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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 "Unknown" Problems Conclusion; For Further Reading; 10 History Taking in Medicine: Questions and Answers; Dimensions of Question Design; Congruent and Cross-cutting Preferences in Medical Questioning; Dimensions of Question Design in Special Situations; Conclusion; For Further Reading; Note; 11 Diagnosis and Treatment: Medical Authority and Its Limits; The Interactional Management of Diagnosis: Three Studies; Treatment Recommendations; How Authoritative are Physicians? A Case Study; Conclusion; For Further Reading; Part 4 Trials, Juries, and Dispute Resolution; 12 Trial Examinations 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