Cambridge University Press 978-0-521-13343-2 - The Language of Business Meetings Michael Handford Index More information

# Index

ABOT (American and British Office Talk) corpus 172, 200 academic discourse 23, 95, 123, 125, 131 adjacency pairs 218, 240-1 adjectives 104, 105 adverbs 104, 113, 167 agency 46, 157-8 see also identity agenda 6, 26, 27, 30, 35, 60, 65, 68-74, 76, 83-5, 109, 155, 197, 205, 210, 221, 222, 225, 230-1, 234-5, 237, 252 anonymization 4-5, 15-18 at the end of the day 97, 128, 130, 137, 142–3, 146, 246 authentic teaching materials 253-4 backchannels 33, 51, 108, 110, 151, 159-62, 196, 224, 256-7 background information 4-7, 26-7, 137, 153-4 see also context BNC (British National Corpus) 18, 172, 201 CANBEC 1-20, 32, 95, 123 companies in 2, 7 constituency 7-8 data collection 3-7, 37 design 1-19 nationalities in 2, 142 representativeness 18-19 sampling 4 size 2, 18-19 sub-corpus 265 CANCODE 3-6, 17, 20, 40, 95, 105, 123, 131-2, 142, 146, 160, 251 chair 26, 35, 64, 68-78, 79, 82-3, 122, 152–5, 165, 174, 175–6, 189, 208–11, 222–32, 236–7, 241-2 chunks see clusters CIC (Cambridge International Corpus) 3, 16 CIC Tools 16, 40, 93, 142

clusters 23, 38, 39, 40, 49, 97, 98, 102, 108, 118-49, 159, 197-200, 245, 246, 253, 256 defining 119-24 and discursive practices 131-7 and genre 23 and intertextuality 187-8 key vs. frequent 124-5 most frequent 125-31 politeness marking 186-7 pragmatic clusters 133, 156 collaboration 24, 89, 173 see also convergence and decisions colligation 97-8, 114, 190-3, 198, 199 collocations 38, 49, 96-8, 100, 101, 122, 124, 187-8 communication contractually bound 9-14, 68, 83–6, 137, 236–42 see also directive discourse and external meetings intercultural/international 23-4, 37, 145, 154, 246-9, 252-4 manager-subordinate 1, 3, 8–11, 13, 43–53, 68, 71, 72, 73, 74, 78-81, 83, 89, 139, 142, 154, 161, 170, 175, 194, 204, 210, 220, 223-6 see also directive discourse and internal meetings non-contractually bound 9-14, 68, 86-8, 163-5, 173, 230-6 see also external meetings peer 8-14, 72, 82-3, 89, 142, 154, 165, 170-1, 175, 194, 207-11, 222, 226-9 see also internal meetings phatic see phatic communication communities of practice 2, 31, 34-5, 39, 48, 50–2, 63, 66, 88, 97, 98, 144–5, 154, 166, 178–9, 213, 220, 248, 250, 257

conceptual metaphor 200, 208

266

#### Index 267

concordances 38, 41-2, 45, 49-50, 98, 109–12, 140, 168, 180, 195 conditionals 121, 200, 256 see also if conflict 11-12, 29, 36-7, 178, 187-8, 211-12, 214, 230, 236-42, 255-7, 258-9 conjunctions 51, 108, 111, 163, 196 consciousness 27, 29, 30-2, 33, 35, 38,78 constraint 1, 30, 32, 33, 34-5, 53, 60, 119, 131, 155, 179, 185, 188, 218-21, 223 lexico-grammatical 97-8, 101, 113, 114, 144 turns 73, 218-42 content knowledge 64-5, 248 context 24, 25-7, 31, 32, 37, 38-9, 43, 45-6, 50, 52, 62, 63, 66-7, 89, 97-8, 100, 113, 131-2, 140, 172-3, 185, 192, 195, 200, 218-19, 249, 250, 253-4, 256 contextual corpus information 3-19, 93 contextualization cues 16, 53 contrived examples 251 convergence 36-7, 95, 101, 197, 205, 226, 236, 259 conversation analysis 1, 16, 124 see also 218-42 corpus linguistics 1, 24, 62, 94, 112, 118-19, 129, 137 creative problem-solving 185-8 creativity 138, 185-215 critical discourse analysis 32–3, 51 critical items see indexical items cultural keywords 40, 51, 53 culture company/institutional culture 29, 60, 102, 219, 249 cultural stereotyping see stereotyping intercultural communication see communication national culture 24, 60-1, 105, 154 see also CANBEC: nationalities in professional culture 60, 249-50 decisions / decision-making process 14, 31, 32, 53, 66, 68, 73, 76–7, 83, 86, 89, 135, 153-4, 173,

