

POLITENESS IN THE CONTEXT OF SOCIAL INEQUALITY: A CASE STUDY OF THE MOVIE 'CRAZY RICH ASIANS'

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Abstract: The primary objective of this research is to explore the specific politeness strategies employed by the characters in the movie "Crazy Rich Asians." The film portrays various conflicts revolving around discrimination, social inequality, prejudice, and racial issues. Throughout the movie, the characters express themselves using words, phrases, or sentences that reflect the existing social imbalances influenced by their respective social statuses. This qualitative descriptive study aims to gain a comprehensive understanding and interpretation of how politeness is employed by the characters in their dialogues. The research process involves analyzing the data, displaying the collected information, reducing it to manageable segments, interpreting the underlying patterns, and drawing meaningful conclusions from the findings. The research findings reveal that the majority of the characters in the movie predominantly adopt a bold on-record strategy when communicating, primarily due to the prominent themes of minority and majority classes. As a result, the dialogues and interactions of these characters may evoke discomfort or unease among the audience. In summary, this study provides valuable insights into the politeness strategies employed by the characters in the movie "Crazy Rich Asians," highlighting the complexities and dynamics of communication in the context of discrimination, social inequality, prejudice, and race.

Keywords: Politeness, Crazy Rich Asians, Movie

INTRODUCTION (Cambria 11 Capital Bold) (no numbering)

In conversations, it is important to express ourselves politely to avoid offending others and causing them to lose face (Archer et al, 2012). Wang (2010) argues that speakers must employ various communicative strategies, such as politeness, to ensure their utterances contribute to a positive conversation. Politeness plays a crucial role in conversations as it minimizes acts that could threaten the hearer's face. Culpeper (2009) suggests that politeness is a strategy for establishing harmonious communication, while Leech (1983) emphasizes its purpose in reducing disrespect and discomfort between speakers and listeners. Therefore, speakers and hearers must carefully select their words to ensure a smooth conversation without hurting anyone's feelings.

Politeness involves strategies aimed at preserving the hearer's face, ensuring that the speaker's words do not cause the hearer to lose face (Brown & Levinson, 1978). The term "politeness" refers to formal behavior without the intention to interfere or impose. It entails showing respect to the person one is conversing with and avoiding offense (Mills, 2003). Brown and Levinson (1987) further suggest that in social interactions, individuals must recognize and

acknowledge the importance of maintaining people's face, public self-image, and sense of self. They argue that speakers across cultures should respect each other's self-image, consider their feelings, and avoid face-threatening acts (FTAs). Face-threatening acts are actions that violate the hearer's need to maintain their self-esteem and be respected. Politeness strategies are developed to mitigate the impact of these FTAs. Additionally, Grundy (2000) highlights that politeness phenomena extend beyond the language itself, as each utterance is uniquely designed for its specific audience, extending to the concept of indexicality.

Politeness poses challenges for individuals when using language, not only in terms of linguistic structures but also in relation to social and cultural values within a community (Archer & Grundy, 2011). Language cannot be separated from the communities that use it, and its usage is influenced by strategic considerations to support or maintain interpersonal relationships. Holmes (1995) defines politeness as behavior that actively expresses positive concern for others while avoiding imposition or distancing behavior. The essence of this theory is that speakers must avoid threatening the hearer's face and instead preserve their face through the use of appropriate language choices.

In their work, Brown and Levinson (1987) highlight that people's use of politeness strategies can be observed through their language. Politeness strategies can be divided into two categories: positive face and negative face. Both types aim to convey politeness, but they differ in the way utterances are constructed. Positive face represents the desire of participants in a conversation to have their wants acknowledged by others, commonly seen in casual conversations among peers where individuals chat happily without fear of threatening each other's face (Grundy, 2019). On the other hand, negative face represents the desire of conversation participants to have their actions undisturbed by others, often observed in interactions between individuals with different power dynamics, such as students and teachers (Yule, 1996). The concept of politeness proposed by Brown and Levinson is closely tied to the preservation of the hearer's face.

In the realm of politeness research, several previous studies have offered valuable insights into the understanding of politeness strategies across various contexts. For instance, Sibuan (2016) conducted a study focusing on the politeness strategy used in the "Soimah Talkshow" on TransTv. His research revealed that the talk show employed four types of politeness strategies, with the politeness strategy being the most frequently used by the host, Soimah. Similarly, Selfia and Marlina (2016) analyzed politeness strategies employed by Deddy Corbuzier in the "Hitam Putih Talkshow," finding that politeness strategy was also the dominant approach in that show.

