

# Table of Contents

|                                                                                                                                                    |             |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>Table of Contents .....</b>                                                                                                                     | <b>v</b>    |
| <b>List of Tables .....</b>                                                                                                                        | <b>xv</b>   |
| <b>List of Figures .....</b>                                                                                                                       | <b>xvii</b> |
| <b>Introduction .....</b>                                                                                                                          | <b>1</b>    |
| <b>Chapter 1 - The Importance of Multimodality to Politeness, Disagreements,<br/>and Cross-Cultural Communication: A Literature Overview .....</b> | <b>7</b>    |
| 1 Cross-Cultural Communication .....                                                                                                               | 7           |
| 1.1 Definition .....                                                                                                                               | 7           |
| 1.2 Cross-Cultural Communication and Cross-Cultural Competence .....                                                                               | 7           |
| 1.3 Miscommunication .....                                                                                                                         | 8           |
| 1.4 Reasons for Miscommunication .....                                                                                                             | 9           |
| 1.4.1 Inadequate Perception .....                                                                                                                  | 10          |
| 1.4.2 Inappropriate Comprehension .....                                                                                                            | 10          |
| 1.4.2.1 Language Proficiency .....                                                                                                                 | 10          |
| 1.4.2.2 Pragmalinguistic Failure .....                                                                                                             | 11          |
| 1.4.3 Insufficient Relevant Knowledge .....                                                                                                        | 12          |
| 1.4.4 Uncooperativeness .....                                                                                                                      | 13          |
| 1.4.5 Production Difficulties .....                                                                                                                | 13          |
| 1.5 Is it Possible to Overcome Miscommunication? .....                                                                                             | 15          |
| 2 Disagreement .....                                                                                                                               | 16          |
| 2.1 Definition .....                                                                                                                               | 16          |
| 2.2 Disagreement Markers .....                                                                                                                     | 18          |
| 2.2.1 Verbal Disagreement Markers .....                                                                                                            | 18          |
| 2.2.2 Prosodic Disagreement Markers .....                                                                                                          | 19          |
| 2.2.3 Non-Verbal Disagreement Markers .....                                                                                                        | 19          |
| 2.3 Is Disagreement Really Dispreferred? .....                                                                                                     | 20          |
| 2.4 German vs. New Zealand Disagreeing Style .....                                                                                                 | 25          |
| 2.4.1 German Disagreeing Style .....                                                                                                               | 25          |
| 2.4.2 New Zealand Disagreeing Style .....                                                                                                          | 26          |
| 2.5 The Question of Explicitness .....                                                                                                             | 27          |
| 3 Politeness .....                                                                                                                                 | 30          |
| 3.1 Approaches to Politeness .....                                                                                                                 | 31          |
| 3.1.1 The Social Norm Approach .....                                                                                                               | 31          |
| 3.1.2 The Conversational Maxim Approach .....                                                                                                      | 32          |
| 3.1.3 The Face-Saving Approach .....                                                                                                               | 33          |
| 3.1.4 The Conversational Contract Approach .....                                                                                                   | 33          |
| 3.2 Problems with Politeness Approaches .....                                                                                                      | 34          |

