

1. Record Nr.	UNINA9910796778403321
Titolo	The pragmatics of sensitive activities in institutional discourse // edited by Maj-Britt Mosegaard Hansen, University of Manchester ; Rosina Marquez Reiter, University of Surrey
Pubbl/distr/stampa	Amsterdam ; ; Philadelphia : , : John Benjamins Publishing Company, , [2018] ©2018
Descrizione fisica	1 online resource (202 pages)
Collana	Benjamins current topics ; ; Volume 96
Disciplina	401/.45
Soggetti	Oral communication Interpersonal relations Interpersonal communication
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Introduction / Maj-Britt Mosegaard Hansen and Rosina Marquez Reiter -- Requests and counters in Russian traffic police officer-citizen encounters: face and identity implications / Rosina Marquez Reiter, Kristina Ganchenko and Anna Charalambidou -- Negotiating with the boss: an inter- and cross-cultural perspective on problematic talk / Lars Fant and Annika Denke -- Evading and resisting answering: an analysis of Mexican Spanish news interviews / Ariel Vazquez Carranza -- Apologies made at the Leveson inquiry: triggers and responses / James Murphy -- When questioners count on the recipients' lack of knowledge: a recurring "question" "answer" format in guided tours / Anna Claudia Ticca and Veronique Traverso -- When routine calls for information become interpersonally sensitive / Sara Orthaber and Rosina Marquez Reiter -- Patterns of thanking in the closing section of UK service calls: marking conversational macro-structure vs managing interpersonal relations / Maj-Britt Mosegaard Hansen.