In another study, Fridolini and colleagues (2021) explored the politeness strategies reflected in the movie "Little Women," directed by Greta Gerwig. Their research demonstrated that all the characters in the movie utilized politeness strategies, with a particular focus on positive politeness. On a different note, Luthfi (2022) conducted research on the politeness strategies used by students in classroom interactions, particularly in English classes. His study shed light on how most students tended to employ positive politeness when interacting with the teacher and among peers. However, it is important to note that while these studies offer valuable insights into politeness strategies in specific contexts, they may not directly address the focus of the current research, which centers on analyzing politeness strategies within a particular movie. Nevertheless, these previous studies contribute to the broader understanding of politeness and its diverse applications across different settings and social dynamics.

In the context of the current research, the movie "Crazy Rich Asians" serves as an illustration of how individuals may use rude language to assert power and social status. The movie portrays the discrimination and mistreatment faced by Rachel Chu, who comes from a humble background, upon being introduced to Nick Young's wealthy Asian family. Throughout the movie, Nick's mother and other characters marginalize Rachel by employing offensive language, leading to her feeling upset and insecure. This example highlights the importance of

understanding politeness as a means to preserve face and avoid causing harm or offense during interactions.

Brown and Levinson's categorization of politeness strategies into off-record and on-record politeness provides a framework for understanding the different ways speakers express themselves while preserving face (Cutting & Fordyce, 2021). Off-record politeness involves expressing something indirectly and politely, often through hints, association clues, or understatement. This strategy allows the speaker to convey their intention or request subtly, enabling the hearer to understand the implied meaning. On the other hand, on-record politeness encompasses three subcategories: baldly on-record, negative politeness, and positive politeness. The baldly on-record strategy involves making direct and straightforward statements without attempting to minimize the impact of face-threatening acts (FTAs). This strategy is commonly used among individuals who share a close relationship and are comfortable in their environment. In contrast, negative politeness strategies prioritize the negative face of participants by maintaining a distance and offering options to avoid imposition. This is achieved through the use of apologies, hesitation, or questions that allow the hearer to decline. Positive politeness strategies aim to minimize threats to the hearer's positive face by emphasizing shared goals, demonstrating closeness, and attending to the hearer's interests, wants, and needs. Unlike negative politeness, positive politeness strategies are more direct and do not offer the hearer an opportunity to refuse. Understanding these strategies can provide valuable insights into how characters in the movie may navigate social interactions, particularly in situations with power dynamics and social imbalances (Brown & Levinson, 1987).

In conclusion, previous studies have delved into various aspects of politeness strategies in diverse contexts, providing valuable knowledge to the field. The movie "Crazy Rich Asians" serves as a compelling illustration of how rude language can be used to assert power and social status, underscoring the significance of politeness in maintaining positive and respectful interactions. Brown and Levinson's classification of politeness strategies into off-record and on-record further enhances our understanding of how individuals express themselves while preserving face in different situations. By analyzing politeness strategies within the context of the movie's themes and conflicts, the current research aims to gain deeper insights into the dynamics of politeness in communication. The objective of the current research is to analyze the politeness strategies used by characters in a specific movie, exploring how politeness operates within the context of its themes and conflicts, such as discrimination, inequality, and prejudice influenced by social status. Overall, politeness in conversations is vital for fostering positive relationships and ensuring that our words contribute to productive and respectful interactions with others.

METHOD

The research methodology employed in this study is qualitative research, specifically descriptive qualitative research. The focus of the research is to describe the types of politeness strategies used by the characters in the movie "Crazy Rich Asians." The data for this study were obtained through the analysis of the politeness strategies observed in the movie. The main and supporting characters' utterances were investigated to identify instances of politeness strategies. To collect the data, several steps were followed. Firstly, the researchers watched the movie and read the transcript to familiarize themselves with the content. They then re-watched the movie while comparing the transcript to the characters' conversations to ensure accuracy. Secondly, the data were reviewed again, coded, and verified by watching the movie once more. Finally, the researchers identified the specific utterances that indicated the use of politeness strategies. This methodology allowed for a detailed analysis of the politeness strategies employed by the characters in the movie, providing insights into how politeness is portrayed and utilized within the context of the movie.

