



Applied Conversation Analysis: Intervention and Change in Institutional Talk (Palgrave Advances in Language and Linguistics)

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Each of us is highly skilled at designing our turns at talk, and meshing them with those of the people around us. Conversation Analysis (CA) is the study of just how that is done, and how the choreography of conversation brings off the business we conduct with each other.

Conversation Analysis is beginning to have a strong record not only of understanding interaction, but also of seeing how it might be changed. This volume collects together some of the most exciting developments in CA as it is applied to intervention programmes in medical communication, speech therapy, mediation, welfare interviewing, surveying, telephone helplines and other insitutional encounters. The contributors explain the difficulties and the benefits of applying CA in the real world, and with working with external agencies like government institutions, charities and the medical establishment.

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