deontic modals see modal verbs directive discourse 48, 80-1, 123. 139-41, 167-8, 173-5, 199, 224 see also communication disagreement see conflict discourse 5, 23, 34, 39, 50, 51, 52, 60, 97, 132, 150, 179, 187, 201, 218, 254 analysis 1, 16, 20, 24, 27, 30, 38, 40, 62, 93, 124, 188 communities 62 discourse communities vs. communities of practice 34-5 markers 53, 111, 118-46, 256-7 priming 49, 97-8, 160, 248 prosody 38, 49, 53, 97-8, 193, 199-200, 214, 250, 251, 259-60 strategies 30-1, 78 topic 32 Discourse 39, 47, 51, 60, 119, 132, 176-7,254 discriminatory discourse 94 discursive practices see practices dispreferred responses 218, 219-20, 239-41 ellipsis 47, 80, 154-5 emotional language 43, 47-8, 103, 105 English as a first/second language 2, 4, 137, 145, 246-53, 259-60 see also L1/ L2 users of English as an international business language 145, 247, 252 ethical issues 17-18 ethnocentrism 247, 249 ethnographic insights 1, 6-7, 37-8, 63-6, 78, 132, 154, 234 evaluation 2, 3, 75, 80, 82, 104, 133, 136, 152, 161, 170, 177-8, 186-7, 189, 200-14, 234, 246, 255, 257 everyday English vs. business English 2, 19, 28, 36, 40, 47, 51, 93-5, 98-108, 118, 122-4, 131-2, 155, 156-7, 159-60, 163, 165-6, 167, 176, 186, 190, 195, 220

expert members 8, 26, 31, 34–5, 48, 65–6, 78, 98, 105, 144, 213, 221, 232, 234–5, 247–9, 250, 251, 260

175-6, 185-215, 224-7, 255

deixis 6, 80, 110, 157

### 268 Index

external meetings 8-15, 19, 20, 23, 42, 43, 83-8, 242 see also communication contractually bound vs. noncontractually bound 9-10, 230 keywords 105–11 turn-taking in 229-41 face 36-7, 42-3, 71, 72, 75, 80, 87, 120, 121, 123, 131, 132, 139, 141, 143, 159, 161-2, 166-8, 170, 171, 176-7, 178-9, 181, 187, 193, 197, 201, 206, 207-8, 210-13, 224, 226, 229-30, 234, 237, 238, 242, 251-2, 255, 256 fillers 33, 108, 167 first language see L1/L2 users of English fixed expressions see clusters footing 26, 47, 80, 155, 162 formulaic language see clusters formulations 76-7, 80, 85, 88, 89-90 frequency lists of single words 99-102 functions 23, 43, 47, 49, 63, 69, 90, 98, 108, 112, 123, 124, 131-2, 160, 187, 193, 201 gender 17, 101, 142, 247 generalizability 13, 18-19, 168, 260 genre 2, 19, 23, 25, 26, 27, 31, 34-5, 39-40, 46-8, 49, 60-89, 97, 98, 102, 105, 119, 122, 124-5, 189, 203, 248, 250-1, 255 goals 5, 10-12, 25-34, 35, 38-40, 48, 60, 66, 68, 78, 109, 118, 123, 162, 190, 219, 225, 229, 230, 257 corporate, 47, 51, 76, 89, 173-4 emergent 30 higher-level 30, 190 interpersonal/transactional 46, 47, 80, 131, 152-5, 178, 207, 230, 2.60multiple 27, 38, 39, 133 professional 15, 27, 31, 81, 88, 94, 248 grammar 42-3, 96, 103-4, 108, 111-12, 120, 121, 129, 145, 159, 196, 200, 250, 253, 256 see also lexico-grammar

*have to* 41–3, 45, 125–6, 135, 171–3 heads and tails 111–12, 120, 257 hedges 23, 33, 47, 80, 87, 113, 121, 122, 123, 135, 142-3, 151, 162. 165, 166–71, 218, 220, 224, 226, 232, 240, 251, 256 hesitations 80, 125, 146, 232, 240 hmm 106, 108, 110, 160-2, 179, 257 humour 24, 26, 154-5, 178 hyperbole 104, 200 hypothesizing see if **I** 99, 101, 103, 104, 156 see also pronouns I don't know if 87, 121-2, 127-8, 136, 197, 200, 226, 256 I think 120, 125, 128, 129, 130, 135, 145, 168 identity 10, 25-6, 39, 46, 50-1, 52, 63, 66, 101, 114, 155, 157-9, 170, 171-2, 174, 218, 253 negotiation of 208-10 idiom principle 96-7, 100-1, 108, 113, 118, 122, 195 idioms see metaphors *if* 49, 106–8, 121, 122, 133, 186, 195-200, 253, 256 *if you say "Well ... "* 33, 198 indexical items 31, 50, 69, 89, 102, 108, 120, 133, 134, 137, 168-9, 173, 188, 195 instantiations 76-80 institutional discourse 5, 27, 36, 38, 40, 47, 50, 73, 93-5, 105, 131, 150, 151, 156, 187, 203, 218, 219-22 intention 30-1 see also strategies intercultural communication see communication interdiscursivity 46-7, 187-8 internal meetings 8-15, 42-3, 48, 72, 78-83, 179, 211 see also communication and external meetings keywords 105–11, 113 peer vs. manager-subordinate 8-9, 194 turn-taking in 222-9 interruptions 16, 18, 83, 175, 237-8, 2.52intertextuality 45, 46-7, 61, 64-6, 68-71, 72, 75-6, 188, 252 intonation units 32, 53, 259 issue see problem/issue

