

## Lesson 12: Refusals 断り - 1

- ▶ Refusals (saying 'no') 断り・拒否
- ▶ A face-threatening act, dispreferred response 相手のメンツに脅威をもたらす、好ましくない言語行動
  - ◆ Possibly hurting other's feelings 相手の心証を害する可能性あり
  - ◆ Refusing requests, invitations, suggestions, or offers 依頼・招待・提案・申し出などを断る行為
- ▶ Intercultural understanding through acts of refusing 断りという言語行動からみる多文化理解

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## Case Study - 1

Observing the language of refusal 断りのことばを分析してみよう

### Expressions

- ▶ client (n.) business partner 顧客・依頼人
- ▶ propose (v.) - proposal (n.) to suggest 提案する
- ▶ drinking place bar, pub 居酒屋、飲み屋
- ▶ fun (n.) delight, pleasure 楽しみ、楽しいこと、喜び
- ▶ lose track of time lose the sense of the passing of time 時間の感覚を失う
- ▶ appreciate (v.) to thank 感謝する

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Scenario: You are about to finish dinner with your client at a restaurant. Your client proposes that you go to another drinking place together after the dinner, but you will have to get up early tomorrow morning. So, you refuse his proposal. You say:

(adapted from Shimizu 2016: 145-150)

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### Filling in the blanks 穴埋めをしてみよう



1. That sounds like so much fun! But I have to get up early tomorrow and if I go, I know I'll lose track of time.
2. I appreciate your offer, but I have to work early tomorrow. I'll be up for it next time for sure. I'm sorry.
3. I'd like to, however, I have an early start tomorrow. Maybe some other time?
4. I'm really sorry, but I have a very early start tomorrow morning. So I think it'd be best for me to go home soon. I hope you have enjoyed the evening.

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## Case Study - 2

### Observing refusals and refusal strategies 断りのことばとストラテジーを観察してみよう

(adapted from Beebe, Takahashi, & Uliss-Weltz 1990: 72-73)

#### Direct refusals 直接的な断り表現

1. Using performative verbs 遂行動詞を用いる表現

- a. *I refuse.* 拒否します。
- b. *I must turn it down.* お断りしなければなりません。

2. Non-performative statement 遂行動詞を用いない表現

- a. *No.* だめ。
- b. *I can't.* (negative willingness/ability) できません・無理だよ。



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#### Indirect refusals 間接的な断り表現

1. Statement of regret 残念な気持ちの表明

- a. *I'm sorry.* 申し訳ありません・ごめん。

2. Wish 願い・希望的観測

- a. *I wish I could help you.* お力になれば良かったのですが。

3. A reason, an explanation, or an excuse 理由・説明・言い訳

- a. *I have a headache.* 頭痛があるので。
- b. *I have plans that weekend.* その週末は予定がありますので。

4. Statement of alternative 代替案の表明

- a. *I can't do lunch but maybe we can go for coffee.* ランチは無理だけど多分コーヒーなら行けるかな。
- b. *How about next Friday?* 来週の金曜日はどうでしょう？



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5. Promise of future acceptance 将来的には受け入れるとの約束

- a. *I'll do it next time.* 次回はやります。
- b. *Definitely next time.* 次は絶対！

6. Statement of principle 個人的信条の表明

- a. *I never do business with friends.* 友達とは仕事をしないんだ。
- b. *I make it a rule not to loan money to friends.* 友達にお金は貸さないようにしてるの。

7. Acceptance that functions as a refusal 断りとして機能する  
が表面上は受け入れるような表現

- a. *Ok, let's do that soon.* いいよ、じゃあそのうち やろう。
- b. *This weekend? All right.* 今週末？わかった。

8. Avoidance 断りの回避

- a. *Gee, I don't know.* うーん、わからないな。
- b. *I'll think about it.* 考えておきます。
- c. *Monday?* 月曜日？



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Refusal strategies 断りのストラテジー

1. Statement of positive opinion, feeling, or agreement 肯定的な意見・感情・合意の表明

- a. *I'd love to come.* ぜひ行きたいです。
- b. *That sounds like a lot of fun!* それはとっても楽しそうですね！

