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Nota di contenuto	Cover; HalfTitle; Series; Title; Copyright; Dedication; Contents; Acknowledgements; 1 Tacit Knowledge and Technology; Introduction; The tacit turn away from language; The ineffability principle: What does it mean 'to know more than we can tell'?; Part 1: Introducing Polanyi's TTK; Tacit knowledge as a psychometric; Tacit knowledge in linguistics; Tacit knowledge and knowledge management; Conclusion; 2 Under-Representation: A Functional Model of Tacit Knowledge; Introduction: Tacit knowing as a process of making meaning; Systemic Functional Linguistics; A functional approach Under-representation in spoken discourseA note on the pathologizing of discourse; Introducing the grammar-targeted interview method; The linguistic features of under-representation; Summary of the grammar-targeted protocol; 3 Misaligned Agency: Tacit Knowledge in Knowledge Management; Introduction; Tacit knowledge and technology in a 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
Transcription, sampling and linguistic analysis of corpus
What is a 'performance review' in the technical discourse of IT professionals?; Grammar extending content: What does 'good' mean?; An example of misalignment of content and grammar: Unpacking 'role'; What are the implication of misalignment between content and grammar?; 6 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 Corpora
Appendix 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 of 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