FINDING AND DISCUSSION

In this section, the researchers present the findings and discussion of their study, which explores the politeness strategies utilized by the characters in the movie "Crazy Rich Asians." The analysis is based on Brown and Levinson's politeness theory, providing a comprehensive framework for understanding how individuals express themselves while preserving face in communication. By applying Brown and Levinson's (1987) theory, the researchers aim to uncover the complexities and dynamics of communication in the context of discrimination, social inequality, prejudice, and race portrayed in the movie. The data collected and analyzed in this study offer valuable insights into the specific politeness strategies employed by the characters, and the implications of their communication patterns will be thoroughly examined. Through this examination, a deeper understanding of how politeness operates within the movie's themes and conflicts, as well as its role in shaping interactions amidst social inequality and power struggles, is sought. Let us now proceed with the presentation of the findings and discussions to explore the intricacies of politeness in the world of "Crazy Rich Asians."

On Record

In politeness theory, "On Record" refers to direct and straightforward communication without minimizing potential threats to the hearer's face or self-image (Archer & Grundy, 2011). It involves expressing a message clearly and unambiguously, typically used in close relationships or urgent situations where both parties understand each other well (Cutting & Fordyce, 2021). On the other hand, "Off Record" involves indirect and subtle communication, using hints or understatement to minimize face-threatening acts, suitable for situations where caution is needed to avoid causing offense. The choice between on-record and off-record strategies depends on familiarity, context, and the perceived face needs of the participants (Cutting, 2002).

On record baldly

On record "baldly" refers to a straightforward and direct communication style without any attempt to soften or mitigate the potential threat to the hearer's face. When using the baldly on-record strategy, the speaker expresses their message in a clear and explicit manner, without employing any politeness strategies or indirect language (Cutting & Fordyce, 2021). This approach is typically utilized in situations where there is a high level of familiarity and trust between the speaker and the hearer, or when the urgency of the message outweighs the need for politeness (Grundy, 2019). While baldly on-record communication may carry a higher risk of face-threatening acts, it can be effective in certain contexts where clarity and efficiency are prioritized over social niceties.

Example 1

The conversation below happens in the first scene when the Elenour Young comes to the Hotel.

Clerk: May I help you? This is the Calthorpe, a private hotel

Elena: I'm Mrs. Eleanor Young. I have a reservation. The Lancaster suite.

We spoke on the phone when I confirmed yesterday.

Clerk: Sorry, don't seem to have your reservation.

Ormsby: Good evening. I'm Reginald Ormsby, hotel manager. Is there a problem?

Elena: I'm Mrs. Eleanor Young. My family and I would like to be shown to our suite. We've had a long flight.

Ormsby: (Ormsby takes in Eleanor et al, makes a snap judgment) We're fully booked, madam. You must have made a mistake. I'm sure you and your lovely family can find other accommodations. May I suggest you explore Chinatown?

The analysis of the data is conducted using Brown and Levinson's theory of politeness. In this particular scene, the conversation between the Clerk and Ormsby and Mrs. Eleanor Young demonstrates the baldly on-record politeness strategy. The Clerk and Ormsby disregard the importance of maintaining the face of Mrs. Young and her family as guests in the hotel. They make direct and straightforward statements without any effort to minimize the impact of their face-threatening acts.

When the Clerk states that they don't seem to have Mrs. Young's reservation, it immediately causes her to lose face and feel shocked. She expects the Clerk to double-check the reservation so that she and her family can quickly settle in after a long flight. However, Ormsby's response is dismissive and insensitive. He suggests that they explore Chinatown instead, which can be perceived as a racist remark given Mrs. Young's Chinese ethnicity. This statement further shocks and angers Mrs. Young and her family.

Based on this analysis, the utterances of the Clerk and Ormsby fall into the category of baldly on-record politeness strategy. They demonstrate a lack of concern for the feelings and face of Mrs. Young and her family as their guests. The disregard for their emotions and the dismissive attitude displayed by the Clerk and Ormsby exemplify the direct and unmitigated nature of the baldly on-record politeness strategy.

