguments or incompatibility between two or more people or groups of people, resulting from incompatible or opposing interests, ideas, needs, drives, wishes, or external or internal demands.

Verbal Conflicts in communication are inevitable (e.g., Deutsch, 1973; Simmel, 1955). From this perspective, therefore, verbal conflicts are frequent in interpersonal communication. The current study will investigate the use politeness strategies in the resolution of these verbal conflicts. In this study, verbal Conflict resolution is understood as the process of attempting to resolve a verbal dispute or a verbal conflict.

According to Sillars (1983), how you deal with a conflict depends upon how you place blame or attribution. The analysis of the verbal conflict in this study will be based on Sillars (1983) Attribution Theory. Sillars' (1983) Attribution Theory entails three general strategies of conflict resolution used in interpersonal relationships. These are - Avoidance, Competitive and Cooperative Behaviours. Under these three general strategies, Sillar outlines seven main categories of verbal conflict:

- |                              |                                  |
|------------------------------|----------------------------------|
| (1) Denial and Equivocation, | (5) Topic Management,            |
| (2) Noncommittal Remarks,    | (6) Irreverent Remarks,          |
| (3) Analytic Remarks,        | (7) Confrontational Remarks, And |
| (4) Conciliatory Remarks.    |                                  |

These seven categories give rise to 25 subcategories as illustrated below.

Table1: *Illustrated subcategories of the Verbal Conflict Resolution Strategies.*

CONFLICT RESOLUTION STRATEGIES	CATEGORIES OF VERBAL TACTICS	SUBCATEGORIES OF VERBAL TACTICS	Examples
A V O I D A N C E	DENIAL AND EQUIVOCATION	Direct Denial	A. "Do you think that's a problem?" B. "No. That's not a problem"
		Implicit Denial	A. "We've never had enough money to disagree over." (In response to a question about disagreements over money.)
		Evasive Remarks	A. "Do you think that's a problem?" B. "That could be something that a person might resent but I don't know."
	TOPIC MANAGEMENT	Topic Shifts.	A. "At first I think we were just afraid of what to say and do because we were afraid of how the other person would react." B. "Yeah, well, like Tammy and Steve ...." (Person goes on to discuss two friends.)
		Topic avoidance.	"I don't want to talk about that."
	NONCOMMITTAL REMARKS	Noncommittal Statements	A. "We don't watch much television. You like to watch football but that's about it."
		Noncommittal Questions.	"What do you think?" "Is 'lack of affection' a problem for us?"
		Abstract Remarks.	"All people are irritable sometimes." "It's important for people to compromise." (abstract principles)
		Procedural Remarks	A. "I think this one may be a problem." A. (reads card) "Pressure from Work that has affected your relationship."
	IRREVERENT REMARKS	Friendly Joking	<i>(This code is used whenever there is friendly joking or laughter, which is not at the expense of the other person.)</i>
	C O M P E T I T I V E	CONFRONTATIVE REMARKS	Personal Criticism
Rejection			Statements in response to the partner's previous statements that imply personal antagonism toward the partner as well as disagreement. A. "Bullshit." A. "Oh come on!" (Sillars: 1983)
Hostile Imperatives.			"If you would just pay the phone bill, everything would be okay."
Hostile Jokes			"Should we tell everyone about what rags you use to clean?" (laughter)
Hostile Questions			A. "Who does most of the cleaning around here?" B. "You do." A. "That's right."
Presumptive Remarks.			"I think you're purposefully making yourself miserable."
Denial Of Responsibility			"That's not my fault."
C O O P E R A T I V E	ANALYTIC REMARKS	Descriptive Statements	"I criticized you yesterday for getting angry with the kids."
		Disclosive Statements.	"I swear I never had such a bad week as that week."
		Qualifying Statements	"Well, there was just that one instance . . ."
		Soliciting Disclosure	"What were you thinking about when you said . . ."
	CONCILIATORY REMARKS	Soliciting Criticism	"Does it bother you when I stay up late?"
		Supportive Remarks.	A. "I can see why you would be upset." *A. "It wasn't anything you could help."
		Concessions	A. "I think I could work on that more."
	Acceptance Of Responsibility	A. "That's my fault." A. "I think we've both contributed to the problem."	

## CHAPTER 3

### 3.0 Methodology

#### 3.1 Introduction

This chapter deals with the methodology that was used in the study. First, it presents the research design adopted by the study, source of data, the sampling procedure and sample size used. This was followed by the methods of data collection used. Finally, the data analysis and presentation was provided.

#### 3.2 Research Design

The approach that was used in this study was descriptive – qualitative approach. In this approach, the writer described the politeness strategies and conflict resolution strategies used by Karis and Hope during conflict resolution. Utterances made by Karis and Hope in conversation with male and female interlocutors were recorded and later analysed. Only those utterances that occurred during instances of verbal conflict were chosen for the study.

An elaborate discussion on the use of the politeness strategies and conflict resolution strategies during conflict resolution was also done.

#### 3.3 Source of Data and Sampling Procedure

The data for this study was from the TV series Makutano Junction. Utterances expressed by Karis and Hope while talking to male and female interlocutors especially during conflict situation formed the data used for analysis in this study. This study particularly, concentrated on the utterances that had politeness strategies used during conflict resolution by the two mentioned characters.

The main reasons why this study focused on Karis and Hope were because they were the major characters in Makutano Junction and interacted with most of the other characters in this TV series. The two characters also appeared in all the episodes of Makutano Junction used for the purpose of this study.

This study focused on episodes from series three and five of Makutano Junction. Series 3 and 5 had twenty-six episodes. Each episode took approximately thirty minutes. Twelve episodes were used for the purpose of this study. Purposeful sampling was used to arrive at the twelve episodes. Purposeful sampling was deemed appropriate for this study because this study required specific types of utterances (utterances with politeness strategies) and used in a specific situation (during a verbal conflict situation). According to Mugenda and Mugenda (2000), purposeful sampling allows the researcher to use cases that have the required information with respect to the objective of the study. Therefore, the twelve episodes were chosen for the purpose of analysis in this study because they provided many verbal conflict situations in which Karis and Hope featured and used the politeness strategies in resolution of these verbal conflicts.

In addition, twelve episodes were chosen because of the following reasons. Firstly, they provided about 360 minutes duration of study of Makutano Junction TV series. This size of sample was thought to be large enough and representative enough to enable reliable and valid conclusions to be drawn. Secondly, this size of sample was considered to give sufficient data for the investigation of the type of utterances mentioned above. Furthermore, several successful studies have investigated related cases and have adopted similar period. One such study is, "A Study of Politeness Strategies Used by Rachel to Her Best Friends in 'Friends' TV Series by Lindariani (2001) that chose six episodes of 60 minutes each.

Other studies that used almost similar time frame includes- Avianti E.M. (2001) in her study, "A Discourse Analysis Study of Politeness Strategies Used by Captain Nathan Algren and Morikatumoto in the *Last Sumurai*" that used two episodes of about 90 minutes each and Dewi's (2001) study on "Politeness Strategies Produced by Mary and Ted in the Movie *There is something about Mary*" that took approximately 150 minutes.

### **3.4 Method of Data Collection**

The writer keenly observed the series of Makutano Junction to identify the verbal conflict situations. The episodes and conversations involving Hope and Karis in these verbal conflict situations were identified and recorded. Observation guides were used to record down the observations for analysis. The utterances containing politeness strategies made by either Karis or Hope during the conflict situation were identified, recorded and transcribed.

### **3.4.1 Data Analysis and Presentation**

#### **3.4.2 Introduction**

Data analysis was based on two theories. The analysis of politeness strategies used by Karis and Hope during verbal conflict resolution was based on Brown and Levinson (1987) "Politeness Theory", while analysis of conflict resolution strategies adopted by the two characters during verbal conflict resolution was based on Sillars (1983) "Attribution Theory of Conflict Resolution." Utterances made by Hope during verbal conflict resolution with either male or female interlocutors were identified, recorded and presented in a table. (See table 1 (a) in appendix 1) while the utterances made by Karis during verbal conflict resolution with either male or female interlocutors were also identified, recorded and presented in another table. (See table 1(b) in appendix 2).

#### **3.4.3 Politeness Strategies**

The utterances by Karis and Hope that contain politeness strategies as presented in Appendix 1 and Appendix 2 respectively were then classified in accordance to Brown and Levinson (1987) Theory of Politeness. That is, whether they were Bald on Record, Positive Politeness, Negative Politeness or Off Record. The number of times each of the strategies occurred during verbal conflict situations were counted and results recorded in two tables.

The table below (Table2) summarizes the politeness strategies used by Karis to male and female interlocutors during verbal conflict situations.

Table2: *Politeness strategies used by Karis with male and female interlocutors during verbal conflict resolution.*

KARIS	Politeness Strategies								Total Counts
	B.O.R Counts	%	P.P Counts	%	N.P Counts	%	OR Counts	%	
Male	55	33.13 %	23	13.86%	7	4.22%	8	4.82%	93
Female	29	17.47 %	31	18.67%	7	4.22%	6	3.61%	73

The table below (Table 3) summarizes the politeness strategies used by Hope to male and female interlocutors during verbal conflict situations.

Table 3: *Politeness strategies used by Hope to male and female interlocutors during verbal conflict resolution.*

Hope	Politeness Strategies								Total Counts
	B.O.R Counts	%	P.P Counts	%	N.P Counts	%	O.R Counts	%	
Male	32	30.77%	17	16.34%	12	11.54%	11	10.58%	72
Female	7	6.73%	14	13.46%	8	7.69%	3	2.88%	32

A detailed summary of all the politeness strategies used by the two characters with male and female interlocutors was then made and presented in one big table (See Table 4). This table was used to give a clearer view of all strategies and their subcategories and grand totals of all the politeness strategies used during verbal conflict situations.

Table 4: A summary of all the politeness strategies used by Karis and Hope during verbal conflict resolution in Makutano Junction.

POLITENESS STRATEGIES	KARIS			HOPE		
	Male	Female	Total	Male	Female	Total
<b>BALD ON RECORD</b>						
Non minimization of the face threat	55	29	<b>84</b>	32	7	<b>39</b>
Case of FTA oriented Bald on Record usage	0	0	<b>0</b>	0	0	<b>0</b>
<b>Total Of B.O.R. Used</b>	<b>55</b>	<b>29</b>	<b>84</b>	<b>32</b>	<b>7</b>	<b>39</b>
<b>POSITIVE POLITENESS STRATEGIES</b>						
Notice, attend to H (his interests,	1	4	<b>5</b>	0	1	<b>1</b>
Exaggerate	0	0	<b>0</b>	0	0	<b>0</b>
Intensify interest to H	0	0	<b>0</b>	0	0	<b>0</b>
Use in-group identity markers	0	0	<b>0</b>	0	0	<b>0</b>
Seek agreement	0	0	<b>0</b>	0	0	<b>0</b>
Avoid disagreement	5	8	<b>13</b>	1	5	<b>6</b>
presuppose/ raise/ assert common ground	1	0	<b>1</b>	0	0	<b>0</b>
Jokes	0	0	<b>0</b>	0	0	<b>0</b>
Presuppose S's knowledge of and concern for H	1	0	<b>1</b>	1	0	<b>1</b>
Offer, promises	0	0	<b>0</b>	2	0	<b>2</b>
Be optimistic	4	7	<b>11</b>	1	2	<b>3</b>
Include both S and H in the activity	1	0	<b>1</b>	0	0	<b>0</b>
Give (or ask for) reason	10	10	<b>20</b>	12	5	<b>17</b>
Assume or assert reciprocity	0	0	<b>0</b>	0	1	<b>1</b>
Give gifts to H	0	2	<b>2</b>	0	0	<b>0</b>
<b>Total Of Positive Politeness</b>	<b>23</b>	<b>31</b>	<b>54</b>	<b>17</b>	<b>14</b>	<b>31</b>
<b>NEGATIVE POLITENESS STRATEGIES</b>						
Be conventionally indirect:	0	1	<b>1</b>	2	0	<b>2</b>
Question, Hedge	0	1	<b>1</b>	5	3	<b>8</b>
Be pessimistic	0	0	<b>0</b>	0	1	<b>1</b>
Minimize the Imposition	0	1	<b>1</b>	2	0	<b>2</b>
Give Deference	4	2	<b>6</b>	0	1	<b>1</b>
Apology	3	2	<b>5</b>	2	1	<b>3</b>
Impersonalize S and H	0	0	<b>0</b>	1	2	<b>3</b>
state the FTA as a general rule	0	0	<b>0</b>	0	0	<b>0</b>
Nominalise	0	0	<b>0</b>	0	0	<b>0</b>
Go on record as incurring a debt, or as indebting H	0	0	<b>0</b>	0	0	<b>0</b>
<b>Total Of Negative Politeness</b>	<b>7</b>	<b>7</b>	<b>14</b>	<b>12</b>	<b>8</b>	<b>20</b>
<b>OFF RECORD</b>						
Give Hints	0	0	<b>0</b>	0	0	<b>0</b>
Give associations clues	0	0	<b>0</b>	0	0	<b>0</b>
Presuppose	0	2	<b>2</b>	2	1	<b>3</b>
Understate	0	0	<b>0</b>	0	0	<b>0</b>
Overstate	0	0	<b>0</b>	0	0	<b>0</b>
Tautologies	0	0	<b>0</b>	0	0	<b>0</b>
Contradictions	0	0	<b>0</b>	0	0	<b>0</b>
Be ironic	6	1	<b>7</b>	2	0	<b>2</b>
Use metaphors	0	1	<b>1</b>	0	0	<b>0</b>
Use rhetorical questions	0	0	<b>0</b>	1	1	<b>2</b>
Be ambiguous	0	0	<b>0</b>	1	0	<b>1</b>
Be vague	1	0	<b>1</b>	0	0	<b>0</b>
Over-generalize	1	0	<b>1</b>	2	1	<b>3</b>
Displace H	0	1	<b>1</b>	0	0	<b>0</b>
Be incomplete, use ellipses	0	1	<b>1</b>	3	0	<b>3</b>
<b>Total Of Complete Politeness Strategies</b>	<b>8</b>	<b>6</b>	<b>14</b>	<b>11</b>	<b>3</b>	<b>14</b>

### 3.4.4 Conflict Resolution Strategies

The utterances by Karis and Hope presented in appendix 1 and appendix 2 were also, classified in accordance to Sillars' (1983) 'Attribution Theory of Conflict Resolution' to establish the verbal conflict resolution strategies used by Karis and Hope with male and female interlocutors during verbal conflict situation. The times of occurrence of all the strategies were counted and results recorded as shown in Table 5.

Table 5: *Verbal Conflict Resolution Strategies used by Karis and Hope during Verbal Conflict Situations in Makutano Junction.*

Conflict Resolution Strategies	Sub Categories of Verbal Tactics	Karis			Hope		
		Male	Female	Total	Male	Female	Total
Avoidance	Denial and Equivocation	3	7	10	2	0	2
	Topic Management	5	6	11	4	4	8
	Noncommittal Remarks	3	1	4	1	1	2
	Irreverent Remarks	0	0	0	0	0	0
	<b>Total</b>	<b>11</b>	<b>14</b>	<b>25</b>	<b>7</b>	<b>5</b>	<b>12</b>
Competitive	Confrontational Remarks	59	24	83	40	9	49
Cooperative	Analytic Remarks	16	13	29	16	11	27
	Conciliatory Remarks	5	24	29	8	8	16
<b>Totals</b>		<b>21</b>	<b>37</b>	<b>58</b>	<b>24</b>	<b>19</b>	<b>43</b>

These results in Table 5 above were then summarized in two charts. The first table (table 6), summarizes the instances of conflict resolution strategies used by Karis in his interpersonal communication with male and female interlocutors during verbal conflict situations.

*Table 6: Conflict resolution strategies chosen by Karis in interpersonal communication with male and female interlocutors during verbal conflict resolution.*

<b>Conflict Resolution Strategies</b>	<b>Karis to Male</b>	<b>Karis to Female</b>
<b>Avoidance Strategies</b>	44%	56%
<b>Competitive</b>	71%	28.9%
<b>Cooperative</b>	36%	63.7%

The second table (Table 7) summarizes instances of the verbal conflict resolution strategies used by Hope in interpersonal communication with male or female interlocutors during verbal conflict situations.

*Table 7: Verbal Conflict resolution strategies chosen by Hope in interpersonal communication with male and female interlocutors during verbal conflict resolution.*

<b>Conflict Resolution Strategies</b>	<b>Hope to Male</b>	<b>Hope to Female</b>
<b>Avoidance Strategies</b>	58.3%	41.7%
<b>Competitive</b>	81.6%	18.4%
<b>Cooperative</b>	55.8%	44.2%

Finally, a detailed summary of all the verbal conflict resolution strategies used by Hope and Karis while conversing with male and female interlocutors during verbal conflict situation were analysed and presented in Table 8 below.

Table 8: A summary of verbal conflict resolution strategies used by Hope and Karis with female and male interlocutors during verbal conflict situation.

Conflict Resolution Strategies	Categories of Verbal Tactics	Subcategories of Verbal Tactics	Karis			Hope		
			Male	Female	Total	Male	Female	Total
A V O I D A N C E	Denial and Equivocation	Direct Denial	2	5	7	1	0	1
		Implicit Denial	0	2	2	1	0	1
		Evasive Remarks	1	0	1	0	0	0
	Topic Management	Topic Shifts	1	5	6	1	4	5
		Topic Avoidance	4	1	5	3	0	3
	Noncommittal Remarks	Noncommittal Statements	0	1	1	0	0	0
		Noncommittal Questions	0	0	0	0	0	0
		Abstract Remarks	1	0	1	0	1	1
		Procedural Remarks	2	0	2	1	0	1
	Irreverent Remarks	Friendly Joking	0	0	0	0	0	0
<b>Total</b>			<b>11</b>	<b>14</b>	<b>25</b>	<b>7</b>	<b>5</b>	<b>12</b>
C O M P E T I T I V E	Confrontative Remarks	Personal Criticism	18	5	23	11	2	13
		Rejection	6	2	8	8	2	10
		Hostile Imperatives	11	8	19	6	1	7
		Hostile Jokes	6	1	7	5	0	5
		Hostile Questions	16	8	24	8	3	11
		Presumptive Remarks	1	0	1	2	1	3
		Denial Of Responsibility	1	0	1	0	0	0
<b>Total</b>			<b>59</b>	<b>24</b>	<b>83</b>	<b>40</b>	<b>9</b>	<b>49</b>
C O O P E R A T I V E	Analytic Remarks	Descriptive Statements	3	0	3	2	0	2
		Disclosive Statements	3	6	9	4	2	6
		Qualifying Statements	2	2	4	2	7	9
		Soliciting Disclosure	7	4	11	6	2	8
		Soliciting Criticism	1	1	2	2	0	2
	Conciliatory Remarks	Supportive Remarks	3	9	12	4	5	9
		Concessions	0	3	3	3	2	5
		Acceptance of responsibility	2	12	14	1	1	2
<b>Total</b>			<b>21</b>	<b>37</b>	<b>58</b>	<b>24</b>	<b>19</b>	<b>43</b>

## CHAPTER 4

### 4.0 Findings and Analysis

#### 4.1 Introduction

This chapter is divided into three major parts. The first part is on the findings and analysis of the politeness strategies used by Karis and Hope while interacting with male and female interlocutors during verbal conflicts resolution. The second part is on the findings and analysis of the verbal conflict resolution strategies used by Karis and Hope with male and female interlocutors during verbal conflict resolution. The third part is the conclusion, which entails a comparison of the politeness strategies used by Karis and Hope during verbal conflict resolution as well as a comparison of the verbal conflict resolution strategies used by Karis and Hope during verbal conflicts resolution. Finally, the factors influencing the choice of the politeness and verbal conflict resolution strategies as well as the underlying relationship in the choice of politeness and verbal conflict resolution strategies that the interlocutors used during verbal conflict resolution were discussed.

#### 4.2 Findings on Karis' use of Politeness Strategies

From the analysed data, it was found out that Karis used all the categories of the politeness strategies as described by Brown and Levinson (1987). These politeness strategies are Bald on Record, Positive Politeness, Negative Politeness and Off Record. Bald on Record were the most used politeness strategies by Karis with male interlocutors. The Bald on Record strategies accounted for 50.6% of all the politeness strategies used by Karis to both male and female interlocutors during verbal conflict situation. The Positive Politeness Strategies were the second most used politeness strategies by Karis during verbal conflict resolution forming 32.5% of all the politeness strategies used by Karis with both male and female interlocutors during verbal conflicts resolution.

The table below represents the number of occurrences of the four categories of politeness strategies used by Karis while interacting with male or female interlocutors during verbal conflict situations.

*Table 9: Politeness strategies chosen by Karis in interpersonal communication with male and female interlocutors during verbal conflict resolution.*

Karis to	Politeness Strategies			
	Bald on Record	Positive Politeness	Negative Politeness	Off Record
To Male	55	23	7	8
To Female	29	31	7	6

According to Table 9, Bald on Record Politeness strategies were used by Karis 55 times when interacting with male interlocutors and 29 times when interacting with female interlocutors. Positive politeness strategies were used 31 times when conversing with female interlocutors and 23 times when conversing with male interlocutors during verbal conflict resolution. While Bald on Record politeness strategies were the most used by Karis while addressing male interlocutors, Positive Politeness were the most used strategies by Karis while addressing female interlocutors.

The second most used politeness strategies by Karis while addressing male and female interlocutors were the Positive Politeness strategies. The Positive Politeness strategies were used 23 times while addressing male interlocutors and 31 times while addressing female interlocutors. According to Table 9 above, Negative Politeness Strategies and the Off Record Politeness Strategies had equal number of usage by Karis during verbal conflict resolution. However, the Off Record Politeness strategies were mostly used with male interlocutors.

The Off Record Politeness Strategies were used 8 times with male interlocutors and 6 times with female interlocutors. Negative Politeness strategies had equal usage with male and female interlocutor. They were used 7 times with both male and female interlocutors.

The following is a discussion of the four kinds of politeness strategies used by Karis as outlined in Brown and Levinson's (1987) 'Politeness Theory', that is, Bald on Record, Positive Politeness, Negative politeness and Off Record. The discussion of the four categories were based on their usage, which was from the most used to the least used category by Karis to both male and female interlocutors during verbal conflict resolution.

#### **4.2.1 Use of Bald on Record by Karis**

The Bald on Record (B.O.R) is the most used Politeness Strategy by Karis during verbal conflict resolution. B.O.R strategies are mainly used whenever S (Speaker) wants to do the FTA with maximum efficiency more than he wants to satisfy H's (Hearer) face even to any degree. The utterances are clear, direct and contain no redressive particle to soften the FTA. There are two categories of B.O.R strategies as outlined by Brown and Levinson's (1987) theory of Politeness: the Cases of Non minimization of the face threat and Cases of FTA-oriented B.O.R. According to the data collected in this study, all the B.O.R strategies used by Karis during verbal conflict resolution were Cases of Non Minimization of the face threat. The B.O.R strategies used by Karis with male interlocutors accounted for 65.4% of all the B.O.R politeness strategies used by Karis and 33.1% of all the politeness strategies Karis used during verbal conflict resolution.

The extract below from Makutano Junction TV series illustrates more on the usage of B.O.R by Karis.

### Extract 1

The following extract is taken from Makutano Junction Season 5, Episode 5: Street Day, Data #165 -166

**Setting:** Karis is taking his daughter Diana to school when Snake (a butcher in Makutano trading centre) stops him.

**Snake:** Karis, every one is saying 'Oh Karis is such a good daddy he really is taking good care of Diana.' It's not easy for a man to take such good care of his daughter on his own.

**Karis:** Cut the flattery. What is it you want? (U1)

**Snake:** Uhm ... can I borrow a hundred shillings?

**Karis:** Begging seems to be your career these days. Get busy... (U2)

**Snake:** I am trying...but business is bad.

In this scene, Karis has been enjoying a lot of superiority among his peer like Snake and others in Makutano. He has been lending money to people to be repaid with interest. Snake apparently gets the news and hopes to catch on the opportunity. However, Karis does not want to give him a hearing because Snake had failed to service some previous debts. In utterance (U1) Karis uses B.O.R when he asks Snake to cut the flattery about him (Karis) being a good daddy and get to the point. Karis knew that something more was lurking behind Snake's flattery and therefore no face redress was necessary at that point as the urgency of delivering the message by Karis took precedence. In addition, Karis is not happy with Snake's habit of borrowing and in utterance (U2), Karis uses a B.O.R with no redress on the FTA to reprimand Snake. In this case also, minimizing FTA or attempting to redress the hearer's face were not priorities of the speaker as they could have watered down the reprimand. In the two cases, the precedence is given to efficiency in delivering the message rather than redressing the face.

Karis also used the B.O.R politeness strategies with female interlocutors. The B.O.R used by Karis with female interlocutors formed 34.4% of all the B.O.R politeness strategies used by Karis and 17.4% of all the politeness strategies used by Karis during verbal conflict resolution. The extract below illustrates more on how Karis used B.O.R politeness strategies with female interlocutors.

## Extract 2

Extract 2 is taken from Makutano Junction film Season 5, Episode 9: 'Mabuki Bar Day', Data # 242

**Setting:** The scene takes place at Makutano shopping centre. Karis looks like he had slept in the gutter. Mama Pima is serving him a drink. He takes his last gulp and gestures for more.

**Mama Pima:** Don't you think that is enough Karis? It's a bit too early.

**Karis:** Mind your own business. (U1)  
*(Priscilla walks in and finds Karis drinking.)*

**Priscilla:** You have to get a hold of yourself Karis. Sometimes I don't blame your father for having such a low opinion about you. You have fully earned it.

**Karis:** *(Ignoring her)* I am here to get the money you promised me. (U2)  
I'm failing to keep up with my rent payments. My whole life is falling down around me so please don't give me a lecture right now.

**Priscilla:** I am sorry; I don't have any money right now.

**Karis:** But you promised! (U3)

Karis is in serious financial problems. He is also frustrated and as a result has little or no consideration for face redress. In this scene Karis is in bad shape. He gets into his father's bar and orders for a drink. When Mama Pima, the bar attendant tries to tell him that he had already had too many drinks, Karis, in his reply uses a B.O.R in utterance (U1) to put her off and dissuade her from pestering him further.

When his mother confronts him for being reckless and a drunk, Karis, once again uses B.O.R with a case of non- minimization of face threat in utterance (U2) to repulse his mother's further reprimand. The need to redress FTA's is certainly not a priority in this case as the urgency of his message takes precedence mainly to counter his mother's reprimands over his irresponsible habit of drinking. When his mother informs him that she could not raise the money he needed, Karis gets emotional and uses B.O.R in utterance (U3) to register his disappointment.

#### **4.2.2 Use of Positive Politeness Strategies by Karis**

Positive Politeness strategies are acts in which interlocutors satisfy each other's 'positive face'; this is the 'face' that desires to be close to others and to be approved of (Brown and Levinson, 1987). Positive Politeness Strategies were the second most used strategies by Karis as previously shown in table 4. Positive Politeness Strategies used by Karis with male interlocutors formed 42.6% of all the Positive Politeness strategies used by Karis and 13.9% of all the politeness strategies used by Karis during verbal conflict resolution. On the other hand, Positive Politeness strategies used by Karis with female interlocutors formed 57.4% of all the Positive Politeness strategies used by Karis during verbal conflict resolution and 18.7% of all the politeness strategies used by Karis during verbal conflict resolution. As earlier mentioned in chapter two, Positive Politeness consist of fifteen subcategories. Out of the fifteen subcategories of Positive Politeness strategies used by Karis, Strategy 13: "*Give or ask for reason*" was the most used. It formed 37.03% of all the Positive Politeness strategies used. Strategy 13 however, had equal usage across the gender with a record of 11 utterances for both male and female interlocutors. The table below presents a clear view of categories of the Positive Politeness Strategies used by Karis during verbal conflict resolutions.

Table 10: The Positive Politeness Strategies used by Karis with male and female interlocutors during verbal conflict resolution

SUBCATEGORIES OF POSITIVE POLITENESS		Karis		Total
		Male	Female	
1.	Notice, attend to H (his interests,	1	4	5
2.	Exaggerate	0	0	0
3.	Intensify interest to H	0	0	0
4.	Use in-group identity markers	0	0	0
5.	Seek agreement	0	0	0
6.	Avoid disagreement	5	8	13
7.	Presuppose/ raise/ assert common ground	1	0	1
8.	Jokes	0	0	0
9.	Assert or presuppose S's knowledge of and concern for H	1	0	1
10.	Offer, promises	0	0	0
11.	Be optimistic	4	7	11
12.	Include both S and H in the activity	1	0	1
13.	Give (or ask for) reason	10	10	20
14.	Assume or assert reciprocity	0	0	0
15.	Give gifts to H (goods, sympathy, understanding, cooperation)	0	2	2
<b>Total</b>		<b>23</b>	<b>31</b>	<b>54</b>

The extracts below from Makutano Junction TV series illustrate more on the usage of Positive Politeness Strategies by Karis.

### Extract 3

The following extract is taken from Makutano Junction season 3, Episode 4 "A Thief in the Night" Data # 117 & 118

**Setting:** Karis meets Chief Hope on the street of Makutano. This happens after chief's bitter argument with the councillor of the area Mr. Mabuki, Karis' father.

- Hope:** You see I intend to set up a community crime prevention group.
- Mabuki:** What is that?
- Hope:** This means that people of Makutano forms patrol groups...
- Mabuki:** That sounds very well and good, except that I don't see why I should be dragged into your failures
- Hope:** Failures?
- Mabuki:** With the other chiefs, we did not have need for such groups, but since you came in here, crime has increased and all you seem to be doing is arresting innocent people.
- Hope:** You are a member of Makutano and an elected councillor. The people elected you to help them solve their problems and not...
- Mabuki:** Young lady have you ever seen me come to your office with a civic problem.

