

CHAPTER THREE: CONVERSATION ANALYSIS

LECTURER: **PHẠM HỒNG ANH**

LECTURE OUTLINE

- Definition of Conversation Analysis (CA)
- Transactional interactions
- Interpersonal interactions
- Classroom discourse/ Three-part exchange
- Adjacency pairs

DEFINITION OF CA

An approach to study how conversations work; an attempt to find out patterns of interaction

TRANSACTIONAL INTERACTIONS

Offer of service ^ Request for service ^ Transaction ^ Salutation

INTERPERSONAL INTERACTIONS

Opening stages: Greetings ^ Initiating exchanges

Middle stages: Development of a wide range of topics

Ending stages: Pre-closing exchanges ^ Closings

CLASSROOM DISCOURSE/THREE-PART EXCHANGE

Teacher: Ask

Student: Answer

Teacher: Comment

ADJACENCY PAIRS

Utterances function

- Greeting
- Congratulation
- Apology
- Inform
- Leave-taking

Expected response

- Greeting
- Thanks
- Acceptance
- Acknowledge
- Leave-taking

PREFERENCE ORGANISATION/STRUCTURE

First part

- Request
- Offer/Invite
- Assessment
- Compliment
- Question

Second part

Preferred

- Acceptance
- Acceptance
- Agreement
- Acceptance
- Expected answer

Dispreferred

- Refusal
- Refusal
- Disagreement
- Rejection
- Unexpected answer

SEQUENCE EXPANSION

- Pre-expansion/announcement

E.g.

A: Mary?

B: Yes?

A: What are you doing?

B: Nothing

SEQUENCE EXPANSION

- Insertion expansion

E.g.

Customer: I would like a turkey sandwich please.

Server: White or wholegrain?

Customer: Wholegrain.

Server: OK.

SEQUENCE EXPANSION

- Post-expansion

E.g.

A: Do you like Virginia?

B: Yeah.

A: You do?

B: Well, not really.