

MOOD, EMOTION AND ATTITUDE AS MEANS OF COMMUNICATION

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Kew words: language, communicate, communication, feelings, emotions, mood, attitude, express, state, behavior, sentence, feel.

Բանալի բառեր՝ լեզու, շփում, շփվել, զգացմունք, տրամադրություն, հարաբերություն, էմոցիա, արտահայտվել, հոգեվիճակ, վարք, նախադասություն, զգալ:

Ключевые слова: язык, общаться, общение, чувства, эмоции, настроение, отношение, выразить, состояние, поведение, предложение, чувствовать.

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Выражения настроения, эмоций и отношений как средства общения

В рамках данной статьи рассматриваются некоторые особенности выражения настроения, эмоций и отношения. Настроение – это длительное эмоциональное состояние. Эмоция – это умственное и психологическое состояние, ассоциированное с различными чувствами, мыслями, поведением, настроением, темпераментом человека. Отношение к той или иной вещи рассматривается как мнение, рассуждение.

При общении настроение в английском языке передается через различные грамматические наклонения. Для выражения эмоций используются восклицательный знак, ударение, вводные слова, междометия. Отношения выражаются при помощи дополнительных слов, словосочетаний и даже предложений, используемых для убеждения кого-либо согласиться с ним.

Приведенные наблюдения позволяют заключить, что настроение, эмоции и отношение показывают отношение говорящего к услышанному и делают общение более оживленным и эмоциональным.

Ֆ. Այվազովա

Տրամադրության արտահայտությունը, էմոցիան ու հարաբերությունը որպես շփման միջոցներ

Տվյալ հոդվածի շրջանակներում դիտվում են տրամադրության էմոցիայի և վերաբերմունքի արտահայտման որոշակի առանձնահատկություններ: Տրամադրությունը երկարատև էմոցոնիալ վիճակ է:

Էմոցիան մտավոր և հոգեբանական վիճակ է, կապված մարդու զգացումների, մտքերի, վարքագծի տրամադրության խառնվածքի հետ:

Այս կամ այն առարկայի հանդեպ հարաբերությունը դիտվում է որպես կարծիք և տեսակետ: Շփման ընթացքում տրամադրությունը անգլերեն լեզվում արտահայտվում է տարբեր քերականական եղանակների միջոցով:

Էմոցիաներն արտահայտելու համար օգտագործվում են բացականչական նշան, շեշտ, միջանկյալ բառեր և ձայնարկություններ:

Վերաբերմունքը արտահայտվում է լրացուցիչ բառերի, բառակապակցությունների և անգամ նախադասությունների օգնությամբ՝ նպատակ ունենալով որևէ մեկին համոզելու համակարծիք լինել իր հետ:

Բերված դիտարկումները թույլ են տալիս եզրակացնել, որ տրամադրությունը, էմոցիան և հարաբերությունները ցույց են տալիս խոսողի վերաբերմունքը խոսակցի հանդեպ և հարաբերությունները դարձնում են ավելի աշխույժ և էմոցիոնալ:

Language is used to communicate feelings and emotions. Mood is considered as a long lasting emotional state. Emotions are often associated with mood, temperament, personality, and disposition. An attitude is a hypothetical construct that represents an individual's degree of like or dislike for an item.

Mood is used to distinguish between the main types of sentences. The functional approach to emotions holds that emotions have evolved for a particular function, such as to keep the subject safe. An attitude is a hypothetical construct that represents an individual's degree of like or dislike for an item. Attitudes are judgments. So mood, emotion and attitude play an important part in communication, as they show speaker's attitude towards what was heard and make the communication more emotive and lively.

The aim of the given article is to analyze mood, emotion and attitude as means of interpersonal communication and to determine their role and function in it.

Ever since humans have inhabited the Earth, they have made use of various forms of communication. Communication is a system of operations that includes language, gestures to convey intended meaning. Its

meaning is twofold: giving and receiving information. If we want to argue well and do a good job at evaluating the arguments of the others, we need to learn how to use language well. Good communication is important in all aspects of life. While communicating one can express mood, emotion and attitude. During the day or the week we may experience many different feelings, or emotions. Sometimes these emotions are caused by our relationships, our jobs, or the events in our lives; sometimes we have emotions but we don't know what caused them. We can also influence other people's emotions: we encourage people or cheer people up; we irritate people, make them angry, or hurt their feelings. In general people show their emotions openly and may show their emotions with body language – by crying, or by hugging or kissing in public. They may also show emotions with words and may say, "I'm bored." "I'm in a bad mood," or "I feel grumpy." A person can also tell a "little white lie" – a small untruth – in order not to hurt someone's feelings. Generally language is used to communicate feelings and emotions. Mood is considered as a long lasting emotional state and determines our outlook—how we look at the world, others, and ourselves. Although we often cannot change the world to our liking, we can influence our current affective perspective comparatively easily. In doing so, we take secondary control and manage our mood. Moods generally have either a positive or negative valence. In other words, people typically speak of being in a good or a bad mood. Unlike acute, emotional feelings like fear and surprise, moods often last for hours or days and also differ from temperament or personality traits which are even longer lasting.