# CAMBRIDGE

Index 269

just 47, 143, 166, 167, 168–9, 214, 224 keywords 23, 40, 48, 49, 79-80, 93-114, 185-6, 189, 246, 253, 256 - 7and genre 23 in internal and external meetings 106 - 13negative 43, 103-5, 156, 159-60, 161, 176, 196 positive 43, 105-8, 156 kind of 167-70, 214 knowledge 29, 34, 151, 159 process/content 63-5 shared 26, 66, 133-4, 162-4, 165 L1/L2 users of English 2, 4, 145, 211, 246-60 language about vs. of business 118, 251 teaching 2, 14, 29, 98, 130-1, 145, 245 - 61textbooks 118, 200, 247, 250-3, 256 laughter 154-5, 224, 238-41, 249 see also humour learners of business English 14, 29, 93, 112, 137, 145, 159, 180-1, 245 - 60lexico-grammar 24, 34, 39, 41, 48, 63, 66, 89, 93, 94-5, 96-114, 119-45, 152, 159, 187-8, 192, 201, 226, 237, 253 listeners 112, 122, 151, 156, 159–60, 162, 178–9, 249, 250, 257 logistics 2, 14-15, 64-5, 66-7, 73, 138 LWP Corpus (Language in the Workplace) 5, 24, 70, 221 management practices see practices marketing 2, 14-15, 29, 150 media discourse 23 meeting genre see genre metalanguage 47, 51, 80, 162, 210, 237, 240 metaphors 40, 47, 48, 51, 80, 101-2 and idioms (MIDs) 23, 124, 168, 185-7, 200-14, 237, 239-40, 246, 257-9 spatial, motion 202, 203, 204, 210-11

methodology 1, 31–2, 37–52, 61, 63, 93, 136–7, 187, 201
MICASE (Michigan Corpus of Academic Spoken English) 125, 131
modal verbs 24, 108, 110–11, 114, 162, 167, 226
deontic 41–3, 45, 48, 51, 80, 85, 104, 111, 124, 132–3, 141, 151, 171–9, 214, 251, 256 see also have to, must and need to epistemic 133, 136, 151
self-directed 141, 173, 175, 176, 179
motivation 46, 51, 176–7, 177–8, 165

- 185, 206 multinationals (MNCs) 2, 4, 10, 18–19, 220
- multi-word items see clusters
- *must* 104, 113–14, 171–2, 175–7, 251–2, 256
- narratives 24, 44, 46–7, 104, 204 native speaker / non-native speaker 4, 124, 145, 246–50, 254, 259 *see also* L1/L2 users of English
- *need to* 110–11, 120, 126–7, 135, 137, 139–42, 171, 172, 173–7, 246, 254, 256
- negative keywords 43, 103–5, 156, 159–60, 161, 176, 196

negotiating 9, 10–14, 24, 31, 32, 33, 37, 73–4, 85, 86, 88, 89, 109, 118, 150, 151, 157, 162, 164–5, 166–78, 189, 198, 211, 213, 229, 234–5, 239, 241, 249, 255

- new work order 10, 33, 35, 46, 51, 176–8, 220, 254–5
- norms see constraint, practices

nouns 6, 18, 101–2, 103–4, 107–8, 109–10, 113–14, 163, 167, 179 see also problem/issue

obligation *see* modal verbs obtaining permission from companies 4 off-topic discussion 28, 36, 154, 230 *oh* 99, 103, 105, 159, 160, 162 organization studies 1, 20, 38, 253 past tense 104, 196

