

Леонтьева К.А.

*Научный руководитель: ст. преподаватель Е.В. Молодкина
Муромский институт (филиал) федерального государственного образовательного
учреждения высшего образования «Владимирский государственный университет
имени Александра Григорьевича и Николая Григорьевича Столетовых»
602264, г. Муром, Владимирская обл., ул. Орловская, 23
E-mail: leo_ksusha@mail.ru*

Communication differences

Problems of cross-cultural communication tend to become crucial for the process of globalization of the world because they create obstacles to successful business and professional communication. Let me compare the differences in verbal and nonverbal communication in Russian and American culture.

Russia has an oral rather than a written tradition. Every Russian seemed to be a born orator. Conversations begin easily between complete strangers and also between men and women. Delivery is expressive, unhurried and without affectation and deception. But Russians may also talk around a difficult problem without addressing it directly. Don't expect short responses to simple questions. Americans, by contrast, rather than give a lengthy explanation that will leave the listener uncomprehending if it was a general question, are more likely to respond with a brief yes or no. Straight talk is appreciated, even when it leads to disagreement. When disagreement does occur, Russians look up to honesty rather than attempts to paper over differences. It is far better to level with them and be certain that they completely understand your position. They respect adversaries who are straightforward and sincere in expressing views that diverge from their own. After they have expressed their righteousness and have unburdened themselves, their opposition may moderate, and the differences may turn out to be less than originally believed. In fact, after talking themselves out, Russians and Americans may even find that have an unanimity of views.

Verbal communication is the most effective form of communication and leads to prompt interchange of ideas and information. That type of communication is strongly supported by nonverbal communication which helps us understand the accurate meaning of the speaker, his emotions, attitudes and values. Russian and American nonverbal communication have many differences. For instance, For Americans, the usual distance in social conversation ranges about four feet. Less space in the American culture may be associated with either greater intimacy or aggressive behavior. When friends meet they shake hands or give a short hug and immediately step aside to have some distance for conversation. No one can invade American's personal space. Russian people, on the contrary, do not require that much personal space. They like to speak sitting or walking quite close to each other. When they converse facing each other, at the beginning of the conversation people usually keep some distance of about four feet, like Americans do. But, as the conversation proceeds, they tend to come closer and closer. However, they will still keep at least two feet distance. It is considered rude and unfriendly to keep large distance during the conversation. Physical contact by Russians-touching another person-is a sign that things are going well. The degree of physical contact will indicate how well things are going. If Russian places a hand on your arm, for example, or embraces you, you can relax a bit; these are good sign. Facial expressions are also clues to behavior. Russians tend to start out with grim faces, but when they do smile, it reflects progress in developing a good relationship. If a stony look continues, it means you are in trouble. For instance, in American culture the smile is typically an expression of pleasure.

Eye contact is important because insufficient or excessive eye contact can create communication barriers. In relationships, it serves to show intimacy, attention, and influence. As with facial expressions, there are no specific rules governing eye behavior in the United States and in Russia, except that is considered rude to stare, especially at strangers.

Perception of time is another issue because of the differences in their time orientations and in the time systems they use. In the United States, time is money. The daily routine is properly organized. Most of the Americans always come on time whether for an appointment or a party. When you need to meet with someone, you have to discuss the time a few days in advance. Time orientation in the US culture is for the future. Americans believe that tomorrow is the most important and that they create

their future themselves. Russians, in contrast are present oriented. Russian proverb says, new time, new songs'. Russian people do not live by their past. Every new time brings something new and this newness is the most important.

These are, of course, minor differences in Russian and American mentality, which catch the eye. Despite all that it seems that we are not so different. And If that is possible, then all cultural barriers can be overcome.

Литература

1. Richmond Yale. From NYET to DA: Understanding the New Russia, стр. 61
2. Ван Дейк, Т.А. Язык. Познание. Коммуникация. М., 1989.