- Hope:** Fine! I will form the committee and the security group with or without your help. *(she storms out and bumps into Karis on the corridor)*
- Karis:** Hey hope, I am really sorry about my Dad in there, don't take it too hard...
- Hope:** He is a councillor for heaven sake. We are supposed to work together to solve problems. *(furiously)*
- Karis:** I am really amazed at how much you have achieved since you came here. (U1)
- Hope:** Why does he have to fight me so hard?
- Karis:** Well I think not everyone is as pleased as I am to see a chief who looks great in uniform. You see I .... Why don't I make it up by inviting you for dinner... we can go down in the city before anyone notice it. (U2)

Hope, the Chief of Makutano had been Karis' fiancée and during their interaction, they got a child whom they named Diana. Later the relationship got sour and they broke up but Karis would not give it up and more because of Diana. Karis had been following the heated exchange between Hope and Mabuki, Karis' father from the corridors. He knew Hope was angry, frustrated, and needed appreciation. Thus, Karis uses positive politeness strategy 1 that is, **notice, attend to H (his interest, wants, needs, goods)** in the utterance labelled (U1) and (U2). He acknowledges the chief's achievements and smartness "a chief who looks great in uniform". In using the positive politeness strategy number 1 Karis shows his interest in Hope and her job as a chief hopes to get a peaceful resolution to the verbal conflict that had raged between Hope and Karis' father immediately before this scene. Her new job as a chief (a role, which had been a preserve of men in this community) does not go down very well with many male residents of Makutano and there had been a lot of resistance. By using this strategy, noticing the development initiatives Hope had began in Makutano, Karis satisfies Hopes face and mitigates for the FTA act in the request (an invitation for a dinner) that he intended to make.

#### Extract 4

The following extract is taken from Makutano Junction season 3 Episode 5- “A Thief in the Night”, Data # 115

**Setting:** Karis had gone to visit Shelly, his new girlfriend in the hospital. He got late and Shelly demands for an explanation.

*(Shelly is sitting on the edge of the hospital bed)*

**Shelly:** Karis, is this the way you treat your loved ones? I have been waiting for hours. Where have you been?

**Karis:** Does this mean you are getting better?

**Shelly:** It means I am having peace and quiet time. Mr. Baraka had a heart attack. The whole family had been here bothering me. So, where have you been?

**Karis:** *(Lying)* I was in a business meeting. What do you think of this? *(Showing a wrist watch)* (U8)

Karis knew that he was late for this visit and when Shelly demanded for an explanation, Karis was quick to avoid a verbal conflict with Shelly. Therefore, he uses the Strategy Number 6: **Avoid Disagreement**. This strategy can be achieved through using *a white lie*. By saying, he was in a business meeting in utterance (U8) Karis said *a white lie* since he got late talking to his friend Washington. He knew Shelly would be offended and very disappointed if he told her the truth.

#### Extract 5

The following extract is taken from Makutano Junction season 3, Episode 4- “schemers”, Data # 158

**Setting:** This incidence takes place on the street of Makutano. Karis had been trying to explain to Hope about a previous incidence involving him and their daughter Diana when Shelly, Karis new girlfriend appear and is furious at seeing the two together.

**Shelly:** So, what were you two talking about?

**Karis:** Nothing, Haa ha ... *(feigned laughter)*. She was just telling me about some proposals to take to my dad, but I told her that, that was dirty work.

In extract 5, Karis employs this Positive Politeness Strategy (use of a white lie) after being caught by Shelly chatting with his former girlfriend Hope. In using a white lie, Karis is able to resolve what could have culminated to a fierce verbal conflict.

In another incident Karis uses Positive Politeness Strategy 7 that is, “**Presuppose/ assert common ground.**” Brown and Levinson (1987) suggested three ways to presuppose common ground:

- i. Gossip, Small Talk: The Speaker and the Hearer spend some time on gossip or small talk before talking about the communicative goal.
- ii. The speaker integrates the hearer’s and his/her point of view, e.g. the speaker speaks as if the hearer understands everything about him/her (‘point of view operations’)
- iii. The speaker presupposes commonality between him or her and the hearer, e.g. the same wants values, knowledge- expressing pre-existing common interest, (Brown and Levinson, 1987; pp. 117-124).

The case at hand uses the third option. In this particular case Karis’ father, Mr. Mabuki has decided to throw a party for one of his sons, Vincent. This makes Karis very unhappy and in the following excerpt, he attempts to resolve the verbal conflict with his father by expressing pre-existing common interest of the family to his father; that is the need for the family to maintain its esteem.

### Extract 6

The following extract is taken from Makutano Junction season 5 Episode 9- “Caught Pants Down”, Data # 235

**Setting:** This scene takes place in Makutano Junction in Mr. Mabuki’s bar a few days after Vincent’s (a stepbrother to Karis) arrival. Karis’ father is intending to throw a party to welcome Vincent in his family. Mr. Mabuki, Karis Father, had been looking for his wife Pricilla all over the town but suddenly decides to give the message to Karis, to take it to her. )

*(Mabuki walks in with the bunch of letters. Karis is seated there drinking. )*

**Mabuki:** Where is your mother? Tell her I need to see her before the party.

**Karis:** What party?

**Mabuki:** There is going to be a party tonight to welcome Vincent into the family officially.

- Karis:** What! You can't do that Dad; you'll shame the whole family in front of everyone. (U1)
- Mabuki:** This is not shaming people, this is the proper way to do things.
- Karis:** But Dad...
- Mabuki:** I don't have time for your selfish moans. I have better things to sort out.  
(*Mabuki walks out to look for Priscilla. Karis looks furious.*)

Karis' presuppositions were that his father would take to his side and accept that throwing a party to welcome Vincent, as his son would affect the family's esteem negatively.

Extract 7 will exemplify the use of two Positive Politeness Strategies; "Give gifts to H" and "Give or ask for reason" as used by Karis during verbal conflict situations.

### Extract 7

The following extract is from Makutano Junction season 3, Episode 11- "Standing up",

Data # 140 - 145

**Setting:** The scene takes place outside Shelly's favourite saloon on the street of Makutano. Karis stops Shelly hoping to talk her through some differences affecting their relationship. Their verbal confrontation attracts Shelly's friends who stand by to watch the two.

- Karis:** Hey Shelly.
- Shelly:** What do you want?
- Karis:** Do I look like I want something. These are for you (*handing over a bouquet of flowers*). (U1)
- Shelly:** Haaa (*Laughs Sarcastically.*)
- Karis:** Do they look funny? I can have them replaced. (U2)
- Shelly:** Do I look that stupid?
- Karis:** What are you talking about? (U3)
- Shelly:** Hope dumps you and then, you come, running back to me. Is that it?
- Karis:** Oh ... no. There was nothing serious there.
- Shelly:** (*Sarcastically*) Oh so this is serious. (*Snatches the flower from him, drops them on the ground and stamps on them hard under her feet and walks away furious. Karis is left there obviously embarrassed.*)

From the conversation above Karis is aware of the sour relationship between him and Shelly. Here, he uses Positive Politeness Strategy 15: ‘**Give gifts to H**’. However, his gift, a bouquet of flowers, does not seem to impress Shelly and she laughs at Karis sarcastically. Consequently, in utterance (U2) Karis uses Positive Politeness strategy 13: ‘**Give or ask for reason**’ and asks Shelly if they looked funny. This strategy is also used in utterance (U3) as Karis seeks to establish what Shelly was talking about.

### Extract 8

The following extract is taken from Makutano Junction season 5 Episode 13 “Slipping Beauty”, Data # 260

**Setting:** This scene takes place at Makutano shopping centre. Mr. Matata is giving instructions to his workmen to remove goods from Karis’ supermarket and load them on to a waiting vehicle when Karis appears. He hurries towards Matata.

**Karis:** Bwana Matata, I heard over the radio! I am very grateful you have reconsidered! (U1)

**Matata:** Reconsider what? I don’t reconsider! I am a businessman!

**Karis:** But you just said you are going to hand back my supermarket. (U2).

**Matata:** Of course, I am a man of my word.

In utterance (U1), Karis uses Positive Politeness Strategy 11, that is, “**Be optimistic**”. Karis’ financial life has deteriorated in this scene. In this scene Karis is optimistic that Matata meant his words and had changed his mind about taking over Karis’ supermarket. He wanted to mend his relationship with Bwana Matata and was optimistic that their conversation would not end up in another verbal conflict. However, when Bwana Matata reneges on his promise Karis uses Positive Politeness Strategy Number 9, that is, “**Assert S’s knowledge of and concern for H,**” in (U2). In this strategy, the Hearer reinstates his knowledge of the concerns for him earlier raised by the Speaker. Using this strategy Karis hoped to make Matata honour his promise to hand back Karis’ supermarket.

### 4.2.3 Use of Negative Politeness Strategies by Karis

The core notion of 'Negative Politeness' in Brown and Levinson's theory is to show the conversational partner's right to decide and act as he/she wishes. Adapting this core notion, *this study identifies a number of phenomena in which the interlocutors attempt to resolve verbal conflicts by trying to satisfy the conversational partner's 'negative face' by indicating respect for the conversational partner's right not to be imposed on (Brown and Levinson, 1987).*

In this study, Negative Politeness strategies were the third most employed politeness strategies by Karis during verbal conflict situations. Karis used Negative Politeness strategies equally with both male and female interlocutors during verbal conflict resolution. The utterances used by Karis with either male or female interlocutors that had Negative Politeness strategies formed 4.2% of all the politeness strategies used by Karis during verbal conflict resolution. According to Brown and Levinson (1987), Negative Politeness consists of ten subcategories. Of the ten subcategories of Negative Politeness strategies, strategy number 5: **"Give Deference"** was the most used. It formed 42.9% of all the Negative Politeness strategies used. Strategy number 6 of **"Apology,"** was the second most used Negative Politeness Strategy and formed 35.7% of all the Negative Politeness strategies used. The table below presents a clear summary of subcategories of the Negative Politeness strategies used by Karis during verbal conflict resolutions.

Table 11: The Negative Politeness strategies used by Karis with male and female interlocutors during verbal conflict resolution

SUBCATEGORIES OF NEGATIVE POLITENESS		Utterances of Karis to		Total
		Male	Female	
1.	Be conventionally indirect:	0	1	1
2.	Question, Hedge	0	1	1
3.	Be pessimistic	0	0	0
4.	Minimize the Imposition	0	1	1
5.	Give Deference	4	2	6
6.	Apology	3	2	5
7.	Impersonalize S and H	0	0	0
8.	State the FTA as a general rule	0	0	0
9.	Nominalise	0	0	0
10.	Go on record as incurring a debt, or as indebting H	0	0	0
11.	<b>Total Of Negative Politeness</b>	<b>7</b>	<b>7</b>	<b>14</b>

Despite the relationship conflicts between Karis and Hope and the frequent verbal confrontations that characterized most of their verbal encounters, Karis still had respect and cared about Hope's negative face; that is, the desire to have freedom of action and imposition. That is why he uses negative politeness as exemplified in Extract 9 below.

### Extract 9:

The following extract is taken from Makutano Junction season 3 Episode 4- "A thief in the Night", Data # 248

**Setting:** The scene takes place at Makutano shopping centre. Hope is going to her office when Karis stops her.

**Karis:** Hey Hope, I wanted to talk to you about yesterday with Diana. I was only trying to help.

**Hope:** Don't!

**Karis:** Look, I closed down the Shylock business. Can't we just be friends? (U1)

The scene above comes after an acrimonious encounter between Hope and Karis the previous day. In this case, Karis uses Negative Politeness number 1: **Be conventionally indirect** and in utterance (U1), he says "Look I closed down the shylock business. Can't we just be friends?"

In requesting Hope that they become friends, Karis is just being indirect. Actually, he is asking Hope to allow him back in her life and let them be together as a couple once again and perhaps start a family.

In another incident, Karis is confronted by his new girlfriend, Shelly over some money he had promised to give her. Karis is aware of his failure and resolves the verbal conflict that ensues through the use Negative Politeness Strategy 2: 'Question/ hedge'. The extract 10 below illustrates the use of Negative Politeness Strategy number 2: 'Question/ hedge'.

#### Extract 10

The following extract is taken from Makutano Junction season 3, Episode 1- "The Curse", Data # 105- 106

**Setting:** This scene takes place in a hospital at Makutano Shopping centre. Shelly has been in the hospital and Karis had promised to pay her hospital bills.

**Shelly:** Karis...

**Karis:** Look Shelly, I *would really* like to pay your bills but I am *a little* short of money this month. (U1)

**Shelly:** What do you want me to do? I am stuck here because of you.

Even though the use of hedge in Negative Politeness is basically to soften some action or request for the sake of the face, hedges are not only used to soften FTA but can also be used as strengtheners, such as "really," "For sure", 'sincerely', 'exactly', 'precisely' or 'emphatically' (Brown and Levinson, 1987). For example, when Karis says, "Look Shelly, I **would really** like to pay..." in utterance (U1), he uses **hedges** to reaffirm his commitment to the promise he had made and thus tries to resolve the verbal conflict by giving a firm reassurance. Therefore, in this case the hedges are used as strengtheners.

In the same utterance and as Karis gives an explanation for his inability to honour his promise, he uses Negative Politeness Strategy 4: **Minimize the Imposition**. This strategy is characterised by use of phrases like *just, a few, a little, a bit and a tiny bit*. In this strategy, the function is to avoid the burden or the threat to happen by minimizing or reducing what might be the burden of one's action (Brown and Levinson, 1987). Hence, by using this strategy, the speaker acts as if the burden of the threat is not there. Therefore, when Karis says, "... but I am *a little* short of money this month," he minimizes the burden of the threat to the hearer compared to a more direct statement like "... I got no money this month."

**Giving Deference** is the other Negative Politeness Strategy that Karis used during verbal conflict resolution. In using the strategy of Giving Deference, S can be negatively polite by giving deference to H. Deference in this case means S humbles himself to H or raises H's certain positive face wants as superior. By giving deference, S shows that he has no authority or power to coerce H, and H's Position or power is higher than S. Therefore, it indicates H's right to refuse S's request.

### **Extract 11**

The following extract is taken from Makutano Junction season 5, Episode 13 'Slipping Beauty', Data # 245 & 246

This scene takes place at Makutano Shopping centre outside Karis' supermarket. Karis has been waiting outside the locked supermarket for Mr. Matata, who had taken over the supermarket after Karis' failure to service a debt previously given to him by Mr. Matata.

- Karis:** Eh?  
**Matata:** (*Mimics*) Eh?  
**Karis:** Bwana Matata, actually I have waited for you the whole morning... (U1)  
**Matata:** Waited for me for what? Do you think this is the second coming of Jesus?  
(*He Laughs Heartily*).  
**Karis:** No I...  
(*He laughs again*).  
**Karis:** Bwana Matata, please...  
**Matata:** (*To handyman*) You! I want you to put up the new sign right here.

*(He indicates the 'Matata unique family stores' sign and points over the main entrance where he wants it fixed. He then turns to address the people gathered.)*

**Matata:** I want the people of Makutano to know that I have come to change the face of business in this town! Matata Unique Family Stores!

*(He laughs. Pendo and Sharon look at him with ill-disguised contempt.)*

**Pendo:** *(To Sharon)* I don't know how he gets away with it. He is a menace and a bully. The sooner he gets locked up the better.

**Karis:** Bwana Matata, please... (U2)

In utterance (U1) Karis is trying to engage Bwana Matata in a dialogue using Negative Politeness Strategy number 5: **Give Deference** to resolve the verbal conflict between them.

The way he gives his deference in this utterance is by using an address term that is considered honourable, which in this case is 'Bwana' a Kiswahili word which means "Mr." Karis uses, this politeness strategy again coupled with a plea in utterance (U2) to persuade Bwana Matata to change his mind about taking over his supermarket.

In extract 12 below, Karis needs to talk to Hope urgently. Apparently, Hope is engaged in a discussion with a group of men and Karis decides to use this Negative Politeness Strategy to secure a chance to talk to her.

### Extract 12

The following extract is taken from Makutano Junction season 5 Episode 13 'Slipping Beauty', Data # 250, 252

**Setting:** The scene takes place at Makutano Primary School's playground. The CDF party is to take place in the playground and the members of the community from Makutano are trickling into the field in anticipation. Karis, however, is not enthusiastic about the event. He had actually gone there to talk to Hope.

**Dr. Charles:** The world is indeed very challenging. It brings me enormous satisfaction to be able to celebrate the success of this project today. I just hope it runs smoothly, it would be a shame if anything happened to mar its success.  
*(At this point Karis joins them. He looks a mess.)*

**Karis:** Gentlemen, please if you don't mind, could I borrow Hope for a bit? (U1)

- Hope:** *(uncomfortable)* What is there between you and me to talk about that we can't talk about here?
- Karis:** A lot...I don't know...I wish I knew...please Hope, please...
- Hope:** Karis?
- Karis:** Yes? Look, it doesn't matter...sorry I bothered you... (U2)  
*(He turns and walks off. Hope, Dr. Charles, Matano and Reverend look at each other confused.)*

In this extract, in utterance (U1) Karis gives his deference by using address term "gentlemen" that is universally considered honourable. In the same utterance Karis employs Negative Politeness Strategy number 2: **Hedges** which in this case is introduced by "if clause" that is, when he says, "...if you don't mind". In extract 12 utterances (U2), Karis finally realizes that chances of talking to Hope are slim and employs Negative Politeness Strategy number 6; that is **Apologize**. In using this strategy, Karis shows that he did not intend to impinge on the Hearer(s) and wanted to remain negatively polite. In this case, Karis uses the basic act of this strategy; that is, directly apologizing for infringement of the hearer(s) peace as seen in utterance (U2).

Strategy number 6; Apologize is also used in extract 13 below. In this scene, Karis contemplates killing his daughter and then commit suicide. He seeks to capture the attention of the Makutano residents by taking his daughter hostage and threatens to throw her from the roof and then jump to his death.

**Extract 13**

The following extract is taken from Makutano Junction season 5 Episode 13 'Slipping Beauty', Data # 270

**Setting:** The incident takes place in the field of Makutano Primary School. The CDF party is kicking off. A big crowd has turned up for the event. Suddenly, Karis Mabuki shouts from the top of the roof to get the crowd's attention. The crowd turns to see a hysterical and shabby looking Karis hanging precariously over a balcony, holding Diana tightly in one hand.

*(He makes to jump).*

**Mabuki:** Please don't! I...I love you Karis, you must know that. I've watched you grow. I cradled you as a baby and watched proudly as you grow to a man. Please don't make me watch you die now, I beg you. *(Priscilla runs through the crowd, crying.)*

**Priscilla:** Karis! *(Helpless turns to Mabuki)* Please do something!  
*(The Askari who had climbed to the roof gets closer. Karis prepares for the final jump.)*

**Priscilla:** Karis, for me your mother, please come down! I don't want to be without you. *(Karis looks confused but is calming down. The Askari edges closer.)*

**Mabuki:** If I have caused you any pain, I am very sorry...I know I haven't been the greatest father but I want to change that.

**Karis:** *(Exhausted)* Why should I believe you?

**Priscilla:** He is your father...listen to him...please?  
*(Karis ponders and cries. He looks at a terrified Hope then at his daughter trembling in his arms.)*

**Diana:** Please Daddy, please stop!

**Karis:** Oh God, what am I doing...I'm sorry, so sorry...my baby... (U1)

In the extract 13 above, Karis finally regains his senses after a lot of persuasion by the family members and decides to let go his daughter Diana. He sounds remorseful and regrets his action. It is at this point in (U1) that Karis employs Negative Politeness Strategy number 6; **apologize** to fuff out the verbal storm that had ensued between him and the rest of his family members

**4.2.4 Use of Off Record Politeness Strategy by Karis**

As previously mentioned, Off Record Politeness strategies and Negative Politeness strategies were the third most used politeness strategies used by Karis during verbal conflict situations and had equal number of usage. According to Brown and Levinson (1987), Off Record politeness strategy consists of fifteen subcategories.



In this study, more Off Record politeness strategies used by Karis were with male than with female interlocutors. According to Brown and Levinson (1987), Off Record politeness strategies consist of fifteen subcategories and out of the fifteen subcategories, only seven were used by Karis during verbal conflict resolution. Of all the politeness strategies used by Karis during verbal conflict resolution, 4.2% of them were Off Record strategies. Strategy number 8: "Be ironic" was the most used of the Off Record politeness strategies. It formed 50% of all the Off Record politeness strategies used. Strategy number 3: "Presuppose," was the second most employed Off Record politeness strategy and formed 14.3% of all the Off Record politeness strategies used. Table 12 (below) presents a clear summary of subcategories of the Off Record politeness strategies used by Karis during verbal conflict resolutions.

Table 12: *Off Record politeness strategies used by Karis with male and female interlocutors during verbal conflict resolution.*

OFF RECORD POLITENESS STRATEGIES		KARIS		
		Male	Female	Total
1.	Give Hints	0	0	0
2.	Give associations clues	0	0	0
3.	Presuppose	0	2	2
4.	Understate	0	0	0
5.	Overstate	0	0	0
6.	Tautologies	0	0	0
7.	Contradictions	0	0	0
8.	Be ironic	6	1	7
9.	Use metaphors	0	1	1
10.	Use rhetorical questions	0	0	0
11.	Be ambiguous	0	0	0
12.	Be vague	1	0	1
13.	Over-generalize	1	0	1
14.	Displace H	0	1	1
15.	Be incomplete, use ellipses	0	1	1
<b>Total</b>		<b>8</b>	<b>6</b>	<b>14</b>

Off Record politeness strategies are indirect politeness strategies in which the speaker says something that can be interpreted in more than one way (Brown and Levinson, 1987). Thus if an interlocutor wants to do an FTA, but wants to avoid the responsibility for doing it, he/she can use Off Record strategy, and leave it to the Hearer to decide how to interpret it. Off Record politeness strategies can be described as an indirect way of saying something, which may have face-damaging interpretation. The following extract further shows the usage of Off Record politeness strategies used by Karis to male and female interlocutors in Makutano Junction.

#### **Extract 14**

The following extract is from Makutano Junction season 3, episode 5 “A Thief in the Night”,

Data # 129

**Setting:** The incidents take place in Makutano shopping centre outside Karis Mabuki’s bar. There is a talent show taking place in the bar to raise some money for charity. Karis had briefly walked out when Josiah walks up to him hoping for some financial support from Karis.

- Karis:** What do you want?  
**Josiah:** Karis, I need your help.  
**Karis:** But I am sorry I am not working tonight. (U1)  
**Josiah:** Karis Please!  
**Karis:** Get off my way!

In the extract 14 Karis is aware of Josiah’s intention and is not ready to be drawn into his problems. He thus decides to use Off Record Politeness Strategy number 2; **Give association clues**. In this strategy, S gives a related implicature by mentioning something associated with the act required of H, either by precedent in S-H’s experience. In this case, by saying ‘I am not working tonight,’ in utterance (U1), Karis implies that there is no chance that he will attend to Josiah’s problems at that moment. Again, Josiah knows that Karis can only attend to people when he is on duty.

As previously mentioned, Off Record politeness strategy number 8: **Be ironic** was the most used subcategory by Karis during verbal conflict resolution. In using this strategy the speakers say something that is opposite of the intended meaning. By S saying something which is opposite of what he or she means, S can indirectly convey his or her intended meaning by releasing clues that his or her intended meaning is being conveyed indirectly. This strategy is also characterised by use of sarcasm (Brown and Levinson, 1987).

### Extract 15

The following extract will illustrate the usage of this strategy by Karis in Makutano Junction.

The following extract is from Makutano Junction season 3, episode 5 “A Thief in the Night”,

Data # 128

**Setting:** This incident takes place at Makutano centre, outside Karis’ bar. Karis is talking to Red, who is in charge of decorations and preparation of the venue (Karis’ Bar) for a talent show later that evening.

**Karis:** You had not said anything about ribbons! Now my bar looks like a nursery school

**Red:** At least one thing is done

**Karis:** What else are you doing?

**Red:** Well we have to do the podium and the wiring.

**Karis:** Wiring?

**Red:** Yah, because the disco lights.

**Karis:** *(sarcastically)* uuhm

**Red:** Okay, if you are worried about the bill then I will ...

**Karis:** *(sarcastically)* No! No! I insist I don’t even want a talent show without lights. (U1)

In Extract 15 above, Karis is upset about the decorations set up in his bar by Red and the whole idea of holding a talent show in his bar. He picks it up with Red who is in charge and demands for an explanation.

In utterance (U1) of extract 15 Karis expresses his dislike for the talent show that was to take place later that evening using an Off Record strategy 8: 'Be Ironic'. In utterance (U1), Karis is being sarcastic and leaves it to Red to interpret what he means by, "No! No! I insist I don't even want a talent show without lights."

### **Extract 16**

The following extract is taken from Makutano Junction season 5, episode 3 "Another Piece of Clothe", Data # 176

**Setting:** The scene takes place at Makutano shopping centre in Karis' bar. Mr. Mabuki (Karis' Father) has just arrived from a Holiday at the coast.

*(Mabuki full of life appears at the door dressed in a cap, flowered shirt and cargo pants.*

*Priscilla can't believe his dressing.)*

**Karis:** Hmm? Yeah. Nice shirt by the way.

**Mabuki:** Thank you. You seem busy. When I am settled, could I assist you?

**Karis:** No need to trouble yourself. These are just legal documents and never-ending payments for my custody suit...

**Mabuki:** *(Annoyed)* Hope must have a very sober mind to put up with such an insane endeavour. Now don't get me wrong, I am all for you taking up your responsibility as a father, but there are better ways of doing it. (U1)

**Priscilla:** *(calmly)* Winston you just got here. Let's get you relaxed and then we will deal with other issues. *(Mabuki starts to walk to the office.)*

**Karis:** By the way dad...

*(Mabuki stops and turns.)*

**Karis:** *(sarcastically)* Nice to have you back! (U2)

*(Karis storms out. Mabuki is shocked.)*

Karis has been going through a hard time trying to secure his daughter's custody. He is not happy that his father does not fully support his latest effort of getting his daughter's custody. Actually, his father's criticism of the process in (U1) makes Karis unhappy. In utterance (U2), he employs the Off Record politeness strategy number 8; 'Be Ironic' to get back at his father. By telling him, "Nice to have you back," Karis is being sarcastic. The use of Off Record in this case is aimed at getting his father to think about the whole scenario and make interpretations and conclusions.

In the next extract, Karis' father finds Karis and Josiah outside the bar. Karis has been reprimanding Josiah angrily when his father appears. He releases him quickly and loosens up as if they were just in a casual talk. Karis' father suspects that something peculiar was going on and stops to inquire. On inquiring, Karis uses an off Record strategy 12: 'Be Vague' to cover up the incident.

### Extract 17

The following extract is taken from Makutano Junction season5 episode 3 "A Thief in the Night", Data # 133

**Setting:** The scene takes place in Makutano town outside Karis' bar. It is at night and talent show session is going on in the bar. Karis has just walked out of the bar when Josiah approaches him.

- Karis:** What do you want?  
**Josiah:** Karis, I need your help.  
**Karis:** But I am sorry I am not working tonight.  
**Josiah:** Karis Please!  
**Karis:** Get off my way! There is no way I can help you. If you ever come to me like that again. I will throw you to the police for all the money you owe me. *(He grabs Josiah by the collar. Suddenly Karis father emerges from the bar)*  
**Mabuki:** Karis, What is this all about?  
**Karis:** Nothing, nothing Dad. *(Taking Josiah by the hand away from his father)*  
U1

In this extract, Karis is aware that his father had noted that something was wrong. However, Karis is not ready to divulge the nature of the conflict and chooses to use the Off Record Politeness Strategy 12: '**Be vague**'. By telling his father that nothing was going on in utterance (U1), Karis is being vague and uses the strategy to quell a possible verbal confrontation with his father.

### Extract: 18

The following extract is taken from Makutano Junction season 3, episode 12 “To be a Woman”, Data # 155

**Setting: Setting:** Little Diana walks ahead of her mother and leaves her inside a supermarket. As she waits on the corridor, Karis comes over and they start chatting. A few minutes later Hope, her mother, appears and finds Karis talking to Diana.

**Hope:** Let's go! (*reaching out for Diana's hand*)

**Hope:** Karis I have an appointment with the school deputy and we are getting late.  
Let go my daughter!  
(*She gets hold of Diana's hand*)

**Karis:** NO! I can't ... I will never... (U1)

In the above utterance, Karis is aware that he is not in good terms with Hope and decides to use the Off Record politeness strategy 15: ‘**Be incomplete, use ellipses**’ to resolve the verbal conflict. In this strategy, the speaker does not complete the sentence and lets the hearer to interpret or complete it by himself/herself. His use of ellipses and holding firmly on to Diana's hand was intended to make Hope understand that he was not willing to be separated from his daughter.

### **4.3 Findings on Hope's Use of Politeness Strategies**

In this study, it was established that Hope used all the categories of the politeness strategies as described by Brown and Levinson (1987); that is Bald on Record, Positive Politeness, Negative Politeness and Off Record Politeness strategies. Bald on Record were the most used politeness strategies by Hope in Makutano Junction series during verbal conflict resolution. Bald on Record represented 37.5 % of all the politeness strategies used by Hope with both genders, during verbal conflict resolution. The Positive Politeness strategies were the second most used politeness strategies forming 29.8 % of all the politeness strategies used by Hope with both genders, during verbal conflicts resolution.

The Negative Politeness strategies used by Hope were the third most used politeness strategy forming 19.2% of all the politeness strategies used Hope. The table below gives a summary of politeness strategies used by Hope while interacting with male or female interlocutors during verbal conflict resolution.

*Table 13: Politeness strategies used by Hope with male and female interlocutors during verbal conflict resolution*

Hope	Politeness Strategies				Total
	Bald on Record	Positive Politeness	Negative Politeness	Off Record	counts
Male	32	17	12	11	72
Female	7	14	8	3	32

According to Table 13, Bald on Record was the most used of all the strategies. It was used by Hope 32 times with male interlocutors and 7 times with female interlocutors. Positive Politeness strategies were second most used politeness strategies. It was used 17 times with male interlocutors and 14 times when addressing female interlocutors during verbal conflict resolution. However, while addressing female interlocutors, Positive Politeness strategies were the most used of the four politeness strategies with 14 instances.