2. Statement of empathy 共感の表明

- a. *I realize you are in a difficult situation.* 難しい状況ですね。

3. Pause fillers 間をもたせる表現（ためらい表現）

- a. *um* あの・ええと
- b. *well* いやー

4. Thanks 感謝

- a. *Thanks so much for the invite.* お誘いを大変ありがとうございます。
- b. *I really appreciate your offer.* お申し出、誠に感謝いたします。



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## Case Study - 3

Observing similarities & differences in refusals  
断りにおける類似点・相違点を観察してみよう

- ▶ A Japanese-English bilingual speaker Ellie's responses in Japanese and English バイリンガルのエリーの断り
- ▶ Scenario: You're invited to join a holiday (family) dinner at a good friend's house but you are unable to make it. 仲の良い友人宅で家族とお祝いの食事に誘われたが、参加できない。
  - ◆ New Year in Japan 日本ではお正月
  - ◆ Thanksgiving in the U.S. 米国では感謝祭

(Ishihara & Tarone 2009)

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## Ellie's refusals in Japanese/English

Japanese: ああ、ほんとに行きたい！でもね、お正月もう予定が入ったから行けないと思う。ごめんね。

English: Thanks, it does sound like a lot of fun. Um, unfortunately, Alice's family invited me over a while ago, and I've already said yes to that, so ...

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## Refusals in American English & Japanese アメリカ英語と日本語における断り

- ▶ Both (American) English and Japanese speakers preferred **indirect refusals** over direct ones.
- ▶ **Japanese as a status-conscious language**
  - ◆ ENG speakers: positive opinion + regret
  - ◆ JPN speakers: regret/apology + reasons OR reasons only
- ▶ English often required **more specific, concrete reasons** than Japanese, which frequently used **more general reasons**.

(Beebe et al. 1990)

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## Socially-acceptable excuses in Japanese 日本語で社会的に受け入れられている断りの理由

- ▶ その日はちょっと... *That day is a little ...*
- ▶ その日は都合が... *That day is inconvenient...*
- ▶ 家庭の事情で... *I have something to take care of at home.*
- ▶ 所用がありまして・所用で... *I have things...*
- ▶ その日は予定が... *I have some plans...*

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## Potential misunderstandings? 誤解を生む可能性がある表現

- a. That day is a little inconvenient for me.
- b. Professor Cheng, that day I have two presentations scheduled already, one for my cultural history course where I need to speak about ...(continues for 2 minutes)
- c. I'll be there, if I can.
- d. Great, I'll be there for sure!

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## Case Study - 4

### Practicing and observing the language of refusal 断りのことばを練習・観察してみよう

Remember:

#### Negative politeness strategies

敬意を表し相手の自主独立を尊重するネガティブ・ポライトネス

#### Positive politeness strategies

親しみを表現し、連帯感を強調するポジティブ・ポライトネス

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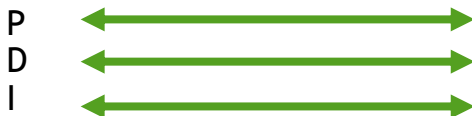
### Listening to a naturalistic dialogue 自然に近い会話例を聞いてみよう

(Bates n.d.)

#### Characters/context 登場人物・コンテキスト

- ▶ Mansoureh (woman)
- ▶ Manuel (man)
- ▶ Location: on a tennis court

#### PDI



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Mansoureh: Well, are you feeling well enough to play another game of tennis? **それで、もう1試合テニスができるくらいの体調なの？**

Manuel: I am, but **体は大丈夫、でも** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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### Filling in the blanks 穴埋めをしてみよう



play another game of tennis?

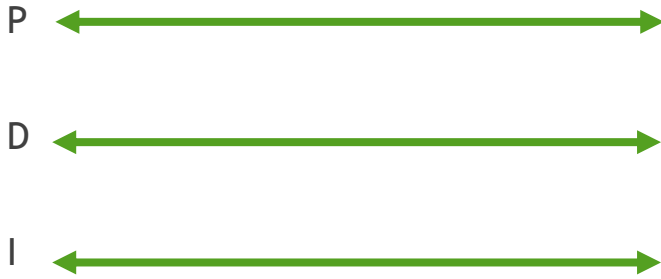
Manuel: I am but I can't right now. I have to  
go to work at 3 o'clock.

Mansoureh: Maybe some other time.

Manuel: Yeah, sure, I'd like that.

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## Revisiting PDI



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## Your Reflection 振り返り・考察

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