

Interactional Styles Used by Joy Mangano in 2015 *Joy* Movie

Jason Louis Susanto¹, Samuel Gunawan²

English Department, Faculty of Humanities and Creative Industries, Petra Christian University,
Siwalankerto 121 - 131, Surabaya, 60236, INDONESIA
Email: a11190022@john.petra.ac.id¹, samgun@petra.ac.id²

ABSTRACT

This study was conducted to find out the interactional styles used in Joy Mangano's utterances from the 2015 *Joy* movie, specifically when she was in negotiation scenes. This study used the theory of interactional styles by Holmes (2006) and supporting theory of negotiation by Lewicki et al. (2003). This study used a qualitative approach to analyze the data. The findings found that Joy Mangano was dominant to use more masculine interactional styles in the outcome of successful and unsuccessful negotiation scenes. This can happen because of specific reasons as mentioned in the findings and discussions of this study. The study expected more worthwhile and insightful research to find out whether particular configurations of either feminine or masculine interactional styles may definitely have something to contribute to the negotiation outcome.

Keywords: interactional styles, negotiation, utterances

INTRODUCTION

Language is essential in relationships across any society regardless of place and time. Language and social interaction have a mutual connection: language influences social interactions and social interactions shape language (Crossman, 2019). Language is an essential element in communicating thoughts with others (Crossman, 2019). Language is generally utilized in communicating between parties in everyday life. Language can serve as a key to achievement for people who utilize it properly (Crossman, 2019).

The methods of communication are related with various roles, activities, attitudes, or postures, and gender manner of speaking (Holmes, 2006). Interactional styles does not reflect the sex of the users, but shows the dominant attitudes displayed in the interaction (Holmes, 2006). Any gender can utilize feminine and masculine interactional styles while interacting or communicating, depending on certain situations (Holmes, 2006). Interactional styles are divided into two categories, which are feminine and masculine interactional styles (Holmes, 2006). The interactional styles will be analyzed based on seven feminine and seven masculine interactional styles. The feminine interactional styles consisted of affectively oriented, conciliatory, indirect, person/process-oriented, collaborative, facilitative, and supportive feedback (Holmes, 2006). While the masculine interactional styles consisted of referentially oriented, confrontational, direct, task/outcome-oriented, competitive, and aggressive interruptions (Holmes, 2006). Interactional style may also be found in business talks that display power, politeness, cooperation, enthusiasm, and others. Women tend to use feminine interactional styles, emphasizing the user's relationships and connections that display passion, cooperation, modesty, and other orientations (Holmes, 2006). Furthermore, the masculine interaction style which males tend to use, points out on the user and the separation that shows the power and self-orientation of the user (Holmes, 2006). It can be concluded that every gender can employ two interactional styles based on their specific attempts (Holmes, 2006).

The writer in this study chose to analyze the interactional styles in a biography movie. According to Kendall (2023), biography itself is one of the oldest forms of literary expression which seeks to re-create in words the life of humans by drawing upon all available evidence, including that retained in memory as well as written, oral, and pictorial material. Furthermore, movies have an obvious connection to reality owing to many aspects of its audiovisual delivery of ideas which the other forms of art cannot achieve (Fiorelli, 2016). Therefore, the writer believes that the biography movie would be appropriate for the research since it relates to and reflects an actual situation in everyday life.

In this study, the writer chose to analyze the negotiation scenes from the 2015 Joy movie. Negotiation is a process to find the best outcomes between parties that can happen in almost everyday conversation with people, in various contexts or situations. The theory of negotiation is used to filter whether a scene is categorized as a negotiation scene or not and to define whether the negotiation result is successful or unsuccessful. There are seven successful and five unsuccessful negotiation scenes in the movie. The negotiation scenes are divided into successful and unsuccessful negotiation scenes, because the writer wants to find the interactional styles used in both situations. Therefore, this study focused on negotiation scenes to show people about variative interactional styles used in successful and unsuccessful negotiations.