According to Table 13 above, Negative Politeness strategies were the third most strategies with either gender. They were used 12 times with male interlocutors and 8 times with female interlocutors during verbal conflict resolution. Off Record politeness strategies, took the fourth position in its usage with either male or female interlocutors. The Off Record politeness strategies were used 11 times with male interlocutors and 3 times with female interlocutors.

Notable differences in the way Hope used politeness strategies with male and female interlocutors can be seen from this table. This difference is more pronounced in the way Hope used Bald on Record. These findings are in tandem with Falbo and Peplau (1980) findings on the use of Bald on Record by female interlocutors during verbal conflict situation. Falbo and Peplau noted that women who prefer and perceive themselves to have greater influence than their male interlocutors in their social realm used more direct and clear utterances that contained no redressive particle to soften the FTA. These kinds of utterances clearly fall under the category of B.O.R. In this case, Hope's 'influence' stems from her position as the chief and later Member of Parliament of Makutano. B.O.R used by Hope with male interlocutors during verbal conflict resolution forms 85.1% of all the B.O.R politeness strategies used by Hope, while the B.O.R she used with female interlocutors forms only 17.9%. There is no great disparity in the way Hope used Positive Politeness across the two genders.

The Positive Politeness strategies used by Hope with male interlocutors forms 54.8% while those used with female interlocutors forms 45.1% of all the Positive Politeness strategies used by Hope during verbal conflict resolution. The following is a discussion of the four kinds of politeness strategies used by Hope as described by Brown and Levinson's (1987) Politeness Theory. The discussion of the four categories will be based on their usage; that is from the most used to the least used category by Hope with both male and female interlocutors during verbal conflict resolution.

### 4.3.1 Use of Bald on Record by Hope

The Bald on Record strategies are the most used Politeness Strategies by Hope during verbal conflict resolution. The B.O.R form 37.5% of all the politeness strategies used by Hope during verbal conflict resolution. The extracts below are from Makutano Junction TV series and explain further about the usage of B.O.R as used by Hope.

#### Extract 19

Extract 19 is taken from Makutano Junction Season 3, Episode 9: Aids Seminar, Data # 24

**Setting:** The scene takes place at Makutano shopping centre, a day when a HIV and AIDS Seminar was to take place. Incidentally, in the same day and time, a well-advertised football match was to be televised. As a result, all the men boycotted the seminar and gathered in Mr. Mabuki's bar to watch the match. This angered Hope, the chief, who had spent the whole week organising this seminar. She storms into the bar and unplugs the TV's power cable sparking off a verbal conflict situation with the reveller.

- Hope:** Now that I have your attention, the doctor has informed me that he called you for an important seminar, which you all chose to ignore. (U1)
- Mabuki:** I find it very disrespectful of you to think that someone like me would want to sit and discuss such private matters with children.
- Hope:** Councillor Mabuki, I thought that you would support any initiative to improve the health of your constituents, but clearly, football is higher on the list of your priorities. (U2)
- Baraka:** Hope! This has got to stop at once. You can't stand here and talk about such things!
- Hope:** I can and I will, because I am the chief of this area! (U3)
- Baraka:** I don't care if you are the president! I am your father and I am telling you to stop it! Stop it at once!

Hope, the Makutano area chief, feels undermined by the men for refusing to attend a seminar she had taken a lot of time and energy to organize. She finally finds all the men in a pub watching a football match and confronts them.

In utterance (U1) of Extract 19 above, Hope chooses to use B. O. R to deliver her message to them as effectively and efficiently as possible. All the men in the scene knew Hope and she knew them as well. However, despite the fact that her father was among the men watching the football match Hope did not consider the need to redress F.T.A in utterance (U2) a priority. She thus uses B.O.R to reprimand Mr. Mabuki, the councillor who was among the men watching the football match. Hope felt that Councillor Mabuki could have been at the front line in sensitizing men about the importance of the seminar.

Utterance (U3) *"I can and I will, because I am the chief of this area!"* which is a B. O. R requires urgency and efficiency in its delivery. In this case, Hope uses this strategy to stem her authority as the chief of the town. In all the cases, Hope uses cases of non-minimization of face threat with male and female interlocutors.

The extract below examines how Hope used B.O.R politeness strategies in another incident.

### **Extract 20:**

Extract 20 is taken from Makutano Junction Season 3, Episode 12: Data # 45 -48

**Setting:** This scene takes place immediately after a girls' rite of passage celebration in Makutano. Hope and Mrs. Baraka (Hope's mother) have just arrived at home from this ceremony

**Mrs. Baraka:** You know...all your cousins, uncles and relatives will be there.  
They need to see you have become the chief and hear stories about your excellent performance.

**Hope:** Mum, I need time alone with Diana. (U1)

**Mrs. Baraka:** You are not taking her away with you!

**Hope:** She is my child not yours! (U2)

**Mrs. Baraka:** I raised Diana for all those years Where were you?

**Hope:** where was I? (U3)

**Mrs. Baraka:** For your own good, you may be a grown up but I am still your mother!

**Hope:** A mother who thinks that anything I do is wrong.

- Mrs. Baraka:** That is because you never listen. If you listened to me, you wouldn't have got yourself pregnant at college.
- Hope:** Oh, is that why you did not want me around, because I was an embarrassment?
- Mrs. Baraka:** What would have the people said if they knew that, that good for nothing Karis was the father.
- Hope:** I don't care what other people think. (U4)

In this incident, Hope feels that her mother was stretching her demands too far and uses the B. O. R as an 'attention getter' (Dewi, 2001) to get her mother's attention that she is not for her proposed idea. B. O. R with cases of non-minimization of face threats can be used to draw the addressee's attention to the speaker as used with utterance (U1). In utterance (U1) Hope cuts short her mother's line of thought about visiting their relatives and making them know that she is the new chief of Makutano. According to Brown and Levinson (1987), in cases of great urgency or desperation, redress would decrease the communicated urgency. That explains why Hope uses B. O. R in the utterances described above which required Hope's immediate and urgent response to her mother and in bid to resolve the ensuing verbal conflict.

### Extract 21

The following extract is taken from Makutano Junction season 3 episode 4 "A Thief in the Night," Data # 18- 19

**Setting:** The incident takes place in Mr. Mabuki's office at Makutano shopping centre. Hope has come to see Mr. Mabuki the area councillor.

- Hope:** You see I intend to set up a community crime prevention group.
- Mabuki:** What is that?
- Hope:** This means that people of Makutano forms security groups...
- Mabuki:** That sounds very well and good, except that I don't see why I should be dragged into your failures
- Hope:** Failures? (U1)

- Mabuki:** With the other chiefs, we did not have need for such groups, but since you came in here, crime has increased and all you seem to be doing is arresting innocent people.
- Hope:** You are a member of Makutano and an elected councillor. The people elected you to help them solve their problems and not... (U2)
- Mabuki:** Young lady have you ever seen me come to your office with a civic problem.
- Hope:** Fine! I will form the committee and the security group with or without your help. (U3)

In the extract 21 above, Hope the newly posted chief to Makutano is concerned about the crime in the area and hopes that the area councillor would assist her control the situation. However, contrary to her expectation, councillor Mabuki is still against the idea of a female chief in the area like many other men in the area. When Mabuki, dismisses the initiative as one of Hope's failure, Hope uses B.O.R in the utterance (U1) as a case of urgency to convey her disbelief. However, in the second utterance (U2) Hope uses a B.O.R strategy in an effort to deliver her message efficiently; that is, reminding councillor Mabuki that he still had an obligation to serve the people of Makutano. When Hope realizes that Mabuki was not ready to give a hand in the initiative, she chooses to use B. O. R in utterance (U3) but in this case it's out of anger and desperation. This is in line with Brown and Levinson argument that in cases of great urgency or desperation, redress would decrease the communicated urgency.

#### 4.3.2 Use of Positive Politeness Strategies by Hope

In this study, Positive Politeness strategies were the second most used politeness strategies used by Hope as shown in table 14. According to the findings in this study, of all the Positive politeness strategies used by Hope during verbal conflict resolution, the Positive Politeness strategies used by Hope with male interlocutors formed 54.8% while those used with female interlocutors formed 45.2%.

In general, the total number of Positive Politeness strategies used by Hope with both male and female interlocutors formed 29.8% of all the politeness strategies used by Hope during verbal conflict resolution.

According to Brown and Levinson (1987), Positive Politeness consists of fifteen subcategories. Out of the fifteen subcategories of Positive Politeness strategies used by Hope, Strategy 13: **Give or Ask for a Reason** was the most used during verbal conflict resolution. This strategy formed 38.7% of all the Positive Politeness strategies used. Strategy 6: “Avoid Disagreement” was the second most used Positive Politeness strategy by Hope forming 19.4% of all the Positive Politeness used by Hope. The table below presents a clear view of categories of the Positive Politeness utterances used by Hope during verbal conflict resolutions.

*Table 14: The Positive Politeness strategies used by Hope with male and female interlocutors during verbal conflict resolution.*

POSITIVE POLITENESS STRATEGIES	HOPE		
	Male	Female	Total
Strategy 1: Notice, attend to H (his interests,	0	1	1
Strategy 2: Exaggerate	0	0	0
Strategy 3: Intensify interest to H	0	0	0
Strategy 4: Use in-group identity markers	0	0	0
Strategy 5: Seek agreement	0	0	0
Strategy 6: Avoid disagreement	1	5	6
Strategy 7: Presuppose/ raise/ assert common ground	0	0	0
Strategy 8: Jokes.	0	0	0
Strategy 9: presuppose S's knowledge of and concern for H	1	0	1
Strategy 10: Offer, promises	2	0	2
Strategy 11: Be optimistic	1	2	3
Strategy 12: Include both S and H in the activity	0	0	0
Strategy 13: Give (or ask for) reason	12	5	17
Strategy 14: Assume or assert reciprocity	0	1	1
Strategy 15: Give gifts to H	0	0	0
<b>Total Of Positive Politeness</b>	<b>17</b>	<b>14</b>	<b>31</b>

The following discussions will illustrate further on the use of Positive Politeness strategies by Hope during verbal conflict resolution in Makutano Junction.

### Extract 22

The following extract is taken from Makutano Junction season 3 episode 5 “A Thief in the Night,” Data # 64

**Setting:** the scene takes place in Makutano shopping centre outside the barbershop. Hope walks up to Karis to thank him for the talent show that was hosted in his bar.

**Hope:** Karis!

**Karis:** Now, What?

**Hope:** Karis I have been looking for you. Red has told me how generous you have been and I want to thank you on behalf of the people of Makutano for being so considerate. In fact, it was a generous donation. (U1)

**Karis:** I don't want to hear it (walks away).

From the extract above, Hope is aware of the poor relationship between her and Karis and as a result decides to use positive politeness strategy number 1; **Notice, attend to H (his interests, wants, needs or goods** in utterance (U1). This strategy suggests that S should notice the condition of H, noticeable changes or remarkable possessions. Hope's appreciation of Karis' donation is meant to act as a redressive action. This strategy is used to indicate common grounds and solidarity in which speaker shares hearer's wants. Thus the usage of this strategy by Hope is not only to redress F.T.A, but also to indicate that the speaker want to come closer to the hearer. However, in this case, Karis is still bitter about the whole idea of the talent show and is not ready to listen to Hope.

The other strategy used by Hope is Strategy 6; **Avoid Disagreement**. The following extract will illustrate how Hope used this strategy in Makutano Junction during verbal conflict resolution.

### Extract 23

This extract is from Makutano Junction season 3, Episode 11 “Standing Up,” Data # 36

**Setting:** This scene takes place in Hope’s home. Hope’s mother, Mrs. Baraka, is arguing with Hope about a picnic she was preparing to have with her daughter Diana.

- Mrs. Baraka:** Go tell those land grabbers that stealing land has never solved anything. It just causes strife and misery.
- Hope:** But what about our picnic
- Mrs. Baraka:** How can you think of Picnic when you have such matter to deal with?
- Diana:** But you promised!
- Hope:** Yes and I am sorry. But, those orphans need my help. (U1)
- Diana:** So you care about them more than me?
- Hope:** Oh no. of course not. It is that, being chief means that sometimes I have to go to work, even when I would rather have been here with you. (U2)

From the Extract 23 above, Hope finds herself in a situation where she has to decide on what to attend to, a picnic with her daughter or administrative issue. After deciding that she would go and help the orphans, Diana her daughter protests and Hope uses Positive Politeness strategy number 6; **Avoid Disagreement** to make her understand. According to Brown and Levinson (1987), there are four ways of avoiding disagreement, by use of ‘token agreement’, ‘Pseudo- agreement’, ‘white lies’ and ‘hedging opinions’. In utterance (U1) and (U2), Hope uses ‘Token agreement’. In such a case, the speaker may go on twisting his utterances to appear to agree or to hide disagreement in responding to the preceding utterance.

The other strategy that Hope uses is Strategy 10; **Give offers or promises**. In this strategy, the interlocutors redress the FTAs or resolve a verbal conflict through giving offers or promises that are favourable to the other party. The following extract will exemplify how Hope used the Positive Politeness strategy 10; offer, promises.

## Extract 24

The following extract is taken from Makutano Junction season 3, episode 11 “Standing Up,”

Data # 86

**Setting:** The scene takes place on the street of Makutano. A crowd has gathered to listen to Bwana Matata, who is condemning Hope, the area Member of Parliament for letting her constituents be conned by operators of pyramid schemes. Hope, the current area Member of Parliament arrives later and seeks to exonerate herself from all the accusations.

**Matata** I know you people must be very upset with the smell and the problems the dumpsite has brought you. But this is the price for voting someone with little experience to Parliament. Someone who really doesn't care.

*(Hope can't believe what she is hearing.)*

**Hope:** I can't believe this! It seems you called me just in time.

*(Hope walks over to Matata followed closely by her Askaris. The crowd holds its breath in anticipation of an argument.)*

**Hope:** That's enough Matata. I will talk to my people.

*(Matata reluctantly steps down.)*

**Hope:** My fellow brothers and sisters, mothers and fathers!

*(From the crowd we can hear jeers and some general dissension. Hope pushes on as Maspeedy walks over to Pendo.)*

**Hope:** I am sorry I have been away. However, I have not been neglecting my duties.  
*(More jeers).*

**Hope:** I have heard what my friend Matata has had to say. I am not here to bandy words with a man who is my father's age. Yes, it is true I signed an EIA report to have a dumpsite moved, but you must believe me when I tell you that it was not meant to be this close to Makutano, and it was not meant to interfere with your lives.

**Mama Mboga:** Are you telling us you did not know what you were signing?...

**Hope:** I assure you, I will get to the bottom of this. But we have to remain united. We have won battles like this before...not because we have money or resources but because we believed in our unity and in each other. I will honour all the promises I made to you during the elections. Please, trust me. (U1)

Hope, the new Member of Parliament of Makutano is in problems with her constituents over a dumpsite that had been brought near residential areas at Makutano. When Mama Mboga, one of the constituents, challenges Hope to explain why she signed an EIA report to have the dumpsite moved to Makutano, Hope uses Positive Politeness number 10; **Offer and promises.**

This technique can be done even if the speaker does not really mean to do it. This is because by only giving H offer and promises, S will have shown her good purpose towards H (Brown and Levinson, 1987). In this case, by Hope giving promises, she shows that she cares about Snake and the other constituents.

The other Positive Politeness strategy used by Hope during verbal conflict resolution in Makutano Junction is Strategy number 13; **Give reason**. Extract 25 will be used to illustrate further on how Hope employed this strategy in verbal conflict resolution in Makutano Junction.

### Extract 25

The following extract is taken from Makutano Junction season 5, episode 1 "Sleeping Beauty," Data # 19

**Setting:** The incident takes place in Makutano Primary School compound. A public rally is going on. Hope, the area Member of Parliament and her daughter Diana are being shown around the school when Karis stops them and presents a court order to Hope. The order bars her from taking Diana with her to Nairobi city.

*(Karis reaches Hope and hands her a piece of paper.)*

- Karis:** You go to Nairobi for all I care, but you are not taking my daughter away from me.  
**Hope:** A court order?  
**Karis:** Yes. As long as you choose to live outside of Makutano, Diana stays with me. I hope you'll be very happy in Nairobi, Madam MP.  
**Hope:** How could you do this to us?  
**Karis:** I thought there was no 'us'.  
*(He squats to talk to Diana.)*  
**Karis:** My dear daughter, you know your daddy loves you.  
**Diana:** I love you too daddy.  
**Karis:** Then you don't have to go to Nairobi and leave your friends. You will stay here in Makutano with daddy. I've set up a bedroom especially for you in my house!  
**Hope:** You cant do this! You cant take her from me!  
**Karis:** And why?  
**Hope:** Because you are irresponsible and besides you are manipulating the child! (U1)

From the Extract 25 above, when Karis seeks to know why Hope thinks he can't take care of Diana, Hope decides to use strategy 13; **Give reason** as shown in utterance (U1) above. In this strategy, the Speaker gives a clear and straight response to the other interlocutor giving reason for his or her stand or opinion.

### 4.3.3 Use of Negative Politeness Strategies by Hope

Negative Politeness strategies were the third most used politeness strategies by Hope during verbal conflict resolution. Instances of Negative Politeness strategies employed by Hope during verbal conflict resolution were 20 in total. This forms 19.2% of all the Politeness strategies used by Hope during verbal conflict resolution. Out of all the Negative Politeness strategies used by Hope during verbal conflict resolution, 60% were used with male interlocutors while 40% were used with female interlocutors.

According to Brown and Levinson, (1987), Negative Politeness strategies consist of ten subcategories. Of the ten subcategories, Strategy 2: "Questions and Hedges" was the most employed Negative politeness strategy. The instances of Question and Hedges used by Hope formed 25% and 15% of all the Negative Politeness strategies used by her with male and female respectively during verbal conflict resolution. The table below presents a clear summary of subcategories of the Negative Politeness Strategies as used by Hope during verbal conflict resolutions.

Table 15: *The Negative Politeness Strategies used by Hope with male and female interlocutors during verbal conflict resolution.*

NEGATIVE POLITENESS STRATEGIES	HOPE		
	Male	Female	Total
Be conventionally indirect:	2	0	2
Question and Hedge	5	3	8
Be pessimistic	0	1	1
Minimize the Imposition	2	0	2
Give Deference	0	1	1
Apology	2	1	3
Impersonalize S and H	1	2	3
State the FTA as a general rule	0	0	0
Nominalise	0	0	0
Go on record as incurring a debt, or as indebting H	0	0	0
<b>Total of Negative Politeness</b>	<b>12</b>	<b>8</b>	<b>20</b>

Negative Politeness is a politeness strategy used to satisfy the negative face of the hearer. It is formality oriented. While the function of Positive Politeness is to minimize the social distance, the Negative Politeness is used to indicate that the Speaker is aware and respects the social distance between him/her and the Hearer. If the Speaker does an FTA, he/she will be willing to minimize the impact of the FTA by using deference, hedges, and other strategies. The following extracts will be used to exemplify Hope's use of Negative Politeness Strategies especially during verbal conflict resolution in Makutano Junction.

### **Extract 26**

The following extract is taken from Makutano Junction season 3, episode 4 "Schemer,"

Data # 5

**Setting:** This scene takes place at a primary school at Makutano. An urgent parent's meeting had been convened after Hope, Makutano area Chief suspected misappropriation of school funds by the school's administrators.

**Hope:** Does the deputy keep the records?

**Headmistress:** Of course, yes.

**Hope:** Might I suggest that you bring in somebody to audit the accounts. (U1)

**Mabuki:** Are you suggesting that we have misappropriated the money.

In utterance (U1) of Extract 26, Hope tries to be indirect, but at the same time, wants to go on record so that there can be no misinterpretation of what she means. To redress the FTA in this utterance Hope uses Negative Politeness strategies 1: **Be conventionally indirect**. The FTA in this case, is ordering that somebody be brought to audit the accounts. Although the utterance is in indirect speech, the Hearer still can understand the wants of the Speaker.

### Extract 27

The following extract is taken from Makutano Junction season 5, episode 4 'Trials and Tribulations' Data # 71

**Setting:** The scene takes place on the street of Makutano outside Karis' Supermarket. Stella is watching Mr. and Mrs. Matano chatting warmly. As they stand there, across the supermarket, Karis and Hope come out shouting at each other.

**Karis:** You will not keep Diana away from me!

**Hope :** Don't you think it's rather strange? I don't know why I bothered! (U1)

**Karis:** I don't care! Leave me alone! Alone!

**Hope :** I guess you will never change!

*(Hope walks away. Mabuki, who had been watching everything, is so embarrassed that he can't move. He looks at his son with disgust.)*

Extract 27 above exemplifies Hope's use of Negative Politeness strategy 2; Question and

**Hedge.** Question and Hedge politeness strategies are used to modify or soften force of speech act for the sake of face. In the utterance (U1) of extract 27, Hope uses hedge to modify the force of the speech act in the concern that she was raising about Karis. In this case, Hope uses hedges encoded in particles.

The use of the word like ‘*a little, rather, guess*’ modifies the force of the speakers speech act as in “*Don’t you think it’s rather strange?*” and “*I guess you will never change*”

Apologizing is another negative politeness that has been used by Hope during verbal conflict resolution.

### **Extract 28**

The following extract is taken from Makutano Junction season 5, episode 7 “The Stand off”

Data # 28

**Setting:** This scene takes place outside the chief’s camp. The constituents of Makutano are gathered to elect a new CDF committee. Hope, the area Member of Parliament, works her way through the crowd to the podium. As she comes forward to speak, she is joined by a group, comprising of Dr. Charles, Priscilla, Tandi and Matano

**Hope:** Unlike in the past where the MP picked the CDF committee from relatives and friends, I will let the people decide who can best represent them in the committee. Even if you aren’t selected as part of the committee, you are free to stay and hear the decisions made at the end of the day to see where the fund is being spent. As a constituent of Makutano, it is your responsibility to support, participate and ensure transparency in the initiation and implementation of the CDF projects decided on here today. *(Bernadette and Mama Mboga look worried)*

**Hope:** *(Pointing to group behind her)* Now, some of the representatives have already been chosen. Therefore, we need to decide on representatives for the women, men and the youth. So are there any nominations for the women...

**Anna:** Mama Mboga! She is the chairwoman of the Market women.

**Vincent :** Red Mulani.  
*(Vincent smiles at Red. She looks pleasantly surprised.)*

**Hope:** Peninah Okodi & Red Mulani. Does anyone object to that?

**Bernadette:** Yes... I should be there instead of Mama Mboga. This is unfair...  
*(The crowd begins to murmur. Hope goes to Bernadette.)*

**Hope:** Mum please...! You are messing up everything!

**Bernadette:** No, I am only asking for fairness

**Hope:** Fairness!

**Bernadette :** But it is true. I should have been on this CDF committee before anyone else. I am family.

**Hope:** (addressing her mum). I cannot give my family positions. I have to let the people decide for themselves. The CDF committee must be transparent. I am sorry.  
(*Hope gets up and walks away from Bernadette. Mama Mboga and Red go to stand next to Tandi, Dr. Charles, Priscilla and Matano.*) (U1)

In utterance (U1) of extract 28, Hope uses this Negative Politeness strategy 6: ‘**Apologize**’ to make her mother understand that she couldn’t go by her demands. In this case, this strategy of ‘Apologize’ is used by the Speaker to give an overwhelming reason to indicate that she is unable to do something for Hearer. In other words, Hope admits her own inability to fulfil her mother’s demands. However, the strategy 6 ‘Apologize’ is also used to solve verbal conflict by acknowledging or showing regrets for faults or shortcomings or failing on the side of the Speaker. That is, to show S’s want not to impinge on H in order to be negatively polite.

For instance in utterance (U1) of Extract 29 below, Hope uses Negative Politeness Strategy 6: ‘Apologize’ to show her regrets for intruding.

### Extract 29

The following extract is taken from Makutano Junction season 5, episode 4 ‘Trial and Tribulation’ Data # 61

**Setting:** The scene takes place in Makutano centre at Karis’ supermarket. Washington and Mr. Matano had just left the supermarket. Karis and Florence are having an intimate talk when Hope suddenly walks in.

**Florence:** I want you to talk to your mother. I want to work at the salon.

**Karis:** My mother employs professional hairdressers.

**Florence:** I am certain you can persuade her. I am sure you don’t want Matano to know exactly what has been happening.

**Karis:** I don’t do things under threat. If you want to quit go right ahead.

**Florence:** I don’t think that is wise Karis. I know your secrets, the deals and your true financial status. That is valuable information to most people, especially Hope. (*Karis looks at her sharply but he knows he is defeated.*)

**Florence:** Now that you agree with me, will you get me the job?

**Karis:** Ok.

**Florence:** Thank you! Thank you!

*(Florence jumps and hugs him just as Hope walks in. Hope is taken aback. Florence heads to the back of the shop.)*

**Karis:** What do you want?

**Hope:** I know we don't agree on many things at the moment, but can we be civil for the sake of Diana?

**Karis:** Do not patronise me Ms. Baraka.

**Hope:** I don't know why you are so hostile. Can't we have a civilized conversation for once?  
*(Hope walks towards the door.)*

**Karis:** Run Hope! Run, just as you have always done.  
*(Hope stops and looks at him)*

**Hope:** I am sorry for intruding. I guess this is the wrong time! (U1)

In another incident, as illustrated in utterance (U1) of Extract 30, Hope uses Negative Politeness Strategy 7: '**Impersonalize S and H.**'

### Extract 30

The following extract is taken from Makutano Junction season 5 Episode 6 "Answered Prayers" Data # 49

**Setting:** This incident takes place on the streets of Makutano. Hope the area Member of Parliament is talking to Anna, a victim of domestic violence.

**Hope:** Anna, about Josiah, we need to talk about the lawsuit. *(Anna looks at her questioningly.)*

**Hope:** I've arranged a meeting with a lawyer today, to discuss how we are going to proceed with your trial. *(Anna looks uptight at the mention of a trial.)*

**Anna:** Can we talk about this later? *(She goes on packing. However, Hope is persistent.)*

**Hope:** But we can't move forward without the facts of what happened that night.

**Anna:** But Josiah is a good man

**Hope:** A good man!

**Anna:** ...it's all my fault.

**Hope:** Stop blaming yourself. (U1)

**Anna:** Leave me alone! Josiah is my husband; this is my home and my family.

**Hope:** But there's no justification for what Josiah did, and now he has to pay.

Strategy number 7: '**Impersonalize S and H**' is achieved by avoiding the use of pronouns 'I' and 'you' and the use of imperatives. In utterance (U1), when Hope is addressing Anna, she avoids the pronoun 'You' in the imperative "Stop blaming yourself." According to Brown and Levinson (1987) the omission of the pronouns (I and You) as in the imperative "*Stop blaming yourself*" is considered to be more polite than the inclusion of the pronouns as in the imperative "*You, stop blaming yourself.*"

#### 4.3.4 Use of Off Record Politeness Strategies by Hope

Off Record Politeness Strategies used by Hope during verbal conflict resolution were 14 in total. This was the least used strategy of the four major categories, that is, B.O.R, Positive Politeness, Negative Politeness and Off Record.

This forms 13.5% of all the politeness strategies used by Hope during verbal conflict resolution in this study. Out of all the Off Record politeness strategies used by Hope during verbal conflict resolution, 78.6% were used with male interlocutors while 21.4% were used with female interlocutors. Off Record politeness strategies consist of fifteen subcategories (Brown and Levinson, 1987). Strategy 3: 'Presuppose,' Strategy 13: 'Over-generalize' and Strategy 15: 'Be Incomplete' recorded the highest frequency of usage with each being used three times by Hope during verbal conflict resolution in Makutano Junction. The table below presents a clearer summary of subcategories of the Off Record politeness strategies used by Hope during verbal conflict resolutions.

Table 16: *The Off Record Politeness Strategies used by Hope with male and female interlocutors during verbal conflict resolution.*

	OFF RECORD POLITENESS STRATEGIES	HOPE TO		
		Male	Female	Total
1.	Give Hints	0	0	0
2.	Give associations clues	0	0	0
3.	Presuppose	2	1	3
4.	Understate	0	0	0
5.	Overstate	0	0	0
6.	Tautologies	0	0	0
7.	Contradictions	0	0	0
8.	Be ironic	2	0	2
9.	Use metaphors	0	0	0
10.	Use rhetorical questions	1	1	2
11.	Be ambiguous	1	0	1
12.	Be vague	0	0	0
13.	Over-generalize	2	1	3
14.	Displace H	0	0	0
15.	Be incomplete, use ellipses	3	0	3
	<b>Total Of Complete Politeness Strategies</b>	<b>11</b>	<b>3</b>	<b>14</b>

Off Record is a communicative act, which is done in such a way that is not possible to attribute only one clear communicative intention to the act. Thus if the speaker want to do an FTA, but want to avoid the responsibility for doing it, he / she can do it Off Record and leave it up to the addressee to decide how to interpret it. The following extract will be used to illustrate further on Hope's usage of Off Record.

### **Extract 31**

The following extract is taken from Makutano Junction season 3, episode 10 'Magical Moments' Data # 30

**Setting:** The scene takes place at Hope's home. Mrs Baraka is trying to dissuade Hope to bake a cake as per her directions and not as the book's instructions.

**Mrs. Baraka:** Those are not the right ingredients for that cake.

**Hope:** Mum...!

**Mrs. Baraka:** I am just telling you so that Diana is not surprised when the cake comes out badly.

**Hope:** But at least I have the book right here. (U1)

Hope is aware that her mother intends to discourage her from making the cake and ask for her expertise in doing it. However, because she is addressing her mother she is careful not appear clamorous and rude. Therefore, she uses the Off Record Politeness Strategy 3: '**Presuppose**'. Brown and Levinson (1987, p. 217) suggest that to give a clearer statement in the criticism, S can add phrases like '*at least*' in his/her utterance. In this case, by Hope using strategy 3: '**Presuppose**' in utterance (U1), she hopes to counter her mother's fierce criticism.