|                                                                           |    |
|---------------------------------------------------------------------------|----|
| 3.2.1 The Social Norm Approach.....                                       | 34 |
| 3.2.2 The Conversational Maxim Approach .....                             | 34 |
| 3.2.3 The Face-Saving Approach .....                                      | 35 |
| 3.2.4 The Conversational Contract Approach .....                          | 38 |
| 3.2.5 A Mixed Approach.....                                               | 38 |
| 3.3 Politeness Model .....                                                | 39 |
| 3.3.1 From Speaker to Hearer Model .....                                  | 40 |
| 3.3.1.1 Culture and Social Norms .....                                    | 42 |
| 3.3.1.2 Speaker.....                                                      | 43 |
| 3.3.1.3 Assessing Social Norms .....                                      | 44 |
| 3.3.1.4 Assessing Situation .....                                         | 44 |
| 3.3.1.5 Assessing Addressee .....                                         | 44 |
| 3.3.1.6 Assessing Politeness.....                                         | 45 |
| 3.3.1.7 Utterance.....                                                    | 45 |
| 3.3.1.8 Culture and Social Norms .....                                    | 45 |
| 3.3.1.9 Addressee.....                                                    | 46 |
| 3.3.1.10 Assessing Social Norms .....                                     | 47 |
| 3.3.1.11 Assessing Situation .....                                        | 48 |
| 3.3.1.12 Assessing Speaker .....                                          | 48 |
| 3.3.1.13 Assessing Politeness.....                                        | 48 |
| 3.3.2 Implications of the Model .....                                     | 49 |
| 3.4 Impoliteness – The Dark Side of Politeness .....                      | 50 |
| 3.5 Indirectness and Politeness.....                                      | 52 |
| 3.6 German vs. New Zealand Politeness .....                               | 54 |
| 3.6.1 German Politeness.....                                              | 54 |
| 3.6.2 New Zealand Politeness .....                                        | 55 |
| 4 Prosody.....                                                            | 56 |
| 4.1 Definition .....                                                      | 57 |
| 4.2 Why Include Prosodic Features in a Pragmatics Research Project? ..... | 58 |
| 4.3 Functions of Prosodic Cues .....                                      | 59 |
| 4.3.1 Semantic Content of Prosodic Cues .....                             | 59 |
| 4.3.2 Conversational Organization .....                                   | 60 |
| 4.3.3 Emotion Content .....                                               | 61 |
| 4.3.4 Prosodic Cues as Contextualization Cues.....                        | 62 |
| 4.4 Participant Orientation .....                                         | 63 |
| 4.4.1 Impression Formation .....                                          | 65 |
| 4.4.2 Cross-Cultural Communication.....                                   | 65 |
| 4.4.3 Acquisition of Prosodic Knowledge.....                              | 66 |
| 4.5 German vs. English Registers of Prosody .....                         | 67 |
| 4.6 The Relevance of Prosody to the Present Study .....                   | 70 |
| 4.6.1 The Relevance of Prosody to Disagreement.....                       | 70 |
| 4.6.2 The Relevance of Prosody to Politeness.....                         | 72 |
| 4.6.3 Prosody as Modification Devices.....                                | 73 |
| 5 Non-verbal Communication .....                                          | 75 |

|                                                                                   |    |
|-----------------------------------------------------------------------------------|----|
| 5.1 Definition .....                                                              | 75 |
| 5.2 How to Do Things Without Words.....                                           | 75 |
| 5.3 The Correlation of Speech with Non-verbal Cues .....                          | 76 |
| 5.3.1 The Autonomy of Non-Verbal Behaviour .....                                  | 76 |
| 5.3.2 Synchronization .....                                                       | 77 |
| 5.3.3 Speech Integration.....                                                     | 78 |
| 5.4 The Benefits of Non-Verbal Cues .....                                         | 79 |
| 5.4.1 Speaker Benefits.....                                                       | 81 |
| 5.4.2 Listener Benefits .....                                                     | 83 |
| 5.4.2.1 Interpersonal Relationships.....                                          | 83 |
| 5.4.2.2 Speaker Commitment.....                                                   | 84 |
| 5.4.2.3 Speaker's Truthfulness.....                                               | 84 |
| 5.4.2.4 Speakers' Attitudes and Emotions.....                                     | 84 |
| 5.5 The Relevance of Non-Verbal Cues to Cross-Cultural<br>Communication.....      | 86 |
| 5.6 The Relevance of Non-Verbal Cues to Politeness .....                          | 87 |
| 5.7 Parallels in Modalities .....                                                 | 88 |
| 5.8 Why Include Non-Verbal Means of Communication in Pragmatic<br>Research? ..... | 89 |

## **Chapter 2 - Multimodal Disagreeing Behaviour: Methodological Issues..... 91**

|                                                         |     |
|---------------------------------------------------------|-----|
| 1 Research Questions .....                              | 91  |
| 2 Data .....                                            | 92  |
| 2.1 Authentic Spoken Data.....                          | 93  |
| 2.2 Genre Elicits Disagreement .....                    | 93  |
| 2.3 Contains Audio Data .....                           | 93  |
| 2.4 Contains Visual Data.....                           | 94  |
| 2.5 Comparability.....                                  | 94  |
| 2.6 Accessibility.....                                  | 94  |
| 3 Data Transcription .....                              | 94  |
| 3.1 Transcription Process .....                         | 95  |
| 3.2 Transcription Conventions .....                     | 95  |
| 4 Framework: Qualitative or Quantitative Analysis?..... | 96  |
| 5 Verbal Data .....                                     | 97  |
| 5.1 Identifying Disagreement .....                      | 97  |
| 5.2 Disagreement Strategies .....                       | 98  |
| 5.2.1 Pre-Disagreement Strategies .....                 | 98  |
| 5.2.1.1 Disagreement Introduction .....                 | 98  |
| 5.2.1.1.1 Explicit Disagreement Introduction .....      | 98  |
| 5.2.1.1.2 Implicit Disagreement Introduction .....      | 99  |
| 5.2.1.2 Initial Agreement .....                         | 99  |
| 5.2.1.3 Pre-Disagreement Justification.....             | 99  |
| 5.2.1.4 Forewarn .....                                  | 100 |

