

The Official Newsletter of the American Sociological Association Section on

# EMCA Ethnomethodology and Conversation Analysis

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## The 2012-2013 EMCA Section Officers

### Co-Chairs

Erik Vinkhuyzen  
Palo Alto Research Center  
evinkhuy@parc.com

Dirk vom Lehn  
King's College London  
dirk.vom\_lehn@kcl.ac.uk

### Secretary/Treasurer

Ruth Parry  
University of Nottingham  
ruth.parry@nottingham.ac.uk

### Council Members

Tim Berard  
Kent State University  
tjberard@alumni.reed.edu

Robert Dingwall  
Nottingham Trent Univ.  
robert.dingwall@ntu.ac.uk

Virginia Gill  
Illinois State University  
vtgill@ilstu.edu

Michael Lynch  
Cornell University  
mel27@cornell.edu

Douglas Maynard  
Univ. of WI, Madison  
maynard@ssc.wisc.edu

Alison Pilnick  
University of Nottingham  
alison.pilnick@nottingham.ac.uk

Geoffrey Raymond (Past  
Chair)  
Univ. of CA, Santa Barbara  
graymond@soc.ucsb.edu

Liz Stokoe  
Loughborough University  
e.h.stokoe@lboro.ac.uk

## A Message from the Section Chairs

Dear EMCA community,

Welcome to the Summer newsletter of the Ethnomethodology and Conversation Analysis Section. With the ASA meeting next month, this newsletter naturally focuses on that event where we hope to see many of you in person. Specifically, note the ASA EMCA schedule, which you should print and bring to the ASA as a handy one page guide of where you should be at what time! There are 8 sessions. Unfortunately, there are two sessions at the same time. We urged the ASA to change that but, sadly, we were unsuccessful.

Note that the Business Meeting will be held on Monday, August at 9:30am where we will be presenting the various awards. You can see who won the awards in this newsletter. We are grateful for all the committees for their hard work. Our Social is on Saturday night from 6:30-9:00pm; please come and join us in Rosie O'Grady's.

We are continuing the short bios from graduate students in the field. In this newsletter, we thought it would be nice to highlight some of the graduate students who are presenting at ASA next month. If you know graduate students who would like to present themselves in the newsletter, please e-mail us.

Thanks to Laura Loeb for editing the newsletter (she will be presenting at the ASA meeting, so make sure you tell her how much you like the new look).

Yours,  
Erik Vinkhuyzen & Dirk vom Lehn, co-chairs.

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2013 IEMCA Conference  
 University of Waterloo,  
 Waterloo, Ontario  
 August 5-8, 2013  
 Registration Open

Society for the Study of  
 Symbolic Interaction 2013  
 Meeting  
 New York, NY  
 August 8-10, 2013  
 Registration Open

7th Annual Conversation  
 Analysis Day Meeting  
 Loughborough University  
 December 16, 2013  
 Submission Deadline:  
 October 5, 2013

Annual Meeting of the  
 Society for Social Studies  
 of Science (4S)  
 Town and Country Resort  
 and Convention Center,  
 San Diego, CA  
 October 9-12, 2013  
 Submission Deadline:  
 March 17, 2013

4th International  
 Conference on  
 Conversation Analysis -  
 ICCA-14  
 University of California,  
 Los Angeles  
 June 25-29, 2014  
 Registration Open

### 2nd Advanced Summer Institute on Video and the Analysis of Social Interaction

This year has marked the 2nd Advanced Summer Institute on Video and the Analysis of Social Interaction, a program organised by Professor Jon Hindmarsh, Professor Christian Heath, Dr Dirk vom Lehn, and Professor Paul Luff.

The summer school attracted 21 doctoral students, postdoctoral researchers, faculty members and corporate ethnographers, some currently using video as their primary research data, and others interested in incorporating the analysis of video in their work.

The two-day course addressed a wide range of topics on the use of video-based research as means of studying social interaction in everyday and organizational settings. The tutors kicked off with a general introduction to the analysis of video in EMCA studies. The course then covered general issues around ethics, data collection and the presentation and application of video-based research. However the bulk of the course was devoted to a discussion of approaches to the analysis of data.

The program unfolded into a familiar format for the 'WIT' team as the participants were organised into smaller groups where they took part in collaborative data sessions. Each participant had the opportunity of bringing to the table their distinctive sets of data, and others provided insights and observations on short data extracts. Some of the projects brought forward by researchers included studies of craftsmanship, archeological fieldwork, 'extraordinary' experiences, and second-language learning. Interestingly, some of the researchers were less familiar with this type of video analysis but were able to provide alternative perspectives. This cultivated an interesting dynamic for discussions and gave people the opportunity to learn from others with different backgrounds and come out of their sessions assessing their research topics through a different lens.

As the researchers shifted from room to room, each WIT tutor brought to the table their unique experiences with video based research, providing some hands-on insight on the analysis of fragments, while giving the researchers the opportunity to become accustomed to this form of analysis through discussion and participation. Researchers became more accustomed to the principles in ethnomethodology and conversation analysis, as their shared and disputed insights with regard to particular fragments slowly developed the foundation of their understanding to the interplay of talk, bodily conduct, and the objects that feature in many episodes of social interaction.