In their usage, the off Record strategies involve violation of conversational maxims as described by Grice, (1967). According to Grice, the Cooperative Principle, comprise of certain Maxims that govern cooperative discourse: 1) the Maxim of Quantity: Say only what is required, 2) the Maxim of Quality: avoid falsehood, 3) the Maxim of Relation: Be relevant and 4) the Maxim of Manner: avoid obscurity, ambiguity, be brief and be orderly. The next Off Record politeness strategy in this discussion used by Hope during verbal conflict resolution violates the Quality Maxim. This is strategy 8: '**Be Ironic**'. The following extract will further exemplify Hope's use of Off Record strategy 8: '**Be Ironic**' especially during verbal conflict resolution.

### **Extract 32**

The following extract is taken from Makutano Junction season 5, Episode 4 "Trial and Tribulation" Data # 3 - 4

**Setting:** The scene takes place at Makutano Primary school. Karis is here to pick his daughter, Diana after successfully filing a court order barring Hope, (Diana's Mother) from travelling with her to Nairobi city. However, Karis is surprised to find Hope walking out of the school with Diana.

*(Karis is just arriving at the school to collect Diana. He is looking happy, whistling a happy tune. Suddenly he bumps into Hope and Diana.)*

- Hope** Watch out where you are going!
- Karis:** What are you doing here?
- Hope** What does it look like Karis? I am picking my daughter.
- Karis:** She stays with me! Diana cannot go to Nairobi with you!
- Hope** I don't have time for this. (She starts to walk away Karis blocks her.)
- Karis:** I am sure you really don't want to go down that road with me Hope. You can't risk going to jail for contempt and lose your parliamentary seat.
- Hope:** Well, for your information I am not going back to Nairobi. I am going to live here.
- Karis:** What? You can't!
- Hope:** Yes, I can. I am going to live here as a Member of Parliament – which means my daughter will be living with me, where she belongs. (*Hope reaches for her purse and gets out the court order.*)
- Hope:** Oh by the way, I guess this still means a lot to you. Goodbye!  
(*She thrusts it at a stunned Karis.*) (U1)

In using utterance (U1) of extract 32 “*Oh by the way, I guess this still means a lot to you.*” (referring to a court order served to her by Karis barring her from taking Diana with her to the city), Hope is being ironic. This is because she had already decided to stay in Makutano and thus had all the rights to stay with her daughter. Consequently, Karis had no legal backing to take away Diana from her mother. Strategy 8: ‘Be Ironic’ is used if a speaker wants to do an FTA, and wants to avoid the responsibility for doing it. The speaker leaves it to the Hearer to decide on how to interpret the message mainly because there are some clues to help him (Brown and Levinson, 1987). In this case, the court order that Hope thrusts back at Karis was ineffective and meant little to him as it did not bar Hope from keeping Diana while at Makutano.

Off Record strategy 10: ‘Use of Rhetorical questions’ is another strategy that has been used by Hope during verbal conflict resolution. This strategy is mainly used when S asks a question and does not expect any answer from H. In such a case, H has violated the Quality Maxim in the sense that he breaks the sincerity of the question’s function, which is to get an answer (Brown and Levinson, 1987). The following extract exemplifies how Hope uses this strategy during verbal conflict resolution in Makutano Junction.

### Extract 33

The following extract is taken from Makutano Junction season 3 Episode 'Stepping on Toes'

Data # 27

**Setting:** This scene takes place outside Makutano Dispensary. It involves PP and his sister Hope. PP had been involved in a crime in the village. Consequently, he was arrested and taken before Hope, the area chief. Hope then commits PP to community service for two weeks as a punishment for the wrongs he did. In this particular scene, Hope had come to inspect PP's work when the verbal conflict occurred.

**PP:** We will finish this stuff tomorrow

**Hope:** Tomorrow! And what about your plans to continue helping your dad on the farm?

**PP:** I would be in the farm right now, if you had not given us this community service thing to do.

**Hope:** Oh! And you would have preferred to be in jail?

**PP:** But you are the Chief.

**Hope:** PP, you were the offenders. What did you want me to do? (U1) Carry you because you were my small brother? (U2) You crashed a stolen car. You ought to be thanking me.

**PP:** Yah! Thank you. (*Sarcastically; then walks away angry*)

In utterance (U1) "What did you want me to do?" and utterance (U2) "Carry you because you are my small brother?" Hope is being indirect by applying Off Record strategy 10: '**Rhetorical Question**'. She actually does not intend to obtain PP's answer. Instead, she is using the two rhetorical questions to criticise PP for his failure to recognize that Hope had been lenient in giving him the punishment he was doing and for his ingratitude.

Hope also uses the strategy 11: '**Be ambiguous**' during verbal conflict resolution. This strategy of being ambiguous is considered as a violation to the Manner Maxim (Brown and Levinson, 1987). The extract below illustrates how Hope used this strategy during verbal conflict situation with Karis in Makutano Junction.

### Extract 34

The following extract is taken from Makutano Junction season 5 Episode 13 “Slipping Beauty” Data # 93.

**Setting:** This scene takes place on the streets of Makutano. Hope who had previously been having a chatting session with Dr. Charles catches up with Karis. She aims to talk to an apparently adamant Karis on how they (Dr. Charles and Hope) could help him out of his financial mess.

- Karis:** What do you want? Can't you leave me alone?  
**Hope:** Karis... I've been looking for you everywhere. I wanted to say I'm sorry about earlier, I was busy...  
**Karis:** No problem. Nimezoea. *(Silence.)*  
**Hope:** Do you still want to talk?  
**Karis:** It's no longer important.  
**Hope:** About what Matata is doing, is there anything we can do? (U1)  
**Karis:** I got myself where I am, I will find my own way out.  
**Hope:** If it is anything to do with money, we could maybe raise... (U2)  
**Karis:** *(emotional)* If that was your thought, then stop thinking! I don't need help!  
**Hope:** Karis?  
**Hope:** Karis... what is it? What do you want from me?  
**Karis:** *(hysterical)* I love you Hope! I always have! I just messed up my life at some point but I know I have always loved you! Please take me back Hope!  
*(He grabs her as she struggles to pull away.)*  
**Karis:** Please Hope! Please! That is all I need from you!  
**Hope:** Let go off me!  
**Karis:** Give me a chance! Let us be together! And our daughter! I will change, I promise, I will be whatever you need me to be.  
*(She manages to pull away from him.)*  
**Hope:** What has gotten into you?  
**Karis:** I love you!  
**Hope:** I want to help you Karis but not this way. Never this way.

The use of 'we' by Hope in utterance (U1) and (U2) of Extract 34 is ambiguous and confusing. The ambiguity in the use of “we” lies in the way the two interlocutors understand it. For Karis, the statement, '*is there anything we can do*' means Hope and him.

He understands this as an invitation by Hope to renew their commitment to each other and this perhaps explains his subsequent reaction and behaviour when Hope incidentally asks him, *'What is it? What do you want from me?'* However, for Hope, the use of 'we' had an entirely different connotation. It meant Dr. Charles and her. Previously, she had had a discussion with Dr. Charles on how they can help Karis out of his financial predicaments by raising the money he owed Mr. Matata. This also Perhaps explains her exasperation when Karis gives her invitation an amorous interpretation and emotionally grabs her.

Strategy 13: '**Over-generalize**' is also another Off Record politeness strategy used by Hope during verbal conflict resolution. The extract that follows will illustrate the use of Strategy 13: Over-generalize, by Hope during verbal conflict resolution in Makutano Junction.

### **Extract 35**

The following extract is taken from Makutano Junction season 3, Episode 11: "Standing Up"

Data # 33

**Setting:** This incident takes place at Hope's home. Mrs. Baraka, Hope's mother and Diana are in the kitchen as Hope prepares some cakes to carry to a picnic with her daughter.

**Mrs. Baraka:** So where is this picnic of yours going to be?

**Diana:** In the forest.

**Mrs. Baraka:** Is that true Hope. You want to take my granddaughter for a picnic in the forest.

**Hope:** Yah everyone goes there. (U1)

**Mrs. Baraka:** Haven't you heard of the many snakes they have caught in the bushes inside there?

In this incident, Mrs. Baraka is totally opposed to the proposed picnic and especially the fact that it will take place in the forest. To counter her mother's criticism, Hope uses Strategy 11: 'over generalize'.

By over-generalizing some rules, traditions or certain actions, S can justify a situation and force H to consider making his judgement based on the generalization (Brown and Levinson, 1987). This can be seen from Hopes utterance (U1), “*Yah everyone goes there.*” which in this case functions as justification for choosing the venue of the picnic and to counter the criticism against the venue as advanced by Hopes mother.

In another instance, Hope used Strategy 15: ‘Be incomplete or use ellipses’ during verbal conflict resolution. By using ellipsis or eliminating some part of the utterance, S may leave the conclusion or interpretation of what he is saying to H (Brown and Levinson, 1987).

That way S may address the FTA indirectly and lessen the threat to the Hearer face. Extract 35 will further illustrate how Hope used Strategy 15: ‘Use of Ellipses’

### **Extract 36**

The following extract is taken from Makutano Junction season 3 episode 4 “A Thief in the Night,” Data # 18

**Setting:** The incident takes place in Mr. Mabuki’s office at Makutano shopping centre. Hope has come to see Mr. Mabuki the area councillor.

- Mabuki:** With the other chiefs, we did not have need for such groups, but since you came in here, crime has increased and all you seem to be doing is arresting innocent people.
- Hope:** You are a member of Makutano and an elected councillor. The people elected you to help them solve their problems and not... (U1)
- Mabuki:** Young lady have you ever seen me come to your office with a civic problem.
- Hope:** Fine! I will form the committee and the security group with or without your help.

In Extract 36, Hope and Mr. Mabuki, the area councillor are not in good terms and more often end up in verbal engagements. In utterance (U1) of Extract 36 Hope reminds the councillor of his responsibilities but uses ellipses when she gets to a point in her utterance where she was to talk about his lack of commitment to his responsibilities. This kind of information carries a potential FTA to the Hearer (Mabuki). Therefore, Hope chooses Strategy 15: 'Be incomplete or use ellipses' in utterance (U1) to indirectly address Mabuki about his lack of commitment to his responsibilities without causing possible Face damage (like embarrassment) on Mabuki's 'face'.

#### **4.4.0 FINDINGS ON THE USE OF VERBAL CONFLICT RESOLUTION STRATEGIES BY KARIS.**

This section entails the findings and analysis of the verbal conflict resolution strategies used by Karis and Hope while interacting with male and female interlocutors during verbal conflict situations. After the analysis, it was established that Karis used all the three major categories of the verbal conflict resolution strategies as described in Sillars' (1983) 'Attribution Theory of Conflict Resolution'. These verbal conflict resolution strategies are Avoidance, Competitive and Cooperation. Competitive verbal conflict resolution strategies were the most used verbal conflict resolution strategies by Karis with both male and female interlocutors and formed 50% of all the verbal conflict resolution strategies used by Karis with both male and female interlocutors during verbal conflict resolution in Makutano Junction. Cooperative verbal conflict resolution strategies were the second most used strategy by Karis with both male and female interlocutors during verbal conflict resolution. It formed 34.9% of all the verbal conflict resolution strategies used by Karis with both male and female interlocutors during verbal conflict resolution.

Avoidance verbal conflict resolution strategies used by Karis with both male and female interlocutors took the third place forming 15.1% of all the verbal conflict resolution strategies used by Karis. The table below presents a clearer summary of the three categories of verbal conflict resolution strategies as used by Karis while interacting with male or female interlocutors during verbal conflict situations.

Table 17: *Verbal conflict resolution strategies used by Karis with male and female interlocutors during verbal conflict resolution*

KARIS						
Conflict Resolution Strategies	Male		Female		Total	
Avoidance	11	6.6%	14	8.4%	25	15.1%
Competitive	59	35.5%	24	14.5%	83	50%
Cooperative	21	12.7%	37	22.3%	58	34.9%

According to Table 17, Competitive strategies were the most used strategies by Karis while addressing male interlocutors with 59 instances. In contrast, Cooperative strategies were the most used strategies by Karis while addressing female interlocutors with 37 instances. Avoidance was the least used verbal conflict resolution strategy by Karis with both male and female interlocutors with 11 and 14 instances respectively.

Competitive verbal conflict resolution strategies used by Karis with male interlocutors forms 71.1%, while those used with female interlocutors' forms 28.9% of all the Competitive Verbal Conflict Resolution Strategies used by Karis during verbal conflict resolution in Makutano Junction. Unlike in the use of Competitive verbal conflict resolution strategies where most of these strategies were used with male interlocutors, Karis used more of the Cooperative verbal conflict resolution strategies with female interlocutors than with male interlocutors.

Possible explanation for this phenomenon is given by Sillars (1983). According to Sillars, Cooperative verbal conflict resolution strategies involves supportive remarks. Interlocutors seeking for understanding, support, acceptance, positive regards or to strengthen relationships use more Cooperative verbal conflict resolution strategies. In this study, during the verbal engagement with the female interlocutors, especially Hope and Shelly, Karis mainly sought for understanding, support, acceptance, positive regards or love.

The Cooperative verbal conflict resolution strategies used by Karis with male interlocutors form 36.2%, while those used with female interlocutors form 63.8% of all the Cooperative verbal conflict resolution strategies used by Karis during verbal conflict resolution. The following is a discussion of the three categories of verbal conflict resolution strategies used by Karis as outlined in Sillars' (1983) 'Attribution Theory of Conflict Resolution'; that is, Avoidance, Competitive and Cooperative strategies.

This discussion will be based on the usage of the three categories; that is from the most employed to the least employed strategy by Karis with both male and female interlocutors during verbal conflict resolution in Makutano Junction.

#### **4.4.1 Use of Competitive Strategies by Karis**

The Competitive strategy was the most used verbal conflict resolution strategy by Karis during verbal conflict resolution. According to Sillars (1983), Competitive strategy is mainly achieved using confrontative remarks. Sillars (1983) gave seven verbal tacts or sub strategies that interlocutors may employ while using this strategy. These are Personal Criticism, Rejection, Hostile Imperatives, Hostile Jokes, Hostile Questions, Presumptive Remarks and Denial of Responsibility.

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In this study, Karis used the Competitive verbal resolution strategies 83 times; 59 with male and 24 with female interlocutors during verbal conflict resolution. This strategy forms 50% of all the verbal conflict resolution strategies used by Karis during verbal conflict resolution. Of the seven verbal tacts mentioned above, Hostile Questions were the most used by Karis with both male and female interlocutors forming 28% of all the Competitive verbal conflict resolution strategies. Presumptive remarks and Denial of Responsibility were the least used competitive strategies by Karis with a single instance each, during verbal conflict resolution. The table below show how the seven sub-strategies of Competitive strategy were used by Karis during verbal conflict resolution.

Table 18: *Sub-strategies of Competitive strategy as used by Karis during verbal conflict resolution.*

	COMPETITIVE STRATEGY	KARIS		
	VERBAL TACTICS	MALE	FEMALE	TOTAL
1.	Personal criticism	18	5	23
2.	Rejection	6	2	8
3.	Hostile imperatives	11	8	19
4.	Hostile jokes	6	1	7
5.	Hostile questions	16	8	24
6.	Presumptive remarks	1	0	1
7.	Denial of responsibility	1	0	1
	<b>TOTAL</b>	<b>59</b>	<b>24</b>	<b>83</b>

As shown in the Table 18 above, Hostile Question Sub-strategy was the most used by Karis during verbal conflict resolution while Personal Criticism and Hostile Imperative took the second and the third position respectively. This study also established that Karis used most of the Competitive verbal conflict resolution strategies with male interlocutors.

The competitive verbal conflict resolution strategies used with male interlocutors formed 71.1% while those used with female interlocutors formed 28.9% of all the competitive verbal

conflict resolution strategies used by Karis. The following extract will exemplify and further illustrate the use of competitive verbal conflict resolution strategies used by Karis during verbal conflict resolution.

### Extract 37

The following extract is from Makutano Junction season 3, Episode 2: "Positive Energy"

Data 107 – 113

**Setting:** This incident takes place on the street of Makutano. Karis is on the way to see Shelly in Hospital when Washington approaches him.

**Karis:** I said keep off!

**Washington:** (*walking hurriedly after Karis*) Karis...!

**Karis:** If you see an old man running the way you are Bishop, it seems you have a serious itch. (U1)

**Washington:** And my dear son I have that itch.

**Karis:** I am not going back to what we have already talked about. (U2)

**Washington:** Look Karis, my son and my friend, just lend me a little to keep me going. I am hungry and I need to eat. I will pay you twice as much when I get money.

**Karis:** Twice as much? (U3)

**Washington:** (*Nods*) You see, you are missing out Karis. In the city, that's how young men like you make big money. You see, you help a person in problem like me and they compensate you for their trouble.

**Karis:** Washington! You have nothing: you are nothing! (U5)

How will you ever compensate me? (U6)

From Extract 37, Karis is not amused by Washington's persistent behaviour of borrowing and he is determined to put him off from the beginning of their conversation. Consequently, Karis uses Competitive strategy 6: **Hostile Joke** in utterance (U1). This choice of verbal conflict resolution strategy is prompted by previous incidents between the dyad. Previously, Washington was well off financially and had been lending money to the people in Makutano. He was rough in this business and charged exorbitant interests. In the current scene, the situation is different and he is the one in dire need of money.

To show his dislike for Washington and his intention of borrowing money from him, Karis employs verbal tact number 2; **Rejection** in utterance (U2) of extract 36 above, “*I am not going back to what we have already talked about.*” This strategy is characterized by attempts by one of the interlocutor’s refusal to accept or acknowledge the issue that is the subject of their discussion. The Speaker introduces a statement that is aimed at dissuading the Hearer from pursuing the topic.

In utterance (U5), “*Washington! You have nothing. You are nothing!*” Karis uses verbal tact number 1: **Personal Criticism**. This is a direct personal attack and criticism on Washington and his esteem. According to (Sillars, 1986) Personal Criticisms are characterized by remarks that directly criticize the personal characteristics or behaviours of a person. Karis meant to show his contempt for Washington and his lack of interest for his proposition. In utterance (U6), “*How will you ever compensate me?*” Karis employs verbal tact number 5: ‘**Hostile Question**’ again. In so doing, he intends to show Washington his lack of trust and confidence in him.

### **Extract 38**

The following extract is taken from Makutano Junction season 5, episode 3 “A Thief in the Night”, Data # 134

**Setting:** The scene takes place in Makutano town outside Karis’ bar. It is at night and talent show session is going on in the bar. Karis walks out of the bar and Josiah approaches him.

**Karis:** There is no way I can help you. If you ever come to me, like that again. I will throw you to the police for all the money you owe me (U1)

**Josiah:** But I am broke I need to pay rent. They are threatening to kick us out.

**Karis:** That’s not my problem. (U2)

From the extract above, Karis is fed up with Josiah's behaviour of running up to him when he gets broke. To portray his detest clearly, he employs Competitive verbal conflict resolution strategies. In utterance (U1): "*There is no way I can help you. If you ever come to me, like that again. I will throw you to the police for all the money you owe me,*" Karis uses Competitive sub-strategy 3: **Hostile Imperative** to put off Josiah. Nevertheless, the unrelenting Josiah pushes on with his request and tries to appeal to Karis to reason.

Karis then employs Competitive sub-strategy 7: **Denial of Responsibility**, in utterance (U2); "*That's not my problem.*" Though most of the Competitive verbal conflict resolution sub-strategies were used with male interlocutors, a few were used with female interlocutors too. Extracts 38 and 39 will exemplify the use of Competitive verbal conflict resolution strategies by Karis with female interlocutors.

### Extract 39

The following extract is taken from Makutano Junction season 5, episode 8 "A Family Affair", Data # 219, 220

**Setting:** Karis is an unhappy man because of being denied the custody of his daughter. He spots his daughter Diana with her mother and walks towards them. Hope and Diana emerge from the Baraka's, they seem to be having a good time but Karis is approaching - fast.

- Karis:** *(calling out) Diana! (She turns around and is excited to see Karis.)*  
**Diana:** *Daddy! (She runs to him and they embrace.)*  
**Karis:** *Angel! (Hope marches on towards them.)*  
**Hope:** *Karis I have an appointment with the school deputy and we are getting late. Diana, let's go. (She gets hold of Diana's hand.)*  
**Karis:** *No! You can't take her away from me! (U1)*  
*(He firmly grabs her other arm and Diana flinches. Dr Charles is walking past on his way to work. He stops and looks amused at Karis' behaviour.)*  
**Hope:** *You're hurting her!*  
**Karis:** *You're the one that's hurting her, keeping my daughter away from me. (U2)*

In utterance (U1), of extract 39, Karis employs Competitive sub-strategy 3: **Hostile imperative** to counter Hope's attempt of taking Diana away from him. Karis is aware of a court order that gave Hope the rights to stay with Diana. Nevertheless, in desperation, he held on to her daughter's arm and when Hope complains that he was hurting the child, Karis employs Competitive sub-strategy 6: **Presumptive Remark** in utterance (2); "*You're the one that's hurting her, keeping my daughter away from me.*" In this utterance, Karis is not referring to the physical anguish inflicted in the tussle for Diana at that moment, but the psychological distress of separating Diana from him. By employing this strategy, Karis attributes the cause of Diana's problems or sufferings to Hope's action of taking Diana away from him. According to Sillars (1986), an interlocutor uses presumptive remark by making a statement that attributes the cause of the problem, thought or feelings to the other interlocutors action or behaviour.

#### Extract 40

The following extract is taken from Makutano Junction season 5 episode 8 "Family Affairs", Data # 224 -228

**Setting:** Vincent, Karis' stepbrother is holding Diana's hand as they walk. Little Diana seems happy and excited, laughing along the street as they head for the market. Red, walks past them. Shortly after, a furious Karis suddenly confronts Vincent.

**Karis:** Get your hands off my daughter! *(They all turn to face a fuming Karis.)*  
 I said... *(Spelling it out)* get-your-hands-off-my daughter – NOW! (U1)  
*(He grabs Diana by the arm pulling her toward him.)*

**Vincent:** *(Calm)* Karis, listen I was only...

**Karis:** You think I don't know what you are up to? (U2)  
*(He charges towards Vincent steadily, but Red stands in his way.)*

**Red:** Hey, listen he only...

**Karis:** *(Pushing her away)* Stay out of this! (U3)  
*(She falls down and a stunned Vincent goes to help her up.)*

From the previous episodes in Makutano Karis is quite unhappy with Vincent. He complains that Vincent is to blame for the poor performance of his business. He also accuses Vincent of conspiring to take Hope and Diana away from him. In extract 40, when Karis spots Vincent holding Diana's hand, he confronts him in anger and in utterance (U1) '*Get your hands off my daughter!*' Karis uses Competitive sub-strategy 3: **Hostile Imperative** to clearly portray his emotions and dislike for Vincent. In utterance (U2), Karis uses Competitive sub-strategy 5: **Hostile Question**. This is in the form of a rhetorical question and is intended to make it clear to Vincent that Karis is aware of his intentions and he is not ready to let him go through with them.

In utterance (U3) Karis uses Competitive sub-strategy 3: Hostile imperative on Red a female character in this film. This time the imperative is accompanied by some physical aggression as Karis pushes her to the ground. Karis feels that Vincent has betrayed him and his family. Goffman (1967) argues that, in response to a violated expectation or breached relationship, one possible response is that of retaliation and aggression. Since violated expectations challenge one's sense of self and one's sense of the future, Goffman notes that the blow-off has the effect of shocking the victim. A victim in shock may act impulsively and aggressively to retaliate against the person who perpetrated the confidence game. In this situation, Karis had the intention of assaulting Vincent when Red suddenly stands in the way. The use of hostile imperative and physical aggression by Karis on Red is mainly motivated by anger. When anger is taken to extremes, individuals may be absorbed by the immediate concerns of conflict, losing sight of ordinary life — an experience Lorenz (2003) has called *militant enthusiasm*. In the prevailing situation, Karis pushes Red to the ground because she stood in his way and not because she was the real target of the aggression.

Perhaps Karis did not have to use all that aggression on Red, a close friend of Mabuki's family who had little to do with the prevailing conflict. But according to Deutsch (1973) in a situation of intense anger, individuals may abandon the rules, beliefs, and concerns structuring social life and maintaining civil relations in pursuit of the immediate concern of the conflict.

#### **4.4.2 Use of Cooperative Strategy by Karis**

The Cooperative strategy was the second most used verbal conflict resolution strategy by Karis during verbal conflict resolution. Cooperative strategies are mainly done using **Analytic** or **Conciliatory** remarks (Sillars, 1986). In this study, Karis used the Cooperative strategies 58 times; 21 with male and 37 with female interlocutors during verbal conflict resolution.

Cooperative strategies formed 34.9% of all the verbal conflict resolution strategies used by Karis during verbal conflict resolution with either male or female interlocutors. The Analytic remarks and conciliatory remarks had equal usage by Karis with each category being used 29 times. The Analytic Remarks can be achieved through the use of five different verbal tacts (Descriptives, Disclosives, Qualifying Statements, Soliciting Disclosure or Soliciting Criticism) while the conciliatory remarks can be achieved through the use of three verbal tacts (Supportive Remarks, Concessions and Acceptance of Responsibility). The table below shows how the two categories and the different verbal tacts used in the Cooperative strategy were employed by Karis during verbal conflict resolution in Makutano Junction.

Table 19: Cooperative strategies used by Karis during verbal conflict resolution

Conflict Resolution Strategy	Categories of Conflict Resolution Strategies	No.	VERBAL TACTICS	KARIS		
				MALE	FEMALE	TOTAL
C O O P E R A T I V E	Analytic Remarks	1	Descriptive statements	3	0	3
		2	Disclosive Statements.	3	6	9
		3	Qualifying Statements	2	2	4
		4	Soliciting Disclosure	7	4	11
		5	Soliciting Criticism	1	1	2
	Conciliatory Remarks	6	Supportive Remarks	3	9	12
		7	Concessions	0	3	3
		8	Acceptance of Responsibility	2	12	14
<b>TOTAL</b>				<b>21</b>	<b>37</b>	<b>58</b>

As shown in the table 19 above, verbal tact number 8: **Acceptance of Responsibility** was the most used by Karis during verbal conflict resolution while **Supportive Remarks** and **Soliciting Disclosure** took the second and the third position respectively. This study also established that Karis used most of the Cooperative verbal conflict resolution strategies with female interlocutors.

The Cooperative verbal conflict resolution strategies used with female interlocutors formed 63.7% while those used with male interlocutors formed 36.3% of all the Cooperative verbal conflict resolution strategies used by Karis. The following extract will further illustrate on the use of Cooperative verbal conflict resolution strategies by Karis during verbal conflict resolution.

**Extract 41.**

The following extract is taken from Makutano Junction season 3, Episode 1- “The Curse”, Data # 106.

**Setting:** This scene takes place in a hospital at Makutano. Shelly, Karis’ new girl friend had been admitted in the hospital and Karis had promised to pay her hospital bills.

**Shelly:** Karis...

**Karis:** Look Shelly, I would really like to pay your bills, but I am a little short of money this month. (U1)

**Shelly:** What do you want me to do? I am stuck here because of you.

**Karis:** Haa (giving in) Okay, I will find the money. (U2)

Shelly is in the hospital and cannot be discharged from the hospital before the bills are cleared. Apparently Karis, had promised to pay her bills, a promise he had not fulfilled by the time they met in this scene. When Shelly confronts him about the money, Karis uses a Conciliatory Remark; verbal tact number 8: **Acceptance of responsibility in utterance** (U1) “*Look Shelly, I would really like to pay your bills, but I am a little short of money this month.*”

This tact is characterised by acceptance of responsibility and attributions of responsibility to self by the interlocutor (Sillars, 1986). In utterance (U2) “*Haa, Okay, I will find the money.*” Karis uses another Conciliatory Remark; the verbal tact number 7: **Concessions**, to express his willingness to fulfil Shelly’s wish.

#### **Extract 42**

The following extract is taken from Makutanó Junction season 3 Episode 1- “A Thief in the Night”, Data # 116-118

**Setting:** The scene takes place in Makutano town. It happens soon after a very bitter verbal confrontation between Mr. Mabuki (the area Councillor and father to Karis) and Hope (the area’s chief and former girlfriend to Karis)

**Hope:** You see I intend to set up a community crime prevention group.

**Mabuki:** What is that?

**Hope:** This means that people of Makutano form patrol groups...

**Mabuki:** That sounds very well and good, except that I don’t see why I should be dragged into your failures

**Hope:** Failures?

**Mabuki:** With the other chiefs, we did not have need for such groups, but since you came in here, crime has increased and all you seem to be doing is arresting innocent people.

- Hope:** You are a member of Makutano and an elected councillor. The people elected you to help them solve their problems and not...
- Mabuki:** Young lady have you ever seen me come to your office with a civic problem.
- Hope:** Fine! I will form the committee and the security group with or without your help. *(she storms out and bumps into Karis on the corridor)*
- Karis:** Hey hope, I am really sorry about my Dad in there, don't take it too hard...(U1)
- Hope:** He is a councillor for heaven sake. We are supposed to work together to solve problems. *(furiously)*
- Karis:** I am really amazed at how much you have achieved since you came here.
- Hope:** Why does he have to fight me so hard? (U2)
- Karis:** Well I think not everyone is as pleased as I am to see a chief who looks great in uniform. You see I .... Why don't I make it up by inviting you for dinner... we can go down in the city before anyone notice it.
- Hope:** No. I am rather busy with Mama Mboga investigations.

Hope is angry and frustrated after the verbal confrontation she had with Mr. Mabuki prior to this scene. On the other hand, Karis who is interested in restoring his relationship with Hope has been following the bitter exchange between Hope and his father from the window. When Hope leaves Mr. Mabuki's office, Karis seizes the opportunity to talk to Hope. In utterance (U1), Karis uses Conciliatory remarks of verbal tact number 1: **Supportive remarks** to make her feel and know that he empathises with her predicaments. The same verbal tact is used by Karis in utterance (U2). In this utterance, Karis is complimenting Hope for her effort in improving the lives of Makutano people. In so doing, Karis hopes to establish a rapport with Hope and extend an invitation for a dinner with her, a request that Hope turns down curtly. Karis also used Conciliatory remarks with male interlocutors during verbal conflict resolution as will be illustrated by extract 43 below.

