

Gendered Communication in the Workplace: An Analysis of Polite Language in Professional Context

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Abstract

Despite progress in fighting gender discrimination, it remains vital to examine how gender shapes communication styles in the workplace. These differences can create unequal power dynamics, hindering effective and inclusive interactions. This study therefore investigates gendered communication patterns within professional settings, focusing on how members from the Global Action for Community Development and Talent House Speakers Organizations make requests and use polite language. Specifically, the study explores how gender influences interactions and how much individuals consider "face"—their public image and others' perceptions. This research is guided by Brown and Levinson's Politeness Theory (1987), which explains how people manage social relationships through language, especially when performing potentially "face-threatening" acts like making requests. To achieve the objectives, 50 participants (25 males, 25 females) aged 20 to 45 were carefully selected from the above mentioned organizations, and data was collected through Focus Group Discussions. Major findings indicate that men and women employ distinct communication styles for politeness and requests. While both genders generally demonstrate politeness, the majority opinion suggests that, women are more polite when making requests. This aligns with Hussain M. (2020) study, who found out that, male speakers used more direct requests, while females preferred indirect ones. Also, (Basow & Rubenfield, 2003) said women employ more expressive, tentative, and polite language than men, especially during conflicts, Therefore, the use of requests and politeness varies between genders based on context and reason. These findings simply imply that recognizing these gendered communication differences can foster more inclusive and understanding workplace environments, improving professional interactions. The study recommends that, future research should explore a broader range of politeness and request strategies, including "off-record" communication, which were not part of this study.

Keywords: Communication, Gender, Language, Politeness, Workplace.

Introduction

Communication is a cornerstone of any professional setting, yet the way individuals interact, particularly when making requests and using politeness, is significantly influenced by their gender, potentially perpetuating unequal power dynamics. Understanding these issues in professional contexts is crucial to fostering inclusive and effective workplace communication and environments. A fundamental difference lies in how men and women perceive the purpose of conversations, especially evident in the Cameroonian context. Academic research on psychological gender differences highlights that women often use communication to enhance social connections and build relationships, while men frequently employ language to exert dominance and achieve tangible outcomes (Leaper, 1991; Maltz & Borker, 1982; Wood, 1996; Mason, 1994). Basow and Rubenfield (2003) further note that women are generally more expressive, tentative, and polite in conversation, contrasting with men who tend to be more assertive and outcome-driven. Beyond individual traits, men and women often differ in their societal relations; women strive for social connection, whereas men value independence (Chodorow, 1978; Dinnerstein, 1977; Eagly, 1987; Grilligan, 1982; Miller, 1976). Research works by Gray (1992) and Tannen (1990) famously distinguish between "report talk" for men, which focused on factual exchange and problem-solving, and "rapport talk" for women, aimed at fostering emotional bonds and discussing shared concerns. These established patterns underscore the need for deeper analysis in professional communication.

Despite significant advancements in gender equality, gendered communication patterns in professional settings pose persistent problems. Academic research consistently reveals numerous differences in how men and women talk, reinforcing these broader patterns. Overall, women are often expected to communicate in ways that enhance social connections and relationships, while men typically use language to assert

social dominance (Leaper, 1991; Mulac, Bradac, & Gibbons, 2001). On average, women employ more expressive, tentative, and polite language than men, especially during conflicts (Basow & Rubenfield, 2003). Research concludes that men tend to be self-assertive, viewing conversations as a means to achieve tangible results like power or dominance (Maltz & Borker, 1982; Wood, 1996; Mason, 1994), whereas women value cooperation, exhibiting a communal orientation characterized by concern for others and a desire for unity (Mason, 1994). Females also tend to define their identities through relational bonds, valuing communication for the relationships it creates (Chodorow, 1989; Hartmann, 1991; Statham, 1987; Surrey, 1983). Differences in formulating requests and expressing politeness can lead to misinterpretations, reinforce stereotypes, and ultimately impede fair treatment and career progression, undermining organizational goals for diversity and inclusion. Therefore, this study aims to investigate these specific gendered communication patterns among members of the Global Action for Community Development and Talent House Speakers Organizations, exploring how gender influences request formulation and politeness use, and the extent to which employees consider "face" as per Brown and Levinson's (1987) Politeness Theory.