In this study, the writer analyzed the Joy movie that was released in 2015. The movie is a biography about a successful American entrepreneur named Joy Mangano (Winfrey, n.d.). The story tells about her twists and turns of life by negotiating with many people, including investors, to sell her innovative products. Joy Mangano, a woman living in New York, struggles with her complicated family life (Ningsih & Cyntara, 2020). One day, a friend of hers, encourages her to create an innovative mop with a practical automatic wringer (Ningsih & Cyntara, 2020). Until one day, Trudy, a wealthy Italian widow, invests in Joy's products, and they contact a California company to produce low-priced mops (Ningsih & Cyntara, 2020). Long story short, Joy meets Quality Value Convenience (QVC) executive Neil Walker, who agrees to sell her mops on television, but the first promotional effort fails and brings her into more struggles to finally become a millionaire (Ningsih & Cyntara, 2020).

There are two reasons why the writer chose the 2015 Joy movie. First, the movie is based on a real-life situation or life experience. Second, the main character of the movie is a woman who struggles in pursuing her career. Women commonly have a tendency to choose paid jobs rather than building a career (International Labour Organization, n.d.). However, in this film Joy Mangano is forced by the circumstances to have a substantial income and begin her career by inventing new innovations and negotiating with people in the business world. Therefore, the writer is interested in choosing the 2015 Joy movie in this study.

The writer analyzed Joy Mangano's interactional styles from her utterances in the negotiation scenes for this study. There was a reason why the writer chose to solely focus on Joy Mangano's utterances. The writer focused only on Joy Mangano because she is considered as a good negotiator in various contexts. Furthermore, she also proved her ability in negotiation by becoming a successful business woman as the owner and CEO of a big company.

Interactional styles can allow the speaker to convey certain behaviors that can be noticed by speakers in verbal interactions. The negotiation scenes in this movie are also relevant for interactional styles analysis because there are different negotiation scenes with different interlocutors, which made Joy Mangano utilize different interactional styles in various situations. Therefore, the writer strives to learn from the interactional styles employed in various negotiations through Joy Mangano's utterances in successful and unsuccessful negotiation scenes.

METHODS

The writer used a qualitative approach to analyze the study. The source of data was the 2015 *Joy* movie, which was taken from Disney Plus. The data that were analyzed was Joy Mangano's utterances when having a conversation with the interlocutors. The data were limited only to Joy Mangano's utterances in negotiation scenes. The writer did several processes of data collection. Firstly, the writer watched the entire 2015 *Joy* movie. Secondly, the writer found the transcript in a website named Scripts (Joy, n.d.) as mentioned in the list of references. Thirdly, the writer re-checked the transcript with the movie to make sure that the script was correct and matched the movie. Fourth, the writer picked out the transcript of several scenes related to negotiation. In order to define a scene categorized as a negotiation scene, the writer analyzed the data based on the theory of negotiation by Lewicki et al. (2003). Sixth, the writer only selected Joy Mangano's utterances in negotiation scenes. Lastly, in order to interpret or recover the situational context of Joy Mangano's utterances, the writer included some supporting utterances or visual expression into the analysis table. The collected utterances were separated into several parts based on different aspects. Firstly, the data were categorized in successful negotiation scenes separated from the data in unsuccessful negotiation scenes. The writer used the theory of negotiation by Lewicki et al. (2003) in order to categorize whether a negotiation is successful or unsuccessful. Secondly, Joy Mangano's utterances in negotiation scenes were set out in a chronological order using a three-digit numbering system into the analysis tables. The first digit is to define the successful or unsuccessful negotiation scene. The second digit is to define the scene in chronological order. The last digit is to define Joy Mangano's utterance in chronological order. As example, data number 1.2.3. (1) refers to the successful negotiation scene, (2) refers to the second successful negotiation scene, (3) refers to Joy Mangano's third utterance in the mentioned scene.