The Summer Institute also included a less formal opportunity for debates and discussions to continue, where participants were invited to join members of the WIT group for dinner and drinks at RSJ restaurant.

The next WIT Summer Institute will be planned for early summer 2015.



# Recent Publications

*Conversational Repair and Human Understanding*, 2013, Makoto Hayashi, Geoffrey Raymond, and Jack Sidnell, eds, Cambridge University Press.

*Ethnomethodology at Play*, 2013, Peter Tolmie and Mark Rouncefield, eds, Ashgate.

*Interaction and Mobility: Language and the Body in Motion*, 2013, Pentti Haddington, Lorenza Mondada, Maurice Nevile, eds, Walter de Gruyter.

*Studies of Laughter in Interaction*, 2013, Phillip Glenn and Elizabeth Holt, eds, Bloomsbury Academic.

Andrew Carlin and Roger Slack have just published a Special Issue of *Ethnographic Studies* that is entirely devoted to Egon Bittner (1921 – 2011). Over the course of his long career, Egon Bittner, who was a doctoral student of Harold Garfinkel, made important contributions to a wide range of fields, including organizational sociology, the sociology of professions and studies of police and police work as well as to ethnomethodology and ethnography. The Special Issue of *Ethnographic Studies* can be found here: <http://www.zhbluzern.ch/index.php?id=2583>

*Symbolic Interaction* continues to feature contributions from EM/CA colleagues. The May issue included “Engendering response: professional gesture and the assessment of eyesight in optometry consultations” by Helena Webb, Chrisian Heath, Dirk vom Lehn, and Will Gibson June featured Alison Pilnick’s review of the Waksler and Nasu’s collection in honour of George Psathas. To submit a manuscript go to <http://mc.manuscriptcentral.com/si> or to become a reviewer e-mail editor-in-chief Robert Dingwall, at [robert.dingwall@ntlworld.com](mailto:robert.dingwall@ntlworld.com), for book reviews contact Dirk vom Lehn at [dirk.vom\\_lehn@kcl.ac.uk](mailto:dirk.vom_lehn@kcl.ac.uk)

## Of Note

Hear Liz Stokoe interviewed by Jim Al-Khalili on BBC4 about her research at: <http://www.bbc.co.uk/programmes/b02ykg4w>

# Atypical Interaction: Conversation Analysis and Communication Impairments

The University of Sheffield

Thursday 27<sup>th</sup>-Friday 28<sup>th</sup> June 2013

Over 70 delegates, including a range of researchers and practitioners, attended this international conference. The event provided a great opportunity for those interested in using CA to investigate interaction for people with communication impairments to discuss new findings, methodological innovations and practical applications. **Ray Wilkinson**, in introducing the conference, reminded delegates that this was only the second conference of its kind. The first, 'Disorder and Order in Talk: Conversation Analysis and Communication Disorders' took place in London in 1997. Since then, there has been a steady growth in the field, evident from the varied schedule, which included presentations and posters on such diverse areas as autism, augmentative and alternative communication (AAC), learning disability, aphasia, hearing impairment, schizophrenia, dementia, dysarthria and professional interaction. Many of the papers represented addressed the implementation and evaluation of interventions, reflecting the progress in this area over the last 16 years.

Four thought-provoking keynote presentations took place over the two days. **Doug Maynard** provided a critique of psychological testing for autistic spectrum disorder that has formed the basis for the notion of ‘theory of mind’ (TOM). Looking closely at the practices by which clinicians implement instrumental items in interaction, he argued that children who fail on test items requiring abstract competence nonetheless display concrete interactional competence, and that this has implications for furthering our understanding of autistic intelligence. **Charles Antaki** examined the use of ‘test questions’ (whereby the questioner already knows the answer) by conversation partners of adults with learning disabilities. These questions can allow the person with a learning disability to get involved in conversation and staff to ascertain his/her personal understanding of the situation, possibly scaffolding the answer into a more complete and relevant account. There is a risk, however, that a more acceptable answer is pursued at all expense, limiting the person’s ability to convey a genuine and personally felt, albeit faulty, idea. **Rose McCabe**’s presentation focused on outpatient consultations between psychiatrists and people with chronic schizophrenia, questioning the proposal that TOM is impaired in the condition. She found that patients recognise that others don’t share their delusional beliefs, however their accounts are resistant to competing formulations by others. **Mick Perkins** discussed what CA could and could not offer as an approach for clinical speech and language therapists. He argued that clinical work for practitioners like speech and language therapists centres around problems with impairments at the level of phonetics, phonology, syntax, semantics and pragmatics, where research from a CA perspective is in its infancy.

In addition to the presentations and posters, there was a choice of four data sessions in the areas of autism, AAC, aphasia and dementia. I chose to attend the session looking at video data of conversations involving people with fronto-temporal dementia, which was fascinating. All attendees had a chance to immerse themselves in the data and share their initial thoughts on analysis, discussing the patterns observed in conversations involving a person with ‘disinhibition’ and ‘apathetic’ profiles of this dementia type. The enthusiastic talk amongst delegates following the data sessions suggested that many found it beneficial to attend a session that did not necessarily fit within their own narrow field.

