Full natural language understanding requires comprehending not only the content or meaning of a piece of text or speech, but also the stylistic way in which it is conveyed. To enable real advancements in dialog systems, information extraction, and human-computer interaction, computers need to understand the entirety of what humans say, both the literal and the non-literal. This talk presents an in-depth investigation of one particular stylistic aspect, formality, incorporating both subjective human perceptions of formality and statistical modeling for predicting formality using rich NLP and deep learning features. Our results provide new evidence in support of theories of linguistic coordination, underlining the importance of formality for language generation systems.