FINDING AND DISCUSSION

In this chapter, the writers discuss the findings and analysis of the data by analyzing the interactional styles used by Joy Mangano in successful and unsuccessful negotiation scenes from the 2015 *Joy* movie. Furthermore, this chapter is divided into four parts to answer the research questions of this study. First and second part discusses the feminine and masculine interactional styles used by Joy Mangano in successful negotiation. Third and fourth part discusses the feminine and masculine interactional styles used by Joy Mangano in unsuccessful negotiation scenes.

4.1. Feminine Interactional Styles Used by Joy Mangano in Successful Negotiation

The following section deals with the findings and discussion to answer the first research question i.e., the feminine interactional styles used by Joy Mangano in successful negotiation scenes. Firstly, Joy Mangano only used two feminine interactional styles (see 4.1.1. and 4.1.2). Secondly, Joy Mangano did not use the other five feminine interactional styles. The reason for the successful negotiation scenes may be attributable to the use of softened statements to avoid conflict and the attitude to prioritize interpersonal connection with other people in every successful negotiation scene.

4.1.1. Conciliatory

Conciliatory interactional styles are usually employed by women to soften a statement in order to avoid conflict or disagreement (Holmes, 2006).

Following the principle above, in the successful negotiation scenes Joy Mangano utilized conciliatory interactional styles several times as presented below:

- 1.4.4. Joy : *Oh! Sorry.*
 Arnold : That's my shoe...
 1.4.5. Joy : ***Oh my goodness, I'm so sorry sir, do you mind...***

In example 1.4.5 Joy Mangano softened a statement to avoid conflict by apologizing and offering help to one of the colleagues of her manager after she spilled some water on his shoes. As the utterance is identified as an effort to avoid conflict; therefore, the utterance is identified as conciliatory interactional styles.

4.1.2. Person or process oriented

Person or process oriented interactional styles accelerates interpersonal connections while unnoticeably supporting objective accomplishment (Holmes, 2006).

Following the principle above, in the successful negotiation scenes, Joy Mangano utilized person or process oriented interactional styles several times as presented below:

- 1.1.1. Joy : (entering her mother's bedroom) *Mother, again?* (brows furrowed)
 1.1.2. Joy : *Just sit right there.*
 1.1.3. Joy : ***Are you comfortable?***
 1.1.4. Joy : *How many times do I have to tell you not to clean the brushes out in the sink!* (Checking the plumbing)

In example 1.1.3 Joy Mangano showed her attention to her mother's condition although her mother made a problem by asking about her mother's condition. Furthermore, she asked about her mother's condition while also trying to fix the problem. As the utterance is identified as an effort to accelerate the interpersonal connection while supporting the objectives; therefore, the utterance is identified as person- or process-oriented interactional styles.

4.2. Masculine Interactional Styles Used by Joy Mangano in Successful Negotiation

The following section deals with the findings and discussion to answer the second research question i.e., the masculine interactional styles used by Joy Mangano in successful negotiation scenes. In the successful negotiation scenes, Joy Mangano used all masculine interactional styles out of seven masculine interactional styles (see 4.2.1., 4.2.2., 4.2.3., 4.2.4., 4.2.5., 4.2.6., and 4.2.7). The reason for the successful negotiation scenes may be attributable to her power to control the interlocutor, power to control the situation, and experiences in each of the successful negotiation scenes.

4.2.1. Competitive

Competitive interactional styles usage is shown by establishing strong identity by using face-threatening action such as insulting others, abusing profanity, and negative comments in reacting to others (Holmes, 2006).

Following the principle above, in the successful negotiation scenes, Joy Mangano utilized competitive interactional styles several times as presented below:

- 1.6.3. Joy : *Any hikes, ESPECIALLY the ones he's asking for, mean that I will*

lose so much money that I will be in even MORE debt than I was before.