The conference ended with a roundtable discussion, where a number of issues were debated about what CA could offer the field of communication disorders, including what its role in everyday clinical practice might be. Like many of the delegates I spoke to, I left with a renewed enthusiasm about furthering my own research and a number of questions about how to move forward, drawing on CA research, in working with those who have communication impairments. I don’t think we will need to wait another 16 years for the next conference.

**Sarah Griffiths**, Senior Lecturer and Speech and Language Therapist

University of St Mark and St John, Plymouth, UK



# Section Award Winners

The 2013 Book Award winner is **Morana Alac**, for her book, *Handling Digital Brains: A Laboratory Study of Multimodal Semiotic Interaction in the Age of Computers*. Cambridge, MA: MIT Press.

Members of the prize committee are: Patrick Watson (University of Waterloo), Christian Greiffenhagen (University of Nottingham), Michael Lynch (Cornell University)

The committee writes: "We are pleased to announce that the recipient of the 2013 American Sociological Association's EM/CA Section Book Award is Morana Alac of the University of California San Diego, for her book *Handling Digital Brains: A Laboratory Study of Multimodal Semiotic Interaction in the Age of Computers* (Cambridge, MA: MIT Press).

The committee evaluated eight volumes; four single authored works and four edited collections. While all contributed to the fields of Ethnomethodology and Conversation Analysis (and furthermore, linguistics), two in particular stood out as contributions that moved the field in definite directions (honourable mention to Baudouin Dupret's [2011] *Adjudication in Action: An Ethnomethodology of Law, Morality and Justice* Surrey: Ashgate).

Alac's book examines the ways assorted scientists (cognitive scientists, psychologists, neuroscientists) use functional Magnetic Resonance Imaging (fMRI) and the resultant digital image outputs to draw conclusions about brains, minds, vision, task accomplishment and so forth. The book analyzes the use of gestures towards the brain images on computer screens (what Alac describes as "multimodal semiotic interaction"), and how these gestures, images and the resultant discussion are used to build consensus amongst the co-present scientists on what the data on the screen are telling them about human minds.

Several chapters of the book (3-6) focus on experienced doctoral/post-doctoral researchers ("Old-Timers") instructing neophyte researchers ("Newcomers") on the practices of seeing and making see-able the different forms of data displayed on the screen. Effectively, a combination of speech, gesture and image analysis (and image preparation) play a role in showing the "Newcomer" what is present before their eyes in and as fMRI data.

The book is of interest to a number of audiences: perhaps, first and foremost, researchers interested in the relations among instructions, gestures and learning in scientific settings. The wider Science and Technologies Studies community will take interest in the combination of approaches and the relatively novel combination of semiotics with EM/CA. The book also was the most successful of those submitted at integrating Ethnomethodological and Conversation Analytic concerns and discussions, providing a fine exemplar of how the two approaches can effectively be used together. The committee noted that this was one of the deciding factors, as the book will be of interest to both of the constituent communities of the awarding body.

The committee would like to thank those who nominated books for consideration and, again, commend members of the field for their efforts. We took great pleasure reviewing these works and wish to recognize all authors and editors for their exceptional work."

The 2013 Ethnomethodology and Conversation Analysis Graduate Student Paper Award winners are **Chase Wesley Raymond** and **Anne Elizabeth Clark White** for their paper, "A Taxonomy of Time Reference in Interaction"

Members of the prize committee are: Jon Hindmarsh, King's College London, Tim Halkowski, University of Wisconsin - Stevens Point, US, and Eric Laurier, University of Edinburgh, UK

The committee writes: This award recognises an outstanding paper written by a graduate student that addresses ethnomethodological and/or conversation analytic topics and literature. This year, the competition attracted a wide range of impressive submissions, demonstrating the quality and indeed international reach of doctoral work in EMCA.

Before announcing the winner, the committee are keen to single out one paper for honourable mention. They wish to recognise the impressive analytic work of Matthew Hollander from the University of Wisconsin-Madison, who submitted an innovative paper on forms of 'resistance' evident in interactions between those involved in the Stanley Milgram obedience experiments. This is a very thoughtful, insightful piece of analysis, and the committee are sure that it will develop into a significant contribution to EMCA and beyond.

That being said, the committee are unanimous in awarding the prize for the best stand-alone paper to a lucid and engaging treatment of a surprisingly under-researched area in the field – namely 'time reference' in social interaction. While CA has developed a substantial body of work concerning place and person reference, for example, there have been surprisingly few considerations of the ways in which time is invoked, and thus this paper takes us into uncharted territory. It has established new avenues of inquiry on 'absolute' and 'event relative' categorisations of time. The paper is deeply ethnomethodological in that it artfully initiates a re-specification of time as a members' practical concern. The committee is extremely impressed with the care, thought, rigour and clarity of writing in the piece. Therefore, the committee are delighted to give the 2013 Ethnomethodology and Conversation Analysis Graduate Student Paper Award to Chase Wesley Raymond & Ann Elizabeth Clark White, two graduate students from UCLA, whose joint paper is entitled 'A Taxonomy of Time Reference in Interaction'.

