

Einführung in die Pragmatik und Texttheorie

Übungsblatt 5: Conversational Structure

1. Nennen Sie die “Turn-Taking” Regeln folgend die “Local Management System” von Konversationsanalyse.

Solution The following rules operate on the turn units
(C = current speaker, N = next speaker):

Rule 1. applies at the first TRP (transition point) of any turn

- (a) If C selects N in current turn, e.g. by using an address term, then C must stop speaking and N must speak next. The transition occurs at the first TRP after N-selection
- (b) If C does not select, then any other party may self-select, first speaker gaining right to the next turn.
- (c) If C does not select N and no other party self-selects, then C may continue.

Rule 2. applies at all subsequent TRPs

When Rule 1.3 has been applied by C, at the next TRP, Rules 1.1-3 apply and recursively at the next TRP until speaker change is effected.

2. Geben Sie eine Analyse von die Konversationsstruktur von die folgenden Dialog.
 - a. Identifizieren Sie die “Turns” und “Turn Transition Points”
 - b. Identifizieren Sie welche “Turn-Taking Rules” are applied as the conversation proceeds
 - c. Identifizieren Sie die Globale Organisationsstruktur (“Sections”)
 - d. Identifizieren Sie “Sequences” und “Pre-Sequences”
 - e. Identifizieren Sie die Turnfunktionen, z B. “Summons”, “Request”, “Acceptance”, “Question”, “Answer”, “Identification”, “Acknowledgement”, etc.

Solution

- (1) a. Telephone rings. (T1, Summons-1)
- b. R. Hello? (TTP: 1.2) (T2, Answer-1, Ident-Display-2)
- c. C. Hi Peter! (TTP: 1.1) (T3, Acknow-2, Ident-Display-3, Greet-4)
- d. R. Hi Barbara! (potential TTP; no transition)
How are you? (TTP: 1.1) (T4, Acknow-3, Greet-4, Greet-5)
- e. C. Fine. Thanks. (potential TTP; no transition 1.3)
Listen, I've got something that might interest you. (TTP:1.1)
(T5, Greet-5, Announcement-6)
- f. R. Yes? What is it? (TTP:1.1) (T6, Go-ahead-6)
- g. C. Well, my neighbours have this old car, it's an MG. And
..... Are you still interested in old timers? (TTP:1.1) (T7, Question-7)
- h. R. Oh yes I am. (TTP:1.2) (T8, Answer-7)
- i. C. Would you like to see the MG? (TTP: 1.1) (T9, Question-8)
- j. R. Sure. (potential TTP; no transition 1.3)
That would be great. (potential TTP; no transition 1.3)
Can you make an appointment with the owner? (TTP: 1.1)
(T10, Answer-8, Question-9)
- k. C. Yes.(potential TTP; no transition 1.3)
Are you free on Saturday morning? (TTP:1.1) (T11, Answer-9, Question-10)
- l. R. Yes.(potential TTP; no transition 1.3)
Any time. (TTP: 1.2) (T12, Answer-10)
- m. C. Ok.(potential TTP; no transition 1.3)
I will make the appointment and let you know. (TTP:1.2)
(T13, Acknow-11, Close-Topic-9)
- n. R. Great. (potential TTP; no transition 1.3) Thanks for
letting me know. (T14, Acknow-Close-Topic-9, Close-Topic-6)
- o. C. No problem.(potential TTP; no transition 1.3)
I'll let you know about the appointment. (TTP:1.2) (T15, Acknow-Close-Topic-6)
- p. R. Fine.(potential TTP; no transition 1.3) So I'll hear from
you. (TTP: 1.2) (T16, Acknow-Close-Topic-6)
- q. C. Yes. (TTP:1.2) (T17, Acknow-Close-Topic-6)