- Peggy : You're gonna make it back.
 1.6.4. Joy : *I'm gonna make it back? How?*
 1.6.5. Joy : *Do you have any idea how much your idea will cost?*
 1.6.6. Joy : *How or where you'll sell it?*
 1.6.7. Joy : *If you could even manufacture it, after it's taken everything we've got to sell this one product, that now, thanks to you, that is going to cost more money?*
 1.6.8. Joy : ***Listen to me. (Death stares)***
 1.6.9. Joy : *Never... speak... on my behalf... about my business... again.*

In example 1.6.8 Joy Mangano showed a face threatening action when warning Peggy to not interfere with her business by giving death stares because Joy appeared to be mad at what Peggy did to interfere with her business. As the utterance is identified as a face threatening action; therefore, the utterance is identified as competitive interactional styles.

4.2.2. Aggressive interruption

Aggressive interruption interactional styles commonly used by males are based on masculine ethos, contentive, and the usage of challenging interaction (Holmes, 2006).

Following the principle above, in the successful negotiation scenes Joy Mangano utilized aggressive interruption interactional styles several times as presented below:

- 1.1.4. Joy : *How many times do I have to tell you not to clean the brushes out in the sink! (Checking the plumbing)*
 Joy's mother : *Danica thinks it's unladylike to toss things in the toilet and I happen to agree.*
 1.1.5. Joy : ***Yeah? Well, better you have Danica do your plumbing then, Huh?***

In example 1.6.8 Joy Mangano argued with her mother's idea and interrupted her mother after her mother tried to compare Joy with the actor from the television her mother was watching. As the utterance is identified as challenging interaction; therefore, the utterance is identified as aggressive interruption interactional styles.

4.2.3. Confrontational

Confrontational interactional styles shown by the usage of a direct disagreement on insignificant issues or minor matters related to factual information (Holmes, 2006).

Following the principle above, in the successful negotiation scenes Joy Mangano utilized confrontational interactional styles several times as presented below:

- Manager : *It could have been handled better, I'll let Todd have another shot.*
 1.5.5. Joy : ***I don't want Todd or anyone else to try it, it should be me.***

In the dialogue above, Joy was told by the manager about her product that did not get any sales on the television. In example 1.5.5 Joy Mangano showed a direct disagreement by directly refusing the manager's idea, because Joy thought the failure was not because of her

product but the actor is the one who did not understand about her product. As the utterance is identified as a direct disagreement; therefore, the utterance is identified as confrontational interactional styles.

4.2.4. Direct

Direct interactional styles can be identified when it comes to the delivery of instructions, and people will say what they need to say directly to the subject at hand without taking into account the feelings of the people they are addressing with statements or commands (Holmes, 2006).

Following the principle above, in the successful negotiation scenes, Joy Mangano utilized direct interactional styles several times, as presented below:

- 1.1.1. Joy : (entering her mother's bedroom) *Mother, again?* (brows furrowed)
- 1.1.2. Joy : ***Just sit right there.***
- 1.1.3. Joy : *Are you comfortable?*
- 1.1.4. Joy : *How many times do I have to tell you not to clean the brushes out in the sink!* (Checking the plumbing)

In example 1.1.2 Joy Mangano told her mother to stay on her seat directly after she found some water leaking out of the floor because of some broken plumbing. Then Joy tried to check the plumbing by opening the wood plank and told her mother to stay back, showing that Joy will handle the situation. As the utterance is identified as direct command; therefore, the utterance is identified as direct interactional styles.

4.2.5. Autonomous

Autonomous interactional style is the standard of behavior in society which is dominated by masculine interactional styles that are stated as a way of showing power (Holmes, 2006).

Following the principle above, in the successful negotiation scenes, Joy Mangano utilized autonomous interactional style several times as presented below:

- 1.2.1. Joy : *Rudy, you need to move out, too.*
- 1.2.2. Joy : ***And another thing, Rudy, tomorrow I would like to have a meeting with you and Trudy at your office to discuss her investing in manufacturing my new idea.***

In example 1.2.2 Joy Mangano showed a powerful message by giving instruction to Rudy (her father) to bridge her with Trudy (her father's new girlfriend). Joy has the right to have power in the house, because since her parents divorced, Joy pays the house mortgage and feeds the family all alone. As the utterance is identified as a powerful message; therefore, the utterance is identified as autonomous interactional styles.