Tannen (1990) further elaborates that men are more inclined towards "report talk," a communication style focused on exchanging factual information to solve problems, while women gravitate toward "rapport talk," which promotes social affiliation and emotional connection. This study therefore addresses the following key research questions: 1) How do male and female employees differ in their strategies for making requests? 2) What specific politeness markers and strategies are predominantly employed by male versus female employees? 3) To what extent do male and female employees demonstrate an awareness or consideration of "face" (positive and negative) in their polite language and requests? 4) What are the perceived implications of these gendered

communication differences for workplace dynamics? This research holds significant value for both practical applications and theoretical understanding. Practically, its findings can offer insights for organizations seeking to enhance communication training, develop more inclusive workplace policies, and mitigate misunderstandings from gendered styles. Theoretically, this study contributes to sociolinguistics, gender studies, and organizational communication by providing empirical data from a Cameroonian context, specifically applying and testing Brown and Levinson's Politeness Theory (1987) in a professional setting, thus offering perspectives on politeness within specific cultural and professional landscapes.

Literature Review

This section reviews previous works on gendered communication, politeness, and requests in the workplace. It draws on foundational theories from Goffman (1967), Brown and Levinson (1978, 1987), and Leech (1983), alongside insights from Tannen (1990, 1995), Lakoff (1977), and Mulac et al. (2001). We also incorporate empirical findings by scholars like Blum-Kulka et al. (1989), Kasper (1992), Pilkington (1998), Basow and Rubenfield (2003), Watts et al. (2005), and Chen (2001, 2017). Contributions from Cameroonian and other contexts include works from Kouega (2003), Mbangwana (2004), Anchimbe (2008), Dassi (2008), Echu (2008), Takam (2008), Mba (2008), Feussi (2008), and Nkwain (2012, 2015). Recent empirical studies by Ebude et al. (2025), Matole et al. (2024), and Mabungela et al. (2025) further inform our understanding and highlight existing research gaps that this study aims to address.

Gendered Communication Patterns and the Workplace

A study conducted by Mabungela, A. B., Nyusani, S., & Davids, D. (2025), titled "Investigating gender inequality in the workplace: a South African perspective," offers important insights into challenges faced by women in professional settings. Published in *Insights into Regional Development*, this systematic review highlights how persistent gender inequality in

South African workplaces is driven by factors like wage disparities, underrepresentation of women in leadership, cultural norms, and organizational biases, often rooted in patriarchal influences. The authors emphasize the urgent need for proactive measures to address these systemic issues. This research is highly relevant to our study because it provides a broader context of existing gender inequality within African workplaces. It underscores why subtle communication differences, like gendered politeness and request strategies, are critical to study; they are often ways individuals navigate and respond to these deeper and pervasive structures of inequality in their daily professional interactions.

Politeness and Gendered Language in Professional Interactions

Early research by Lakoff (1977) categorized "women's style" by lexical traits (specialized vocabularies, imprecise intensifiers), phonological traits (more traditional pronunciation), and syntactic-pragmatic characteristics (tag-questions, hedges like "kinda" or "sorta," and modal verbs like could, should, may"). Lakoff (1975) argued that women's speech appears more polite than men's which is characterized by hedges, tentativeness, tag questions which show indirectness, mitigation and hesitation, while male speech is direct, forceful, confident (cited in Mills, p.165). While both genders reportedly use polite language when speaking to women, and females are often seen as using more polite structures overall, these beliefs have been challenged. Sara Mills (2003) critiques such judgments as "stereotypically gendered" rather than factual, noting societal changes where gendered communication norms are less rigid. For example, Brown's (1998) study of language in a Mayan community challenged the hypothesis that women are more polite, finding complexities in particle usage depending on the conversational partner's gender. Her data revealed women used more particles overall, but the distribution of strengthening versus weakening particles varied significantly, suggesting that comparing men's and women's

conversations requires careful consideration of context and topic due to inherent differences in interactional goals.