### Extract 43

The following extract is taken from Makutano Junction season 3, Episode 3- "Battle of Sexes", Data # 114

**Setting:** The scene takes place in the street of Makutano. Washington is in dire need of money and approaches Karis to be loaned some money.

**Karis:** Washington, You have nothing, you are nothing! How will you compensate me?

**Washington:** I will give you security. Yes, that's how they do it. In fact, if I fail to repay you, you sell that security just like a Shylock. Look, there is big money to be made Karis. Just lend me two thousand. Well what is two thousand when I am leaving you with my original Rolex watch worthy 12000 shillings? Even if you sold it half its value, you will still make a big profit.

**Karis:** Ok let me see the watch. (U1)

From extract 43 above, Karis has a lot of contempt for Washington mainly because he had a history of mistreatment by him. However, when Washington makes an appeal that his expensive watch be used as collateral or security for the loaned money, Karis likes the idea and uses cooperative strategy in utterance (U1) in contrast to the confrontative strategy used in his preceding utterance. In utterance (U1) Karis employs a Conciliatory Remark, verbal tact number 6: **Supportive Remark** as an indicator to Washington that he would do business on the account that he had security for the loan.

The Analytic Remarks are also used by Karis during verbal conflict resolution. The Analytic Remarks are employed using Descriptive Statements, Disclosive Statements, Qualifying Statements, Soliciting Disclosure and Soliciting Criticism. Soliciting Disclosure verbal tact was the most used form of Analytic Remark by Karis during verbal conflict resolution in Makutano Junction.

This verbal tact had 11 instances; seven times with male interlocutors and four times with female interlocutors. It formed 37.9% of all the analytic remarks used by Karis with both male and female interlocutors during verbal conflict resolution. The following extracts will illustrate further on the use of Analytic Remarks by Karis during verbal conflict resolution in Makutano Junction.

#### Extract: 44

The following extract is from Makutano Junction season 3 Episode, 4 - "Standing Up" Data # 150 – 154

**Setting:** This scene takes place on the street of Makutano. Karis walks up to Shelly to talk about their relationship, but Shelly is angry and not ready to listen to Karis.

**Shelly:** You are turning to me because you are broke and lonely

**Karis:** I turn to you because I miss you (U1)

**Shelly:** You don't stand a chance beside I am afraid of what people will think of me when they see me back with you.

**Karis:** What do you care about what people say, it's your happiness that matters. (U2)

**Shelly:** They also know how badly you treated me.

**Karis:** I have never been happy without you. (U3)

**Shelly:** What about hope?

**Karis:** There is nothing there.

**Shelly:** Karis.....

**Karis:** Look, Shelly, if you don't want to listen to me. Listen to this CD. Then you will know what is in my heart.

Shelly, has come to know that Karis is still seeing his ex-wife and is very unhappy. In Extract 44, utterance (U1) '*I turn to you because I miss you*', Karis uses Analytic Remark, verbal tact number 2: **Disclosive Statement** to counter Shelly's complaint that he is turning to her because he is broke and lonely.

In utterance (U2), Karis uses verbal tact number 3: **Qualifying Statement** to justify why Shelly should stop worrying herself about what people say. By using Qualifying Statement, Karis sought to offer justifications to Shelly and rubbish the rumours about their relationship. Qualifying Statements are characterised by statements that seek to justify the interlocutors behaviour or explicitly qualify the nature of the conflict (Sillars, 1986). In utterance (U3), “*I have never been happy without you.*” Karis uses a Disclosive Statement in an attempt to convince Shelly that he cared.

#### **Extract 45**

The following extract is taken from Makutano Junction season 3, Episode 3 - “Battle of sexes” Data # 115

**Setting:** This scene takes place at Makutano hospital. Shelly is on a hospital bed resting. Karis gets in silently and finds her sewing a tablecloth.

**Shelly:** Karis, is this the way you treat your loved ones? I have been waiting for hours.

Where have you been?

**Karis:** Does this mean you are getting better? (U1)

**Shelly:** It means I am having peace and quiet. Mr. Baraka had a heart attack and the family had been here bothering me. Where have you been?

Karis has been suspecting that Shelly had not been as sick as she had always portrayed. In this instance, when Karis finds her sewing a tablecloth he becomes more suspicious. In utterance (U1), “*Does this mean you are getting better?*” Karis uses the verbal tact number 4: **Soliciting Disclosure** to find out more about her condition. This verbal tact enables the interlocutor to ask a non-hostile question about an event related to the conflict or cause of the conflict that cannot be observed (Sillars, 1986).

## Extract 46

The following extract is taken from Makutano Junction season 3 Episode 6 “‘Answered Prayers” Data # 204-207

**Setting:** This scene takes place in the Makutano CDF office. PP is the one in charge of the office. PP has not been in good terms with Karis and so his visit surprises him.

**PP:** Well then, to what do I owe this *unique* encounter?

**Karis:** Look, I'll cut to the chase. You're in the business lending out cash, and I need some funds, fast. We can work out the interest later. (U)

**PP:** Karis, I need a proposal articulating your business plan and forecasts for at least the next one year. Then it will...

**Karis:** (*Interrupting*) Look, all I need is for you to spot me some cash now. (U2)

**PP:** Karis, I'm not running a charity. (*Karis laughs sinisterly.*)

**Karis:** I forgot I was still dealing with the milk boy. (*Offended, PP rises.*)

Karis was not in good terms with PP but urgently needed some money and PP was the one in charge of disbursing the CFD funds. In utterance (U1), Karis uses verbal tact number 1: Descriptive Statement to state clearly his mission. PP then states the process that Karis should follow to obtain the money from the CDF.

This does not impress Karis who needed the money immediately. In utterance (U2), '*Look, all I need is for you to spot me some cash now.*' Karis uses the verbal tact number 3: Qualifying Statements to allow him specify explicitly the nature of the problem at hand.

### 4.4.3 Use of Avoidance Strategy by Karis

The Avoidance Strategy was the least used verbal conflict resolution strategy by Karis during verbal conflict resolution. Avoidance Strategies are done using the following sub strategies; Denial and Equivocation, Topic Management, Non-committal Remarks and Irrelevant Remarks (Sillars, 1986). In this study, Karis employed the Avoidance Strategy 25 times; 11 with male and 14 with female interlocutors during verbal conflict resolution.

Avoidance Strategy forms 15.1% of all the verbal conflict resolution strategies used by Karis during verbal conflict resolution with either male or female interlocutors. The Topic Management was the most used verbal tact. It had 11 instances while 'Denial and Equivocation' sub strategy was the second most used with 10 instances. Non-committal Remarks were the third most used sub strategy with four instances while Irrelevant Remarks were not used at all by Karis during verbal conflict resolution.

Most of the Avoidance strategies used by Karis during verbal conflict resolution were used with female interlocutors. Of the 25 Avoidance strategies used by Karis, 11 were used with male interlocutors while 14 were used with female interlocutors. The table below shows how the four sub-strategies and the different verbal tacts used in the Avoidance strategy were employed by Karis during verbal conflict resolution.

Table 20: *Avoidance strategies used by Karis during verbal conflict resolution*

Conflict Resolution Strategies	Sub-strategies	No	Verbal Tactics	KARIS		
				Male	Female	Total
A V O I D A N C E	Denial and Equivocation	1	Direct Denial	2	5	7
		2	Implicit Denial	0	2	2
		3	Evasive Remarks	1	0	1
	Topic Management	4	Topic shifts.	1	5	6
		5	Topic avoidance.	4	1	5
	Noncommittal Remarks	6	Noncommittal statements	0	1	1
		7	Noncommittal questions.	0	0	0
		8	Abstract remarks.	1	0	1
		9	Procedural remarks	2	0	2
	Irreverent Remarks	10	Friendly joking	0	0	0
<b>TOTAL</b>				<b>11</b>	<b>14</b>	<b>25</b>

From table 20, verbal tact number 1: Direct Denial was the most used verbal tact by Karis during verbal conflict resolution while Topic shift and Topic avoidance took the second and the third position respectively. Most of the Avoidance strategies used by Karis during verbal conflict resolution were used with female interlocutors forming 56% of all the Avoidance verbal conflict resolution strategies while those used with male interlocutors formed 44%. The following extracts will illustrate further on the use of Avoidance verbal conflict resolution strategies used by Karis during verbal conflict resolution in Makutano Junction.

#### Extract 47

The following extract is taken from Makutano Junction season5 episode 3 “A Thief in the Night”, Data # 133

**Setting:** This scene takes place at Makutano town outside Karis’ bar. It is at night and talent show session is going on in the bar. Karis walks out of the bar and Josiah approaches him.

- Karis:** What do you want?
- Josiah:** Karis, I need your help.
- Karis:** But I am sorry I am not working tonight.
- Josiah:** Karis Please!
- Karis:** Get off my way! There is no way I can help you. If you ever come to me like that again. I will throw you to the police for all the money you owe me. *(He grabs Josiah by the collar. Suddenly Karis father emerges from the bar)*
- Mabuki:** Karis, What is this all about?
- Karis:** Nothing, nothing Dad. *(Taking Josiah by the hand away from his father)*  
(U1)

Karis is fed up with Josiah’s nagging behaviour. In this instance, Josiah had walked up to him to borrow some money. Karis is infuriated and a verbal conflict sets off. Soon, Mabuki, Karis’ father appears and gets a feeling that something was wrong between the dyad.

On being asked, Karis uses Avoidance Strategy, verbal tact number 1: **Direct Denial** as can be seen in Utterance (U1) “*Nothing, nothing Dad.*” Direct denial verbal tact is characterised by statements that deny that a conflict is present (Sillars, 1986).

#### Extract 48

The following extract is taken from Makutano Junction season5 episode 11 “A magical moment”, Data # 140

**Setting:** This scene involves Karis and Shelly. It takes place outside a saloon in Makutano buying centre where Shelly works. Karis has come to see Shelly in an attempt to redeem their relationship.

**Karis:** Hey Shelly  
**Shelly:** What do you want?  
**Karis:** Do I look like I want something? (*Hands out a bunch of flowers he had been hiding in one hand*) (U1)

The relationship between Karis and Shelly had seriously deteriorated. In this scene Karis approaches Shelly with an intention of making up with her and getting their relationship back on the road.

However, Shelly is resentful and unwilling to talk to Karis. In utterance U1, he uses verbal tact number 2: **Implicit Denial** ( in form of another question) to counter Shelly’s direct question over his interests. By using a question to counter Shelly’s question, Karis employs Implicit Denial to avoid taking the responsibility of accepting that he wanted something. He also avoids using a direct denial that would have left it too explicit to Shelly that he wanted nothing from her.

### Extract 49

The following extract is taken from Makutano Junction season 3, Episode 5- “A Thief in the Night”, Data # 115

**Setting:** Karis had gone to visit Shelly, his new girlfriend in hospital. He is late and Shelly demands to know the reason of his lateness.

**Shelly:** Where have you been?

**Karis:** I was in a business meeting and what do you think of this? (*showing an expensive wrist watch*) (U1)

**Shelly:** It's an expensive wristwatch.

**Karis:** It's a symbol of my entrepreneur invented-ness. I am going into money lending business. (U2)

In this scene, Karis gets late for an appointment with Shelly who is in Makutano hospital. Shelly has been suspicious about Karis relational behaviour, especially his involvement with Hope, his ex- girlfriend. Thus, Shelly's question is based on these suspicions. Incidentally, Karis got late talking to Hope and thus he could not give that as an answer to Shelly. Therefore, Karis uses Topic Management strategy, verbal tact number 4: **Topic Shift** to handle Shelly's question and suspicion. In utterance (U1) and (U2), Karis shifts the topic quickly to a business talk to avoid more probing over his lateness. This strategy is characterised by the effort of the interlocutor to introduce statements that leads to termination of the current conflict topic. (Sillars, 1986).

### Extract 50

The following extract is taken from Makutano Junction season 3 Episode 5- “A Thief in the Night”, Data # 145-148

**Setting:** The scene takes place on the street of Makutano. Mr. Washington, a teacher at Makutano Primary School is doing fine financially.

He taunts Karis his old foe, who is apparently in a financial fix. Previously, Karis was doing well in business and would lend money to needy people of Makutano but at exorbitant interest rates.

**Mr. Washington:** I can see the great king has fallen.  
**Karis:** What are you talking about?  
**Mr. Washington:** Business is not doing well, right?  
**Karis:** Washington is there something you want or you just want to annoy me.  
**Washington:** You see my teaching job is doing well. I even make some money on the side giving private tuition.  
**Karis:** Thanks, but I graduated a long time ago.(U1)

Karis is aware of Washington's intention to taunt him mainly because his (Karis') business was performing poorly. Washington also harboured some bitterness because of all the high interest he paid to Karis after securing a loan from him. Karis is not willing to give Washington audience. In utterance (U1), "*Thanks, but I graduated a long time ago,*" Karis uses Topic Management, verbal tact number 4: **Topic Avoidance** to put Washington off and stop the conversation. According to (Sillars, 1986), Topic avoidance strategy aims at terminating discussion of a conflict issue before it has been fully discussed.

### Extract 51

The following extract is taken from Makutano Junction season 5, Episode 6 - "Answered Prayers", Data # 215 - 218

**Setting:** This scene takes place in Karis bar in Makutano town. Mabuki, Karis' father is in the bar checking the records when Karis gets in.

**Karis:** Dad, the bar is mine, remember? You retired and left it to me.  
**Mabuki:** That's what I thought until I got a call about outstanding bills from the distributors.

- Karis:** Look, those people have it all wrong... (U1)
- Mabuki:** Those people have been supplying my bar for years.
- Karis:** You don't understand... (U2)
- Mabuki:** No, it is you that doesn't understand! Karis, we've given you the bar, given you an education many aren't privileged with, still you can't make one thing work. (*Mabuki paces about.*)
- You should take a leaf from Vincent. That young man didn't have half the things you were blessed with but...
- Karis:** (*Interrupting*) Vincent! If it weren't for him, my bar wouldn't be at the point of bankruptcy!
- Mabuki:** Bankruptcy?

When Karis finds his father checking the financial records of the bar, he immediately knew that something is wrong. In utterance (U1), "*Look those people have it all wrong...*" Karis is unable to handle adequately the allegation of the outstanding bills. That explains the reason why he resorts to a statement that neither affirms nor denies the presence of this problem of outstanding bills as in utterance (U1). This kind of statement falls under Non-committal category, verbal tact number 6: **Non-committal statement** of Avoidance strategy (Sillars, 1986). In utterance (U2), "*You don't understand...*" Karis uses Non-committal, verbal tact number 9: **Procedural Remark** to avoid responding to his father's preceding statement that required him to affirm or deny the allegation. Procedural remarks are characterized by statements that supplant discussion of conflict while the issue itself is not discussed. (Sillars, 1986)

#### 4.5.0 Findings on Hopes Use of Verbal Conflict Resolution Strategies

The study established that Hope used all the three major categories of the verbal conflict resolution strategies as described in Sillars' (1983) 'Attribution Theory of Verbal Conflict Resolution'; that is, Avoidance, Competitive and Cooperative. The table below shows how the three categories of verbal conflict resolution strategies were used by Hope while interacting with male or female interlocutors during verbal conflict situations.

*Table 21: Verbal Conflict Resolution Strategies used by Hope with male and female interlocutors during verbal conflict resolution.*

CONFLICT RESOLUTION STRATEGIES	HOPE					
	MALE		FEMALE		TOTAL	
	Strategies used	Percentages	Strategies used	Percentages	Strategies used	Percentages
Avoidance	7	6.7%	5	4.8%	<b>12</b>	<b>11.5%</b>
Competitive	40	38.5%	9	8.7%	<b>49</b>	<b>47.1%</b>
Cooperative	24	23.1%	19	18.3%	<b>43</b>	<b>41.3%</b>

According to Table: 21, the Competitive verbal conflict resolution strategies were the most used strategies by Hope while addressing male and female interlocutors accounting for 47.1% of all the verbal conflict resolution strategies. Cooperative verbal conflict resolution strategies were the second most used strategies by Hope accounting for 43.3% of all the verbal conflict resolution strategies used by Hope with both male and female interlocutors during verbal conflict resolution. Avoidance verbal conflict resolution strategies were the least strategies used by Hope accounting for 11.5% of all the verbal conflict resolution strategies used by Hope with both male and female interlocutor during verbal conflict resolution.

Of the three strategies, Competitive strategies were the most used with male interlocutor accounting for 38.5% of all the Competitive verbal conflict resolution strategies used by Hope during verbal conflict resolution. Cooperative strategies were the second and avoidance third most used strategies with male interlocutors accounting for 23.1% and 6.7% of all the Competitive verbal conflict resolution used by Hope during verbal conflict resolution respectively. In contrast, Cooperative strategies were the most used with female interlocutors accounting for 18.3% of all the verbal conflict resolution strategies used by Hope during verbal conflict resolution.

Competitive strategies were the second and avoidance third most used strategies with female interlocutors accounting for 8.7% and 4.8% of all the verbal conflict resolution used by Hope during verbal conflict resolution respectively. The following is a discussion of the three strategies, that is: Avoidance, Competitive and Cooperative verbal conflict resolution strategies used by Hope during the verbal conflicts resolution in Makutano Junction. This discussion will be based on the usage of the three strategies; that is from the most used to the least used strategy by Hope to both male and female interlocutors.

#### **4.5.1 Use of Competitive Strategy by Hope**

As earlier mentioned in Chapter 2, Competitive Strategies are mainly done through the use of confrontative remarks. Confrontative remarks can be done through the use of seven verbal tacts: Personal Criticism, Rejection, Hostile Imperatives, Hostile Jokes, Hostile Questions, Presumptive Remarks and Denial of Responsibility.

This study established that, Hope used the Competitive verbal resolution strategies 49 times; 40 with male and 9 with female interlocutors during verbal conflict resolution. Of the seven verbal tacts mentioned above, Personal Criticism was the most used verbal tact by Hope forming 26.5% of all the competitive verbal conflict resolution strategies used by Hope in this study. Hostile Questions came second and Rejection third in usage accounting for 22.4% and 20.4% respectively. The table below shows how the seven tacts in Competitive strategy were used by Hope during verbal conflict resolution.

Table 22: Competitive strategy verbal tacts used by Hope during verbal conflict resolution

	Competitive Strategy	Hope		Total
		Male	Female	
1.	Personal Criticism	11	2	13
2.	Rejection	8	2	10
3.	Hostile Imperatives.	6	1	7
4.	Hostile Jokes	5	0	5
5.	Hostile Questions	8	3	11
6.	Presumptive Remarks.	2	1	3
7.	Denial Of Responsibility	0	0	0
	<b>TOTAL</b>	<b>40</b>	<b>9</b>	<b>49</b>

The following extracts will illustrate further on the use of Competitive verbal conflict resolution strategies by Hope during verbal conflict resolution in Makutano Junction.

**Extract 52**

The following extract is taken from Makutano Junction season 3 episode 4 “A Thief in the Night,” Data # 18 - 22

**Setting:** The incident takes place in Mr. Mabuki’s office at Makutano shopping centre.

Hope has come to see Mr. Mabuki the area councillor.

**Mabuki:** With the other chiefs, we did not have need for such groups, but since you came in here, crime has increased and all you seem to be doing is arresting innocent people.

**Hope:** You are a member of Makutano and an elected councillor. The people elected you to help them solve their problems not... (U1)

**Mabuki:** Young lady have you ever seen me come to your office with a civic problem.

**Hope:** Fine! I will form the committee and the security group with or without your help. (U2)

Hope had visited, councillor Mabuki with an intention of sharing with him her ideas on how the security of Makutano could be improved. However, since her posting as the first female chief in Makutano, there had been a consistent resistance and that is what Hope encounters at Mabuki's. When Mabuki levels all the blame for the deteriorating security situation on her and disassociates himself from her plans, Hope uses competitive strategy verbal tact number 1: **Personal Criticism in** utterance (U1) to remind Mabuki that he also had a responsibility to help people. The other important role of personal criticism as used in this utterance is to criticize directly the personal characteristics or behaviours of the Hearer (Sillars, 1986). In Utterance (U2) Hope employs verbal tact number 2: **Rejection**. This is a statement in response to Mabuki's refusal to assist her and hence her explicit opposition or dissent. At this point, Hope has decided to enforce the security plan alone.

### Extract 53

The following extract is taken from Makutano Junction season 3, Episode 6 "Stepping Toes"

Data # 27

**Setting:** This scene takes place outside the Makutano Dispensary. It involves PP and his sister, Hope. PP had been involved in a crime in the village. Consequently, he was arrested and taken before Hope, the area chief. Hope commits PP to community service for two weeks as a punishment for his crime. In this particular scene, Hope had come to inspect PP's work when the verbal conflict occurred.

**PP:** I would be in the farm right now, if you had not given us this community service thing to do.

**Hope:** Oh! And you would have preferred to be in jail? (U1)

**PP:** But you are the Chief.

**Hope:** PP, you were the offenders. What did you want me to do? Carry you because you were my small brother? (U2) You crash a stolen car. You ought to be thanking me.

**PP:** Yah! Thank you. (*Sarcastically; then walks away angry*)

PP, Hope's brother had been involved in a crime in the village and was taken to the area chief (Hope) and was committed to community punishment which was considerably lenient according to Hope. Therefore, PP's complaint comes as a surprise to Hope and sounds unreasonable. In utterance (U1) and utterance (U2), Hope uses verbal tact number 5: **Hostile Question** to reprimand PP for perhaps not being reasonable in his argument.

#### Extract 54

The following extract is taken from Makutano Junction season 3, Episode 9: AIDS Seminar, Data # 24

**Setting:** The scene takes place at Makutano shopping centre. A HIV and AIDS Seminar was Scheduled to take place on this day. Incidentally, on the same day and time, a well-advertised football match was to take place. As a result, all the men boycott the seminar and gather in Mr. Mabuki's bar to watch the match. This annoys the chief who had spent the whole week arranging for this seminar. She goes into the bar and unplugs the power cable of the TV sparking off a verbal conflict situation.

- Baraka:** Hope! This has got to stop at once. You can't stand here and talk about such things!
- Hope:** I can and I will, because I am the chief of this area! (U1)
- Baraka:** I don't care if you are the president! I am your father and I am telling you to stop it! Stop it at once!

Hope is very unhappy when all the men ignore the HIV and AIDS seminar and instead choose to watch a football match. The group of men in this crowd however, includes her father. Hope's father is greatly incensed by Hope's interference and decides to confront her. On being confronted by her father, Hope uses verbal tact number (3): Hostile Imperative to stem her authority in utterance (U1), "*I can and I will, because I am the chief of this area!*"

## Extract 55

The following extract is taken from Makutano Junction season 3, Episode 10: “Magical Moment” Data # 42

**Setting:** The scene takes place on the street of Makutano. Karis had just left his bar and meets Diana on the street stranded. As he tries to talk to her, her mother Hope appears and snatches Diana from him.

**Hope:** Get your hands away from my daughter! And you what are you doing on the street by yourself.

**Karis:** I was just ...

**Hope:** I don't want criminals around my daughter. Stay away from my family and me. I will tell your parents about your little Shylocking adventure. I am sure they will be proud. (1)

The relationship between Hope and Karis had deteriorated and in this extract Hope feels offended by Karis' act of interacting with her daughter, Diana. This event takes place soon after Hope catches Karis assaulting Josiah for not paying up some money he owed Karis. In utterance (U1), *'I don't want criminals around my daughter. Stay away from my family and me. I will tell your parents about your little Shylocking adventure. I am sure they will be proud.'* Hope uses verbal tact number 4: **Hostile Joke** to taunt Karis and make her contempt for him more explicit. The strategy of Hostile Jokes is characterised by teasing or sarcasm at the expense of the other interlocutor (Sillars, 1986)

### 4.5.2 Use of Cooperative Strategy by Hope

The Cooperative Strategies were the second most used verbal conflict resolution strategies by Hope during verbal conflict resolution. This study established that, Hope used the Cooperative strategies 43 times; 24 with male and 19 with female interlocutors during verbal conflict resolution. Cooperative strategies accounted for 41.3% of all the verbal conflict resolution strategies used by Hope during verbal conflict resolution with either male or female interlocutors.

Cooperative strategies can be done through the use of analytic or Conciliatory Remarks (Sillars, 1986). The Analytic Remarks were used 27 times while Conciliatory Remarks were used 16 times with male and female interlocutors. Analytic remarks can be achieved through the use of five different verbal tacts (Descriptive, Disclosive, Qualifying, Soliciting Disclosure, Soliciting Criticism) while the Conciliatory Remarks can be achieved through the use of three verbal tacts (Supportive Remarks, Concessions and Acceptance of responsibility). The table below shows a detailed account of how the Cooperative strategies were employed by Hope during verbal conflict resolution.

*Table 23: Cooperative strategies used by Hope during verbal conflict resolution.*

<b>Cooperative Strategy</b>					
<b>Sub - strategy</b>	<b>No.</b>	<b>Verbal Tactics</b>	<b>Hope</b>		<b>Total</b>
			<b>Male</b>	<b>Female</b>	
<b>Analytic Remarks</b>	1.	Descriptive Statements	2	0	2
	2.	Disclosive Statements.	4	2	6
	3.	Qualifying Statements	2	7	9
	4.	Soliciting Disclosure	6	2	8
	5.	Soliciting Criticism	2	0	2
<b>Conciliatory Remarks</b>	6.	Supportive Remarks.	4	5	9
	7.	Concessions	3	2	5
	8.	Acceptance of Responsibility	1	1	2
<b>Total</b>			<b>24</b>	<b>19</b>	<b>43</b>

As shown in the Table 23 above, verbal tact number 3 Qualifying Statements and number 6 Supportive Remarks were the most used tacts by Hope during verbal conflict resolution. Soliciting Disclosure took the second position. The Cooperative verbal conflict resolution strategies used with male interlocutors accounts for 55.8 % while those used with female interlocutors accounts for 44.1% of all the Cooperative verbal conflict resolution strategies used by Hope during verbal conflict resolution.

The following extracts will be used to illustrate the use of Cooperative verbal conflict resolution strategies by Hope during verbal conflict resolution.

### Extract 56

The following extract is taken from Makutano Junction season 5 Episode 6 “Answered Prayers” Data # 49

**Setting:** This incident takes place on the streets of Makutano. Hope the area Member of Parliament is having a verbal engagement with Anna, a victim of domestic violence.

**Hope:** Anna, it is about Josiah, we need to talk about the lawsuit. *(Anna looks at her questioningly.) (U1)*

**Hope:** I’ve arranged a meeting with a lawyer today, to discuss how we are going to proceed with your trial. *(Anna looks uptight at the mention of a trial.)*

**Anna:** Can we talk about this later? *(She goes back to packing, however, Hope is persistent.)*

**Hope:** But we can’t move forward without the facts of what happened that night.

**Anna:** But Josiah is a good man

**Hope:** A good man!

**Anna:** ...it’s all my fault.

**Hope:** Stop blaming yourself.

**Anna:** Leave me alone! Josiah is my husband; this is my home and my family.

**Hope:** But there’s no justification for what Josiah did, and now he has to pay for it.

In the extract above, Hope, now a Member of Parliament intends to discuss a way forward in instituting a legal suit against Josiah, Anna’s husband, for physically assaulting Anna. Hope uses verbal tact number 1: **Descriptive Statement** in utterance (U1) to explain her point to Anna. In this utterance, Hope avoids being conclusive about this issue, a fact that characterises this strategy (Sillars, 1986).

### Extract 57

The following extract is taken from Makutano Junction season 3 Episode 5: “A Thief in the Night,” Data # 1 & 2

**Setting:** This scene takes place in Mrs Baraka’s home. Mr. Baraka, Hope’s father is hospitalized after suffering a heart attack. This happens shortly after Hope’s arrival from Mombasa. Hope’s mother blames her for causing the tragedy by her surprise visit.

**Mrs Baraka:** I will only treat you with respect if you treat your parent with respect.

**Hope:** So much has been happening for me. (U1)

**Mrs Baraka:** That’s no excuse.

**Hope:** But you heard about the posting I got.

**Mrs Baraka:** So your posting was better than visiting your family.

**Hope:** I am here now. (U2)

**Mrs Baraka:** To cause problems. If you had informed us before you came, do you think your father would be in hospital now? Are you prepared to take responsibility for his death

From the extract above, Hope’s mother is not impressed by Hope’s sudden arrival and blames her for Mr. Baraka’s heart attack that occurs soon after her arrival. In utterance (U1) Hope uses Cooperative strategy, verbal tact number 1: **Descriptive Statement** to make her mother understand her situation and perhaps stop blaming and reprimanding her. This strategy uses non-evaluative statements that seek to give explanation (Sillars 1986). In utterance (U2), Hope uses a Conciliatory Remark, verbal tact number 6: **Supportive Remark** to show her support for the family and counter the subsequent statement that her mother puts forward in her criticism concerning her conduct. This choice was important in retrospect of the event that had taken place during that day; that is, hospitalization of her father and the fact that she was conversing with her mother, whom she respected.

## Extract 58

The following extract is taken from Makutano Junction season 5 episodes 13 “Slipping Beauty,” Data # 93.

This scene takes place on the streets of Makutano. Hope who had previously been chatting with Dr. Charles catches up with Karis. Hope aims to talk to Karis on how they (Dr. Charles and Hope) could help him out of his financial mess.

- Karis :** What do you want? Can't you leave me alone?  
**Hope:** Karis... I've been looking for you everywhere. I wanted to say I'm sorry about earlier, I was busy... (U1)  
**Karis:** No problem. Nimezoea. (*Silence.*)  
**Hope:** Do you still want to talk? (U2)  
**Karis:** It's no longer important.  
**Hope:** About what Matata is doing, is there anything we can do? (U3)  
**Karis:** I got myself where I am, I will find my own way out.  
**Hope:** If it is anything to do with money, we could maybe raise... (U4)  
**Karis:** (*emotional*) If that was your thought, then stop thinking! I don't need help!  
**Hope:** Karis?  
**Hope:** Karis... what is it? What do you want from me?  
**Karis:** (*hysterical*) I love you Hope! I always have! I just messed up my life at some point but I know I have always loved you! Please take me back Hope!  
(*He grabs her as she struggles to pull away.*)  
**Karis:** Please Hope! Please! That is all I need from you!  
**Hope:** Let go off me!  
**Karis:** Give me a chance! Let us be together! And our daughter! I will change, I promise, I will be whatever you need me to be.  
(*She manages to pull away from him.*)  
**Hope:** What has gotten into you?  
**Karis:** I love you!  
**Hope:** I want to help you Karis but not this way. Never this way.

