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Autore	Zappavigna Michele
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property services company; Detecting patterns of under-representation in texts; What can we learn from these patterns of under-representation?; 4 Whose Requirements? Tacit Knowledge in Requirements Analysis; Introduction
Preamble: What is a 'requirement' in the technical discourse of IT professionals?The host organization; Annotation and statistical analysis of under-representation in the corpus; The below-view stratum of requirements analysis; Unpacking nominalization in the interviews; Unpacking modality in the interviews; Unpacking generalization in the interviews; Unpacking agency in the interviews; The difference in the language used by the two interviewers; Conclusion; 5 Working Well: Tacit Knowledge in Performance Reviews; Introduction; Host organization; Interviewers and interview protocols
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Conclusion; Introduction; What type of tacit knowledge was unpacked via grammar-targeted questions?; The IT implications of the tacit knowledge uncovered; Appendix A: The Grammar-Targeted Interview Protocol; Appendix B: Interview Topics, Field Study 2
Appendix C: Statistical Analysis of Interview CorporaAppendix D: Transitivity of Clauses Containing 'Requirements'; Appendix E: Extracts in which 'Requirements' are Construed as Aspects of the System; Appendix F: Response to a Question about Knowledge Transfer, Project Manager, Content-Targeted Interview 2; Appendix G: Participants and Processes in Clauses about 'Tracing'; Appendix H: Interview Topics, Field Study 3; Appendix I: Transitivity of Clauses Containing 'Role'; Bibliography; Index

Sommario/riassunto

Professional Linguistics is an emergent area of study within applied linguistics, using discourse analysis to assist people working in professional domains. This book examines tacit knowledge - that expertise that is considered to be lost when skilled practitioners leave an institution. Traditionally it has been argued that some aspects practical knowledge cannot be articulated. However, the premise of Polanyi's theory of Tacit Knowing ("we know more than we can tell") does not account for latent patterns that linguists can uncover in spoken language. Understanding these discourse patterns p