Politeness, Requests and Face

The concept of politeness is central, which is defined not as a fixed rule but as the communicative means—both verbal and non-verbal—of showing consideration the "**face**" of others (Goffman, 1967, p. 5). Face, the public self-image an individual wants to maintain, is a universal concept in politeness theories. As Watts et al. (2005, p. 2) note, politeness acts as a "behavioral constraint" aiding effective social living and involves the presentation of self to maintain social interaction toward individual and group goals. This framework applies to various speech acts, including requests, which are intrinsically face-threatening acts (Brown & Levinson, 1978). Requests threaten the hearer's freedom from imposition and can also threaten the speaker's face if the request is denied or causes discomfort (Blum-Kulka et al., 1989). Speakers often use indirect strategies to minimize this imposition, aiming to sound more polite and preserve the hearer's face (Chen, 2017). This body of theory provides the essential lens through which gendered communication can be effectively analyzed in professional setting.

The speech act of requests has long interested sociolinguistics, revealing insights into pragmatic competence. Studies like Kasper (1992) suggest that prolonged exposure to a target community, rather than just linguistic skill, improves a speaker's ability to understand and use pragmatic behaviours, especially in making requests. Requests involve the requester, the addressee, and the action to be performed thereby allowing speakers to choose from various perspectives (Blum-Kulka et al., 1989) such as hearer-oriented (Could you hand me the remote?), speaker-oriented (Can I borrow the remote?), or impersonal (It might not be a bad idea to see what else is on.). In a Cameroonian context, a direct, informal request like "Abeg for remote" (Please, for the remote) highlights

cultural variations. Research by Coates (1989) indicates that women and men contribute differently in public, formal settings versus private, intimate ones. Men often value public, factual talk, while women prefer intimate, emotional talk, contributing more where they feel comfortable. Politeness, or sensitivity to others' needs, also plays a role. Men may view public contexts as opportunities for display, while women prioritize their addressee's conversational needs. However, the literature acknowledges that individuals can draw upon both feminine and masculine communication styles (Basow & Rubenfield, 2003; Mulac et al., 2001; Tannen, 1990, 1995).

Workplace Communication in the Cameroonian Context

In the Cameroonian context, research on request and politeness has received relatively little attention. Early studies by Mbangwana (1988) and Ouafeu (2006) were expanded upon by a volume edited by Farenkia (2008a), including works by Anchimbe (2008), Dassi (2008), Echu (2008), Feussi (2008), Mba (2008), and Takam (2008). These works investigate various politeness aspects in Cameroon English (CamE), Cameroon Pidgin English (CamPE), Cameroon French (CamF), and Cameroon Home Languages (CHLs). Notably, Dassi (2008) describes non-verbal politeness cues like a slight bow and hand-clapping when greeting elders, highlighting culturally specific ways of showing reverence. These studies generally focus on multimodal forms of address, demonstrating how address forms in multilingual Cameroon relate to power negotiation and social balance through the localization of language use via terms like "amueh" or "mbom" (friend) from local languages or "kombi" from Pidgin English (Kouega, 2003; Nkwain, 2015, p. 40). Nkwain (2015) also studied linguistic politeness in CamE, analyzing acknowledgment pages of dissertations, finding strategies like honorifics and self-abnegation to convey deference and solidarity, primarily in written academic contexts.

Furthermore, a very recent empirical study by Ebude, J. F., et al. (2025), titled "Politeness in Multicultural Settings: Examining Gender and Politeness Strategies of University Students," explored how university students in Cameroon use politeness. Published in the *Journal of Applied Linguistics and Language Research*, this research aimed to understand if there were notable differences in politeness strategies (like directness or indirectness, and managing face) between male and female students in a diverse cultural setting. Surprisingly, their findings indicated no significant gender differences in the overall use of politeness strategies among the students. This suggests that in the specific context of Cameroonian university students, both genders employ politeness in similar ways, challenging common assumptions. This finding is crucial for our current study, as it provides a recent and local benchmark. Our research will build on this by investigating whether these patterns hold true in the more formal and hierarchical environment of the workplace, specifically focusing on polite requests and how they are perceived by professionals.

Another study conducted by Matole, E. E., Ngange, K. L., & Elonge, M. E.-M. (2024), titled "Investigating Roles and Assignments in Media Practice in Cameroon: A Gender-Based Approach," examined how gender influences job roles and tasks in the media industry. Published in *Advances in Journalism and Communication*, this empirical research found that despite efforts towards equality, gender stereotypes still significantly shape who gets what assignments. Specifically, women are often given soft news topics, while men frequently handle hard news, which reinforces a male-dominated standard in the workplace. This study is vital for our research because it shows that gendered power dynamics and masculine norms are already present and influential in Cameroonian professional fields. This broader context helps explain why communication styles, particularly polite language and requests, might

be used differently by men and women as they navigate these established workplace structures.

