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                        Introduction -- Why study conversation? -- Specialised discourse types
                        -- Approaches to the study of spoken discourse -- Defining
                        conversation -- Naturalness -- Nine features of naturalness in
                        conversation -- Chapter 2: Data -- Introduction -- Naturally occurring
                        conversation -- Data size -- Surreptitious data -- The data collected
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                        Introduction -- Turn-taking -- Definition of a turn -- Turn-taking
                        "rules" -- Self-selection of turns in conversation -- Turn-taking in
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Sommario/riassunto	The study describes a detailed and original piece of research work, investigating a very important genre of human communication, and that is conversation. It provides a definition of the genre of conversation by describing nine features of conversation, namely multiple sources, discourse coherence, language as doing, co-operation, unfolding, open-endedness, artifacts, inexplicitness and shared responsibility. These nine features of naturalness in conversation serve to distinguish conversation from specialized discourse types. The study illustrates the nine defining features of conversation with authentic conversational data collected surreptitiously in England. While this study is of native speakers of English, the nine defining features of naturalness of English conversation are applicable to conversations conducted in other languages.