Example 2

This conversation takes place at Peik Lin's house during a lunch gathering. Rachel reveals that she has come to Singapore with her boyfriend, Nick, to attend a wedding. When she mentions Nick Young, the reaction from Peik Lin's family is one of shock and surprise. They are so astonished that Wye Mun even drops the food from his mouth, and everyone stops what they're doing to look at Rachel.

Piek Lin then makes a comment about Rachel's outfit, asking if she is going to Nick's grandmother's house dressed like that. This elicits laughter from the entire family. Then, P.T. chimes in, saying "No way, no way." Rachel tries to justify her choice by mentioning that red is considered a lucky color, but Wye Mun interrupts and compares her to an envelope, making a sarcastic joke.

Piek Lin: You're going to Nick's grandma's house wearing this?

They all laugh

P.T: No way, No way.

Rachel: Yeah, I thought red was a lucky color, right?

Wye Mun: Yeah, if you're an envelope. Zing! Nailed it!

In this conversation, it is evident that Peik Lin's family openly insults Rachel's outfit. They make derogatory remarks without any consideration for Rachel's feelings. The comments are delivered directly and without any attempt to mitigate the potential impact on Rachel's face. This aligns with the baldly on-record politeness strategy, where speakers express themselves bluntly and without concern for the recipient's face. Peik Lin's family freely expresses their opinions about Rachel's appearance, demonstrating a lack of sensitivity towards her and disregarding the potential impact of their words.

Negative politeness

Negative politeness is a politeness strategy used in communication to respect and protect the hearer's negative face, which refers to their desire to be free from imposition, interference, or intrusiveness. When employing negative politeness, the speaker acknowledges the potential imposition of their request or statement and seeks to mitigate it by being deferential, using indirect language, or offering options to avoid pressuring the hearer (Cutting, 2002). This strategy aims to be polite and considerate by showing sensitivity to the hearer's autonomy and avoiding direct demands that could threaten their negative face. Negative politeness is often

used in more formal or hierarchical situations, where maintaining a sense of social distance and preserving the hearer's autonomy is important (Archer et al, 2012). It helps to maintain positive social relationships and reduce the risk of causing offense or discomfort.

Example 1

This conversation takes place between Colin and Nick Young as they sit together on lounge chairs at a beautiful deserted beach. Nick proudly shows Colin an engagement ring, expressing his intention to propose to Rachel. While Colin initially expresses happiness for Nick, there is an underlying concern he holds regarding Rachel. Sensing Colin's unease, Nick probes further by asking questions.

Nick: But?

Colin: No, I'm really happy for you

Nick: Colin, I've known you since you were in nappies. I know when there's something on your mind

Colin: Well, it wasn't that long ago that you were sure you were moving back home. and I mean, Rachel loves her job in New York.

Nick: Yeah, we're gonna figure that out

Nick's statement, "But?" prompts Colin to indirectly address his reservations. Instead of openly stating his concerns, Colin chooses a negative politeness strategy. He acknowledges his happiness for Nick but subtly implies that there are additional factors to consider. By mentioning how recently Nick was contemplating moving back home and highlighting Rachel's love for her job in New York, Colin hints at the potential challenges they may face as a couple. Colin is cautious not to overtly express his doubts and potentially hurt Nick's feelings.

Colin's negative politeness strategy serves to minimize the imposition of his concerns and shows his respect for Nick's choices. He delicately alludes to the differences in background and aspirations between Nick and Rachel, raising questions about their compatibility. Colin's worry stems from his fear that Nick may prioritize his relationship with Rachel over his familial and societal obligations. Through his use of negative politeness, Colin demonstrates his care for Nick's face and attempts to address his concerns indirectly to avoid any potential conflict.

Positive politeness

Positive politeness is a politeness strategy used in communication to respect and preserve the hearer's positive face, which refers to their desire to be appreciated, liked, and included in social interactions (Cutting & Fordyce). When employing positive politeness, the speaker aims to enhance the positive aspects of the relationship with the hearer by emphasizing common interests, expressing friendliness, and showing empathy. This strategy involves using compliments, expressions of gratitude, and other forms of positive reinforcement to make the hearer feel valued and respected. Positive politeness is often used in situations where the speaker wants to establish rapport, create a friendly atmosphere, or address potential threats to the hearer's positive face (Finegan, 2011). It helps to foster positive social interactions, strengthen relationships, and promote a sense of belonging and connection between the speaker and the hearer.