Gaps in Current Research

While extensive research exists on politeness and gendered communication generally, and some studies have touched on specific aspects in Cameroon, significant gap still remains. Much attention has been paid to politeness in oral communication, with written forms receiving comparatively less focus (Nkwain, 2015, p. 38). More critically for this study, there is a paucity of recent research directly examining the gendered use of polite language specifically within the context of making requests in Cameroonian workplaces. While authors like Nkwain (2015) have explored general politeness strategies in CameE, his focus was on academic acknowledgments, not daily workplace interactions or the dynamics of requests. Similarly, earlier Cameroonian studies primarily addressed multimodal address forms and non-verbal cues (Anchimbe, 2008; Dassi, 2008; Echu, 2008; Mba, 2008), without a concentrated focus on how politeness strategies are employed by different genders in the speech act of requesting in a professional setting.

Methodology

The Research design, study area and context, participants, sampling techniques, data collection procedure, ethical considerations and data analysis approach are discussed in this section. A qualitative design was chosen because It helps the researcher to deeply understand *how* men and women use polite words and requests. The area was the North West and Centre Regions of Cameroon, specifically English language speakers from Bamenda and Yaounde particularly members of the Global Action for Community Development and Talent House Speakers Organisations. These are Cosmopolitan areas where workers come from diverse cultures, backgrounds and have different behaviours and attitudes especially towards the use of polite and request strategies in professional contexts. To carry out this study, 50 participants (made up of 25 males and 25

females who are members of the Global Action for Community Development and Talent House Speakers Organisations) between the ages 20 and 45 were purposefully selected as participants for the study because we needed people who could give us deep, useful information which aligns with the objectives of our study.

Furthermore, the instrument and procedure used in collecting data was the use of a focus group discussion which was centred on getting respondents' views on the concepts of politeness and request and to find out the gender that exert one or more of the strategies. Furthermore, particular care was given to the organisations who took part in the focus groups discussions in order to make sure that, they are representative enough because of the variety of their members. Also, these groups are essentially social in nature and it is necessary to understand the complex and dynamic context in which focus group discussions take place. That is, why all the groups chosen were considered representative enough of the population. Ethically, the work took cognisance of participants' consent, confidentiality, and voluntary participation. This was to ensure that all those involved participated willingly and gave consent to their voices being recorded and thematic analysis was used which carefully gave the researchers time to listen and transcript the Focus Group Discussions in order to identify recurring patterns, ideas, and meanings related to gendered communication, politeness, and requests.

Presentation of Results

In this section the researchers presented the results gotten from the focus group discussions, interpreted them and discussed them in relation to the objectives of the paper.

Focused Group Discussion from the North West Region Transcribed

1) Do men and women have differences in speaking?

Male 1: Yes, they do have

Female 1: for me I think that men and women talk differently

2) If Yes, what makes you say so and if No what makes you say so?

Male 1: Because men feel big when they are in the presence of women and women feel like, they should respect men more especially when they are in front of a man.

Female 1: When a woman is talking, you see she is talking in a submissive and respectful way but a man he talks in a type of authoritative way.

3) Have you heard of Speech Acts before?

Male 2 Yes, I have heard of speech acts before

Female 2: Yes, I have heard of them and we have gossiping, politeness, arrogance

4) What do you understand by Politeness?

Male 3: Politeness simply means you are not rude

Female 3: politeness is expressing yourself in a way that another person does not feel hurt.

5) What do you understand by Request?

Male 4: For me a request is a way of asking something from someone.

Female 4: Request is like pleading something from a person.

6) Which gender is more polite and why?

Male 5: For me I think Men are more polite because they want to be exemplary

Female 5: For me Women are more polite because they are always so submissive and the way they talk in a kind of way that...

7) Which gender is more polite in making request and why?

Male 6: Female, they make more request than male because they are solely depending on the male

Female 6: I think the female are more polite in making request because they always feel like they have to take things from others they always feel like they have to take care of them.

8) While you are studying, your elder sister switches on the radio causing a loud noise. You hate being disturbed especially when studying and you wish to beg your sister to reduce the volume. If this scenario were real, what would you say?

Male 7: Please sister can you put off the radio I am studying

Male 8: I will tell her put off that radio are you mad?