4.2.6. Task or outcome oriented

The task or outcome oriented interactional styles shown by actions that involve taking over and seizing control, making explicit declarations, having leadership by a single person, and making decisions in a hierarchical manner such as the managers (Holmes, 2006).

Following the principle above, in the successful negotiation scenes, Joy Mangano utilized task or outcome oriented interactional styles several times as presented below:

- Joy's mother : Danica thinks it's unladylike to toss things in the toilet and I happen to agree.
- 1.1.5. Joy : *Yeah? Well, better you have Danica do your plumbing then, huh?*
- 1.1.6. Joy : ***Oh, God, if this problem gets any worse, we're gonna have to move you into a different room.***

In example 1.1.6 Joy Mangano showed that she had the rights to manage the house and at the same time made her mother to follow her command hierarchically. Joy warned her mother if she kept making the plumbing clogged, her mother would have to move into a different room. As the utterance is identified as an effort to deliver a message hierarchically; therefore, the utterance is identified as task or outcome oriented interactional styles.

4.2.7. Referentially oriented

Referentially oriented interactional styles shown when people recount a story of achievement and the strategies employed to conquer existing challenges in order to achieve it (Holmes, 2006).

Following the principle above, in the successful negotiation scenes Joy Mangano utilized referentially oriented interactional styles several times as presented below:

- Manager : Do you know what Q-V-C stands for, Joy?
- 1.4.11. Joy : *No, I don't.*
- 1.4.12. Joy : ***I don't know anything about charts, or... business, frankly, but I do clean my own home, and I made this mop, because it is better than anything else out there.***

In example 1.4.12 Joy Mangano used recounting of achievement to show that she has years of experience being a mother and housewife that cleans up the house. She explained that the manager might not know her product is a dream for many other housewives because the manager is a man who rarely or never touches household cleaning products. As the utterance is identified as an effort to recount a story of achievement; therefore, the utterance is identified as referentially oriented interactional styles.

4.3. Feminine Interactional Styles Used by Joy Mangano in Unsuccessful Negotiation

The following section deals with the findings and discussion to answer the third research question i.e., to find out what are the feminine interactional styles used by Joy Mangano in unsuccessful negotiation scenes. Firstly, Joy Mangano only used two feminine interactional styles such as indirect and collaborative interactional styles (see 4.3.1. And 4.3.2). Secondly, Joy Mangano did not use the other five feminine interactional styles. The reason for the unsuccessful negotiation scenes probably because of her transparency feelings and being indirect in stating her idea.

4.3.1. Indirect

Indirect interactional styles shown by the usage of interrogative forms to soften and attenuate an instruction (Holmes, 2006).

Following the principle above, in the unsuccessful negotiation scenes Joy Mangano utilized indirect interactional styles once as presented below:

- 2.1.1. Joy : ***The way I look at it, is that this is an opportunity for you to invest in a new business, that'll mean more money for you.***

In example 2.1.1 instead of directly saying that the investor can earn more money, Joy Mangano indirectly stated it is an opportunity to invest in a new business. As the utterance is identified as an indirect statement; therefore, the utterance is identified as indirect interactional styles.

4.3.2. Collaborative

Collaborative interactional styles shown in many forms such as transparency feeling and work-life in a more democratic and nonhierarchical framework (Holmes, 2006).

Following the principle above, in the unsuccessful negotiation scenes, Joy Mangano utilized collaborative interactional styles several times as presented below:

2.1.5. Joy : *I don't even know what to call it... the cup, which is connected to the mop head.*

In example 2.1.5 Joy Mangano showed transparent feelings when she got confused about her own product. The negotiation scenes happen when Joy was negotiating with the investor and since Joy showed her feelings of confusion, the investor doubted Joy's capability. As the utterance is identified as an effort to show transparent feelings; therefore, the utterance is identified as collaborative interactional styles.