Example 1

This conversation takes place during the same beach scene where Colin and Nick are chatting. Colin employs a positive politeness strategy to address his concerns about Nick's relationship with Rachel. Rather than criticizing or directly questioning Nick's decision, Colin emphasizes their long-standing friendship and expresses genuine care for Nick's well-being.

Colin: You're going to figure it out, right. ever since primary school, you were always going to be the next chairman of the young corporation, your family's shining heir. you really think your

family's going to accept anything less than that? I mean, unless you... No. Are you thinking of walking out? leaving everything to bloody Alistair and Eddie?

Nick: I'm not walking out on anything. I met a girl, I fell in love and I want to marry her. and it can't just be one thing or the other.

Colin: no,no,no.. it's. it's not that simple. you know that. OK, your family aside, have you ever thought about what your relationship with Rachel will be like if you got married? I mean, okay, you are Nicholas Young, you're untouchable. You always have been. but Rachel's not. and if she becomes Mrs.Nicholas Young, every day for her is going to be a struggle. you sure she's ready for that?

Colin begins by acknowledging Nick's prestigious position as the next chairman of the Young Corporation, highlighting his family's expectations for him. He indirectly raises the question of whether Nick's family will accept anything less than their envisioned future for him. This serves as a gentle reminder of the potential obstacles they may face as a couple.

In a positive and supportive tone, Colin assures Nick that he believes in his ability to figure things out. However, he then shifts the conversation to focus on Rachel and her potential struggles if she were to become Mrs. Nicholas Young. By expressing his concern for Rachel's well-being and asking if she is ready for the challenges that lie ahead, Colin appeals to Nick's empathy and sense of responsibility.

Through his use of positive politeness, Colin establishes a sense of camaraderie and solidarity with Nick. He presents his concerns as a genuine friend looking out for both Nick and Rachel's happiness. By raising these points, Colin aims to prompt Nick to consider the implications of his decision on Rachel's future and the potential difficulties they may encounter as a couple.

Off-record

Off-record is a politeness strategy used in communication to indirectly convey a message or request without imposing on the hearer's face (Finegan, 2011). When employing off-record politeness, the speaker avoids making a direct statement and instead uses hints, implications, or other indirect language to convey their intention. This strategy allows the speaker to communicate without placing a burden on the hearer to comply or respond directly. Off-record communication often involves using suggestive language, humor, or gentle requests to achieve the desired outcome while preserving the hearer's autonomy and minimizing any potential face-threatening acts (Cutting, 2002). This strategy is commonly used in situations where maintaining harmony and avoiding direct confrontation or imposition are important. By employing off-record politeness, speakers can navigate sensitive topics, delicate situations, or interactions with individuals of higher social status, showing respect and consideration for the hearer's face and feelings.

Example 1

This situation happens when Rachel and Nick in the airline. Rachel is shock when she heard Nick's story. Then she says:

Rachel: So your family is, like, rich?

Nick: Uh, we're comfortable.

In this situation on the airplane, Nick employs an off-record strategy when responding to Rachel's question about his family's wealth. Instead of directly confirming or denying their financial status, Nick chooses to give a subtle and indirect response. He suggests that his family

is "comfortable," implying that they have a certain level of financial stability without explicitly stating that they are wealthy.

By using this off-record strategy, Nick aims to avoid making Rachel feel uncomfortable or shocked by the revelation of his family's wealth. He recognizes that discussing money and social status can be sensitive topics and wants to maintain a positive and harmonious atmosphere in their conversation. By providing a hint rather than a direct answer, Nick allows Rachel to interpret his response based on her own understanding and perception.

Nick's intention is to protect Rachel's feelings and prevent any potential discomfort or awkwardness that could arise from a direct acknowledgment of his family's wealth. By employing this off-record strategy, he navigates the conversation delicately, subtly conveying information while leaving room for Rachel to react and respond in a manner that aligns with her own comfort level.

The Usage of Politeness Strategies by Characters in "Crazy Rich Asians"

After analyzing the data, the researchers identified four types of politeness strategies used by the characters in the movie "Crazy Rich Asians": on record and off record. The concept of on record encompasses three subcategories, including baldly on record, positive politeness, and negative politeness. Brown and Levinson (1987) initially divided politeness strategies into two groups: off record, where the speaker conveys something implicitly and politely to preserve the hearer's face, and on record, where the speaker communicates directly without concern for the hearer's face.

