

*N. Romanchenko, PhD (Philology), Senior Lecturer (NAU, Ukraine)
I. Burlakova, Doctor of Sciences (Philology), Professor (NAU, Ukraine)*

Peculiarities of the professional communication in bilingual aviation space

The article is focused on the peculiarities of the professional communication in the aviation space. The main attention is paid to the number of issues and characteristics of communication in the bilingual aviation space.

In conditions of modern globalization with the complication of the structure of the aircraft technology we can see the actual role of man in extraordinary situations. It leads to increasing the range of subjective factors, among which the psychological and linguistic components become urgent. The main attention is focused on the correct communication between the members of the flight crew within the company. Especially essential is the process of interaction of the crew in the extraordinary situations, which includes the internal motivation and personal attitude to the situation of each member of the professional team, the ability to listen and agree with the other opinion, ability to overcome conflict situations and clearly follow the instructions, the ability to accept criticism in achieving a common goal, ability to work in a team and develop team thinking.

According to Golikov, there is a tendency towards the intellectualization of the professional activity, which includes the number of the management objects increasing as well as importance of organization and planning of activities, while management functions become the sphere of decision-making [2]. Therefore the idea of an analysis of subject-object relations is actualized, which become the main one at the certain stage of the development of technology for large-scale objects [3].

So that one of the important factors of the successful work of aviation crew is adjusted professional communication. The airspace professional team communication is characterized by a pronounced international component, where is considered a number of issues, among which: *bilingual environment, intercultural characteristics, mental characteristics, speed of perception and reaction to the messages, traits of behavior in emergency situations*. The article deals with the characteristics of communications in the bilingual aviation space. Analysis of this issue could prevent the problematic situations or, at least, indicate the causes of their occurrence and ways to improve the interaction between members of the professional team.

In order to outline the peculiarities of professional communication it is necessary to define the concept of the *communication* itself. It is obvious that communication is associated and determined in the context of different sciences in different ways. Therefore, in modern science there is no single definition of this notion. Regarding this V. Kashkin observes that the definition of this term is almost as many as the authors who were studying it [4; c.15]. In Professor G. Pocheptsov opinion the term *communication* should mean the processes of

recording the verbal sphere into the nonverbal and the nonverbal into the verbal one [7; c.15]. The researcher considers communication as the intensification of existing communicative intentions and their transition to a more technological form, which means the achieving of the predicted result unlike random process. From the point of view of semiotics, the leading researcher in this field R. Jakobson defined communication as a process of communication between people through the sign systems (signals) [8; c.199]. Y. Lotman, an outstanding cultural scientist, considered communication as a translation from the language of my "I" into the language of your "you". According to the definition of the scientist, the main focus is on the one who transmits information: the translation of information requires certain skills, including the perfect knowledge of the "speech" of the recipient and the practical ability to translate the text from the language of his own "I" into the language of your "you" [5]. Doctor of the Philological Sciences F. Batsevich understands *communication* as "the semantic and ideological aspect of the social interaction; exchange of information in the various communication processes" [1; c.33].

Given the rather wide range of definitions of the communication concept, we can agree that professional communication is the exchange of information in various communication processes. Thus it is necessary to determine the features of communication in the aviation field. In the general context of human and air space interaction it is possible to distinguish both verbal and nonverbal situations of communication, which can equally affect the quality of the work of the aviation system. The form of objectification of this phenomenon is a communicative process. The participants of it are communicants who enter into a verbal contact in order to achieve communicative goals. It is advisable to outline the certain communication situations which arise during the operation of the flight crew. In the context of our analysis we propose to distinguish one of the communicative situations such as "*pilot-dispatcher*". it should be noted that each fragment of the communicative process is realized at the specific time in the certain place according to the rules of the communicative code of the certain linguistic culture, which entails a number of factors that may cause communication errors and misunderstandings.

