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| Descrizione fisica | 1 online resource (685 p.) |
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| Nota di contenuto | Cover; Title page; Copyright page; Acknowledgments; 1 Introduction; Part 1 Conversation Analysis and Social Institutions; 2 Conversation Analysis: Some Theoretical Background; Origins: Erving Goffman; Origins: Harold Garfinkel; Conversation Analysis; The Sequential Structure of Interaction; Conversation Analysis: Two Research Traditions; Institutional CA; Ordinary Conversation and Institutional Talk; Institutional Talk: Research Objectives; For Further Reading; 3 Talking Social Institutions into Being; Two Views of Talk and Social Context: The Bucket versus the Yellow Brick Road Methods of Talking: A Simplest Case A Logic of Questions and Answers; The Sequential Organization of Questions and Answers: Four Institutions; Conclusion; For Further Reading; Notes; 4 Dimensions of Institutional Talk; What is "Institutional Talk"?; Dimensions of Distinctiveness in Institutional Talk; Conclusion; For Further Reading; Notes; Part 2 Calls for Emergency Service; 5 Emergency Calls as Institutional Talk; Background: Public Safety Communication Centers; |

The Overall Structure of Emergency Calls; Openings: Constraints on Contributions; Requests for Help: Special Patterns of Inference Conclusion For Further Reading; Note; 6 Gatekeeping and Entitlement to Emergency Service; Calling 911 is Not Like Ordering a Pizza; The Genuineness Issue: Is There Really a Problem?; Accomplishing Genuineness: Epistemic Access, Inferential Cautiousness, and Motivational Propriety; The Relevance Issue: Is It a Matter of Public Safety?; Opening the Gates: Promising Assistance and Saying "Thank You"; Conclusion; For Further Reading; 7 Emergency Calls under Stress; Emotion Displays and Information Transfer; Responding to Emotion Displays; Labeling Callers' Emotions; Angry Callers
Extended Conflict: The Case of a Failed Emergency Call
Coda: The Emergency Call as an Achievement; For Further Reading; Part 3 Doctor-Patient Interaction; 8 Patients' Presentations of Medical Issues: The Doctor's Problem; Acute Care Visits; The Importance of Problem Presentation; The Brevity of Problem Presentation; Problem Presentation: The Doctor's Dilemma; The Transition from Problem Presentation to History Taking; Conclusion; For Further Reading; 9 Patients' Presentations of Medical Issues: The Patient's Problem; "Known" Problems: Routine Illnesses; "Known" Problems: Recurrent Illnesses
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The Trial Examination as a Form of Talk

Sommario/riassunto

Talk in Action examines the language, identity, and interaction of social institutions, introducing students to the research methodology of Conversation Analysis. Features a unique focus on real-world applications of CA by examining four institutional domains: calls to emergency numbers, doctor-patient interaction, courtroom trials, and mass communication. Provides a theoretical and methodological overview of the roots of CA, reviewing the main developments and findings of research on talk and social institutions conducted over the past 25 years. Showcases the