The 2013 Pollner Prize Award winner is **David R. Gibson**, of the University of Notre Dame, for his book *Talk at the Brink: Deliberation and Decision during the Cuban Missile Crisis*, Princeton NJ: Princeton University Press (2012).

Members of the prize committee are: Paul Drew (Loughborough University), John Heritage (Chair) (UCLA), Douglas Maynard (University of Wisconsin, Madison).

The committee writes: "The committee received 3 nominations for this year's award of the prize. In addition to David Gibson, Tim Berard was nominated for his article entitled 'Unpacking Institutional Racism' (published in the journal *Schutzian Research*); and Robert Garot was nominated for his book *Who You Claim: Performing Gang Identity in School and on the Streets* (NY: New York University Press, 2010).

The committee discussed each of these nominations in some detail, and agreed that any of the nominations would have been worthy of being awarded the prize. Berard's article convincingly developed insights from Wittgenstein, Garfinkel, Schutz, Goffman and Sacks to "illuminate the pragmatic, moral reasoning at work in the institutional racism argument" – amounting to an insightful interrogation of the phenomenon of 'institutional racism'. In Robert Garot's monograph exploring

the nature of gang identity and self-identity, we encountered a nuanced use of in-depth ethnographic interviews from which he provides a realistic and vibrant account of identity and gang membership, and explores the boundaries and shifting contingencies of membership and identity. In the process he does much to demonstrate the weaknesses of a static and monolithic conception of gangs and their members. What impressed us about Gibson's book was his truly sociological account of the decision making process during the ExComm group's deliberations in the White House, during the Cuban Missile Crisis. Gibson shows that Kennedy did not so much lead a discussion in which all options were rationally appraised, but rather steered a conversation in which certain lines of argumentation and courses of action came to be privileged over others. His account of this process, over several days of the group's deliberations, was based in Gibson's innovative use of 'time-line' analysis and his careful and detailed analysis of the interaction between Kennedy and members of his advisory group. Gibson's analysis offers a vivid picture of the conversations themselves, of the avenues that were developed or remained unexplored in the formulation of the US response, and of the contingencies that were associated with some avenues being developed and others dropped. This is a notable study."

The section's Lifetime Achievement Award Committee this Spring enthusiastically endorsed the letters in support of **Don Zimmerman**, Emeritus Professor of Sociology at University of California- Santa Barbara, who has been selected as the 2013 recipient of the Lifetime Achievement Award from the American Sociological Association section on Ethnomethodology and Conversation Analysis. Several letters of nomination and support from prominent colleagues attested to Don Zimmerman's significant contributions over many decades of individual and collaborative scholarship, teaching, and professional service.



#### Short Selected Publications by Don H. Zimmerman

Boden, D., and D. Zimmerman. 1991. *Talk and Social Structure*. Cambridge: Polity Press.

West, Candace, and Don H. Zimmerman. 1987. "Doing Gender." *Doing Gender* 1 (2): 125-151.

Whalen, J, and DH Zimmerman. 1998. "Observations on the Display and Management of Emotion in Naturally Occurring Activities: The Case of 'Hysteria' in Calls to 9-1-1." *Social Psychology Quarterly* 61 (2): 141-159.

Whalen, J, DH Zimmerman, and R Whalen Marilyn. 1988. "When Words Fail: A Single Case Analysis." *Soc. Probs.* 35 (4): 335-362.

Wilson, TP, and DH Zimmerman. 1986. "The Structure of Silence Between Turns in Two-party Conversation." *Discourse Processes*, 9, 375-90

Zimmerman, DH. 1974. "Fact as a Practical Accomplishment." in R. Turner (ed.), *Ethnomethodology*. Harmondsworth: Penguin: 128-143.

Zimmerman, DH. 1970. "The Practicalities of Rule Use." in J. Douglas (ed.) *Understanding Everyday Life*. Chicago: Aldine: 285-295.

Among his many contributions, letters noted his importance for providing early and accessible illustrations and expositions of foundational ethnomethodological insights, and his influential studies on topics including the accomplishment of gender through talk and the conversational organization of emergency calls. Also noted were his importance as a mentor and thesis supervisor for dozens of younger colleagues, and a variety of professional service accomplishments including contributions to conference organizing, book editing, and his service as Editor of the journal *Research on Language and Social Interaction* (ROLSI). The several letters reflected a consistent understanding across a variety of vantage points of a remarkable, multi-dimensional career spanning half a century and more, and making appreciated, influential contributions, including to a broader understanding of what ethnomethodology is about, how it can be productively related to conversation analysis, and how both can be applied in such a manner as opens up innovative, insightful and important new lines of social inquiry.

[Committee members this year were Tim Berard, Lorenza Mondada, and Jack Whalen]

# Remembering John Gumperz (1922 - 2013)

Dear Colleagues,

It is with great sadness that I write to inform you that Professor Emeritus John Gumperz passed away March 29th, 2013.