4.4. Masculine Interactional Styles Used by Joy Mangano in Unsuccessful Negotiation

The following section deals with the findings and discussion to answer the fourth research question i.e., the masculine interactional styles used by Joy Mangano in unsuccessful negotiation scenes. Firstly, Joy Mangano only used five masculine interactional styles (see 4.4.1., 4.4.2., 4.4.3., 4.4.4., and 4.4.5). Secondly, Joy Mangano did not use two masculine interactional styles. The reason for the unsuccessful negotiation scenes may be attributable to the lack of power and lack of story of achievements or experiences in several unsuccessful negotiation scenes.

4.4.1. Competitive

Competitive interactional styles usage is shown by establishing strong identity by using face-threatening action such as insulting others, abusing profanity, and negative comments in reacting to others (Holmes, 2006).

Following the principle above, in the unsuccessful negotiation scenes Joy Mangano utilized competitive interactional styles several times as presented below:

Gregory : It's very hard for us to lower the costs at this point.
 2.5.6. Joy : *How can that possibly be with the 500,000 we've given you on TOP of the 50,000 of advanced royalties that have gone to... Derek Markham in Dallas.*
 2.5.7. Joy : *And that's not even counting what my sister paid you without my authority, by the way.*
 2.5.8. Joy : *For your overcharges and YOUR mistakes.*

In example 2.5.8 Joy Mangano showed the use of competitive interactional styles by showing face-threatening in the form of blaming the interlocutor with a loud voice. In the mentioned unsuccessful negotiation scene, Joy blamed the interlocutor for their own mistakes. As the utterance is identified as face threatening interaction; therefore, the utterance is identified as competitive interactional styles.

4.4.2. Aggressive interruption

Aggressive interruption interactional styles commonly used by males are based on masculine ethos, contentive, and the usage of challenging interaction (Holmes, 2006).

Following the principle above, in the unsuccessful negotiation scenes, Joy Mangano utilized aggressive interruption interactional styles several times as presented below:

- | | | |
|---------|----------|---|
| | Gerhardt | : You can pay more. |
| 2.5.11. | Joy | : I can't pay more. I won't. |
| | Gregory | : Costs are higher. Wear and tear on the molds, we have to re-make them every other week. |
| 2.5.12. | Joy | : <i>Is that so? Can I see the molds?</i> |

In example 2.5.12 Joy Mangano interrupted the factory owner when she tried to look into the factory directly and check the problematic molds. The utterance was identified as interruption because Joy interrupted the interlocutor and imposed her will to get into the factory which is forbidden by the factory owner. As the utterance is identified as challenging interaction; therefore, the utterance is identified as aggressive interruption interactional styles.

4.4.3. Confrontational

Confrontational interactional styles shown by the usage of a direct disagreement on insignificant issues or minor matters related to factual information (Holmes, 2006).

Following the principle above, in the unsuccessful negotiation scenes, Joy Mangano utilized confrontational interactional styles several times as presented below:

- | | | |
|--------|---------|---|
| 2.4.1. | Joy | : (phone call) <i>Hello.</i> |
| | Manager | : I'm sorry the product didn't sell. |
| 2.4.2. | Joy | : <i>That man didn't know what he was doing, Neil.</i> |
| | Manager | : Well, it wasn't the man, Joy, it was the product. |
| 2.4.3. | Joy | : <i>I made 50,000 units because you told me to.</i> |
| 2.4.4. | Joy | : <i>I mortgage my house, I'm in 200,000 dollars of debt, more.</i> |
| | Manager | : Well, it's your business, your debt. And we indemnify up to a third, if you read your contract. To be honest, that's even gonna be hard to get. |
| 2.4.5. | Joy | : <i>Neil, you gotta give us another chance.</i> |
| | Manager | : I'm SO sorry, Joy, I just can't bring it to my boss, I can't. |
| 2.4.6. | Joy | : <i>I can't accept your answer.</i> |
| 2.4.7. | Joy | : I can't, and I won't. |