Hope feels guilty about the way she had handled Karis in their previous encounter and she decided to apologize first. In utterance (U1), Hope uses verbal tact number 8: **Acceptance of Responsibility**. This tact is characterised by statements that attribute responsibility for conflict to self (Sillars, 1986). By apologizing, Hope attributes responsibility for previous conflict to herself and through such initiative, she hopes to reach out to Karis and establish a rapport.

In utterance (U2), Hope uses verbal tact number 4: **Soliciting Disclosure**. She does this through a non-hostile question inviting him to a dialogue in order to find a solution to his current financial predicaments.

In utterance (U3), Hope uses verbal tact number 5: **Soliciting Criticism** in order to find out Karis' feelings or attitude about her idea of bailing him out of his current financial crisis. In utterance (U4), Hope further uses verbal tact number 3: **Qualifying Statement**. According to Sillars (1986), Qualifying Statements explicitly qualify the nature and extent of conflict. In her statement, "*If it is anything to do with money, we could maybe raise...*" Hope intends to address the cause of conflict directly. Hope intended to make Karis understand that she was aware and sympathetic of the extent of his financial crisis.

#### **4.5.3 Use of Avoidance Strategy by Hope**

The Avoidance verbal conflict resolutions strategies were the least used strategies by Hope during verbal conflict resolution. In this study, Hope used the Avoidance verbal conflict resolutions strategies 12 times; 7 with male and 5 with female interlocutors during verbal conflict resolution. Avoidance strategies accounted for 11.5% of all the verbal conflict resolution strategies used by Hope during verbal conflict resolution with either male or female interlocutors.

Avoidance strategies can be done through the use of Denial, Topic Management, Non-committal, and irrelevant remarks (Sillars, 1986). The Denial Remarks and Non-committal Remarks had two usages each, while Topic management remarks had eight usages with male and female interlocutors.

Irrelevant remarks were not used at all by Hope during verbal conflict resolution. The table below shows a detailed account of how the Avoidance strategies were used by Hope during verbal conflict resolution.

*Table 24: Avoidance strategies used by Hope during verbal conflict resolution*

Hope						
Conflict Resolution Strategies	Sub- Strategies	No.	Verbal Tactics	Male	Female	Total
<b>A V O I D A N C E</b>	Denial and Equivocation	1	Direct Denial	1	0	1
		2	Implicit Denial	1	0	1
		3	Evasive Remarks	0	0	0
	Topic Management	4	Topic Shifts.	1	4	5
		5	Topic Avoidance.	3	0	3
	Noncommittal Remarks	6	Noncommittal Statements	0	0	0
		7	Noncommittal Questions.	0	0	0
		8	Abstract Remarks.	0	1	1
	9	Procedural Remarks	1	0	1	
	Irreverent Remarks	10	Friendly Joking	0	0	0
<b>Total</b>				7	5	12

As shown in the Table 24, verbal tact number 4: Topic Shifts and verbal tact number 5: Topic Avoidance were the most used verbal tacts by Hope during verbal conflict resolution. The Avoidance verbal conflict resolution strategies used with male interlocutors accounts for 58.4 % while those used with female interlocutors formed 41.6 % of all the Avoidance verbal conflict resolution strategies used by Hope during verbal conflict resolution. The following extracts will illustrate further on the use of Avoidance verbal conflict resolution strategies by Hope during verbal conflict resolution.

### Extract 59

The following extract is taken from Makutano Junction season 3, Episode 4 “Schemer” Data # 7-12

**Setting:** This incident takes place in the office of the Headmistress of Makutano Primary school. The Parents of the students in this school had complained that their children were not receiving textbooks that had been supplied by the government. Parents and other members of the board had convened in the school to discuss this problem.

- Mabuki:** Are you implying that we have misappropriated the money?  
**Hope:** I did not say that councillor Mabuki, but these parents have presented a reasonable argument that there is a problem. And I think it is up to us to do whatever we can to rectify. After all that’s why they are here.  
**Mabuki:** Your tone seems to suggest we are hiding something. (U1)  
**Hope:** What I am saying is that if we appoint a neutral person. Whom everyone agrees to, then, nobody can object to the findings. Councillor Mabuki, this issue would not have arisen, if everything was running smoothly. (U2)

In utterance (U1), Hope uses verbal tact number 1: **Direct Denial** in response to Mabuki’s allegation on whether she implied that the school board had misappropriated the money. Hope was aware that Mr. Mabuki was spoiling for a verbal conflict. He had been one of her greatest opponent as the new chief. In utterance (2), Hope uses verbal tact number 2: **Implicit Denial** to counter further accusation by Mabuki. This kind verbal tact is used when an interlocutor makes a statement that implies denial by providing a rationale for a denial statement, although the denial is not explicit (Sillars, 1986).

### Extract 60

The following extract is taken from Makutano Junction season 3 Episode 11 “Standing Up” Data # 33

**Setting:** This scene took place in Hope’s home. Hope is preparing a cake to carry to a picnic with Diana.

- Hope:** You know what Mum; I am just going to ignore you.  
**Mrs. Baraka:** So where is this picnic of yours going to be?  
**Diana:** In the forest.

**Mrs. Baraka:** Is that true Hope. You want to take my granddaughter for a picnic in the forest.

**Hope:** Yah, everyone goes there. (U1)

In extract, 60 Hope's mother is in disapproval of Hope's choice of picnic venue. In utterance (U1), Hope uses verbal tact number 8: **Abstract Remark** to justify her choice of the venue.

This verbal tact is characterised by use of generalizations and abstract remarks (Sillars, 1986). By using the phrase "everyone", the utterance carries the implication that the place in question is not only popular but it is also safe to visit.

### Extract 61

The following extract is taken from Makutano Junction season 3 Episode 13 "Crossing Over"

Data # 45 & 46

**Setting:** This scene took place after a ceremony in Makutano in which Hope had made a very good speech and many members of Makutano applauded.

**Mrs. Baraka:** Hope, we need some holiday, we need to go and visit your relatives or something.

**Hope:** Mum, I have already planned to go to Mombasa with Diana. (U1)

**Mrs. Baraka:** All your cousins, uncles and relatives will be there. They need to see you have become the chief and hear stories about your excellent performance.

**Hope:** Mum, I need time alone with Diana. (U2)

From the extract above, Hope's mother stresses to Hope the need to go and see their relatives and make them know that she had become the area chief. Hope is not ready for such an adventure and in utterance (U1); Hope uses verbal tact number 4: **Topic Shift** to avoid responding to her mothers' suggestions. Her aim was to terminate this discussion of visiting their relatives.

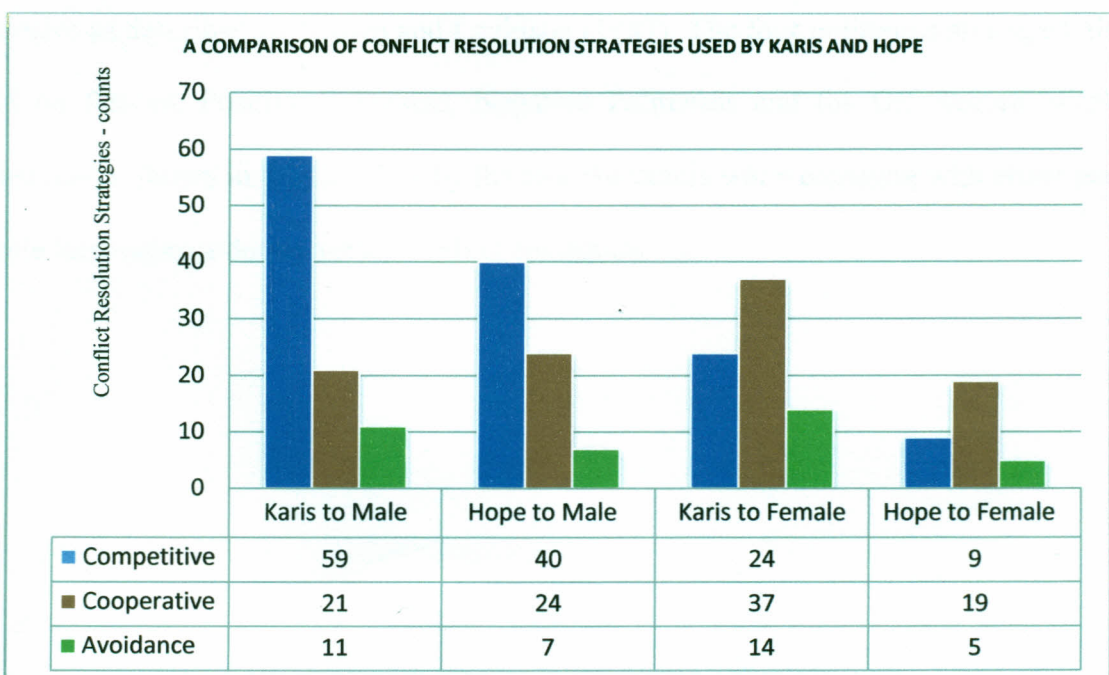
However, her mother presses on with the topic and in utterance (U2), Hope uses strategy number 5: **Topic Avoidance**. This strategy is mainly characterised by a statement that terminate the discussion before the two characters can fully conclude on the topic (Sillars, 1986). By informing her mother that she needs time alone with Diana at that particular moment of the conversation, Hope prematurely terminates the topic about a visit to her relatives to inform them that she has become a chief.

## CHAPTER 5

### 5.0 Conclusion

The present study set out to establish the verbal conflict resolution strategies and politeness strategies used during verbal conflict resolution by Hope and Karis in their interpersonal communication. This study also, set out to determine the factors influencing the choice of conflict resolution strategies as well as the politeness strategies used by Karis and Hope in their interpersonal communication during verbal conflict resolution. Finally, the study sought to determine the relationship between the use of politeness strategies and conflict resolution strategies by Karis and Hope during verbal conflicts resolution in their interpersonal communication. After the analysis of the data, this study concludes that Karis and Hope used all the conflict resolution strategies as described by Sillars (1983) in ‘Attribution Theory’ of verbal conflict resolution. These strategies were in three broad categories; Avoidance, Competitive and Cooperative. Fig. 1 presents a summary of these verbal conflict resolution strategies and their sub strategies as used by Karis and Hope in Makutano Junction.

*Fig 1: Conflict resolution strategies used by Karis and Hope in Makutano Junction.*



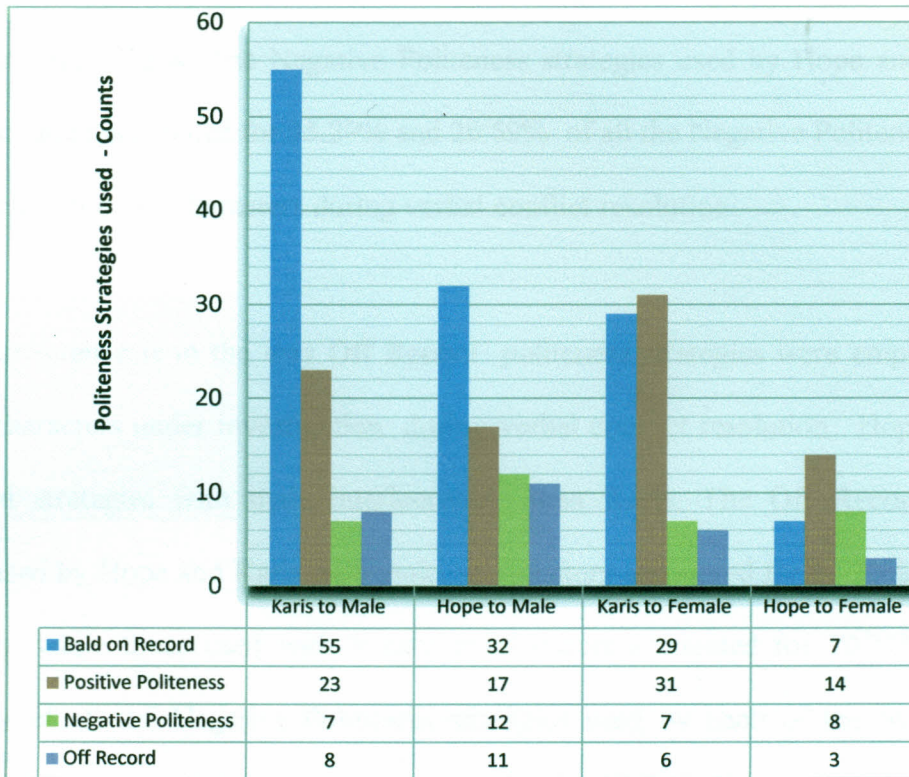
According to Fig 1, the two characters used all the verbal conflict resolution strategies as described by Sillars (1983). However, there are differences, in the way the two characters used the three categories of verbal conflict resolution strategies. Of the three verbal conflict resolution strategies, Competitive strategies were the most used strategies by the two characters during verbal conflict resolution.

While Hope used fewer Competitive strategies than Karis, it was observed that most of them were used with male interlocutors. While engaging male interlocutors, Hope used 40 Competitive strategies, which accounted for 81.6 % of all the Competitive strategies she used. However, all the Competitive strategies used by Hope with female interlocutors were 9 and accounted for 18.4% of all the Competitive strategies she used.

In reference to Fig 1, Avoidance strategies were the least used strategies by the two characters during verbal conflict situations. This was the case regardless of the gender of the interlocutors that either Karis or Hope engaged during verbal conflict situation.

The study also established that the two characters used all the four types of politeness strategies as described by Brown and Levinson (1987). The four politeness strategies, that is, Bald on Record, Positive Politeness, Negative Politeness and the Off Record, displayed varied use as shown in Fig 2 below by the two characters while engaging with either male or female interlocutors during verbal conflict resolution.

Fig 2: A comparison of politeness strategies used by Karis and Hope during verbal conflict resolution



There were noticeable similarities and differences in the way Karis and Hope used politeness strategies with male and female interlocutors during verbal conflict resolution.

One of the conspicuous similarities is that B.O.R politeness strategies were the most used strategies by the two characters and especially with male interlocutors. B.O.R politeness strategies used by Karis and Hope formed 33.1% and 30.8% respectively of all the politeness strategies used by each of the two characters respectively.

Another similarity is that Off Record politeness strategies were the least used by both characters during verbal conflict resolution with female interlocutors accounting for only 3.6% and 2.9% for Karis and Hope respectively of all the politeness strategies used by each of them.

The differences in the use of politeness strategies by the two characters were more pronounced in the way Negative Politeness strategies were employed by Hope and Karis during verbal conflict resolution. Hope used more Negative Politeness strategies with male interlocutors than Karis. The Negative Politeness strategies used by Hope and Karis with male interlocutors accounted for 35.29% and 20.59% of all the Negative Politeness strategies used by each of the two characters during verbal conflict resolution.

The other difference is in the way Off Record politeness strategies were employed by the two main characters under investigation during verbal conflict resolution. Hope used more Off Record strategies with male interlocutors than Karis. The Off Record politeness strategies used by Hope and Karis with male interlocutors accounted for 32.29% and 28.57% respectively, while those used with female interlocutors accounted for 10.71% and 21.43% respectively of all the Negative Politeness strategies used by each of the two characters during verbal conflict resolution.

In conclusion, Karis used more B.O.R and Positive Politeness Strategies with male interlocutors than Hope on one hand, while on the other, Hope used more Negative Politeness and Off Record Politeness strategies with male interlocutors than Karis. While engaging the female interlocutors, Karis used more B.O.R, Positive Politeness and Off Record Politeness strategies than Hope.

However, of the four politeness strategies, Hope recorded higher usage than Karis in only one strategy during verbal conflict resolution; Negative Politeness strategies. So, what could have influenced these kind of results? This question will be answered in the next section that discusses the factors affecting the choice of politeness and conflict resolution strategies during verbal conflict resolution.

## **5.1 Factors Affecting the Choice of Politeness and Conflict Resolution Strategies.**

### **5.1.1 Gender:**

From the findings of this study, it can be concluded that gender plays an important role in the choice of politeness and the verbal conflict resolution strategies. Gender, very much like race or religion is essential in determining an individual's identity. If conflicts are about different needs, interests and perceptions of needs and interests, then gender identity becomes an important determinant in creating, maintaining and ending a verbal conflicts (see Sillars 1982).

A multitude of studies on language and gender have been devoted to identifying, and trying to explain differences in the use of politeness and verbal conflict resolution strategies between male and female (see Zimmerman and West 1975; Fishman 1978, 1980; Tannen 1984, 1990 Talbot 1998). In one of the most comprehensive bodies of evidence to date, Holmes (1995) characterises women's speech as more polite than men's. Such a characterisation stems from her own and others' work on language and gender, according to which women are more likely than men to use mitigating strategies to avoid or minimise threatening their interlocutors' face.

These findings by Holmes (1995) are in line with the findings of the current study that investigated the use of politeness and verbal conflict resolution strategies during verbal conflict situations. Table 25 shows how Karis and Hope used politeness strategies during verbal conflict situations.

Table 25: the use of Politeness Strategies by Karis and Hope during verbal conflict resolution

	Politeness Strategies							
	Bald on Record		Positive Politeness		Negative Politeness		Off Record	
	Male	Female	Male	Female	Male	Female	Male	Female
Hope	32	7	17	14	12	8	11	3
Karis	55	29	23	31	7	7	8	6

As illustrated in Table 25 above, Karis, the male character under investigation in this study uses more non-mitigating strategies like B.O.R than Hope. Karis employed 84 while Hope employed 39 Bald on Record strategies during verbal conflict resolution. According to Brown and Levinson (1987) B.O.R has no redressive particles to FTA and hence least mitigating strategy to the interlocutors' face.

According to In Straw (1996), in a study '*Gender and use of Verbal Conflict Resolution Strategies*', gender is a concept that refers to a system of roles and relationships between women and men which are determined not by biology but by the social, political, and economic context. Therefore, the social political roles or responsibilities of the characters under investigation and the interlocutors engaging them in a verbal conflict played an important role in the choice of verbal conflict resolution strategies made by the two characters.

For Hope, this pattern was greatly shaped by her social political role in Makutano Junction. Being the first female Chief and Member of Parliament in a society that largely believed that such positions were preserves of men, Hope often faced resistance from the members of Makutano. She used the direct and less mitigating strategies to stamp her authority and command some respect from the sceptical male fraternity in Makutano. That may explain why she has Bald on Record and Competitive verbal conflict resolution strategies with the most counts during verbal engagement with male interlocutors. Sillars (1986), notes that the choice of Competitive strategies attracts the use of direct and less mitigating strategies that exposed the face of the interlocutor to more face risks. The table below shows how Hope and Karis used verbal conflict resolution strategies during verbal conflict resolution.

*Table 26: The use of verbal conflict resolution strategies used by Karis and Hope during verbal conflict situation.*

	<b>Verbal Conflict resolution Strategies</b>					
	Competitive		Cooperative		Avoidance	
	Male	Female	Male	Female	Male	Female
Hope	40	9	24	19	7	5
Karis	59	24	21	37	11	14

According to Table 26, Hope used 49 Competitive strategies; 40 with male and 9 of them with female interlocutors during verbal conflict resolution. The findings of this study therefore, departs from the previous findings that show women as more likely to use Avoidance or Cooperative rather than Competitive verbal conflict resolution strategies (see Rudawsky D.J. 1998, Walker, Irving, & Berthelson, 2002) during verbal conflict resolution.

The study also established that influence of gender on the choice of verbal conflict resolution strategies during verbal conflict resolution, was not unique to female interlocutors. Karis (a male character) used the highest number of cooperative verbal conflict resolution strategies with female interlocutors. This is in cognisance with previous findings (see Rudawsky D.J. 1198, Holmes, 1992, Alan Sillars 1998) that argue that male interlocutors are more likely to use cooperative rather than Competitive verbal conflict resolution strategies with female interlocutors during verbal conflict resolution.

Although previous researches have found that females are more likely to use Cooperative or Avoidance conflict resolution strategies during verbal conflict resolution (see Zahn-Waxler et al., 1994; Walker et al., 2002), the current study departs from this. In fact, Hope, the female interlocutor under investigation in this study used more Competitive verbal conflict resolution strategies than any other strategy during verbal conflict resolution. This was mainly because of her social political responsibility in this society (being the Chief and later a Member of Parliament).

However, the current study supports the findings of several successful studies that have shown males as more likely to resort to aggression (physical and verbal) than females (Zahn-Waxler et al., 1994; Walker et al., 2002) in resolving verbal conflicts, a fact that was illustrated and discussed under Extract 38 and 40.

### 5.1.2 Social Distance

Social distance is one of the factors that determine politeness behaviours (Leech 1983; Brown and Levinson 1987). The notion of social distance refers to the consideration of “the roles people take in relation to one another in a particular situation as well as how well they know each other” (Brown and Levinson 1987:126), which means the degree of closeness between interlocutors.

According to Brown and Levinson (1987), politeness increases with social distance. Based on the findings of this study, social distance affected the way the two main characters chose the politeness and conflict resolution strategies during verbal conflict resolution. However, this did not happen always as illustrated in the following extract in which there seems to be a clash between the consideration for the social distance and social status (social political roles) for Hope.

#### **Extract 62**

Extract 62 is taken from Makutano Junction Season 3, Episode 9: Aids Seminar, Data # 24

**Setting:** The scene takes place at Makutano shopping centre, a day when a HIV and AIDS Seminar was to take place. Incidentally, in the same day and time, a well-advertised football match was to be televised. As a result, all the men boycotted the seminar and gathered in Mr. Mabuki’s bar to watch the match. This angered Hope, the chief, who had spent the whole week arranging for this seminar. She storms into the bar and unplugs the TV’s power cable sparking off a verbal conflict situation with the revellers.

**Hope:** Now that I have your attention, the doctor has informed me that he called you for an important seminar, which you all chose to ignore.

**Mabuki:** I find it very disrespectful of you to think that someone like me would want to sit and discuss such private matters with children.

- Hope:** Councillor Mabuki, I thought that you would support any initiative to improve the health of your constituents, but clearly, football is higher on the list of your priorities.
- Baraka:** Hope! This has got to stop at once. You can't stand here and talk about such things!
- Hope:** I can and I will, because I am the chief of this area! (U1)
- Baraka:** I don't care if you are the president! I am your father and I am telling you to stop it! Stop it at once!

Utterance (U1), *'I can and I will, because I am the chief of this area!'* by Hope, clearly goes against the proposition by Brown and Levinson (1987) that 'politeness increases with social distance.' Despite the fact that she was addressing her father, Hope employs B.O.R, a direct, non-redressive and a competitive strategy. This is mainly because Hope had two considerations to make while choosing the politeness strategy to employ - the social distance between her and her father and the social political responsibility she had in the society (as the chief). In this case the social political responsibility she bore prevailed. Social political responsibility or the social status as a factor affecting the choice of politeness and verbal conflict resolution is further discussed in the next section.

### 5.1.3 Social Status

The role of the **social status** in communication involves the ability to recognize each other's social position (Leech 1983; Brown and Levinson 1987; Holmes 1995). Holmes (1995) claimed that people with high social status are more prone to receive deferential behaviour, including linguistic deference and negative politeness. Those with higher social status include the leaders in a society while those considered to have lower social status include the subjects of these leaders (Holmes 1995).

According to Holmes (1995), those with lower social status are inclined to avoid employing strategies that threatened the face of those with higher status and show more deference (respect for the negative face).

In addition, Sillars (1986) and Furnham, & Graham (1981) note that social status greatly influence many interlocutor's choice of the verbal conflict resolution strategies during verbal conflict resolution. Those with lower social status were often found to employ more conciliatory and avoidance strategies with the intention of mitigating face threats carried by certain Face Threatening Acts (FTAs) than those with higher social status.

However, this fact is not consistent with the findings of the current study as illustrated by extract 53 and 62 above. PP, Hope's brother in extract 53 and Mabuki in Extract 62 who should have been inclined to using more mitigating strategies with Hope, Makutano Chief, engage her in a heated verbal exchange and use limited redress to FTA.

#### **5.1.4 Situational Context**

Communication researchers recognize that situation context is an important variable in the choice of politeness or verbal conflict resolution strategies (Argyle, Furnham, & Graham, 1981; Furnham, 1983; Jablin & Sias, 2001; Spitzberg & Bruner, 1991) and that the choices of politeness or verbal conflict resolution strategies, during interpersonal communication are situationally specific (Rakos, 1991; Wilson & Gallois, 1993).

It is possible that certain situations are inherently more complex than others, and that contextual characteristics contribute to the choice of politeness or verbal conflict resolution strategies to be used by the interlocutors (Wilson & Gallois, 1993). The following extract further illustrates this point.

### Extract 63

This extract is from Makutano Junction season 3, Episode 11 “Standing Up,” Data # 36

**Setting:** The scene takes place in Hope’s home. Hope’s mother, Mrs. Baraka, is arguing with Hope about a picnic Hope intended to have with her daughter Diana.

**Mrs. Baraka:** Go tell those land grabbers that stealing land has never solved anything. It just causes strife and misery.

**Hope:** But what about our picnic

**Mrs. Baraka:** How can you think of Picnic when you have such matter to deal with?

**Diana:** But you promised!

**Hope:** Yes and I am sorry. But, those orphans need my help. (U1)

**Diana:** So you care about them more than me?

**Hope:** Oh no. of course not. It is that, being chief means that sometimes I have to go to work, even when I would rather have been here with you. (U2)

In this scene, Hope gets into a verbal confrontation with her mother on an issue that touches her responsibility as a mother and as a chief of Makutano. In addition, she had to be careful in her choice of the politeness and verbal conflict resolution strategies in order not to appear rude to her mother or insensitive to her daughter.

In addition, different interpersonal encounters should be understood differently in terms of the potential tax on the individual’s communication resources (Leech, 1983). Consider, for example, a relatively straightforward type of situation, such as refusing a request. The complexity of this encounter may vary according to the nature of the request (short term or ongoing commitment), the environment context (work, home, social setting), and relationship that the requester has with the target (stranger, friend, family friend, ex-friend, parent). Compare extract 62 above and 64 below.

## Extract 64

Extract 64 is taken from Makutano Junction Season 3, Episode 9: Aids Seminar, Data # 24

**Setting:** The scene takes place at Makutano shopping centre, a day when a HIV and AIDS Seminar was to take place. Incidentally, in the same day and time, a well-advertised football match was to be televised. As a result, all the men boycotted the seminar and gathered in Mr. Mabuki's bar to watch the match. This angered Hope, the chief, who had spent the whole week organizing this seminar. She storms into the bar and unplugs the TV's power cable sparking off a verbal conflict situation with the reveller.

**Baraka:** Hope! This has got to stop at once. You can't stand here and talk about such things!

**Hope:** I can and I will, because I am the chief of this area! (U1)

**Baraka:** I don't care if you are the president! I am your father and I am telling you to stop it! Stop it at once!

From the two excerpts (Extract 63 and 64), the response selected by Hope depended on the nature of the encounter and ranged from overt, straightforward refusal, justification for the refusal. In responding to Diana's request to keep her promise and take her for a picnic, Hope uses Cooperative verbal conflict resolution strategy and Positive Politeness strategy. However, when declining to heed to her father's request in Extract 63, Hope uses more direct politeness strategy (B.O.R) and a Competitive verbal conflict resolution strategy in her response. *'I can and I will, because I am the chief of this area!'* This observation is in line with McLaughlin, Cody, & Robey (1980) observations in their study, *"Situational Influences on the Selection of Strategies to Resist Compliance-Gaining Attempts,"* that response selected by target interlocutor is dependent on the situational context and the nature of the encounter.

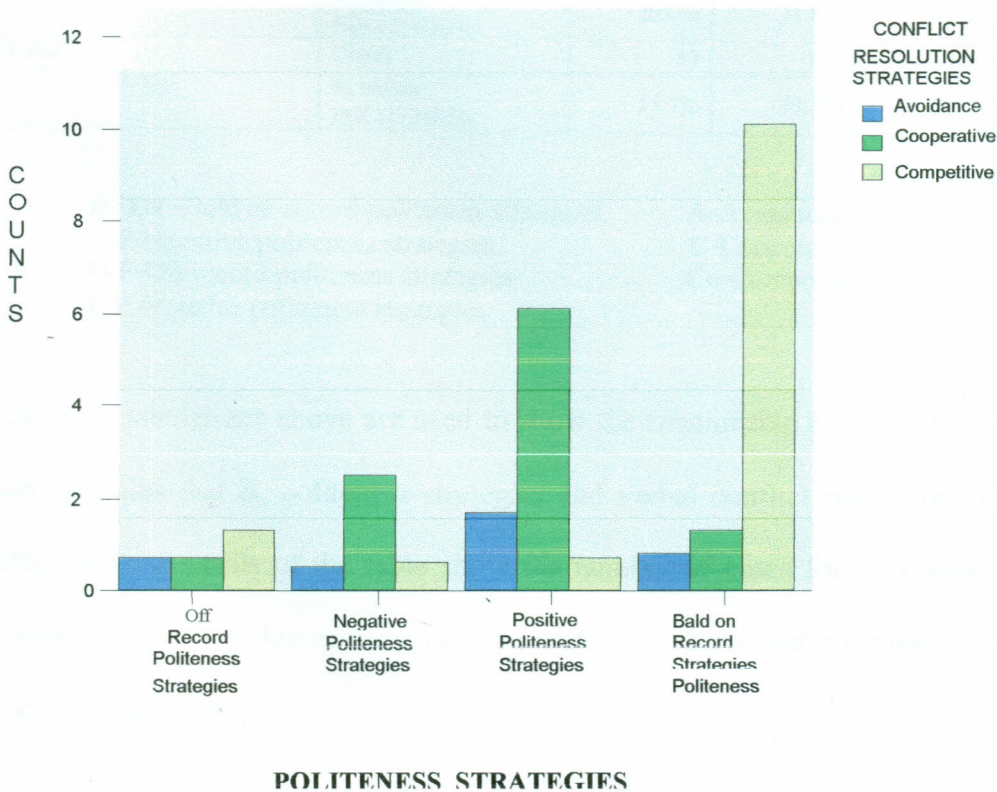
## 5.2 The Underlying Relationship in the use of Verbal Conflict Resolution Strategies and Politeness Strategies.