Professor Gumperz received his doctoral degree in Germanic Linguistics from the University of Michigan. He held a postdoctoral appointment at Cornell in Linguistics, where he began his life-long interest in the languages and linguistics of the new nation of India. He has an honorary doctorate (Honoris Causa) from the University of Konstanz, Germany. He has had a long-term relationship with the Institute for German Language (IDS- Institut für Deutsche Sprache) in Mannheim.

Before coming to Santa Barbara and becoming an active member of the U.C.S.B. LISO faculty, for most of his career, from 1956 until his retirement in 1991, he was a professor in the Department of Anthropology at the University of California, Berkeley.

Professor Gumperz co-founded the subfield of sociolinguistics, the Ethnography of Communication, with Professor Dell Hymes, and later founded interactional sociolinguistics. He left behind a tremendous legacy of work, contributing to the understanding of code-switching, linguistic variation, intercultural communication, languages and sociolinguistics of India, conversational inferencing and contextualization in face-to-face interaction, educational sociolinguistics, and many other areas. His work advanced our understanding of the linguistic and interactional construction of social inequality.



Professor Gumperz trained a large number of current scholars, and was widely known for his openness and support of junior scholars. He wrote or edited numerous articles and books, including "Directions in Sociolinguistics: the Ethnography of Communication" (ed. w/Dell Hymes), "Discourse Strategies" (Cambridge U. Press), "Language and Social Identity" (Cambridge U. Press), and "Rethinking Linguistic Relativity" (ed. w/Stephen C. Levinson, Cambridge U. Press). Professor Gumperz was Fellow of the American Academy of Arts and Sciences, Distinguished Fellow of the American Anthropological Association, Life Fellow of the Linguistics Society of America, and a Guggenheim Fellow. He was former President of the International Pragmatics Association, a Visiting Fellow at the Institute of Advanced Studies, Princeton, an Overseas Fellow at Churchill College, Cambridge University, and a Fellow at the Center for Advanced Study in the Behavioral Sciences, Stanford University. Professor Gumperz was honored recently at a session organized at the American Anthropological Association meetings in his honor. He will be greatly missed.

Amy Kyrtzis  
Professor  
Department of Education  
University of California



# Meet EMCA Graduate Students From Around the World



## Anne E. C. White, University of California, Los Angeles

My name is Anne White, and I am in the fourth year of UCLA's Department of Sociology PhD program. I received my AB in Sociology from Princeton University in 2005; during that time I wrote an ethnographic thesis on the social patterns of backpacking travelers in South East Asia. My undergraduate advisor, Mitch Duneier, played an influential role in shaping my perspective as a participant observer and inspired me to resume my studies after a 5 year hiatus as a seasonal guide in Alaska and Montana leading kayaking and white water rafting trips. I never quite was able to tune-out my social scientist's quest for trying to make sense of the social world around me and often scribbled field notes in my tent at night. Since entering UCLA in 2010, I had the utmost privilege of studying under and working with more ethnographers, Jack Katz and Stefan Timmermans, on my Master Thesis in which I explore how guides manipulate and play games with time in order to maintain control of their clients.

Yet another huge perk of studying at UCLA was my unexpected exposure into the world of Conversation Analysis. I'm hugely grateful to John Heritage, Steve Clayman, and Tanya Stivers for their instruction and enthusiasm in my development in this methodology. By supplementing my fieldnotes with video recordings from a Go Pro camera that I wore on my head while guiding, I have deepened my understanding of guide-guest interaction (as well as ALL social life!). So far, I have focused on how guides direct clients through directives and accounts, but I hope to continue work in this subject area in the future.

Besides seasonal work, my other passion is the sociology of time in which I have had the great pleasure in co-writing a Taxonomy of Time References with a fellow UCLA graduate student, Chase W. Raymond. Together, we seek to understand the different ways of referencing time at the same point on the timeline, and how by choosing one reference form over another, speakers are performing interactional, social work with their interlocutor. And my final interest is doctor-patient interaction, in which I'm currently collecting data in a rural, surgical setting.



## Kim Lê Van, University of Fribourg

I attended my first course of Sociology in 2005 at the University of Lausanne (Switzerland), and that's when I fell in love with this discipline. My Bachelor's studies in Social Sciences and French Literature gave me access to challenging new theories and views of society. The field of communication fascinated me, whether in the mass media or an interpersonal level. I had my BA degree in 2009 and chose to pursue my interest in sociology for my Master's. I obtained a MA degree in Sociology of communication and culture (University of Lausanne) in 2011, with a research thesis on the place of critical mind when watching a TV information satire.

Currently, I am a second-year PhD student in Sociology at the University of Fribourg (Switzerland), and I take part in the *Adaptivity in Communication and Health* Doctoral School. I am exploring another side of communication in sociology, focusing on interactions. Within a team composed of Prof. Esther González-Martínez, Prof. Adrian Bangerter, Cécile Navarro, and myself, I am studying work interactions between staff members of a hospital care unit and their contingent emergence, while they are walking around the ward. We adopt an ethnomethodological perspective, deploying conversation and multimodal analysis, to analyze video recordings collected in the corridors of the unit.

