

**Business English Lingua Franca and employee stress:
a multi-method case-study in KONE, a multinational corporation**

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ABSTRACT

The research of Business English lingua franca (BELF) policies' impact on non-native English speakers in multinational corporations has primarily reported negative employee experiences. Coping resources that can buffer against the negative effects of BELF on individuals have received limited attention. Building on stress-coping theories and using quantitative and qualitative methods we examine stress reactions and coping resources of 35 non-native English speakers' in a sample of 144 meetings (94 meetings in English and 50 meetings in Finnish). The results indicate that BELF usage in meetings is not stressful for non-native English speakers. A presence of a native English speaker in BELF interactions, however, increases stress for non-native English speakers whose self-evaluated English language proficiency is high. A language-supportive communication culture was identified as a social resource that may help coping with language-related stress.