This section will endeavour to draw a relationship on the influence that the two variables (politeness strategies and conflict resolutions strategies) have on each other from the data collected; that is, if they are independent of each other. Finally, a comparison will be drawn between the two variables in relation to gender through focusing on the following:

- 1) Use of politeness strategies in relation to gender.
- 2) Use of verbal conflict resolution strategies in relation to gender.
- 3) Use of the politeness and verbal conflict resolution strategies in relation to gender.

The figure 3 below illustrates graphically the use of the politeness strategies against the use of conflict resolution strategies during verbal conflict resolution.

*Fig 3. Use of Politeness Strategies against Conflict Resolution Strategies.*



From Fig 3 above, it is evident that B.O.R politeness strategies have the highest count on the conflict resolution strategies of the competitive type. The positive politeness strategies have the second highest count on the conflict resolution strategies of the Cooperative type. However, Negative politeness strategies have the lowest count on the conflict strategies of the Avoidance type. A cross tabulation has been done below to further illustrate this comparison in details.

*Table 27: Cross Tabulation of Politeness Strategies against Verbal Conflict Resolution Strategies Conflict*

		CONFLICT			Total	
		A	C	Co		
POLITENESS	B.O.R	Count	8	13	101	122
		% within POLITENESS	6.6%	10.7%	82.8%	100.0%
	N.P	Count	5	25	6	36
		% within POLITENESS	13.9%	69.4%	16.7%	100.0%
	O.F	Count	7	7	13	27
		% within POLITENESS	25.9%	25.9%	48.1%	100.0%
	P.P	Count	17	61	7	85
		% within POLITENESS	20.0%	71.8%	8.2%	100.0%
Total		Count	37	106	127	270
		% within POLITENESS	13.7%	39.3%	47.0%	100.0%

**B.O.R** -Bald on record politeness strategies  
**N.P**-Negative politeness strategies  
**O.F**-Off record politeness strategies  
**P.P** -Positive politeness strategies

**A**-Avoidance  
**C**-Cooperative  
**Co**-Competitive

The cross tabulations above are used to show the relationship (or lack thereof) between the two variables that is, politeness strategies and verbal conflict resolutions strategies. In the table above the cells of the table show the number of cases for each joint combination of values. For B.O.R politeness strategy, the highest is 82.8% under Competitive verbal conflict resolution strategy.

The Competitive verbal conflict resolution strategy has an overall total percentage count on use of politeness strategies of 47.0%. The total percentage count on use of politeness strategies is 39.3% for the Cooperative as a conflict resolution strategy and lowest in Avoidance as a conflict resolution strategy with 13.7%.

In finding out whether the two variables are related, correlations and regression statistics could not be used in this case because the data of the current study is string and not numeric. As a result, the Chi-square tests were used.

Although from the earlier analysis there appears to be some relationship between the two variables a chi-square test helps to determine if the relationship is significant.

*Table 28: Chi-Square Tests on politeness and verbal conflict strategies*

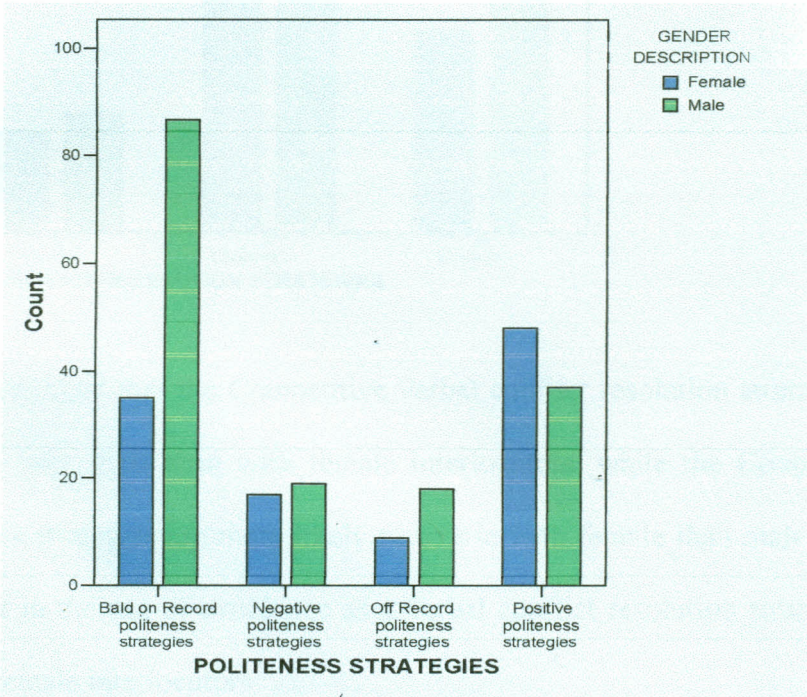
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	135.251(a)	6	.000
Likelihood Ratio	150.473	6	.000
N of Valid Cases	270		

a. 2 cells (16.7%) have expected count less than 5. The minimum expected count is 3.70.

The table of the chi-square tests shows that the significance value is less than 0.05 in fact it is .000. A significance value of less than 0.05 is considered significant. That means that the two variables are related or dependent of each other. Therefore, the uses of politeness strategies and verbal conflict resolution strategies are related. From the above analysis it is clear that the percentage of B.O.R increased as the verbal conflict resolution strategies moved from Avoidance to Cooperative and to Competitive.

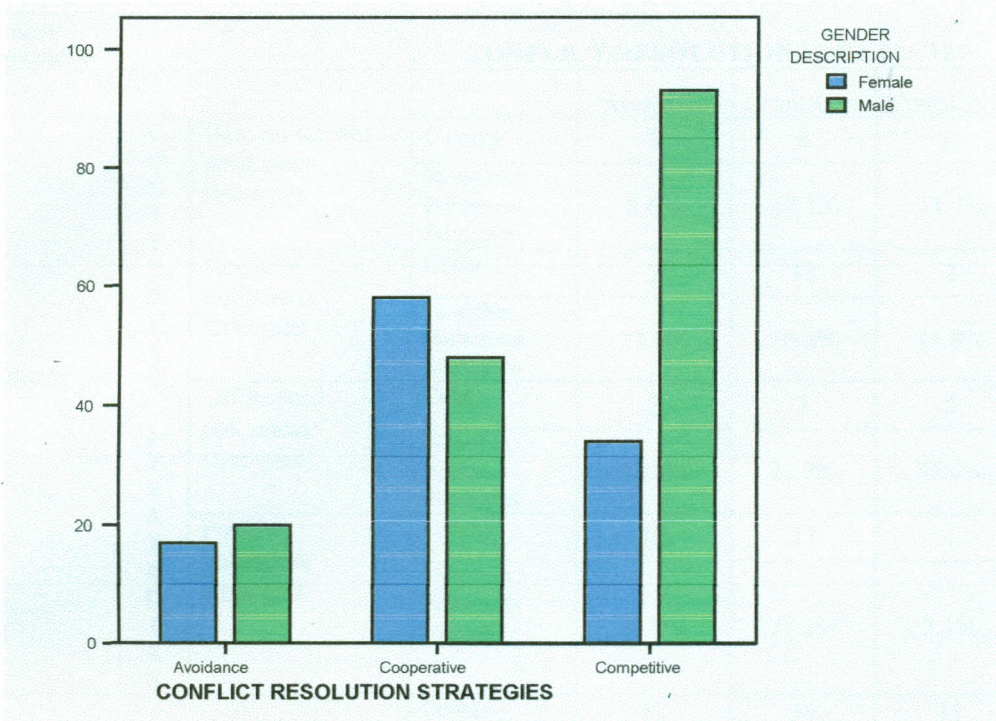
In general, the use of politeness strategies increases from the most redressive to the least redressive as the conflict resolution strategies move from Avoidance to Cooperative to Competitive. The least redressive politeness strategies according to Brown and Levinson (1987) are the Bald on Record (B.O.R) while the most redressive are the off Record strategies. The table below illustrates graphically the use of politeness strategy against gender by the two characters during verbal conflict resolution.

**Fig 4: Use of politeness strategies against gender.**



From the graph, it is evident from the gender point of view, that the male has the highest count on B.O.R politeness strategies while the count is lowest in Off record politeness strategies. The female has a high count in Positive Politeness (P.P) strategies while the count is lowest in Off Record (O.R) politeness strategies. This shows that B.O.R politeness strategies were used most with the male interlocutors while the Positive Politeness Strategies were used most with the female during verbal conflict resolution.

Fig 5: Conflict Resolution Strategies against Gender.



From Fig. 5, it is evident that the Competitive verbal conflict resolution strategies are more likely to be used with male than with female interlocutors, while the Cooperative verbal conflict resolutions strategies are more likely to be use with female than male interlocutors. Counts are lowest in the use of avoidance as a verbal conflict resolution strategy with both the male and the female interlocutors’

The following is a cross tabulation with the three variables, that is; politeness strategies, verbal conflict resolution strategies and gender. It is intended to show whether there is any relationship among the three variables for a conclusive summary. The chi-square test will be used to show the significance of that relationship if it does exist.

Table 29: Politeness Strategies, Conflict Resolution Strategies, Gender Description in a Cross Tabulation

Gender Description		CONFLICT RESOLUTION STRATEGIES				Total		
			Avoidance	Cooperative	Competitive			
Female	P O L I T E N E S S  S T R A T E G I E S	Bald on Record politeness strategies	Count	3	6	26	35	
			% within Politeness Strategies	8.6%	17.1%	74.3%	100.0%	
		Negative politeness strategies	Count	2	13	2	17	
			% within Politeness Strategies	11.8%	76.5%	11.8%	100.0%	
		Off Record politeness strategies	Count	2	2	5	9	
			% within Politeness Strategies	22.2%	22.2%	55.6%	100.0%	
	Positive politeness strategies	Count	10	37	1	48		
		% within Politeness Strategies	20.8%	77.1%	2.1%	100.0%		
	Total			Count	17	58	34	109
				% within Politeness Strategies	15.6%	53.2%	31.2%	100.0%
	Male	P O L I T E N E S S  S T R A T E G I E S	Bald on Record politeness strategies	Count	5	7	75	87
				% within Politeness Strategies	5.7%	8.0%	86.2%	100.0%
Negative politeness strategies			Count	3	12	4	19	
			% within Politeness Strategies	15.8%	63.2%	21.1%	100.0%	
Off Record politeness strategies			Count	5	5	8	18	
			% within Politeness Strategies	27.8%	27.8%	44.4%	100.0%	
Positive politeness strategies		Count	7	24	6	37		
		% within Politeness Strategies	18.9%	64.9%	16.2%	100.0%		
Total			Count	20	48	93	161	
			% Within Politeness Strategies	12.4%	29.8%	57.8%	100.0%	

From table 27, on one hand, the females' total percentage count is 53.2% in Cooperative as a verbal conflict resolution strategy while it is lowest in Avoidance as a verbal conflict strategy with only 15.6%. Positive politeness strategies also registered a high count of 77.1% with Cooperative as a verbal conflict resolution strategy. On the other hand, the males' total percentage count is 57.8% with Competitive as a verbal conflict resolution strategy while it is lowest with Avoidance as a verbal conflict resolution strategy with only 12.4%. Bald on Record politeness strategies also had the highest count with 86.2% in Competitive as a verbal conflict resolution strategy.

*Table 30: Chi-Square Tests on Gender against the two variables.*

GENDER DESCRIPTION		Value	df	Asymp. Sig. (2-sided)
Female	Pearson Chi-Square	57.061(a)	6	.000
	Likelihood Ratio	63.839	6	.000
	Number of Valid Cases	109		
Male	Pearson Chi-Square	72.380(b)	6	.000
	Likelihood Ratio	76.496	6	.000
	Number of Valid Cases	161		

a. 4 cells (33.3%) have expected count less than 5. The minimum expected count is 1.40.

b. 3 cells (25.0%) have expected count less than 5. The minimum expected count is 2.24.

The table of the chi-square tests shows the significance value is less than 0.05 in fact it is .000 for female and .000 for male. A significance value of less than 0.05 is considered significant. This is an indication that there is a relationship between the two variables. In addition, the test suggests that the apparent relationship between the use of verbal conflict resolutions strategies and use of politeness strategies is merely an artefact of the underlying relationship between the two variables with gender.

In conclusion, the following points can be drawn: Firstly, the apparent relationship between conflict resolutions strategies and use of politeness strategies may actually be as a result of the differences in gender. Secondly, Cooperative verbal conflict resolution strategy with Positive Politeness strategies are more likely to be used with female interlocutors while Competitive verbal conflict resolution strategy with B.O.R politeness strategies are more likely to be use with the male interlocutors. Lastly, Avoidance as verbal conflict resolution strategies with off Record politeness strategies will be used least during a verbal conflict situation with both male and female interlocutors.

### **5.3 Recommendation for Further Research**

In the course of analysis it was established that many socio-cultural factors affect the choice of politeness and verbal conflict resolution strategies. Nguyen (1998) proposes 12 factors that may affect the choice of directness and indirectness in communication and thus the choice of politeness and verbal conflict resolution strategies. These are *Age, Sex, Residence, Mood, Occupation, Personality, Topic, Place, Communicative environment/setting, Social distance, Time pressure* and *social political Position*. This study recommends for an exhaustive research that puts on board all these and more variables.

According to the findings and discussion of the current study, gender and speech behaviour are seen as two interwoven, and interrelated variables. This is a fact that is also attested by successful studies (see Lakoff 1975; Tannen 1990; Boxer 1993; Holmes 1995). In other words, speech behaviours depend on the gender relationship between interlocutors. Gender has been the focus in many aspects of communication. Scholars have disagreed about what differences exist and to what degree they exist between male and female concerning preferred politeness and verbal conflict resolution style (see Lakoff 1975 and Holmes 1995).

The effects of gender on linguistic pattern of the interlocutor during verbal conflicts resolution were not considered by the present study and thus there is need for further research on the same.

Conflict resolution strategies include non-verbal and verbal tactics. The present study focused on verbal conflict resolution strategies only. It also used characters from a film (Makutano Junction) as the subjects of investigation. Therefore, there is need for an in depth study to investigate the use of verbal and non-verbal politeness and conflict resolution strategies based on personalities in their natural world.

Cultural difference can also be a source of verbal conflict in interpersonal interactions. Waters (1992) discusses sources of misinterpretation and interpersonal verbal conflict between African-Americans and European-Americans in the contemporary U.S. workplace. How verbal conflict is conceptualized and managed, however, differs across cultural contexts. Therefore, a cross-cultural study of politeness and verbal conflict resolution strategies is a subject that needs further research. Along with this, such a study should also investigate the use of verbal and non-verbal politeness strategies in cross-cultural interpersonal communication.

#### **5.4 Limitation**

Several limitations may have affected the results of this study. Firstly, the study was limited in the number of interlocutors who were under investigation. The study focused on the two of the main characters, Karis and Hope of Makutano Junction.

Secondly, even though gender as a variable in this study was catered for, other variables like age, residence, mood, occupation, personality, topic, place and communicative setting could have influenced the way the interlocutors chose the politeness and verbal conflict resolution strategies during verbal conflict resolution and thus influencing the results.

Thirdly, the data for the current study was from a local film called Makutano Junction. This means that the utterance under investigation were from creative work of art by the authors of Makutano Junction. The limitation in this is that, the utterances used for analysis are not spontaneous but scripted rehearsed and technologically modified. Technologically mediated relationships are not face-to-face relations and thus many of the communicative cues might have been manipulated by the scriptwriters and the film producer and this could have influenced the results.

## **5.5 Implications**

Having examined and described the types of politeness and conflict resolution strategies and factors affecting the choice of these strategies, this study stands to benefit the scriptwriters and film directors. Most of the local and international films involve episodes that use various politeness and verbal conflict resolution strategies. By understanding the politeness, verbal conflict resolution strategies and the factors that influence their use, the scriptwriters and film directors will effectively handle episodes with verbal conflict and see to their realistic resolution.

Conflict is seen by Pistole and Arricale (2003) as having the potential to contribute positively to the creation and stability of the relationship. Soloman, Knabloch and Fitzpatrick (2004) speculate that relational irritations arise daily within families.

By teaching the children about the use of politeness strategies during verbal conflict resolution, the relationship between the uses of politeness, verbal conflict resolution strategies and the factors that affect the use of these strategies, teachers and parents would be in a better position to help children break the prevalent cycle of widespread violence in schools and the whole country. This is essential because most of the physical aggressions begin as a verbal conflict (Sillars, 1982).

According to Raines (1999), language is the most typical, representative and central element in any culture. Language and culture are simply inseparable (Brown 1989). Raja T Nasar (1978) also stated that language is a part of culture. This is because language is greatly influenced by the culture of the people. According to Mills (2003), one feature of natural, unscripted language is the desire to be seen as being polite. Therefore, this study will be instrumental in guiding the educators at all levels and media houses on the use of politeness and verbal conflict resolution strategies. This is because the media and the process of education play a very important role in modelling the culture of the people. According to Robin & Foster, (1989) what children learn in their early life especially on how to resolve verbal conflict will affect how they will deal with verbal conflicts in adult life. Children learn how to manage conflict indirectly by watching and modelling their behavioural style (Jenkins: 2000).

Finally, it is a generally recognized fact that conflict affects human communication and societies, in general (Shomaly, 2002). From Shomaly's point of view, conflict seems a "natural", inherent condition of our contradictory humanity or sheer "humanity."

Therefore, this study will be resourceful to Public Relations and Communication Officers, whose main preoccupation is to enhance organizational and interpersonal communication, as it explicates how politeness and verbal conflict resolution strategies are used during verbal conflict situation in interpersonal communication. It also discusses factors that affect the use of these strategies like gender, social context and social distance during verbal conflict situation.

## **5.6 Recommendations**

As Shomalys (2002) noted, 'conflict affects human communication and societies. Society is normally held together by a bond that is defined by its culture. However, with the advancement of education and technology, the culture and the behaviour of individuals in a society change with time. They are also greatly influenced by the education systems. Research by Liebert et al (1973) has provided ample evidence to suggest that children acquire most of the basic skills of life from the education system. Educational systems provide prosocial skills, which model socially valued responses for students. Liebert adds that prosocial behaviours are usually defined as "essential for persons in any society" and may include lessons on the value of cooperation, self-control, politeness, helping, sharing, and understanding those who are different. To enhance and promote these prosocial skills of life, this study, therefore, recommends that both the politeness and verbal conflict resolution skills be incorporated into the language curriculum and language textbooks. Specifically, students should be taught how to employ politeness strategies and conflict resolution strategies during different verbal conflict situations.

This should also include putting into consideration the various variables that may affect the choice and use of politeness strategies and conflict resolution strategies, for example; the social distance, age, sex, residence, mood, occupation, personality, topic, place, communicative environment/setting, social distance, time, pressure and social political Position and with reference to the gender relation between the speakers and interlocutors.

Finally, the advent of television has greatly expanded the range of models available to a growing child. Children and adults today have unlimited opportunities to learn the whole gamut of violent conducts from televised modeling within the comfort of their homes. According to Bandura (1977), a considerable amount of research has been conducted in recent years on the effects of televised influences on social behavior. The findings show that exposure to televised violence can have at least four different effects on viewers:

(1) It teaches aggressive styles of conduct, (2) it alters restraints over aggressive behavior, (3) It desensitizes and habituates people to violence, and (4) it shapes people's images of reality upon which they base many of their actions. Bandura further adds that television is an effective tutor. Both laboratory and controlled field studies, in which young children and adolescents are repeatedly shown either violent or nonviolent fare, disclose that exposure to filmed violence shapes the form of aggression and typically increases interpersonal aggressiveness in everyday life (see Bandura, (1977) pg 5, 38, 40, 48, 59, 61, 31). Therefore, television can foster humanitarian qualities, as well as injurious conduct. Programs that portray positive attitudes and social behavior foster cooperativeness and sharing, and reduce interpersonal conflicts. It is for these reasons that this study recommends that the government review and enforce the necessary policy to restrict shows on televisions that contain episodes of aggressions.

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**Appendix A: Table 1(a) - Record of utterances by Hope during verbal conflict situations**

	Utterances made during Verbal Conflict Situations	Politeness Strategies	Conflict Resolution Strategies	M	F
1.	<b>Hope:</b> Mum ... So much has been happening for me	PP	Cooperative		♀
2.	<b>Hope:</b> But you heard about the posting I got.	PP	Cooperative		♀
3.	<b>Hope:</b> Well, for your information I am not going back to Nairobi. I am going to live here.	O R	Competitive	♂	
4.	<b>Hope:</b> Oh by the way, I guess this means still means a lot to you. Goodbye! (She thrusts it at a stunned Karis.)	B.O.R	Competitive	♂	
5.	<b>Hope:</b> Let me get this straight. Does the deputy keep the records?	PP	Competitive	♂	
6.	<b>Hope:</b> Tell me. Does the deputy keep the records?	B.O.R	Competitive		♀
7.	<b>Hope:</b> Might I suggest that you bring in somebody to audit the accounts.	NP	Competitive		♀
8.	<b>Hope:</b> I did not say that councillor Mabuki, but these parents have presented a reasonable argument that there is a problem and I think it is up to us to do whatever we can to rectify it. After all that's why we are here.	PP	Avoidance	♂	
9.	<b>Hope:</b> Mr. Matano has told me that records show there were books delivered to your school but only half were issued. How can this be?	B.O.R	Competitive		♀
10.	<b>Hope:</b> When you issue books do you keep records of which child gets which book?	B.O.R	Cooperative		♀
11.	<b>Hope:</b> I haven't arrested anyone. We are trying to get at the bottom of this.	PP	Avoidance	♂	
12.	<b>Hope:</b> And Rose you should have had sufficient control procedures in place to make sure this kind of thing doesn't happen. I hold you responsible.	B.O.R	Competitive		♀
13.	<b>Hope:</b> I can and I will, because I am the chief of this area!	B.O.R	Competitive	♂	
14.	<b>Hope:</b> I would like to speak to your watchman about a burglary that took place last night	NP	Cooperative	♂	
15.	<b>Hope:</b> I thought you would be at councillor's office today.	NP	Cooperative	♂	
16.	<b>Hope:</b> I am gland... I also want to speak to you about crime in the area.	PP	Avoidance	♂	
17.	<b>Hope :</b> I thought you and I could work together to help prevent crime in the area	PP	Cooperative	♂	
18.	<b>Hope :</b> You are a member of Makutano and an elected councillor. The people elected you to help solve their problems not...	O.R.	Competitive	♂	
19.	<b>Hope :</b> Fine! I will form the committee and the security group with or without you.	B.O.R	Competitive	♂	
20.	<b>Hope :</b> ( <i>Turning down Karis invitation</i> ) I am rather busy with mama Mboga.	NP	Competitive	♂	
21.	<b>Hope :</b> What did you want me to do? Carry your offences because you were my small brother? You crash a stolen car. You ought to be thanking me.	B.O.R	Competitive	♂	
22.	<b>Hope :</b> Now that I have your attention, the doctor has informed me that he called you for an important seminar, which you chose to ignore.	B.O.R	Competitive	♂	
23.	<b>Hope :</b> Councillor Mabuki I thought that you would support any initiative to improve the health of your constituents, but clearly football is higher on the list of your priorities.	B.O.R	Competitive	♂	
24.	<b>Hope:</b> I can and I will, because I am the chief of this area!	B.O.R	Competitive	♂	
25.	<b>Hope :</b> You had no right to compromise my authority like that.	PP	Competitive	♂	
26.	<b>Hope :</b> But times are changing and you men will have to live with that.	O.R.	Avoidance	♂	
27.	<b>Hope :</b> Oh! And you would have preferred to be Jail?	O.R.	Competitive	♂	
28.	<b>Hope :</b> I can't give my family positions. I have to let the people decide for themselves. The CDF committee must be transparent. I'm sorry.	NP	Cooperative	♂	
29.	<b>Hope:</b> About what? About your illegal Shylocking business or your assaulting this man?	B.O.R	Competitive	♂	
30.	<b>Hope:</b> Mum...! But at least I have the book right here.	O.R.	Competitive	♂	
31.	<b>Hope:</b> My title is Chief. And if I ever hear that you are doing anything like this again. I will have you thrown in jail for a very long time. Do I make myself clear.	B.O.R	Competitive	♂	
32.	<b>Hope :</b> mum listen to me. I have the book right here!	PP	Cooperative		♀
33.	<b>Hope :</b> Yeh everyone goes there.	O.R.	Avoidance		♀
34.	<b>Hope:</b> Mum please don't spoil my day	NP	Topic Avoidance		♀
35.	<b>Diana:</b> But you promised. <b>Hope :</b> Yah and I am sorry	NP	Cooperative		♀
36.	<b>Hope:</b> Yes and I am sorry. But those orphans need my help.	PP	Cooperative		♀
37.	<b>Hope:</b> Would somebody tell me what on earth is going on?	B.O.R	Competitive	♂	
38.	(All try to explain at the same time)	B.O.R	Competitive	♂	

	<b>Hope:</b> Quiet! Can everyone listen to me!				
39.	<b>Hope:</b> Mr. Matano please, I have been dragged down here on my one day off, when I was supposed to spend it picnicking with my daughter and I don't want to hear another word of it till we get to school and until you wear some proper clothes, understood!	PP	Cooperative		
40.	<b>Hope:</b> Mr. Washington one more outburst from you and I will have my Askaris throw you out.	B.O.R	Competitive	♂	
41.	<b>Hope:</b> Get your hands away from my daughter!	B.O.R	Competitive	♂	
42.	<b>Hope:</b> I don't want criminals around my daughter. Stay away from me and my family. I will tell your family about your little shylocking adventure. I am sure they will be proud.	B.O.R	Competitive	♂	
43.	<b>Hope:</b> Don't ! I said don't!	B.O.R	Competitive	♂	
44.	<b>Karis:</b> I closed my shylocking business, cant we just be friends? <b>Hope:</b> No! I think you have enough friends (exits)	B.O.R	Competitive	♂	
45.	<b>Mrs. Baraza:</b> Hope, we need some holiday, we need to go and visit your relatives or something.. <b>Hope:</b> Mum, I have already planned to go to Mombasa with Diana.	PP	Avoidance		♀
46.	<b>Mrs. Baraza:</b> All your cousins, uncles and relatives will be there. They need to see you have become the chief and hear stories about your excellent performance. <b>Hope:</b> Mum, I need time alone with Diana.	PP	Cooperative		♀
47.	<b>Mrs. Baraza:</b> You are not taking her a way with you! <b>Hope:</b> She is my child not yours!	PP	Cooperative		♀
48.	<b>Hope:</b> where was I?	O.R.	Competitive		♀
49.	<b>Hope:</b> But there's no justification for what Josiah did, and now he has to pay.	NP	Competitive		♀
50.	<b>Hope:</b> Oh is that why you did not want me around, because I was an embarrassment?	O.R.	Competitive		♀
51.	<b>Hope:</b> I don't care what other people think?	B.O.R	Competitive		♀
52.	<b>Hope:</b> That kind of mentality will keep you in poverty forever!	NP	Cooperative		♀
53.	<b>Hope:</b> How could you do this to us?	B.O.R	Competitive	♂	
54.	<b>Hope:</b> What does it look like Karis? I am picking my Daughter	B.O.R	Competitive	♂	
55.	<b>Hope:</b> I don't have time for this.	B.O.R	Avoidance	♂	
56.	<b>Hope:</b> Well, for your information I am not going back to Nairobi. I am going to live here.	PP	Cooperative	♂	
57.	<b>Hope:</b> (Hope reaches for her purse and gets out the court order.) Oh by the way, I guess this has no meaning now. Goodbye!	B.O.R	Competitive	♂	
58.	<b>Hope:</b> I guess this is the wrong time!	NP	Competitive	♂	
59.	<b>Hope:</b> I know we don't agree on many things at the moment, but can we be civil for the sake of Diana?	NP	Cooperative	♂	
60.	<b>Hope:</b> I don't know why you are so hostile? Can't we have a civilized conversation for once? (Hope walks towards the door.)	NP	Cooperative	♂	
61.	<b>Hope :</b> I know we don't agree on many things at the moment, but can we be civil for the sake of Diana? I don't know why you are so hostile? Can't we have a civilized conversation for once? ( <i>Hope walks towards the door.</i> ) I am sorry for intruding. I guess this is the wrong time!	NP	Cooperative		♀
62.	<b>Hope:</b> Margaret, what do you want me to do?	PP	Cooperative		♀
63.	<b>Hope:</b> Margaret, I can't meddle in your marriage...	PP	Cooperative		♀
64.	<b>Hope:</b> Karis I have been looking for you. Red has told me how generous you have been and I want to than you on behalf of the people of Makutano for being so considerate. In fact it was a generous donation.	PP	Cooperative		♀
65.	<b>Hope:</b> Look I'll do what I can, but promise me that you'll tell him you're pregnant, and more importantly, that must get tested immediately.	PP	Cooperative		♀
66.	<b>Hope:</b> Mama Mboga, I am well aware of Anna's condition, as a matter of fact I've just set up a meeting with a lawyer to discuss the facts regarding her trial.	PP	Cooperative		♀
67.	<b>Sharon :</b> Something for the MP? ( <i>Sharon is standing before her with some clothes.</i> ) <b>Hope:</b> Not just now Sharon, I'm actually leaving to see Anna. [ <i>To Mama Mboga</i> ] I need to update her on he developments of her case.	PP	Avoidance		♀
68.	<b>Hope:</b> Anna understand that we can't move forward without the facts of what happened that night.	NP	Cooperative		♀
69.	<b>Hope:</b> No its not. There's no justification for what Josiah did, and now he has to pay for it.	B.O.R	Cooperative		♀
70.	<b>Hope:</b> I understand, but you have to realize that without you, there's nothing we can do to prosecute.	NP	Cooperative		♀