Female 7: All-right I will tell her if she minds switching it off because it is disturbing my studies.

9) Imagine a beautiful moment you had with a close one (friend, mother, farther, sister, husband, boyfriend etc) watching television and desire a change of channels. Can you tell me what you will say?

Male 13: Watching with my girlfriend, I will say hey! Babe this channel is becoming boring can we switch to another

Female 12: I will politely ask them if they mind me changing to another channel

Focused Group Discussion from the Centre Region Transcribed

1) Do men and women have differences in speaking?

Male 1: Yes

Female 1: Yes

2) If yes what makes you say so and if no what makes you say so?

Male 1: According to me I say both genders do speak differently because of the mentality. You know what you say comes from what you think, thinking create an image from what you say. From how the women speak, they always speak from what they think, from what they perceive and what they want to realise and most at times for their personal gain. While men, men speak because they want to put out their own point of view, they want to change something, they want to make a point but women always have a second motive.

Male 2: They do not speak the same because they do not have the same ideology and mentality

Female 1: mmmmh! From my own point of view, Men and women have different perspective of life, how they see life how they ascertain things, how they evaluate life, that's why I say they really have different ways of speaking.

Female 2: I will say to an extent every individual speaks differently because it is not the same thing everywhere and even if we have peculiarities that you bring out everywhere so that is it.

3) Have you heard of Speech Acts before?

Male 3: Yes

Female 3: Yes

4) What do you understand by Politeness?

Male 4: When we say someone is polite it means the person is discipline, the person is respectful

Female 4: It means being simple in any request one make

Female 5: To me politeness is being simple in whatever request you are making

5) What do you understand by Request?

Male 5: To demand for something

Female6: To solicit for something

6) Which gender is more polite and why?

Male 6: I think men are more polite, I think because I have reason it out that is why I am saying that men are more polite. Categorically when you study men, in their nature men tend to be more polite why because men are more romantic than women any man who wants to talk to a woman will put himself in a position where the women is attracted to what he has to say. Men will always be polite because they want to have that attraction and a good name.

Female 7: I think the women are more polite because it is in their nature. Women in their nature are kind, pose, they are understanding that is they tend to understand situations more than men. They always tend to have a positive reaction towards situations hence they are more polite than men while men always take things, they are always arrogant.

7) Which gender is more polite in making request and why?

Male 7: I think when it comes to making of request. Women are very polite, because they know the only way to get in to a man's heart is to convince him because a man is very strict and always want to see from his own point, because when a woman is polite in making a request.... it is like she has what can say to succumbed to him, she has to bend down, she has to respect him, coddled him. So, they tend to be polite in making a request.

Female 8: For me females are more polite in making a request because you know men they are so awkward you need to soften them to make a request from them, you need to cajole him. When making a request you have to be polite because they love submissive women.

8) While you are studying, your elder sister switches on the radio causing a loud noise. You hate being disturbed especially when studying and you wish to beg your sister to reduce the volume. If this scenario were real, what would you say?

Male 8: I will ask her to put off that thing, I will be very mad at her why will she be playing music meanwhile I am studying. I will say put off that thing, you are disturbing me, it is not normal.

Female 10: If you were my sister it will depend on the age gap between us if you are more than me like one year, I will say put off that thing what is your problem? But my real elder sister I will say please I am studying can you help me switch it off.

9) Imagine a beautiful moment you had with a close one (friend, mother, farther, sister, husband, boyfriend etc) watching television and desire a change of channels. Can you tell me what you will say?

Male 11: With my girlfriend, I will say hey! Babe can we watch another channel?

Female 12: It will be very difficult for me to ask my father but with my mother I will say, Mum can we watch another channel?

From the response of **Female 5** “it will be very difficult for me to ask my father”. This does not necessarily mean that the respondent’s father is a difficult person but, the culture looks at the act of a child asking for a change of channels while the father is sitting and is also watching to be disrespectful no matter how polite your request may seem. So, the culture promotes respects and politeness especially to parents and to the elderly.