Drawn from this research, my dissertation focuses on the practice of "micro-briefings". These refer to unscheduled meetings, happening in the corridors, aiming to review the current situation in the unit. My purpose is to determine how these unscheduled interactions are accomplished and participate in the team organization. At this stage of the research, I am planning to articulate an understanding of work interactions concrete practices, with management and organization theories in hospital settings.

## Laura Loeb, University of California, Los Angeles

I'm Laura Loeb, a graduate student at University of California, Los Angeles (UCLA) in the Sociology department. I originally became interested in conversation analysis while working on my undergraduate honor's thesis on interaction at the University of Dayton. I came to UCLA in 2008 to pursue this interest and now, a few years later, I am working on my dissertation, co-chaired by John Heritage and Steve Clayman.

My research focus has broadly been on the ways in which interaction practices work to build specific types of recognizable culture. My master's thesis looked at how practices of call and response in an African-American Bible study are used in building a particular religious experience. My dissertation explores the interaction practices and norms of American celebrity talk shows (such as *Leno*, *Letterman*, *The Daily Show*, *Ellen*, and *The View*). These norms are extremely different from one of the other main types of interviews on American television, the hard news interview. While many of the practices used on celebrity talk shows may be seen as conversational, I argue that guests and hosts are adhering to a set of norms just as central to talk shows as the norms of adversarialness and neutralism are to hard news. Political candidates are appearing more often on talk shows, and my dissertation also works to explore the implications of this shift given the very different norms of the talk show interview.

At UCLA I'm involved several exciting groups relating to language and interaction. I've been fortunate to be one of the student organizers of the Conversation Analysis working group for the Sociology department for the last two years, though I've now handed over the reins to others featured in these pages. I've also had the chance to help organize Center for Language Interaction and Culture Graduate Student Association (CLIC GSA) conference in 2012 and 2014. Finally, those with sharp eyes will recognize me as the editor of this publication.



## Chase Wesley Raymond, University of California, Los Angeles



My name is Chase Wesley Raymond. I am currently a fifth-year graduate student in the Departments of Sociology and Spanish & Portuguese at UCLA, but I actually began my career at UCLA as an undergraduate in 2005. My initial training focused almost entirely on theoretical linguistics, more specifically Chomskyan morphosyntax and the syntax-semantics interface in Romance languages. In 2009 I became the first student in UCLA's history to graduate in four years with a quadruple major (*Linguistics, Spanish & Portuguese, French & Francophone Studies, Italian and Special Fields [Anthropology]*) and a minor (*Latin American Studies*). The same year, I entered the doctoral program in *Hispanic Linguistics* in the Department of Spanish & Portuguese, with a plan to focus on the outcomes of language and culture contact.

My interests soon began to expand, though, as I discovered the study of naturalistic conversation in the Department of Sociology. On a whim, I took a class called "Talk and Social Institutions" with Steve Clayman and John Heritage, and was instantly hooked. After five years as a student of linguistics, this was an entirely new way for me to look at the structures of language: How humans make use of language to engage in social interaction with one another in everyday life. Continued coursework in Conversation Analysis and a desire for a more firm foundation in the 'socio' side of 'sociolinguistics' ultimately inspired me to officially enroll in the graduate program in Sociology while still pursuing my original program in Hispanic Linguistics.

At the most general level, my research agenda explores the moment-by-moment use of linguistic resources to accomplish identity. My initial interest in language and culture contact fits naturally within this overarching umbrella, and thus I have continued to examine the use of language in such contexts. Much of my research in this area has focused on Spanish speakers coming into contact with English speakers (as well as with Spanish speakers of other dialects) in the United States—in both everyday talk and in institutional settings (911 and medicine). Some of my past and forthcoming research on the intersection of language, identity (ethnic, gendered, etc.), and social action include articles in *Language in Society*, *Journal of Sociolinguistics*, *Discourse & Communication*, and *Hispanic Research Journal*. Certainly a reflection of my having one foot in Sociology and the other in Linguistics, my in-progress dissertation in Linguistics—titled "A Sequential Approach to Identity in Spanish Talk-in-Interaction" and expected to be defended in December—constitutes an attempt to bring some of these social-theoretical and methodological issues to the attention of (socio)linguists. In it, I aim to demonstrate that various linguistic elements which sociolinguists typically conceptualize as unchanging or otherwise 'cut-and-dried' are, in reality, quite malleable and productive identity resources which can be mobilized by co-participants for the purposes of social action.



**Ingrid Norrmann-Vigil,  
University of California, Los Angeles**

My name is Ingrid Norrmann-Vigil, and I'm a PhD student in the Department of Applied Linguistics at UCLA.

Although before entering this department my background was in theoretical linguistics, particularly phonology and phonetics, after taking John Heritage and Steve Clayman's CA courses I decided to switch fields, leave the theoretical analysis aside, and focus on language in interaction instead. For the past two years, I've been working mostly with Chuck Goodwin, concentrating on discourse analysis, gestures, and embodied action.