71.	<b>Hope</b> : It is rather strange. I don't know why I bothered! I guess you will never change!	NP	Cooperative	♂	
72.	<b>Hope</b> : That's what she claims...you know how some women are, they think that physical abuse is a sign that their husbands love them and...I was hoping you could somehow intervene.	O.R.	Cooperative	♂	
73.	<b>Hope</b> : Well I certainly hope so, if there's one thing I know is that marriage is a difficult affair to meddle in.	PP	Cooperative	♂	
74.	<b>Hope</b> : But... isn't it all about <i>communication</i> ?	O.R.	Topic Avoidance	♂	
75.	<b>Hope</b> : Well I certainly hope so, if there's one thing I know is that marriage is a difficult affair to meddle in. But... isn't it all about communication? ( <i>Hope tries to make him understand the problems in his own marriage.</i> )	O.R.	Topic Avoidance	♂	
76.	<b>Hope</b> : I understand everything you're saying bwana Matano, all I'm saying is if they were communicating right; there might not have been a problem to begin with.	PP	Cooperative	♂	
77.	<b>Hope</b> : What do you wants?	B.O.R	Competitive	♂	
78.	<b>Hope</b> : ( <i>Cynical</i> ) Really?	O.R.	Competitive	♂	
79.	<b>Hope</b> : Look, I have a meeting in Nairobi, could we talk about this when I return?	PP	Topic Avoidance	♂	
80.	<b>Hope</b> : Okay. How much do you need?	PP	Cooperative	♂	
81.	( <i>Karis shows him and PP comes to fight back but hope breaks them apart.</i> ) <b>Hope</b> : Karis, I've had enough of your games, do us all a favour and grow up..	B.O.R	Competitive	♂	
82.	<b>Hope</b> : I can't give my family positions. I have to let the people decide for themselves. The C.D.F committee must be transparent. I'm sorry.	PP	Cooperative		♀
83.	<b>Hope</b> : Karis I have an appointment with the school deputy and we are getting late. Diana, let's go. ( <i>She gets a hold of Diana's hand.</i> )	B.O.R	Topic Avoidance	♂	
84.	<b>Hope</b> : It's Diana. I need to pick her up from school and my parents are out of town, I can't seem to find PP and with everything with Karis I'm just...	PP	Cooperative	♂	
85.	<b>Karis</b> : Hey Hope, I wanted to talk to you about yesterday with Diana. I was only trying to help. <b>Hope</b> : Don't!	NP	Competitive	♂	
86.	<b>Hope</b> : That's enough Matata. I will talk to my people. (Matata reluctantly steps down.) My fellow brothers and sisters, mothers and fathers! (From the crowd we can hear jeers and some general dissension. Hope pushes on as Maspeedy walks over to Pendo. I am sorry I have been away. However, I have not being neglecting my duties. (More jeers). I have heard what my friend Matata has had to say. I am not here to bandy words with a man who is my father's age. Yes, it is true I signed an EIA report to have a dumpsite moved, but you must believe me when I tell you that it was not meant to be this close to Makutano, and it was not meant to interfere with your lives. I assure you, I will get to the bottom of this. But we have to remain united. We have won battles like this before...not because we have money or resources but because we believed in our unity and in each other. I will honour all the promises I made to you during the elections. Please, trust me.	PP	Cooperative	♂	
87.	<b>Hope</b> : ( <i>Looking confused</i> ) But Tandie, you must remember, the dump wasn't this close to an inhabited area. I would never have signed it if it was...	NP	Cooperative		♀
88.	<b>Hope</b> : [depressed] Matata is right. This is all my fault. I was too concerned about Karis and the custody battle to notice what was going on in my constituency.	PP	Cooperative		♀
89.	<b>Hope</b> : You can wave good-bye to your hotel.( <i>Matata grabs the minutes and tears them. Hope gives him time to do so.</i> ) You underestimate me. That was just a copy. The original back in the County Library under tight security.	B.O.R	Competitive	♂	
90.	<b>Hope</b> : I am not a fool Matata. You can give all your excuses in court.	B.O.R	Competitive	♂	
91.	<b>Hope</b> : [uncomfortable] What is there between you and me to talk about that we can't talk about here?	B.O.R	Competitive	♂	
92.	<b>Hope</b> : What is he doing here? I can't believe he has the audacity to show his face here after everything he has done!	PP	Competitive	♂	
93.	<b>Hope</b> : Karis...I've been looking for you everywhere. I wanted to say I'm sorry about earlier, I was busy... <b>Hope</b> : About what Matata is doing, is there anything we can do?	O.R.	Cooperative	♂	
94.	<b>Hope</b> : Do you morally believe in what you are doing?	NP	Competitive	♂	

95.	<b>Hope:</b> I'm not here to intervene for anyone! In case you had forgotten I am the MP here. I'm here for what is right! Something you wouldn't be familiar with.	B.O.R	Competitive	♂
96.	<b>Hope :</b> Do you still want to talk?	B.O.R	Cooperative	♂
97.	<b>Hope:</b> About what Matata is doing, is there anything we can do?	NP	Cooperative	♂
98.	<b>Hope:</b> And Rose you should have had sufficient control procedures in place to make sure this kind of thing does not happen. I hold you responsible.	O.R.	Cooperative	♂
99.	<b>Hope:</b> Karis? What do you want from me?	O.R.	Cooperative	♂
100.	<b>Hope:</b> Karis... what is it? What do you want from me?	PP	Cooperative	♂
101.	<b>Hope:</b> Let go of me!	B.O.R	Competitive	♂
102.	<b>Hope:</b> What has gotten into you?	B.O.R	Competitive	♂
103.	<b>Hope:</b> I want to help you Karis but not this way. Never this way.	B.O.R	Cooperative	♂
104.	<b>Hope:</b> Karis! Please No! Give me my daughter! Please give me my daughter!	B.O.R	Cooperative	♂

## Appendix B: Table 2. UTTERANCES BY KARIS

105	<b>Karis:</b> Look Shelly, I would really like to pay your bills, but I am a little short of money this month.	PP	Cooperative		♀
106	<b>Karis:</b> Haa (giving in) Okay, I will find the money.	PP	Cooperative		♀
107	<b>Karis:</b> Washington, I hope you are not going to sing the usual song.	O.R.	Competitive	♂	
108	<b>Karis:</b> Washington I have already told you, you are overqualified for any work that I might have here	PP	Topic Avoidance	♂	
109	<b>Karis:</b> That's not news, everybody knows you are capable of doing anything.	O.R.	Topic Avoidance	♂	
110	<b>Karis:</b> In fact. its because of you and your threats that I went to those gangsters	PP	Competitive	♂	
111	<b>Karis:</b> As I said before, I have nothing for you here. Close the door on your way out.	B.O.R	Topic Avoidance	♂	
112	<b>Karis:</b> I am not going back to what we have already talked about.	B.O.R	Topic Avoidance	♂	
113	<b>Karis:</b> Washington, you have nothing , you are nothing, how will you compensate me?	B.O.R	Competitive	♂	
114	<b>Karis:</b> Ok. Let's have the watch. (looks at the watch) Two thousand shillings. ( hands him the money)	PP	Cooperative	♂	
115	<b>Karis:</b> (Lying) I was in a business meeting. What do you think of this? (Showing a wrist watch) It's a symbol of my entrepreneur invented-ness. I am going into money lending business.	PP	Topic Avoidance		♀
116	<b>Karis:</b> Hey, Hope, I am sorry that...; I am really sorry about my dad in there, don't take it too hard.	NP	Cooperative		♀
117	<b>Karis:</b> I am really amazed at how much you have achieved since you came here.	PP	Cooperative		♀
118	<b>Karis:</b> Well I think not everyone is as pleased as I am, to see a chief who looks great in Uniform. You see I ... why don't I make it by inviting you for a dinner ... We can go down in the city and be back before anyone notices it.	PP	Cooperative		♀
119	<b>Karis:</b> (after Hope turns down the Invitation ) Oh of course we will do it some other time when you aren't so busy .	O.R.	Topic Avoidance		♀
120	<b>Karis:</b> Hey you ! You scared me ....You shouldn't be creeping up on people like that.	B.O.R	Competitive	♂	
121	<b>Karis:</b> Well, if you paid me all the money you already owe me, I would be doing much better.	O.R.	Cooperative	♂	
122	<b>Karis:</b> Next week! That's like a new song for you isn't it? I am not giving you any more money until the debt you owe me is paid up.	B.O.R	Competitive	♂	
123	<b>Karis:</b> Ha ha ha, Snake, do you think I am stupid. The last time you gave me a golden chain, it turned out to be copper wire painted gold and dipped in mercury. Fake or real not worth it. I am not giving you even a cent.	B.O.R	Competitive	♂	
124	<b>Karis:</b> I am not letting that stupid show be held in my bar. So, no job for you!	B.O.R	Competitive	♂	
125	<b>Karis:</b> We have already given away too much support . We have given Redd a pool table for free and now you want me to donate my TV as well.	B.O.R	Competitive	♂	
126	<b>Karis:</b> At this rate we are giving out so much, we will become bankrupt.	PP	Competitive	♂	
127	<b>Karis:</b> You had said nothing about ribbons! What else are you doing uuhm ...	B.O.R	Competitive		♀

128	<b>Karis:</b> ( <i>sarcastically</i> ) No! No! I insist I don't even want a talent show without lights. PP is doing the wiring. You know what? Just do your thing but please don't break anything.	B.O.R	Cooperative		♀
129	<b>Karis:</b> But I am sorry I am not working tonight.	NP	Avoidance	♂	
130	<b>Karis:</b> There is no way I can help you. If you ever come to me like that again. I will throw you to police for all the money you owe me.	B.O.R	Competitive	♂	
131	<b>Karis:</b> Hope? The woman I just saw fraternizing with Vincent?	B.O.R	Competitive	♂	
132	<b>Karis:</b> What!?! You can't do that Dad, you'll shame the whole family in front of everyone.	B.O.R	Competitive	♂	
133	<b>Karis:</b> Nothing, nothing Dad.	O.R.	Topic Avoidance	♂	
134	<b>Karis:</b> That's not my problem	B.O.R	Competitive	♂	
135	<b>Karis:</b> Do not touch me a gain or you will be sorry. Now let go off me!	B.O.R	Competitive	♂	
136	<b>Karis:</b> Hope...its .... Ah ..... I can explain....	NP	Cooperative		♀
137	<b>Karis:</b> Its not what it looks like	NP	Topic Avoidance		♀
138	<b>Karis:</b> Oh come on Hope!	O.R.	Competitive		♀
139	<b>Hope:</b> My title is Chief. And if I ever hear that you are doing anything like this again. I will have you thrown in jail for a very long time. Do I make myself clear. <b>Karis:</b> Yes chief. ( obviously embarrassed)	PP	Cooperative		♀
140	<b>Karis:</b> Do I look like I want something.	B.O.R	Topic Avoidance		♀
141	<b>Karis:</b> these are for you ( handing over a bouquet of flowers)	PP	Cooperative		♀
142	<b>Karis:</b> Do they look funny, I can have them replaced.	PP	Cooperative		♀
143	<b>Karis:</b> What are you talking about?	PP	Competitive		♀
144	<b>Karis:</b> Oh no ...there was nothing serious.	PP	Topic Avoidance		♀
145	<b>Karis:</b> What are you talking about?	PP	Cooperative	♂	
146	<b>Karis:</b> Mr. Washington, is there something you want or you just want to annoy me?	B.O.R	Competitive	♂	
147	<b>Karis:</b> Thanks, but I graduated along time ago.	NP	Avoidance	♂	
148	<b>Karis:</b> Thanks, but I am just doing fine.	NP	Avoidance	♂	
149	<b>Karis:</b> Hear me out please.	NP	Cooperative		♀
150	<b>Karis:</b> I turn to you because I miss you	PP	Cooperative		♀
151	<b>Karis:</b> What do you care about what people say , its your happiness that matters.	O.R.	Cooperative		♀
152	<b>Karis:</b> I have never been happy without you.	PP	Cooperative		♀
153	<b>Karis:</b> There is nothing there.	PP	Topic Avoidance		♀
154	<b>Karis:</b> Look Shelly if you don't want to listen to me . Listen to this CD. Then you will know what is in my heart	PP	Cooperative		♀
155	<b>Karis:</b> NO! I can't ... I will never...	O.R.	Cooperative		♀
156	<b>Karis:</b> Hey hope, want to talk to you about yesterday. I was just trying to help.	PP	Cooperative		♀
157	<b>Karis:</b> I closed my shylocking business, cant we just be eh friends.	PP	Cooperative		♀
158	<b>Karis:</b> Nothing hee ... hee ( <i>feigned laughter</i> ) She was just telling about some proposal to take to my dad, but I told her that, that is dirty work.	PP	Topic Avoidance		♀
159	<b>Karis:</b> You go to Nairobi for all I care, but you are not taking my daughter away from me.	B.O.R	Competitive		♀
160	<b>Karis:</b> Yes. As long as you choose to live outside of Makutano, Diana stays with me. I hope you'll be very happy in Nairobi, Madam MP.	B.O.R	Competitive		♀
161	<b>Karis:</b> What do you want? Get off my way!	O.R.	Competitive		♀
162	<b>Karis:</b> My dear daughter, you know your daddy loves you.	PP	Cooperative		♀
163	<b>Karis:</b> Then you don't have to go to Nairobi and leave your friends. You will stay here in Makutano with daddy. I've set up a bedroom especially for you in my house!	PP	Cooperative		♀
164	<b>Karis:</b> I'm sorry I burnt supper last night. Tonight I'll cook you something much better.	NP	Cooperative		♀
165	<b>Karis:</b> Cut the flattery. What is it you want?	B.O.R	Competitive	♂	
166	<b>Karis:</b> Begging seems to be your career these days. Get busy...	B.O.R	Competitive	♂	
167	<b>Karis:</b> OK. Find out what is behind that Mabati structure. Then I will give you the hundred.	B.O.R	Cooperative	♂	
168	<b>Karis:</b> ( <i>Interrupting</i> ) I don't have any money at the moment...I will give you next month.	B.O.R	Cooperative		♀

169	<b>Karis :</b> <i>(To Florence)</i> You said you have no food...this should be enough to last you till end month.	B.O.R	Competitive		♀
170	<b>Karis</b> No! It is the invoice from my private detectives.	PP	Topic Avoidance		♀
171	<b>Karis:</b> <i>[Lying]</i> No, of course not. I got a loan from Matata to pay the lawyers, and you know what, I don't have to repay it if I win the custody battle.	PP	Topic Avoidance		♀
172	<b>Karis:</b> Florence...What are you doing here?	B.O.R	Competitive		♀
173	<b>Karis:</b> Weren't you on my side in this?	B.O.R	Cooperative		♀
174	<b>Karis:</b> Hmm? Yeah. Nice shirt by the way.	B.O.R	Competitive	♂	
175	<b>Karis:</b> You think that you can come out of the blue and take my bar?	B.O.R	Competitive	♂	
176	<b>Karis:</b> By the way dad <i>(Mabuki stops and turns.) [sarcastically]</i> Nice to have you back!! <i>(Karis storms out. Mabuki is shocked.)</i>	O.R.	Competitive	♂	
177	<b>Karis :</b> He just got here and the first thing he does is make me feel the size of a flea.	O.R.	Competitive		♀
178	<b>Karis:</b> Yes. Now get to work and remember we work as team. We must disrupt their plans.	B.O.R	Competitive		♀
179	<b>Karis:</b> Dad, there is no need to apologise. You have bigger things to worry about. <i>(Karis leaves. Mabuki turns to Matano who is muttering angrily to himself.)</i>	B.O.R	Competitive	♂	
180	<b>Karis:</b> What the hell are you doing here?	B.O.R	Competitive		♀
181	<b>Karis:</b> She stays with me! Diana cannot go to Nairobi with you!	B.O.R	Competitive		♀
182	<b>Karis: (Karis blocks her)</b> I am sure you really don't want to go down that road with me Hope. You can't risk going to jail for contempt and to lose your parliamentary seat.	B.O.R	Competitive		♀
183	<b>Karis:</b> What? You can't!	B.O.R	Competitive		♀
184	<b>Karis:</b> This is not a club! I don't pay you to listen to music!	B.O.R	Competitive		♀
185	<b>Karis:</b> <i>[Charming]</i> Honourable Mr Matata! Great to see you! How can I help you?	PP	Cooperative	♂	♀
186	<b>Karis :</b> Is that why you are here?	PP	Competitive	♂	
187	<b>Matata:</b> This deal had some money component. <b>Karis:</b> I will get you your money Mr Matata no need to panic.	PP	Cooperative	♂	
188	<b>Karis:</b> <i>[lying]</i> I didn't know that they were stolen. The nurse lied to me!	PP	Cooperative	♂	
189	<b>Karis:</b> <i>[Gives in]</i> OK, OK...I was....	PP	Cooperative	♂	
190	<b>Karis:</b> Yes, of course, thanks, but why did you just save my neck?	PP	Cooperative		♀
191	<b>Karis:</b> I don't do things under threat. If you want to quit go right ahead.	B.O.R	Competitive		♀
192	<b>Karis:</b> What do you want?	B.O.R	Competitive		♀
193	<b>Karis:</b> Do not patronise me Ms. Baraka.	B.O.R	Competitive		♀
194	<b>Vincent:</b> Hi! <b>Karis:</b> <i>[coldly]</i> What do you want?	B.O.R	Competitive	♂	
195	<b>Vincent:</b> <i>[Trying to strike conversation]</i> I see business is good. <b>Karis:</b> Am very busy as you can also see.	B.O.R	Topic Avoidance	♂	
196	<b>Vincent:</b> I thought it was courteous to thank you for moving the men's' meeting to the Pluto lounge. <b>Karis:</b> What?	B.O.R	Competitive	♂	
197	<i>(Karis storms in, mama pima is behind the counter wiping glasses.)</i> <b>Karis:</b> Is dad in the office?	B.O.R	Competitive		♀
198	<b>Karis:</b> Good. I need you to run to the supermarket and watch it for me. I will be there shortly.	B.O.R	Competitive		♀
199	<b>Karis:</b> Yes you heard right, I run both the bar and the supermarket, I don't see why it should be a problem for you working in both. <i>(Karis enters into Mabuki's office. Out on a confused looking Mama Pima).</i>	B.O.R	Competitive		♀
200	<i>(Mabuki is listening to country music from his radio and whistling along Karis walks in.)</i> <b>Karis:</b> How could you move the men's meeting without Consulting me?	B.O.R	Competitive	♂	
201	<b>Karis:</b> But I am in control. It was just a broken toilet pipe.	PP	Cooperative	♂	
202	<b>Karis:</b> You left me in charge of the bar, but you are still running it. Why don't you just give me the chance to do things my way?	PP	Cooperative	♂	
203	<i>(PP is going over some files in his office when Karis walks in.)</i> <b>Karis:</b> PP, how's the day been?	PP	Cooperative	♂	
204	<b>Karis:</b> Thanks, but I won't take much of your time.	NP	Cooperative	♂	
205	<b>Karis:</b> Look, I'll cut to the chase. You're in the business lending out cash, and I need some funds, fast. We can work out the interest later.	PP	Cooperative	♂	

206	<b>Karis:</b> <i>[Interrupting]</i> Look all I need is for you to spot me some cash now.	PP	Cooperative	♂	
207	<b>Karis:</b> I forgot I was still dealing with the milk boy. <i>(Offended, PP rises.)</i>	B.O.R	Competitive	♂	
208	<b>Karis:</b> Business? Ha! I'm sure it is. Listen if this is your way at getting back at me for trying to get <i>my</i> daughter back from that pathetic mother of hers... we'll see how far you'll make it in the business world! <i>(He storms out.)</i>	B.O.R	Competitive	♂	
209	<b>Karis:</b> Look I know we've had our problems before, but let's set our differences aside...	PP	Cooperative		♀
210	<b>Karis:</b> <i>[Sincerely]</i> Yes, I want to make peace, for Diana's sake...	PP	Cooperative		♀
211	<b>Karis:</b> Of course we can, but...I don't know how to say this...Hope, I need a favour... I'm just a little down at the moment and need some money to revamp my businesses.	PP	Cooperative		♀
212	<b>Karis:</b> I know it's asking for much but you've seen how bad I'm doing, and honestly I you're my only hope...Hope.	PP	Cooperative		♀
213	<b>Karis:</b> Stay out of this!	B.O.R	Competitive	♂	
214	<b>Karis:</b> Milk boy, I said you stay out of this.	B.O.R	Competitive	♂	
215	<i>(Karis walks into the office and is surprised to see Mabuki.)</i> <b>Karis:</b> Dad, what are you doing here? Where's mum? <i>(Mabuki silently goes over the accounts and Karis shuts the book.)</i> <b>Karis:</b> Dad, the bar is mine, remember? You retired and left it to me.	PP	Cooperative	♂	
216	<b>Karis:</b> Look those people have it all wrong...	PP	Cooperative	♂	
217	<b>Karis:</b> You don't understand...	PP	Topic Avoidance	♂	
218	<b>Karis:</b> <i>[Interrupting]</i> Vincent?! If it wasn't for him, my bar wouldn't be at the point of bankruptcy!	B.O.R	Competitive	♂	
219	<b>Karis:</b> No! You can't take her away from me! (1) <i>(He firmly grabs her other arm and Diana flinches. Dr Charles is walking past on his way to work. He stops and looks, unamused at Karis' behaviour.)</i>	B.O.R	Competitive		♀
220	<b>Karis:</b> You're the one that's hurting her, keeping my daughter away from me.	B.O.R	Competitive		♀
221	<b>Karis:</b> <i>[Through gritted teeth]</i> Dad I don't need another lecture...	B.O.R	Competitive	♂	
222	<b>Karis:</b> I don't care what people say... Diana is my child and I have every right to see her.	B.O.R	Competitive	♂	
223	<b>Karis:</b> You never listen, do you?! <i>(Furious, Karis storms out on Mabuki.)</i>	B.O.R	Competitive	♂	
224	<b>Karis:</b> Get your hands off my daughter? <i>(They all turn to face a fuming Karis.)</i> I said... <i>[spelling it out]</i> get-your-hands-off-my daughter – NOW! <i>(He grabs Diana by the arm pulling her toward hi</i>	B.O.R	Competitive	♂	
225	<b>Karis:</b> You think I don't know what you are? <i>(He charges towards Vincent steadily, but red stands in his way.)</i>	B.O.R	Competitive	♂	
226	<b>Karis:</b> <i>[Pushing her away]</i> Stay out of this! <i>(She falls down and a stumped Vincent goes to help.)</i>	B.O.R	Competitive	♂	
227	<b>Vincent:</b> Are you alright? <i>(But her eyes widen as a looming Karis hits Vincent in the head. Vincent falls to the ground and a crowd bit by bit gathers around the two.)</i> <b>Karis:</b> Get up!	B.O.R	Competitive	♂	
228	<b>Karis:</b> Why? Aren't you man enough? <i>(He punches Vincent in the face and again he falls to the ground.)</i> <b>Karis:</b> I said get up!	B.O.R	Competitive	♂	
229	<b>Karis:</b> Hit me! <b>Karis:</b> Come on, what's wrong with you? Fight like a man! <i>(He punches him in the face and blood gushes out of his mouth.)</i>	B.O.R	Competitive	♂	
230	<b>Karis:</b> <i>[shrugs]</i> Salon?	PP	Avoidance	♂	
231	<b>Karis:</b> What party?	B.O.R	Competitive	♂	
232	<b>Karis:</b> But Dad...	B.O.R	Cooperative	♂	
233	<b>Karis:</b> Mum...did Dad find you?	B.O.R	Cooperative	♂	
234	<b>Karis:</b> He is throwing a party for Vincent...to welcome him as a member of our family.	PP	Cooperative	♂	
235	<b>Karis:</b> Dad, are you blind? They are just out to ruin your reputation and our family.	B.O.R	Competitive	♂	
236	<b>Karis:</b> Am I not your son?	B.O.R	Competitive	♂	
237	<b>Karis:</b> After all these years you are willing to deny me for strangers you don't even know?	B.O.R	Competitive	♂	
238	<b>Karis:</b> From today, never call me your son again! You are not my father!	B.O.R	Competitive	♂	

239	Vincent: <b>I am so sorry...</b> <b>Karis:</b> What is it that you want here? Don't you have a bar of your own?	B.O.R	Competitive	♂	
240	<b>Karis:</b> Leave me alone!	B.O.R	Competitive	♂	
241	<b>Karis:</b> No. That would make dad feel he can control me. I can't give such pleasure to a man who doesn't value us.	PP	Cooperative	♂	
242	<b>Karis:</b> Mind your own business.	B.O.R	Competitive		♀
243	<b>Karis:</b> <i>[ignoring her]</i> I am here to get the money you promised me. I'm failing to keep up with my rent payments. My whole life is falling down around me so please don't give me a lecture right now.	PP	Topic Avoidance		♀
244	<b>Karis:</b> But you promised. Oh my God! What am I going to do?	B.O.R	Cooperative		♀
245	<b>Karis:</b> Eh... Bwana Matata, actually I have waited for you the whole morning...	PP	Cooperative	♂	
246	<b>Karis:</b> Bwana Matata, please...	NP	Cooperative	♂	
247	<b>Karis:</b> <i>[To crowd. angry]</i> What are you looking at? <i>(Karis storms off towards the school.)</i>	B.O.R	Competitive	♂	♀
248	<b>Karis:</b> Hey Hope, I wanted to talk to you about yesterday with Diana. I was only trying to help. Look, I closed down the Shylock business. Can't we just be friends?	NP	Cooperative		♀
249	<b>Karis:</b> <i>[Hurt]</i> A bit of support wouldn't have hurt. <i>(He storms off.)</i>	B.O.R	Competitive		♀
250	<b>Karis:</b> Gentlemen, please if you don't mind, could I borrow Hope for a bit?	NP	Cooperative	♂	
251	<b>Karis:</b> Yes? Look, it doesn't matter... sorry I bothered you... <i>(He turns and walks off. Hope, dr. Charles, Matano and reverend look at each other confused.)</i>	NP	Competitive	♂	
252	<b>Karis:</b> No problem. Nimezoea.	B.O.R	Competitive		♀
253	<b>Karis:</b> It's no longer important.	B.O.R	Avoidance		♀
254	<b>Karis:</b> You and who? I got myself where I am, I will find my own way out.	B.O.R	Avoidance		♀
255	<b>Karis:</b> <i>[Emotional]</i> If that was your thought, then stop thinking! I don't need anybody's help! Can't you see? I am not interested in yours or anyone else's help... I just want... I just want you...	PP	Avoidance		♀
256	<b>Karis:</b> Please! I... I don't think you are ready to help me the way I want to be helped...	NP	Cooperative		♀
257	<b>Karis:</b> <i>[hysterical]</i> I love you Hope! I always have! I just messed up my life at some point but I know I have always loved you! Please take me back Hope!	PP	Cooperative		♀
258	<b>Karis:</b> Please Hope! Please! That is all I need from you!	PP	Cooperative		♀
259	<b>Karis:</b> Give me a chance! Let us be together! And our daughter! I will change, I promise, I will be whatever you need me to be.	PP	Cooperative		♀
260	<b>Karis:</b> Bwana Matata, I heard over the radio! I am very grateful you have reconsidered! <b>Karis:</b> But you just said you are going to hand back my supermarket.	NP	Cooperative	♂	
261	<b>Karis:</b> But you just said you are going to hand back my supermarket.	PP	Cooperative	♂	
262	<b>Karis:</b> <i>[Shouting]</i> Is this what you wanted? You all wanted me gone... well now you have your wish. But let me die with my daughter!	B.O.R	Competitive	♂	
263	<b>Karis:</b> Don't come any closer! I hate you.	B.O.R	Competitive	♂	
264	<b>Karis:</b> You have destroyed everything. You've taken my father's love, you have taken my business, and you even tried to take my daughter and the woman I love.	B.O.R	Competitive	♂	
265	<b>Karis:</b> And then to make it worse you humiliated me today in front of everyone.	B.O.R	Competitive	♂	
266	<b>Karis:</b> I am not your brother!	B.O.R	Competitive	♂	
267	<b>Karis:</b> What did you say? You stopped being my father the moment you brought him into our lives!	B.O.R	Competitive	♂	
268	<b>Karis:</b> Don't call me that. <i>[Starts to cry]</i> I am not your son, I am not...	B.O.R	Competitive	♂	
269	<b>Karis:</b> <i>[Exhausted]</i> Why should I believe you?	B.O.R	Cooperative	♂	
270	<b>Karis:</b> Oh God, what am I doing... I'm sorry, so sorry... my baby...	NP	Cooperative		♀

**Appendix C: Makutano Junction Series Observed for this Research**

**DVD1**

- Episode 1 : The Curse
- Episode 2 : Positive Energy
- Episode 3 : Battle of Sexes

**DVD 2**

- Episode 4 : Schemer
- Episode 5 : A Thief in the Night
- Episode 6 : Stepping on Toes

**DVD 3**

- Episode 7 : Goals
- Episode 8 : Caught Red Handed
- Episode 9 : Spare the Rod

**DVD 4**

- Episode 10 : Magical Moment
- Episode 11 : Standing up
- Episode 12 : To be a Woman
- Episode 13 : Crossing Over

**Series 5**

**DVD 1**

- Episode 1 : Sleeping Beauty
- Episode 2 : Who is the Man
- Episode 3 : Another Piece of Clothe

**DVD 2**

- Episode 4 : Trials and Tribulation
- Episode 5 : Lost Love
- Episode 6 : Answered Prayer

**DVD 3**

- Episode 7 : A Family Affair
- Episode 8 : Caught Pants Down
- Episode 9 : The Stand Off

**DVD 4**

- Episode 10 : Smelling Scavengers
- Episode 11 : Remains of the Day
- Episode 12 : Tumble Tumble! Tumble!
- Episode 13 : Going Gone Gone!

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