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face negotiation theory primarily deals with five sets of themes face orientation or concerns face movements facework interaction strategies conflict communication styles and face content domains this chapter offers a brief critical exploration of the concept of face and its derivative concepts of face threatening acts and facework the conflict face negotiation theory fnt explains the culture based individual based and situational based factors that shape communicators tendencies in managing problematic face sensitive situations facework represents an important mediation of the intersection between an individual s private self conception and the individual s need to cooperate or not in a society especially at the interpersonal and organizational levels of communication the goal is for each person to create the best possible self image but through facework how a person thinks or feels can

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be communicated through their own self face that they enact what are the assumptions of face

negotiation theory the purpose of the current study is to investigate face and facework in interpersonal

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current study was to investigate face and facework during conflicts across four national cultures china

germany japan and the united states the face negotiation theory explains how cultural difference in
people influence in managing conflicts the theory was formulated by stella ting toomey professor of
human communication at california state university face constituting theory addresses the question

how do participants achieve face in everyday talk explaining face and facework as achieved by

participants engaged in face to face communication in situated relationships this chapter surveys the
concept of face and the derivative term facework as used in the field of interpersonal politeness studies

preventive facework is done before a face threatening act as a way to manage the desired image

while corrective facework is done after a face threatening act as a way to attempt to remediate one's

face the cultural and gender parameters of face and facework the relational and situational features of

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process are some of the questions being examined in this book the study innovates by 1 being the first to interrogate the relationship between social exchange theory and face in a tourism context 2 using the term facework as the actual employment of face in social settings 3 identifying four distinct facework outcomes arraying along a harmony disharmony spectrum 4 identifying face as both an the conflict face negotiation theory fnt developed by stella ting toomey in 1988 and up to the present explains the culture based individual based and situational based factors that shape communicators tendencies in approaching conflicts the formal version of the theory the purpose of the current study was to investigate face and facework during conflicts across four national cultures china germany japan and the united states the findings of cross cultural research on face needs and facework suggest that in social interactions facework can operate in culture specific ways that is it is useful to investigate whether the necessity of a certain face need and preference for a certain facework strategy are greater in one culture than in another the concept of face has been used to explain linguistic politeness rituals

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face is a universal behavior and yet it varies by individual and situation face plays at least two distinct roles in mediation first people bring their face needs and perceptions to the negotiating table so those dynamics may play a role in the mediation process relative to how the parties interact at the media face and facework a cross cultural comparison of managing politeness norms in u s and korea this study compared u s americans n 222 and koreans n 202 perceptions of and management strategies towards potentially impolite situations what is face and facework collectivistic asian culture face is a term we use as a metaphor for the self image you want to project to other people facework is the construction and communication of face

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