pauses 18, 218, 240 see also silence

#### 270 Index

- phatic communication 69, 70, 71, 72, 74, 75, 81, 105, 152, 154–5, 167, 178, 207, 209–10, 213, 214, 220, 252
- phrasal verbs 202–4
- planning 10, 13–14, 64, 79, 81
- politeness 36–7, 88, 120, 133, 210, 213, 232, 237–41, 252, 253, 255 *see also* face
- power 2, 8, 10–11, 32–3, 35, 36, 47, 48, 51, 52, 61, 70, 78, 83, 88–9, 119, 131, 150, 157, 161, 204, 205, 206, 208, 210, 214, 218–42, 249, 259
  - negotiation of 89, 151, 166–78, 237 subversion of 35, 155, 241
- practices 1, 2, 26, 29–33, 38, 39–41, 43, 45, 49–50, 60, 61, 69, 98, 190, 219, 247, 254 *see also* communities of practice
  - discursive 19, 20, 25, 66–7, 76–80, 88–9, 98, 108, 131–43, 151, 186, 213
  - management 34, 43, 46, 51, 63, 67, 175, 177–8, 185
  - practices vs. strategies 30-2
  - professional 46, 47, 63, 64–7, 83, 94, 154, 159, 167, 245
  - social 31, 62, 66–7, 86, 97, 119, 132, 188
  - teaching of 253-9
- turn-taking practices 2, 218–41, 253 pragmatic failure 249
- pragmatic integrity 120–2, 125, 128
- pragmatics 1, 28, 30, 36, 38, 85, 94,
- 98, 132, 159, 166, 201
- preference 218–20, 239–2, 255–6 see also dispreferred responses
- pre-meeting stage 26, 65, 69–70, 71, 154
- priming 49, 98, 112, 113, 120, 160,
- 195, 248, 259 *see also* discourse
- *problem/issue* 106–10, 114, 173, 185–6, 188–96
- problem-solving 2, 10, 73, 133–5, 226, 245, 255 see also decisions / decision-making process
- professional practices *see* practices pronouns 104, 113, 155–9, 256 *see also I and we*
- prosody 15, 16, 259

- quantitative/qualitative combined approaches 7, 23–4, 31–2, 37–8, 50, 51, 124, 168, 179
- rapport management 24, 250
- recording data 4–6, 8, 14, 15–16, 17, 37–8, 259,
- relationship of speakers 8–10 see also communication
- relevance theory 27
- repetition 47, 50, 80, 85, 146, 167, 171, 200, 239–40
- reported speech 104, 176
- response tokens 36, 159–62 see also hmm
- reviewing 12–13, 73, 74, 79, 81, 161, 222, 224
- second language *see* L1/L2 users of English
- semantic prosody see discourse
- SFL (systemic functional linguistics) 38, 62
- silence 11, 16, 75, 79, 87–8, 162, 237–8, 256
- SIPOC formula 64-5
- small talk see phatic communication
- *so* 46, 99, 100, 106–8, 111–13, 257
- social practices see practices
- SOCINT sub-corpus 95–6, 99–103, 104–5, 108, 123–4
- socio-cultural theory 33, 261
- so I think 89, 134, 137-8
- sort of 128, 135, 165, 167–71
- speaker information 2, 4, 6–8
- speculating see if
- stages of a meeting 68–78 *see also* pre-meeting stage
- status of speakers *see* communication, external meetings, internal meetings, power
- stereotyping 180-1, 247, 249-50
- strategies (communication) 30–2, 37, 48, 53, 131
- structure, meeting 68–88
- sub-corpus of CANBEC see CANBEC
- sub-corpus of CANCODE see
- SOCINT sub-corpus
- summarizing 76–7, 80, 89, 111, 134, 137–8, 142, 201, 255, 260 tactical summaries 137–8

# CAMBRIDGE

### Index 271

synonyms 96, 97-8, 169, 176, 190, 192 - 3systemic functional linguistics see SFL tacit knowledge 29, 34, 51, 253-4 teaching business English 145, 245-61 materials 2, 96, 250-4 see also language textbooks textbooks see language textbooks *this that and the other* 127, 128, 134, 165-6, 246, 254 topic 14-15 changes 28, 60, 69, 70, 73, 77, 80, 81, 82, 153, 154, 201, 221-2, 224 management 220, 256 training 29, 124, 145, 245, 247-8, 249, 252, 254, 255, 260 transactional goals see goals transcription 4-5, 15-18, 39, 160 conventions xii, 5 transition moves 69, 71-2, 74 turn-initial and turn-final position see heads and tails turn design 51, 94-5, 111-12, 219, 220-1

turn-taking 2, 24, 25, 39-40, 51, 60-1, 94-5, 155, 218-42, 253, 255-6 in external meetings 229-41 in internal meetings 222-9 patterns (linear, spiral) 73, 81, 221-2 typical business words see keywords unconditionality 48-9 vague category markers 163–6, 179 vague language 33, 80, 151, 162-6, 170, 178-9, 211, 220, 232, 246, 252, 256 verbs 104, 113, 167, 196, 198, 204 we 36, 40, 46, 80, 99-100, 106, 108, 152, 155-9 Wolverhampton Business Corpus 195 word frequencies 19, 98-102 WordSmith Tools 40, 93, 105 written corpora 18-19, 23 yeah 33, 159, 160, 196

*you know* 33, 47, 80, 125, 129, 130, 134, 143, 159, 165, 167