In example 2.4.2 and 2.4.6, Joy Mangano showed a direct disagreement because of the fact that she was faced with the failure of her product which was unable to make any sales on the television. The reason that no single mop was sold in the television was because of the man or actress that could not properly use the product as well as how Joy showed the product to the manager in the previous scene. Joy's interruption towards the manager showed her defense and intended to ask for a second chance. As the utterances are identified as a direct disagreement; therefore, the utterances are identified as confrontational interactional styles.

4.4.4. Direct

Direct interactional styles can be identified when it comes to the delivery of instructions, and people will say what they need to say directly to the subject at hand without

taking into account the feelings of the people they are addressing with statements or commands (Holmes, 2006).

Following the principle above, in the unsuccessful negotiation scenes, Joy Mangano utilized direct interactional styles several times as presented below:

- 2.4.5. Joy : *Neil, you gotta give us another chance.*
 Manager : I'm SO sorry, Joy, I just can't bring it to my boss, I can't.
 2.4.6. Joy : *I can't accept your answer.*
 2.4.7. Joy : ***I can't, and I won't.***

In example 2.4.7, Joy Mangano used a direct statement that shows she will never accept the manager's answer. Therefore, the utterance identified as direct interactional styles. As the utterance is identified as direct statement; therefore, the utterance is identified as direct interactional styles.

4.4.5. Task or outcome oriented

The task or outcome oriented interactional styles shown by actions that involve taking over and seizing control, making explicit declarations, having leadership by a single person, and making decisions in a hierarchical manner such as the managers (Holmes, 2006).

Following the principle above, in the unsuccessful negotiation scenes, Joy Mangano utilized task or outcome oriented interactional styles several times as presented below:

- 2.2.1. Joy : ***Just assemble them and try to sell them.***
 2.2.2. Joy : *Just put it in your window, let your customers decide, my family's been goin' here my whole life.*
 Shop owner : Look, the big companies, they pay me for my shelf space. Maybe you could sell one of your mops to one of those big companies, and maybe THEY'LL put it on my shelf.

In example 2.2.1 Joy Mangano showed a request to the shop owner hierarchically when she tried to board out her product, Joy imposed her will to make the shop owner accept her product. As the utterance is identified as an effort to deliver a message hierarchically; therefore, the utterance is identified as task or outcome oriented interactional styles.

CONCLUSION

The study found that in successful negotiation scenes, Joy only used two feminine interactional styles and Joy did not use the other five feminine interactional styles. The study also found that Joy used all of the masculine interactional styles in the successful negotiation scenes. Based on the study of her feminine interactional styles usage, the possible reason for the successful negotiation in some scenes is due to her attitude in resolving problems while accelerating interpersonal connection with the interlocutor and the usage of softer demands or statements in avoiding conflicts. While based on the study of her masculine interactional styles usage, the possible reason for the successful negotiation in some scenes is due to the appearance of power in her position such as having a control over something and the appearance of stories of achievements and experiences in several successful negotiation scenes.

The study also found that in unsuccessful negotiation scenes, Joy only used two feminine interactional styles and Joy did not use the other five feminine interactional styles. The

study also found that in unsuccessful negotiation scenes, Joy only used five masculine interactional styles and Joy did not use three masculine interactional styles. Based on the study of her feminine interactional styles' usage, the possible reason for the unsuccessful negotiation in some scenes is because of her transparency feelings and being indirect in stating her idea. While based on the study of her masculine interactional styles' usage, the possible reason for the unsuccessful negotiation in some scenes is because of the lack of power or control and lack of experiences or story of achievements in several unsuccessful negotiation scenes.

As a suggestion for the further study, this study expects more worthwhile and insightful research to find out whether particular configurations of either feminine or masculine interactional styles may definitely have something to contribute to the negotiation outcome.

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