|                                                    |     |
|----------------------------------------------------|-----|
| 5.2.2 Core Disagreement Strategies .....           | 100 |
| 5.2.2.1 Performative Disagreement.....             | 100 |
| 5.2.2.2 Explicit Disagreement.....                 | 101 |
| 5.2.2.3 Implicit Disagreement.....                 | 101 |
| 5.2.2.4 Hint .....                                 | 101 |
| 5.2.2.5 Qualified Agreement.....                   | 102 |
| 5.2.3 Post-Disagreement Strategies.....            | 102 |
| 5.2.3.1 Concession .....                           | 102 |
| 5.2.3.2 Post-Disagreement Justification.....       | 103 |
| 5.3 Coding for the Degree of Explicitness.....     | 103 |
| 5.4 Internal Modification Devices.....             | 104 |
| 5.4.1 Softening Devices .....                      | 105 |
| 5.4.1.1 Tag Question.....                          | 105 |
| 5.4.1.2 Impersonalization.....                     | 106 |
| 5.4.1.3 Politeness Marker.....                     | 106 |
| 5.4.1.4 Hesitation Marker/Pause .....              | 106 |
| 5.4.1.5 Address Form.....                          | 106 |
| 5.4.1.6 Hedge .....                                | 107 |
| 5.4.1.7 Gambit .....                               | 107 |
| 5.4.1.8 Disarmer.....                              | 107 |
| 5.4.1.9 Modal Verb .....                           | 108 |
| 5.4.1.10 Verbosity.....                            | 108 |
| 5.4.2 Strengthening Devices.....                   | 108 |
| 5.4.2.1 Tag Question.....                          | 109 |
| 5.4.2.2 Personalization.....                       | 109 |
| 5.4.2.3 Alerter .....                              | 109 |
| 5.4.2.4 Aggressive Interrogative/Exclamation ..... | 110 |
| 5.4.2.5 Address Form.....                          | 110 |
| 5.4.2.6 Booster .....                              | 110 |
| 5.4.2.7 Repetition.....                            | 111 |
| 5.4.2.8 Swear Word .....                           | 111 |
| 5.4.2.9 Modal Verb .....                           | 111 |
| 5.4.2.10 Minimal Verbosity .....                   | 111 |
| 6 Prosody Data .....                               | 112 |
| 6.1 Measurement Tools .....                        | 112 |
| 6.2 Features Analysed .....                        | 112 |
| 6.3 Limitations .....                              | 113 |
| 6.3.1 Homogeneity.....                             | 114 |
| 6.3.2 Neutrality .....                             | 114 |
| 6.3.3 Overlap.....                                 | 115 |
| 6.4 Problems.....                                  | 115 |
| 6.4.1 Problem: Hertz vs. ERB.....                  | 115 |
| 6.4.2 Problem Solving: Hertz vs. ERB.....          | 116 |
| 6.4.3 Problem: Pitch Tracking Errors.....          | 116 |