In the first communicative situation "*pilot-dispatcher*" the message plays an important role that always redirects to the certain addressee. In this case, the success of communication depends on several components: the level of language resources like grammar, lexicon, phonology, which characterized by the realities of professional activity; response to messages from the addressee (feedback); communication channel; interpretation of the organized set of meanings by the addressee; evaluation of the message using filters (cultural, language, psychological). Thus it is worth to consider what factors might be an obstacle or some complications of this communicative situation. First of all, the bilingual space that can be complicated by intercultural communication should be analyzed. The effectiveness of communication depends on the ability of each participant to really understand each other in this process. As it has proved the common language does not indicate a common idea of the participants about the subject of conversation, so that misunderstanding even occurs with the native

speakers. The concept of "the correlation between language and thinking" which was developed by Potebnya gives an explanation of this kind of difficulties that arise in the process of communication. According to the scientist, the act of speech only stimulates the listener's mental activity, which is more or less similar to the activity of the speaker and the speaker's thoughts are not transmitted to the listener; the presentation of the listener is never identical with the speaker's representations. Each understanding at one time is misunderstanding and all agreement is disagreement [6]. Based on the very interpretation of the concept of the relation between language and thinking it is obvious that in the process of communication a priori there may exist certain difficulties of misunderstanding. The factors that may threaten to succeed communication in the "pilot-dispatcher" situation in bilingual space can be the following: language barrier, mental characteristics, cultural characteristics, reaction to events, reaction to messages, behavior in emergency situations, etc.

Next it should be discussed the ways to improve communication and ways to prevent misunderstandings in professional communication between the pilot and the dispatcher. In this case it is important the availability of the strong professional terminology knowledge, understanding and sufficient awareness of the participants in the communicative situation. Moreover it is necessary to follow the clear instructions and use of special professional phrases and collocations that provide exhaustive information as well as unambiguous interpretation and perception of messages, specificity of the tasks, complete description of the situation. It is proved that the clarity of speech and the clarity of its perception are influenced by technical characteristics of the channel of transmission (the degree of protection against the noise, the line of speech frequency, the peculiarities of the articulation) and a number of other factors. These factors include the degree of ignorance and expectation of the message, the content of the statements, the structure and location in the space of the source of the message, the duration of the messages and the pauses.

Conclusions

The main features of the professional communication of aviation space are the special conditions of the bilingual environment, cultural and mental characteristics, awareness and possession of professional terminology, psychological and physical characteristics of the participants in the communicative situations. The ways of optimization and improvement of the professional communication are the following: professional instructions, strict observance of the rules in professional communication of, professional knowledge of terminology.

References

1. Бацевич Ф.С. Основи комунікативної лінгвістики: підручник/ Ф.С. Бацевич. – 2-ге вид., доп. – К.: ВЦ «Академія», 2009. – 376 с. 18.
2. Голиков Ю. Л. Теория и методы анализа проблемностей в сложной операторской деятельности / Ю. Л. Голиков, А. Н. Костин //

- Проблемность в профессиональной деятельности: теория и методы психологического анализа. – М. : Изд-во ИП РАН, 1999. – С. 6 – 79.
3. Голиков Ю. Я. Изменение требований к проектированию техники в процессе ее усложнения / Ю. Я. Голиков // Проблемы фундаментальной и прикладной психологии профессиональной деятельности / под ред. В.А. Бодрова, А.Л.Журавлева. – М. : Ин-т психологии РАН, 2008. – С. 246 – 264.
 4. Кашкин В.Б. Введение в теорию коммуникации [учебн. пособие] / В.Б. Кашкин. – Воронеж: Изд-во ВГТУ, 2000. – 175 с.
 5. Лотман Ю.М. Внутри мыслящих миров. Человек – текст – семиосфера – история [Электронный ресурс] / Ю.М. Лотман – М., 1996. – 464 с. – Режим доступа:http://www-philology.univer.kharkov.ua/katedras/prof_sites/kazakova/leccion_5.pdf.
 6. Потебня О.О. Эстетика і поетика слова / О.О. Потебня. – К.: Мистецтво, 1985. – 302 с.
 7. Почепцов Г.Г. Теория коммуникации. / Г.Г. Почепцов. – М.: Реал-бук, К.: Ваклер, 2001. – 656 с.
 8. Якобсон Р. Лингвистика и поэтика // Структурализм: «за» и «против». – М., 1975. – С.19 – 230.
 9. Ungerer F., Schmid H. – J. An introduction to cognitive linguistics. – Edinburg Gate, Harlow. – 1996. – 293 p.