I'm currently working on narratives of pregnancy loss and how trauma, suffering, and the perception of empathy are embodied in the discourse of women and men who have experienced such loss. For this research I've been conducting interviews and also analyzing video blogs from YouTube. I've found YouTube to be a very interesting and particular environment where women share their journeys to motherhood and frequently interact with their viewers, creating an unexpectedly tight community of experience.



**Clara Bergen, University of California, Los Angeles**

My name is Clara Bergen, and I'm entering my first year as a graduate student in the Sociology Department of the University of California Los Angeles. For three years I've worked as a research assistant for UCLA Professor Tanya Stivers, aiding on CA projects ranging from the study of day-to-day interaction of children in play, to cross-national comparisons of physicians' treatment recommendation sequences. I was initially introduced to Conversation Analysis as an undergraduate student, and was inspired to continue my education after taking courses with Tanya Stivers, John Heritage, and Steven Clayman.

Currently my interest lies in institutional talk – physician-patient interaction in particular – and in laypersons' differential orientations to, and interruptions of, institutionally sanctioned speech. Though I most enjoy working with large-scale datasets and introducing quantitative measures, I very much like working on a purely qualitative scale as well. My latest project explores which pieces of medication-related information patients orient to as 'key' in the treatment negotiation phase. The project is a cross-national comparison, asking how patients in the US and the UK orient to their own informedness differently when moving towards the acceptance of a treatment recommendation.



**Georgina Geotina, Victoria University**

Hi, I am Georgina Geotina. I am in my first year as a doctorate student at the Victoria University of Wellington in New Zealand. I applied for the PhD programme right after I finished my honours degree. I also have a BA in psychology and sociology.

I was pulled into EM/CA because of my interest in human social behaviour and the unwavering passion of my supervisor, Ann Weatherall, to this craft. I was introduced to CA through a discursive social psychology course that I took in the final year of my undergrad. Ann lectured the course, and her gusto for CA was contagious. I was fascinated too; paying attention to small details in something as familiar as social interactions was something I never did, but thoroughly enjoyed. When she asked me at the end of that year if I wanted to do an honours degree with her as supervisor, I knew I just had to it.

My honours thesis addressed a current debate in language and gender research about the relevance of gender in interactions. I analysed what actions are done in turns that contain gender terms.

My PhD project uses CA to the study of offshore call centre interactions. I will collect data from a large telecommunications company and analyse interactions between New Zealand-based customers and Philippine-based customer service representatives (CSR). Culture is commonly implicated when miscommunication or breakdowns occur. I want to find out if either member's culture or ethnicity does become observable relevant in the interaction and for what ends. I also hope to develop anatomies of "good" and "bad" communication, and identify "effective" and "non-effective" practices based on actual interactions.

My ultimate goal is to feed useful findings back to the company and to help improve customer service provided through computer-mediated technologies. Hopefully, this will also develop CA interest from business, especially service and utility industries where successful social interactions have premium.



# Saturday

## Conversation Analysis 1, 8:30 to 10:10am

Session Organizer and Presider: John Heritage (University of California-Los Angeles)

Doing 'How I'm Coming Here': Displaying a State of Being when Opening Face-to-Face Interaction by **Danielle Pillet-Shore** (University of New Hampshire), Accounting for delay in answering quantity questions in Primary Care visits: A Provisional Sketch by **Timothy Halkowski** (University of Wisconsin-Stevens Point), Patient disclosure of medical misdeeds by **Clara Ann Blomgren Bergen** (University of California-Los Angeles), and **Tanya Stivers** (University of California-Los Angeles), Making a Complaint in Evacuee-Volunteer Interaction by **Kaoru Hayano** (Ochanomizu University), Ethics in action: Consent-gaining interactions and implications for research practice by **Susan A. Speer** (University of Manchester, UK) and **Elizabeth Stokoe** (Loughborough University)

## Conversation Analysis 2, 10:30 to 12:10pm

Session Organizer and Presider: John Heritage (University of California-Los Angeles)

A Typology of Time Reference in Conversation by **Chase Wesley Raymond** (University of California-Los Angeles) and **Anne White** (University of California-Los Angeles), The world of interaction between "A" and "I": One way questions set agendas in Polish by **Matylda Weidner** (University of Antwerp), Pursuing answers to questions in broadcast journalism by **Tanya Romaniuk** (York University), Indicating epistemic distance of the referent: Uses of name-quoting descriptors in Japanese by **Shuya Kushida** (Osaka Kyoiku University), Opening up sequence organization: Some occasions in which speakers formulate "out of place" sequence initiating actions by **Geoffrey Raymond** (University of California-Santa Barbara)

## EMCA Social, 6:30 to 9:00pm

Rosie O' Grady's, 800 7th Avenue, (Corner 52nd St.) New York, NY 10019 Telephone: 212.582.2975

# Sunday

## Ethnomethodology 2 (Ethnomethodology: Studies of Everyday Life), 8:30 to 10:10am

Session Organizer and Presider: Tanya Stivers (University of California-Los Angeles)