|                                                        |     |
|--------------------------------------------------------|-----|
| 6.4.4 Problem Solving: Pitch Tracking Errors.....      | 116 |
| 6.4.5 Problem: Pauses .....                            | 116 |
| 6.4.6 Problem Solving: Pauses .....                    | 117 |
| 7 Non-Verbal Data .....                                | 117 |
| 7.1 Transcription Process .....                        | 117 |
| 7.2 Categories of Non-Verbal Cues.....                 | 118 |
| 7.2.1 Gesture .....                                    | 118 |
| 7.2.2 Body Movement.....                               | 119 |
| 7.2.3 Facial Expression/Gaze .....                     | 119 |
| 7.2.4 Head Movement .....                              | 119 |
| 7.3 Subcategories of Non-Verbal Cues .....             | 119 |
| 7.3.1 Subcategories of Gesture.....                    | 120 |
| 7.3.2 Subcategories of Body Movement .....             | 121 |
| 7.3.3 Subcategories of Facial Expression/Gaze.....     | 121 |
| 7.3.4 Subcategories of Head Movement.....              | 122 |
| 7.4 Extra-Verbal vs. Co-Verbal Non-Verbal Cues .....   | 122 |
| 7.5 Disagreement vs. Non-Disagreement .....            | 123 |
| 7.6 Problems.....                                      | 123 |
| 7.6.1 Problem: Technical Problems.....                 | 124 |
| 7.6.2 Problem Solving: Technical Problems .....        | 124 |
| 7.6.3 Problem: Synchrony.....                          | 124 |
| 7.6.4 Problem Solving: Synchrony.....                  | 125 |
| 7.6.5 Problem: Idiosyncrasy.....                       | 125 |
| 7.6.6 Problem Solving: Idiosyncrasy .....              | 125 |
| 8 Questionnaire.....                                   | 125 |
| 8.1 Emic vs. Etic Approach.....                        | 126 |
| 8.2 Ethical Considerations.....                        | 126 |
| 8.3 Purpose of the Questionnaire.....                  | 127 |
| 8.4 Questionnaire Design .....                         | 127 |
| 8.5 Problems.....                                      | 128 |
| 8.5.1 Problem: Single Questionnaire.....               | 128 |
| 8.5.2 Problem Solving: Single Questionnaire.....       | 128 |
| 8.5.3 Problem: Idiosyncrasy.....                       | 128 |
| 8.5.4 Problem Solving: Idiosyncrasy .....              | 129 |
| 8.5.5 Problem: Influence of Order.....                 | 129 |
| 8.5.6 Problem Solving: Influence of Order .....        | 129 |
| 8.6 Prosody Questionnaire .....                        | 130 |
| 8.6.1 Problems .....                                   | 130 |
| 8.6.1.1 Problem: Inter-Feature Influence .....         | 130 |
| 8.6.1.2 Problem Solving: Inter-Feature Influence ..... | 131 |
| 8.7 Non-Verbal Questionnaire.....                      | 131 |
| 8.7.1 Problems .....                                   | 132 |
| 8.7.1.1 Problem: Dismissive Gesture .....              | 132 |
| 8.7.1.2 Problem Solving: Dismissive Gesture .....      | 132 |

|                                                                                      |            |
|--------------------------------------------------------------------------------------|------------|
| 8.7.1.3 Problem: New Zealand Data .....                                              | 132        |
| 8.7.1.4 Problem Solving: New Zealand Data .....                                      | 132        |
| 8.8 Participants .....                                                               | 133        |
| 8.9 Conducting the Questionnaire .....                                               | 133        |
| <b>Chapter 3 - The Verbal Properties of Disagreement: Results &amp; Discussion.</b>  | <b>135</b> |
| 1 The Verbal Properties of Disagreement: Results .....                               | 135        |
| 1.1 Disagreement Strategies .....                                                    | 135        |
| 1.1.1 Pre-Disagreement Strategies .....                                              | 137        |
| 1.1.2 Core Disagreement Strategies .....                                             | 138        |
| 1.1.3 Post-Disagreement Strategies .....                                             | 139        |
| 1.2 Internal Modification Devices .....                                              | 139        |
| 1.2.1 Internal Modification Devices Per Number of Words .....                        | 141        |
| 1.2.2 Internal Modification Devices Per Number of Disagreements .....                | 144        |
| 1.2.3 Internal Modification Devices Per Number of Disagreement Strategies .....      | 146        |
| 2 The Verbal Properties of Disagreement: Discussion .....                            | 149        |
| 2.1 Disagreement Strategies .....                                                    | 149        |
| 2.1.1 Pre-Disagreement Strategies .....                                              | 149        |
| 2.1.2 Core Disagreement Strategies .....                                             | 151        |
| 2.1.3 Post-Disagreement Strategies .....                                             | 155        |
| 2.2 Internal Modification Devices .....                                              | 156        |
| 2.2.1 Softening Devices .....                                                        | 157        |
| 2.2.2 Strengthening Devices .....                                                    | 158        |
| 3 The Verbal Properties of Disagreement: Summary .....                               | 160        |
| <b>Chapter 4 - The Prosodic Properties of Disagreement: Results &amp; Discussion</b> | <b>163</b> |
| 1 The Prosodic Properties of Disagreement: Results .....                             | 163        |
| 1.1 The Correlation of Prosodic Features with Disagreements .....                    | 163        |
| 1.1.1 Pitch Mean in Disagreements .....                                              | 164        |
| 1.1.2 Pitch Range in Disagreements .....                                             | 164        |
| 1.1.3 Intensity Mean in Disagreements .....                                          | 165        |
| 1.1.4 Intensity Range in Disagreements .....                                         | 166        |
| 1.1.5 Speech Rate in Disagreements .....                                             | 166        |
| 1.2 Contour Plots .....                                                              | 167        |
| 1.3 Cross-Cultural Variation in the Use of Prosodic Features in Disagreements .....  | 169        |
| 1.3.1 Speaker Analysis .....                                                         | 169        |
| 1.3.1.1 Pitch Mean .....                                                             | 170        |
| 1.3.1.2 Pitch Range .....                                                            | 171        |
| 1.3.1.3 Intensity Mean .....                                                         | 172        |
| 1.3.1.4 Intensity Range .....                                                        | 173        |
| 1.3.1.5 Speech Rate .....                                                            | 174        |