Personality traits such as optimism and neuroticism predispose certain types of moods. According to psychologist R. Taylor, mood is a product of two dimensions: energy and tension. People feel best when they are in a calm energy mood. They feel worse when in a tense tired state.

An emotion is a mental and physiological state associated with a wide variety of feelings, thoughts, and behavior. Emotions are often associated with mood, temperament, personality, and disposition. An important function of emotions is to prompt behaviors. For example if we feel angry, we may be prompted to struggle, or if we feel fear, we may be prompted to run. Emotions can be either reaction to events in the environment or to things inside a person. These events and things prompt or call forth the emotion. Emotions may involve body changes such as tensing and relaxing muscles, changes in heart rate, breathing rate, skin temperature, rises and falls in blood pressure, etc. So, an important thing that emotions do is to prompt behaviors. One of the most important functions of emotions is to communicate, while communicating emotions should be expressed.

An attitude is a hypothetical construct that represents an individual's degree of like or dislike for an item. They are considered to be judgments. They develop on the ABC model i.e. affect, behavior, cognition and are the result of either direct experience or observational learning from the environment and can be changed through persuasion.

Communication is very important in any relationship. Lack of communication can crumble a relationship instantly. While a communication gap can lead to several problems, one can come to an effective solution to any problem only through proper communication. If one is facing a problem at their workplace or going through a hard time with their spouse, proper communication helps them to find a solution for it. Communication skill is an art and if one can master this art, they can sort out many issues in life easily. So, communication is also important to convince others. It plays a major role in corporate meetings and business dealings. It is the way to exchange thoughts, information, and messages from one person to the other.

According to L. Samovar and R. Porter the basic way of communication is verbal communication that includes oral and written communication.¹ Oral communication refers to spoken words; it may include face to face conversations or communication over the phone. Non-verbal communication is another type of communication that includes body posture, facial expression, body language, and sign language. Different gestures like a smile, a nod, a hug also play important roles in non verbal communication. Body language can send a lot stronger signals than words or written text. However, one can control his body language and practice it to make sure that his words are in accordance with the body language at all times. When one is communicating with someone his facial expressions and eye movements can play a very important role in conveying his personal feelings.

The verbal communication is more personal because it's easier to express feelings or mood with words, with using gestures and mime. In verbal communication one can use the modulation of the voice, can emphasize what is important and the speaker is in personal touch with people, he can speak face to face. Non-verbal communication like written communication or using mobile phones or computers is impersonal but people can't express everything what they want, they can't express feelings or mood, they can't use gestures.

¹ L. Samovar and R Porter, *Intercultural Communication: A Reader*: Belmont: Wadsworth.

According to Robert Gibson voice as paralanguage is one of the forms of non-verbal communication.¹ Differences in voice quality alone can evoke quite different colorings. Voice quality plays an important role in the communication of emotions, moods, attitudes as well in an otherwise neutral utterance. One should choose the right tone when speaking to people in different situations. For example how the staff negotiate in business and politics, whether they use the right language and the appropriate tone of voice, is vitally important.

So mood can have significant implications in terms of experiences, actions and most importantly on interactions with other people. For example, it has been shown that when we are happy we are more likely to communicate with others, while when we are sad we tend to distance ourselves from friends and family. Furthermore, it's been proved that moods are often a common theme in conversations with friends, highlighting the extent to which mood plays an important role in our daily life.

As it has already been mentioned mood is one of the sets of distinctive forms and it is used to signal modality. It is distinct from grammatical tense or grammatical aspect. Mood is used to distinguish between the main types of sentences. Sentences are used to do many different things the most common of which is to give information, e.g. *Aram went to Artsakh University; Margaret was one of my best friends*. Sometimes sentences are used to obtain information rather than to give it, e.g. *What are you doing? Where did you spend your summer holidays?* At other times we express an opinion, give an order, make a suggestion, or make a promise, e.g. *It's an interesting story; Shall I turn on the radio? Stop talking, all of you!* The main clause of every sentence is in a particular mood.

The declarative mood is the mood used in most main clauses, it is also called the indicative mood, e.g. *I'm busy now; Ann had breakfast at 8 o'clock; I think she is a good actress; I'll give you the book tomorrow if I finish it*. A statement can be emphasized by putting *do, does, did* in front of the base form of the verb, e.g. *Arsen does feel sorry for the little girl; Armen didn't come to the party but he did pass the exam very well*.

The interrogative mood is the mood usually used in questions. There are two main types of questions. Questions which can be answered by *yes/no*, e.g. *Is Armine at home? – Yes; are the children still playing football? – No*. The actual answer to a *yes/no* question is not always *yes* or *no*. For example, if you ask somebody *Do you work in your garden?* the answer may be *Sometimes* or *Never*. If you ask someone *Do you like H. Shiraz?*, the answer may be *He is a wonderful writer*. So, 'sometimes' will be interpreted as a weak *yes* answer; 'never' as a strong *no* answer; 'he is a wonderful writer' as a strong *yes* answer.