In the context of the movie, characters from the wealthy and privileged Young family interact with Rachel Chu, who comes from a more modest background. These interactions are influenced by deep-seated social norms, where the higher-status characters may feel less obligated to be polite or considerate of the face needs of those from lower social strata. This likely contributes to the prevalence of the on-record baldly politeness strategy, especially in scenes depicting discrimination and social inequality, where characters may speak boldly and disregard potential face threats due to their background or social status.

The on-record baldly politeness strategy may be more prevalent in the movie to highlight the conflicts and tensions arising from cultural clashes and societal norms. The straightforward communication style employed by certain characters emphasizes the social barriers and cultural differences present in the story, leading to moments of misunderstanding, offense, and discomfort (Armenta & Hunt, 2009). This predominant use of the on-record baldly politeness strategy reflects the complex dynamics of social hierarchy, discrimination, and power struggles that drive the interactions between the characters. It serves to underscore the central themes of the movie and adds depth to the portrayal of social interactions in a diverse and stratified society.

Based on this research, the theory proposed by Brown and Levinson in 1987 remains applicable to the movie "Crazy Rich Asians," which explores themes of discrimination and social imbalance. Brown and Levinson's theory categorizes politeness strategies into four types: on record, positive politeness, negative politeness, and off record. Interestingly, this movie aligns with the categories identified in their theory, further validating its relevance. Unlike previous studies that focused on politeness strategies in talk shows and classrooms, this research examines the context of a movie and its portrayal of social imbalance, directly related to the politeness theory presented by Brown and Levinson.

While earlier studies mostly highlighted the prevalence of positive politeness, this research uncovers that the characters in the movie predominantly employ the "baldly on record" strategy. This observation can be attributed to the movie's central theme of social imbalance and discrimination, which leads the characters to adopt more direct and assertive communication strategies. By exploring the politeness strategies used by the characters in the movie "Crazy Rich Asians," this research provides valuable insights into the dynamics of communication within the context of social inequality and power struggles. It highlights how

individuals navigate interactions in such settings and emphasizes the importance of understanding politeness in diverse contexts and its role in shaping communication patterns amidst complex social dynamics.

CONCLUSION

In conclusion, the analysis of the movie "Crazy Rich Asians" using Brown and Levinson's politeness theory reveals that the characters predominantly employ the bold on-record strategy. This is particularly evident in interactions between the wealthy characters and those from lower social classes, where the wealthy individuals often speak rudely and disrespectfully, disregarding the feelings and social status of the others. As a result, the movie portrays instances of face-threatening acts directed towards the hearers, with Rachel, the main character, experiencing discomfort and discrimination. Notably, Nick's family exhibits a condescending attitude towards Rachel due to her middle-class background, displaying a lack of consideration for her feelings and attempting to undermine her status, thus highlighting the social imbalance and discrimination within the storyline.

However, it is important to acknowledge the limitations of this research. Firstly, the data source is restricted to a single movie, which may result in less diversity in the findings and analysis. To enhance future studies, researchers could include data from Hollywood movies exploring themes of ethnic diversity, providing a more extensive and varied dataset. Additionally, this research solely relies on the politeness theory without incorporating other relevant theories, limiting the comprehensive analysis. Future researchers interested in similar topics could benefit from integrating the theory of impoliteness, especially given the prevalence of discrimination and social imbalance in the movie's story. Moreover, a cross-cultural pragmatic approach could offer greater relevance compared to a conventional pragmatic approach. Incorporating cross-cultural perspectives would allow researchers to better understand how politeness is influenced by cultural factors and its impact on intercultural interactions. To enrich the findings further, conducting comparative and contrastive studies involving movies of a similar genre from different countries, such as Indonesian movies, would provide deeper insights into intercultural politeness and strengthen the position of politeness studies in the field of linguistics.

In summary, this research provides valuable insights into the politeness strategies employed by characters in the movie "Crazy Rich Asians" and emphasizes the importance of further exploration to comprehend communication dynamics within the context of discrimination and social inequality in diverse societies. By addressing the limitations and expanding the research scope, future studies can contribute to a more comprehensive understanding of politeness in various cultural settings, fostering more inclusive and respectful communication practices.

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