|                                                                                        |     |
|----------------------------------------------------------------------------------------|-----|
| 1.3.2 Audibly Perceivable Difference Analysis .....                                    | 174 |
| 1.3.2.1 Pitch Mean .....                                                               | 175 |
| 1.3.2.2 Intensity Mean .....                                                           | 179 |
| 1.3.2.3 Speech Rate .....                                                              | 182 |
| 2 The Prosodic Properties of Disagreement: Discussion .....                            | 185 |
| 2.1 The Correlation of Prosodic Features with Disagreements .....                      | 185 |
| 2.1.1 Pitch Mean in Disagreements .....                                                | 186 |
| 2.1.2 Pitch Range in Disagreements .....                                               | 187 |
| 2.1.3 Intensity Mean in Disagreements .....                                            | 188 |
| 2.1.4 Intensity Range in Disagreements .....                                           | 189 |
| 2.1.5 Speech Rate in Disagreements .....                                               | 189 |
| 2.2 Cross-Cultural Variation in the Use of Prosodic Features in<br>Disagreements ..... | 191 |
| 2.2.1 Speaker Analysis .....                                                           | 191 |
| 2.2.1.1 Pitch Mean .....                                                               | 192 |
| 2.2.1.2 Pitch Range .....                                                              | 192 |
| 2.2.1.3 Intensity Mean .....                                                           | 193 |
| 2.2.1.3.1 Intensity Mean and Pitch Mean as Compensatory<br>Strategies? .....           | 194 |
| 2.2.1.4 Intensity Range .....                                                          | 196 |
| 2.2.1.5 Speech Rate .....                                                              | 197 |
| 2.2.1.5.1 Intensity Mean and Speech Rate as Compensatory<br>Strategies? .....          | 197 |
| 2.2.1.5.2 Gender Differences? .....                                                    | 198 |
| 2.2.1.5.3 Differences between Maori and Pakeha? .....                                  | 201 |
| 2.2.1.5.4 Pitch Mean and Speech Rate as Compensatory<br>Strategies? .....              | 204 |
| 2.2.2 Audibly Perceivable Difference Analysis .....                                    | 205 |
| 2.2.2.1 Pitch Mean .....                                                               | 205 |
| 2.2.2.2 Intensity Mean .....                                                           | 206 |
| 2.2.2.3 Speech Rate .....                                                              | 207 |
| 3 The Prosodic Properties of Disagreement: Summary .....                               | 207 |

