

# PRAGMATIC COMPETENCE AND INTERCULTURAL COMMUNICATION

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**Abstract:** *Globalization has intensified communication among people with different first languages and of different cultures. As a result, misunderstandings and communication breakdowns mark many intercultural encounters as participants rely on the norms of their mother tongue and native culture to interpret and create meaning. Raising intercultural awareness through research in pragmatics can help people overcome misunderstandings and maintain communication. This paper contributes to that trend of enhancing cross-cultural, intercultural and interlanguage pragmatics research. It focuses on the speech act of complaining as it is formulated by American native speakers and by Macedonian learners of English with respect to complaint strategies, complaint frames and speech act modification. The analysis is based on the responses of 48 American native speakers of English and 52 Macedonian learners of English. Data are collected through a Discourse completion test consisting of six scenarios with different contextual parameters. The participants' responses are analysed according to the classification of complaint strategies proposed by Trosborg (1995) and other researchers. The results are obtained through statistical and comparative methods. The main aim is to identify those linguistic units that may cause breakdowns in communication so that they could be incorporated in language education and syllabus design.*