Discussion of Findings

From the findings, it was realised that, men and women employ different communication styles, particularly in terms of politeness and making requests. Participants consistently noted these differences, with some male respondents from both the North West and Centre regions suggesting men tend to be more authoritative, perhaps reflecting a patriarchal societal influence. Conversely, female respondents often described women as being humbler or more submissive, aligning with societal expectations. This highlights the profound impact of culture on gendered communication patterns, echoing Uchida's (1992) conclusion that distinct cultural experiences can lead to different ways of speaking between genders. Furthermore, these observations strongly resonate with established theories by Maltz and Borker (1992), Tannen (1990), and

Gray (1992), all of whom argue that gendered communication differences stem from distinct cultural backgrounds. Therefore, our findings firmly align with existing literature suggesting a cultural basis for varied male and female communicative approaches. Implications for the workplace suggest that these ingrained cultural expectations could lead to misunderstandings or misinterpretations of intent, potentially affecting teamwork and perceived competence.

Also, respondents generally understood politeness as speaking respectfully without causing offense, while defining requests as asking or soliciting something from another. However, determining which gender is inherently "more polite" proved complex. Interestingly, male respondents from both regions often claimed men were more polite by nature, while female respondents consistently asserted women were more polite due to their "submissive nature." This divergence in perception suggests that each gender views politeness through a different lens with men potentially equating it with an absence of perceived challenge, while women might associate it with deference or indirectness. This mirrors Lorenzo-Dus's (2003) finding that while the *devices* of politeness may differ between genders, both men and women are fundamentally politeness-oriented. This also offers a fascinating contrast to Ebude et al.'s (2025) recent Cameroonian study which found no significant gender differences in overall politeness among university students. Our workplace context suggests that while students might exhibit similar general politeness, professional roles and perceived gender norms could re-introduce distinctions. For workplace communication, these differing perceptions of politeness can create friction; what one gender considers polite, the other might not, leading to misjudgments about professional demeanor or intentions.

Furthermore, when specifically asked about politeness in making requests, the majority of respondents from both regions agreed that females are more polite. Their reasoning often centered on women

strategically using politeness to influence male recipients, perceiving it as a soft spot to achieve their request. This aligns directly with Hussian (2020)'s study, which found male speakers primarily use direct request strategies, while females prefer indirect approaches. Our scenario concerning asking an elder sister to turn down a radio volume further illustrated this: male respondents reported they would command her to turn it off, demonstrating an authoritative approach, whereas female respondents consistently stated they would "plead." This empirical observation from our focus groups strongly supports the idea that the male gender tends to be more assertive and authoritative than the female gender in making requests, a finding consistent with David et al.'s (1982) research on sex differences in assertive behaviour. The implication for workplace communication is significant: if men tend towards direct, authoritative requests and women towards more polite, indirect ones, it can affect how requests are received, whether they are seen as legitimate, and how power dynamics play out in daily tasks.

Our findings reinforce that gendered communication styles, particularly in politeness and requests, are deeply influenced by cultural context and the specific interactional situation. While men generally demonstrated more assertiveness, and women more politeness, both genders adapted their strategies based on the relationship with the recipient (example, politely requesting from peers versus finding it difficult with fathers). This contextual adaptation is key. Furthermore, the observed gendered roles in communication, where men are perceived as more authoritative, resonates with broader patterns of gender inequality in African workplaces, as highlighted by Mabungela, Nyusani, & Davids (2025), who noted issues like underrepresentation and patriarchal influences in South African contexts. Similarly, the tendency for masculine norms to dominate, as seen in Matole et al.'s (2024) study on gendered roles in Cameroonian media, provides a relevant backdrop. For workplace communication, these findings imply that addressing gendered

communication is not just about individual styles but also about challenging underlying societal and organizational norms that shape these interactions. Companies should be aware that these established dynamics can affect everything from project delegation to feedback delivery, potentially hindering female career progression if their polite or indirect styles are misinterpreted as less competent or assertive.

Conclusion

From the analysis above, the study found that men and women in Cameroonian workplaces often use polite language and make requests differently. Women are generally perceived as more polite and indirect in their requests, while men tend to be more direct and assertive. These differences are shaped by cultural expectations and power dynamics, contrasting with some recent findings among Cameroonian students (Ebude et al., 2025) but aligning with broader discussions of gendered norms (Matole et al., 2024) and inequality in African workplaces (Mabungela et al., 2025). Practically, organizations should provide training to foster awareness of these diverse communication styles, promoting more effective and inclusive workplace interactions. Future research could explore these gendered dynamics in various industries, digital communication platforms, or examine the impact of hierarchy on communication styles to further enhance understanding.

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