## **Chapter 5 - The Non-Verbal Properties of Disagreement: Results & Discussion** .....

|                                                            |     |
|------------------------------------------------------------|-----|
| 1 The Non-Verbal Properties of Disagreement: Results ..... | 209 |
| 1.1 Extra-Verbal Non-Verbal Cues .....                     | 209 |
| 1.1.1 Pre-Disagreement .....                               | 209 |
| 1.1.2 Post-Disagreement .....                              | 210 |
| 1.2 Word Accompanying Non-Verbal Cues .....                | 211 |
| 1.2.1 Core Disagreement .....                              | 211 |
| 1.3 Non-Verbal Cues in Disagreements .....                 | 213 |
| 1.3.1 Gesture in Disagreements .....                       | 214 |
| 1.3.2 Body-Movement in Disagreements .....                 | 215 |

|                                                                |            |
|----------------------------------------------------------------|------------|
| 1.3.3 Facial Expression/Gaze in Disagreements.....             | 216        |
| 1.3.4 Head-Movement in Disagreements .....                     | 218        |
| 1.4 Disagreements vs. Neutral Speech .....                     | 220        |
| 1.5 Non-Verbal Cues in Neutral Speech.....                     | 222        |
| 1.5.1 Gesture in Neutral Speech.....                           | 223        |
| 1.5.2 Body Movement in Neutral Speech.....                     | 225        |
| 1.5.3 Facial Expression/Gaze in Neutral Speech.....            | 226        |
| 1.5.4 Head Movement in Neutral Speech.....                     | 227        |
| 2 The Non-Verbal Properties of Disagreement: Discussion .....  | 229        |
| 2.1 Extra-Verbal Non-Verbal Cues .....                         | 229        |
| 2.1.1 Pre-Disagreement.....                                    | 229        |
| 2.1.2 Post-Disagreement .....                                  | 232        |
| 2.2 Word-Accompanying Non-Verbal Cues .....                    | 233        |
| 2.2.1 Core Disagreement.....                                   | 233        |
| 2.3 Non-Verbal Cues in Disagreements .....                     | 234        |
| 2.3.1 Gesture in Disagreements.....                            | 235        |
| 2.3.2 Body Movement in Disagreements .....                     | 236        |
| 2.3.3 Facial Expression/Gaze in Disagreements.....             | 237        |
| 2.3.4 Head Movement in Disagreements.....                      | 240        |
| 2.4 Neutral Speech .....                                       | 241        |
| 2.5 Non-Verbal Cues in Neutral Speech.....                     | 242        |
| 2.5.1 Gesture in Neutral Speech.....                           | 242        |
| 2.5.2 Body Movement in Neutral Speech.....                     | 243        |
| 2.5.3 Facial Expression/Gaze in Neutral Speech.....            | 244        |
| 2.5.4 Head Movement in Neutral Speech.....                     | 245        |
| 3 The Non-Verbal Properties of Disagreement: Summary .....     | 246        |
| <b>Chapter 6 - Questionnaire Results &amp; Discussion.....</b> | <b>249</b> |
| 1 Questionnaire Results .....                                  | 249        |
| 1.1 Hypothesis.....                                            | 249        |
| 1.1.1 Expected Findings for the Prosody Questionnaire.....     | 249        |
| 1.1.2 Expected Findings for the Non-Verbal Questionnaire.....  | 250        |
| 1.1.3 Rating the Questionnaire .....                           | 250        |
| 1.2 Prosody Questionnaire .....                                | 251        |
| 1.2.1 Neutral Scenarios .....                                  | 251        |
| 1.2.1.1 Scenario A: Neutral .....                              | 251        |
| 1.2.1.2 Scenario B: Neutral .....                              | 252        |
| 1.2.2 Scenarios with Increased Loudness.....                   | 253        |
| 1.2.2.1 Scenario C: Increased Loudness.....                    | 253        |
| 1.2.2.2 Scenario D: Increased Loudness .....                   | 253        |
| 1.2.3 Scenarios with Increased Tempo.....                      | 254        |
| 1.2.3.1 Scenario E: Increased Tempo.....                       | 254        |
| 1.2.3.2 Scenario F: Increased Tempo .....                      | 255        |
| 1.2.4 Scenarios with Increased Loudness & Increased Tempo..... | 256        |