The imperative mood is the mood used to tell someone to do something. It is usually used when someone gives a very clear order or instruction, e.g. *Show me your composition*; in written instructions, e.g. *Fry the chopped onion and pepper in the oil*; when advice or a warning is given, e.g. *Be careful. Take these pills twice a day. Don't offend*. Another way of giving advice or a warning is to use of the modals *should* or *ought to* in a declarative sentence, e.g. *You should stop smoking. They ought to consult the doctor*.

Let is used in imperative sentences to give an order or instruction, e.g. *Let the girls enter*. We use *let* followed by *us* when we are making a suggestion about what we and someone else should do, e.g. *Let's help this old man*. We use *let* followed by *me* when we are offered to do something, e.g. *Let me ask you a question*. In very formal English *let* is used to express a wish, e.g. *Let the best player win*.

There are several ways in which suggestions can be made. The modal verb *could* can be used in a declarative sentence, e.g. *We could have coffee*. We can use a negative *wh*-question beginning with *why*, e.g. *Why don't you take this cake?* We can use *What about* or *How about* in front of a non-finite clause, e.g. *What about going to the beach?*

The functional approach to emotions holds that emotions have evolved for a particular function, such as to keep the subject safe. As we know a sentence is a group of words that tells a complete thought. Punctuation marks are used to show what kind of sentence you are reading. Here we will look at two different kinds of sentences: exclamations and commands. An exclamation is a sentence that expresses strong emotion. L.Goeffrey considers exclamations to show excitement, anger, joy, humor, sadness. Exclamations always end with an exclamation mark, e.g. *Arthur couldn't believe that he entered the University! Help!* Exclamations are words and structures that express something emphatically. We usually show it in speech by our intonation. There are various ways of showing your reaction to something that we are experiencing or looking at, or that we have just been told, such words as *bother, good heavens, oh dear* are used here, e.g. *Oh dear, she may be responsible for the accident*. Some exclamations are only used to show reactions, e.g. *He is such a good pupil!* Sometimes emotions are shown by means of stress, i.s. repetition e.g. *It's very, very awful*; stress on the operator e.g. *That will be interesting!*

¹ Robert Gibson, Intercultural Business Communication, 2010, Oxford University Press, p 31.

For expressing anger one can use imperative sentences, and we use interjections to express disgust, e.g. *Don't touch it! Ugh, what an ugly thing!* Interjections are words whose only function is to express emotion. English interjections are *oh* (surprise), *ah* (satisfaction), *aha* (jubilant), *wow* (great surprise), *yippee* (excitement), *ow* (pain), *ugh* (disgust), *ooh* (pleasure), etc. So we see that by using interjections one can express different emotions, and in such cases the sentences are usually exclamatory.

As it has been mentioned attitudes are generally positive or negative views of a person. Attitude is usually known as a perspective approach to grammar. Language is not only used just to exchange information by making statements and asking questions. Sometimes we want to make requests, offers, or suggestions, or to express our wishes or intentions. We can do all these by using modals. Modals are used to indicate our attitude towards the things we intend to do or we intend not to do.

There are many adjuncts that are used to indicate our attitude to what we are saying or to make our hearer have a particular attitude to what we are saying. Others are used to show a particular link between sentences. There are also some that are used to make a statement narrower or to focus attention on a particular thing that it applies to. All these adjuncts are called sentence adjuncts. One group of sentence adjuncts is used to indicate our reaction to, or our opinion of the fact or event we are talking about e.g. *Luckily, I had read the article before so I understood what they were talking about.*

There are a small number of adverbs which are often followed by *enough* when used to indicate our opinion of what we are talking about, e.g. *Strangely enough that question hasn't been discussed.* There are a number of sentence adjuncts which have the effect of showing that we are not completely committed to the truth of our statement, e.g. *it was almost a relief when the operation was over.* It should be noted that *almost*, *practically* and *virtually* are not used at the beginning of a clause. Expressions such as *I think, I believe, I suppose* are also used to indicate our lack of commitment to the truth of what we are saying. With adverbs such as *luckily, fortunately, happily, unfortunately* we can indicate whose viewpoint we are giving by adding *for* and a noun group referring to the person, e.g. *luckily for me and them, our team has won the game.* Another group of sentence adjuncts is used to indicate the quality we think someone showed by doing an action. They are formed from adjectives which can be used to describe people, e.g. *His wife very kindly prepared a very delicious dinner.*

People often use sentence adjuncts to persuade someone to agree with them. By using adjuncts they indicate that they are assuming that what they are saying is obvious, e.g. *Obviously he can't do the whole work himself.* If we want to make it clear what our attitude is to what we are saying, we can use a sentence adjuncts, e.g. *In my opinion it was probably a mistake.*

Summing up we can observe that mood, emotion and attitude play an important part in communication, as they show speaker's attitude towards what was heard and make the communication more emotive and lively. Though language is a means of giving and receiving information, language is more than this: it is communication between people. It often expresses the emotions and attitudes of the speaker and he often uses it to influence the attitudes, mood and behavior of the hearer.

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