- r. R. OK. (potential TTP; no transition 1.3)
It was great to hear from you. (TTP: 1.2) (T18, Topic-less-pass, Closing-1)
- s. C. OK.(potential TTP; no transition 1.3)
So that's it then.(TTP: 1.2) (T19, Topic-less-pass, Acknow-Closing-1)
- t. R. OK. (TTP: 1.2) (T20, Topic-less-pass, Acknow-Closing-1)
- u. C. Well, bye then.(TTP: 1.2) (T21, Close-Greeting-1)
- v. R. Bye. (TTP: 1.2) (T22, Close-Greeting-1)

- a.+b. Turns and TTPs: see the annotations in the dialogue
- c. The dialog consists of an opening section (T1-T6), one topic section (T7-T13/T17), and a closing section (T14/T18-22);
- d. The dialogue contains the following sequences and pre-sequences:
 - summons – answer (T1,T2)
 - identification-display – identification-acknowledgment (T2,T3,T4)
 - greeting – greeting (T4,T5)
 - pre-announcement (T5,T6)
 - pre-arrangement (7 in T7,8 in T9)
 - pre-request (9 in T10)
 - pre-closing (T14,T15,T16)
 - several question-answer pairs (see annotations in dialogue)
- e. Turn-functions: see the annotations in the dialogue

3. Gegeben sind die folgende “First Turns”. Geben Sie Beispielen von (i) “preferred” und (ii) “dispreferred” “Second Turns” für jede “First Turn”.

- (2) Will you please come to my office right now? (Request)
- (3) How much does this jacket cost? (Question)
- (4) Would you like to go to the movies tonight? (Invitation)
- (5) Did you break the blue vase? (Blame)

Solution Dispreferred turns usually are more complex in structure, contain signs of hesitation, express explanations why the preferred turn has not been performed.

- (2') i. Sure. No problem. (Accept)

- ii. Ehm, I'm sorry, I can't come right now. I have another appointment I can't cancel. (Refuse)
- (3') i. 200 DM. (Answer)
- ii. Hm, let me check the price in the computer. (Non-answer)
- (4') i. Yes. That would be great. (Accept)
- ii. Oh, I can't. I've too much to do for class. (Turn-down)
- (5') i. No, I didn't! (Denial)
- ii. Ehm, well, I did, but you see, it was standing at the corner of the desk and ... (Admission)

4. Geben Sie ein Beispiel von einer "significant silence" in Konversation. Erklären Sie wie die "silence" interpretiert wird und warum.

Solution

- (6) A: I'm having some difficulty with the homework. Have you finished it yet? (Q1)
- B: SILENCE
- A: I guess you haven't either, hm?
- B: Well, I did, actually.
- A: You did?
- B: Yes.
- A: Can I have a look at it

The silence is here interpreted as a **negative answer** to A's question. This works as follows:

- Q1 appears to be a prelude to some request concerning the homework.
- For such questions as Q1, negative answers to requests are dispreferred.
- Dispreferred seconds are often marked by delays and/or hesitations
- Hence B interprets the delay as marking a dispreferred answer to Q1, that is, as an indication that the pre-condition for the expected request does not hold.

- (7) A: What time does the lecture start? (Q1)
- B: SILENCE
- A: Hm, I guess I'll have to ask Stefan then.
- B: Yes, ask him and come back to tell me too.

The silence is here interpreted as a **don't know answer** to Q1 because Q1 is a yes/no question, and the preferred Second to a question is an answer. If B hesitates, this implies B can't give the answer, i.e., B does not know it.

- (8) A: Hello Prof. Schmidt. I was wondering, have you already read my paper? (T2, greeting + request for recognition + question)
B: Hello, ehm SILENCE (T2, greeting + non-acknowledgment of recognition)
A. Oh, I'm sorry. My name is Müller, Hans Müller, I'm in your syntax class.

The silence is here interpreted as a **failure by B to recognize A** because (i) T2 indicates a request for recognition (plus asks a question which presupposes recognition) and (ii) the hesitation followed by a clear pause in B's response a dispreferred second to this request.