|                                                                                                |            |
|------------------------------------------------------------------------------------------------|------------|
| 1.2.4.1 Scenario G: Increased Loudness & Increased Tempo .....                                 | 256        |
| 1.2.4.2 Scenario H: Increased Loudness & Increased Tempo .....                                 | 257        |
| 1.3 Non-Verbal Questionnaire.....                                                              | 258        |
| 1.3.1 Neutral Scenarios .....                                                                  | 258        |
| 1.3.1.1 Scenario A: Neutral.....                                                               | 258        |
| 1.3.1.2 Scenario B: Neutral.....                                                               | 258        |
| 1.3.1.3 Scenario C: Neutral.....                                                               | 259        |
| 1.3.2 Non-Verbally Marked & Prosodically Unmarked Scenarios..                                  | 260        |
| 1.3.2.1 Scenario D: Non-verbally marked, prosodically unmarked .....                           | 260        |
| 1.3.2.2 Scenario E: Non-verbally marked, prosodically unmarked .....                           | 260        |
| 1.3.2.3 Scenario F: Non-verbally marked, prosodically unmarked .....                           | 261        |
| 1.3.3 Non-Verbally Marked & Prosodically Marked Scenarios.....                                 | 262        |
| 1.3.3.1 Scenario G: Non-verbally marked, prosodically marked (increased tempo).....            | 262        |
| 1.3.3.2 Scenario H: Non-verbally marked, prosodically marked (increased loudness & tempo)..... | 263        |
| 1.3.3.3 Scenario I: Non-verbally marked, prosodically marked (increased loudness & tempo)..... | 263        |
| 2 Questionnaire Discussion .....                                                               | 264        |
| 2.1 Prosody Questionnaire .....                                                                | 264        |
| 2.1.1 Neutral Scenarios .....                                                                  | 265        |
| 2.1.2 Scenarios with Increased Loudness.....                                                   | 265        |
| 2.1.3 Scenarios with Increased Tempo.....                                                      | 266        |
| 2.1.4 Scenarios with Increased Loudness & Increased Tempo.....                                 | 266        |
| 2.2 Non-Verbal Questionnaire.....                                                              | 268        |
| 2.2.1 Neutral Scenarios .....                                                                  | 268        |
| 2.2.2 Non-Verbally Marked & Prosodically Unmarked Scenarios..                                  | 269        |
| 2.2.3 Non-Verbally Marked & Prosodically Marked Scenarios.....                                 | 270        |
| 3 Implications of the Prosody and the Non-Verbal Questionnaire.....                            | 271        |
| <b>Chapter 7 - Conclusion.....</b>                                                             | <b>275</b> |
| 1 Research Questions Revisited.....                                                            | 275        |
| 2 Verbal Disagreeing Behaviour.....                                                            | 277        |
| 2.1 Preference for Disagreement vs. Agreement .....                                            | 277        |
| 2.2 Preference for Explicitness vs. Implicitness .....                                         | 278        |
| 2.3 Preference for Strengthening vs. Softening .....                                           | 280        |
| 3 Prosodic Disagreeing Behaviour .....                                                         | 281        |
| 3.1 Preference for Clarity vs. Politeness.....                                                 | 282        |
| 3.2 Preference for Strengthening vs. Softening .....                                           | 283        |
| 4 Non-Verbal Disagreeing Behaviour .....                                                       | 283        |

|                                                                                    |            |
|------------------------------------------------------------------------------------|------------|
| 4.1 Preference for Changed vs. Unchanged Non-Verbal Behaviour ...                  | 284        |
| 4.2 Preference for Strengthening vs. Softening .....                               | 284        |
| 5 German vs. New Zealand Disagreeing Behaviour in a Nutshell .....                 | 285        |
| 6 Implications of the Questionnaires .....                                         | 286        |
| 7 Does this Mean Germans are Rude? .....                                           | 288        |
| <b>Appendices .....</b>                                                            | <b>291</b> |
| Appendix 1: Coded Disagreements and Coded Modification Devices .....               | 291        |
| Appendix 2: Explicitness Coding Form.....                                          | 363        |
| Appendix 3: Participant Information Sheet .....                                    | 365        |
| Appendix 4: Prosody Questionnaire Word-Only Condition .....                        | 368        |
| Appendix 5: Prosody Questionnaire Word + Prosody Condition .....                   | 372        |
| Appendix 6: Prosody Questionnaire Word + Prosody + Non-Verbal Condition<br>.....   | 377        |
| Appendix 7: Non-Verbal Questionnaire Word-Only Condition .....                     | 380        |
| Appendix 8: Non-Verbal Questionnaire Word + Non-Verbal Condition ....              | 386        |
| Appendix 9: Non-Verbal Questionnaire Word + Non-Verbal + Prosody<br>Condition..... | 392        |
| <b>List of References.....</b>                                                     | <b>397</b> |