5. Nennen Sie die "Slots" für "Repairs". Was ist die Präferenz-"ordering"?

Solution

- Slots in which repair or repair-prompting can be done
 - T1 (includes repairable item): Opportunity 1 for self-initiated repair.
 - Transition space T1/T2: Opportunity 2 for self-initiated repair.
 - T2: Opportunity 3 either for other-repair or for other-initiation of self-repair in T3.
 - T3: Opportunity 4 given other-initiation in T2 for other-initiated self-repair.
- Preferences across the opportunity set given by 1.
 - Preference 1 is for self-initiated self-repair in Opportunity 1 (T1).
 - Preference 2 is for self-initiated self-repair in Opportunity 2 (T1/T2).
 - Preference 3 is for other-initiation by NTRI in Opportunity 3 or self-repair in T3.
 - Preference 4 is for other-initiated other-repair in Opportunity 3 (T2).

6. Was Art von “Repair” ist die folgende Beispiel? Ist das eine preferierte oder eine nicht preferierte “Repair” Sekvenz? Was sind die Charakteristische “Properties”?

- (9) A. Who is your teacher?
B. Prof. Schmidt.
A. You mean Prof. Smith, right?
B. Oh yes, sorry, Prof. Smith, right.

Solution The repair is in (9), and it is other-initiated other-repair. It is not a preferred type of repair, more preferred are self-initiated self-repairs, or other-initiated self-repairs. The A who issues the repair, “softens” it, so it not a straight counter-claim.

7. Geben Sie einen Beispiel von je “Pre-announcement”. Erklären Sie wie es funktioniert und warum es in Konversation benützt wird.

Solution

- (10) A. Hi mom. I heard something really interesting in school today.
Wanna hear it? (T1)
(a) B. Sure. What is it? (T2a)
(b) B. Sorry, darling, I don’t have time right now, I have to go
and talk to Mr. Prst. (T2b)

A pre-announcement is a sequence which contains a turn that checks the newsworthiness of the intended announcement, i.e. whether the partner wants to hear it, here T1. Such a turn is recognizable as a possible initiation of an announcement. By prefiguring the upcoming announcement, the pre-announcement invites collaboration from the conversation partner(s).

In the next turn, here T2, the other party either confirms that they want to hear the announcement (here T2a), and then the announcement can be delivered; or they indicate that the announcement should not be delivered, as in T2b here, which aborts the intended announcement-action.

Pre-sequences are generally used to invite collaboration in either the intended action or in avoiding that action. In this way, dispreferred turns or sequences (such as rejections, selfidentifications etc.) can be avoided.

8. Geben Sie ein Beispiel von je "Pre-request". Erklären Sie wie es funktioniert und warum es in Konversation benutzt wird.

Solution

- (11) A. I was wondering, do you happen to own the Harry Potter novels, I'd like to read them, but I am not sure if I'll like them. (T1)
B. Yeah, I've got them all. They are really fun. (T2)
A. Yes? Do you think I could perhaps borrow the first one from you? (T3)
- (12) A. I was wondering, do you happen to own the Harry Potter novels, I'd like to read them, but I am not sure if I'll like them. (T1)
B. Yeah, I've got them all. Do you want to borrow mine to see if you like it? (T2)
A. Oh, thanks, that would be really great. (T3)
- (13) A. I was wondering, do you happen to own the Harry Potter novels, I'd like to read them, but I am not sure if I'll like them. (T1)
B. (pulling the books from the bookshelf) Here, I've read them all, they're really fun. (T2)
A. Oh, thanks so much! (T2)

A pre-quest is a pre-sequence which contains a trun (T1 in the examples above) that can be recognized as checking whether the conditions for successful performance of some request hold. The motivations for using pre-requests are:

- to avoid action (i.e. request) that would obtain a dispreferred response (rejection): cf. (11) where in T2, B confirms that one condition holds and then A proceeds making the request in T3
- to avoid request altogether (i.e. to be granted what one wants without having to explicitly request it): cf. (12) where in T2, B makes an offer so that A in fact does not need to make a request, just accept the offer in T3

- to avoid explicit offer (i.e. to be granted what one wants without other-party explicitly making the offer): cf. (13) where in T2, B simply responds to the expected, but not explicit, request, and A does not need to do more than acknowledge getting what A wanted in T3