Body method of interpretation in Japanese card game, by **Hiroichi Hosoma** (University of Shiga Prefecture), In pursuit of some appreciation: Assessables, group membership and second stories by **Maryanne Theobald** (Queensland University of Technology), and **Edward John Reynolds** (University of Queensland), When Gestures Complete a Story: Audience Participation in the Co-construction of Narratives of Trauma by **Ingrid Norrmann-Vigil** (University of California-Los Angeles), Numbers Matter: Multiparty talk during family mealtime by **Gillian Roslyn Busch** (Central Queensland University), and **Susan Danby** (Queensland University of Technology)

## Ethnomethodology 1 (Ethnomethodology: A Consideration of the Method), 10:30 to 12:10pm

Session Organizer: Tanya Stivers (University of California-Los Angeles), Presider: Alison Pilnick (University of Nottingham)

Ayer, Schutz and Garfinkel: Ethnomethodology and the impossibility of a social SCIENCE by **Richard Heyman** (University of Calgary), Respecifying the Work of a Discovering Science with Video Materials in Hand by **Philippe Sorman** (University of Vienna), I'm Thrilled that You See That: Seeing Success in Interactions with Deaf and Autistic Children by **Alison Pilnick** (University of Nottingham) and **Deborah James** (University of Northumbria), "Mixing" Methods in the Social Sciences: The Interplay of Qualitative and Quantitative Work in Sociological Research by **Michael Mair** (University of Liverpool), **Christian Greiffenhagen** (University of Loughborough), and **W. W. Sharrock** (University of Manchester)

## Conversation Analysis 3, 2:30 to 4:10pm

Session Organizer and Presider: John Heritage (University of California-Los Angeles)

How to do things with requests: Requesting at the family dinner table by **Jenny Mandelbaum** (State University of New Jersey-Rutgers), The sequence organization of empathy: An analysis of the evacuee-volunteer interaction in Fukushima by **Satomi Kuroshima** (Meiji Gakuin University), The Interactional Organization of Multiple Activities in "Football Volunteer Activity" in Fukushima by **Aug Nishizaka** (Meiji Gakuin University), Negotiating understanding in "intercultural moments" in conversation by **Galina Bolden** (State University of New Jersey-Rutgers)

# Sunday cont.

## Ethnomethodology 3 (Ethnomethodology: Studies of the Workplace), 2:30 to 4:10pm

Session Organizer: Tanya Stivers (University of California-Los Angeles), Presider: Chase Wesley Raymond (University of California-Los Angeles)

Ending the Spectacular: A Multimodal Study of Consequential Work in Street Performing Circle-Shows by **Tim Smith** (University of Edinburgh), Joint Activity: Understanding understanding in dental tuition by **Lewis Hyland** (King's College London), Speaking to the market: Earnings calls in corporate America by **Guy J Edwards** (University of Cambridge), Timework: An Occupational Ethnography of Sea Kayak Guides by **Anne White** (University of California-Los Angeles)

# Monday

## Ethnomethodological Studies of Work and Organization, 8:30 to 9:30am

Session Organizer and Presider: Nick Llewellyn (Warwick Business School)

In-Passing Work Interactions at the Hospital by **Esther Gonzalez-Martinez** (University of Fribourg), and **Kim Lê Van** (University of Fribourg), Member Accounts in the Assessment of Professional Competence by **Mehmet Ali Icbay** (Southern Illinois University), and **Timothy Koschmann** (Southern Illinois University), Micro-Stories and Macro-Facts: Business-Style Management, Knowledge Inequity and Doing the Work of Governance by **Patrick G. Watson** (University of Waterloo), Requesting help with null or limited knowledge: entitlements and responsibility in emergency calls by **Giolo Fele** (University of Trento), Discussant: Nick Llewellyn (Warwick Business School)

## Section on Ethnomethodology and Conversation Analysis Business Meeting, 9:30 to 10:10am

# Monday

## Linking Micro and Macro: Ethnomethodological and Conversation Analytic Contributions, 10:30 to 12:10pm

Session Organizer: Timothy Halkowski (University of Wisconsin-Stevens Point) Presider: Steven E. Clayman (University of California-Los Angeles)

Fixating on the macro-micro problem: An ethnomethodological treatment of interrogation by **Michael Lynch** (Cornell University), The Micropolitics of Legitimacy: Question-Answer Sequences and the Sociopolitical Landscape by **Steven E. Clayman** (University of California-Los Angeles), Addressing the inequality of a political configuration. A praxiological examination of "micro-macro issues" by **Alain Bovet** (Centre for the Study of Social Movements), Systematically reviewing conversation analytic and related discursive research to inform healthcare: An illustrated example by **Ruth Helen Parry** (University of Nottingham), and **Land Victoria** (Independent Researcher, York, UK), Practices of Talk Show Interviewing by **Laura Loeb**

# Tuesday

## Teaching Workshop: Practical Experience and Methods of Introducing Conversation Analysis to Audiences Who are New to this Approach, 10:30 to 12:10pm

Session Organizer: Ruth Helen Parry (University of Nottingham) Session Organizer: Virginia Teas Gill (Illinois State University) Leader: **Ruth Helen Parry** (University of Nottingham) Co-Leader: **Virginia Teas Gill** (Illinois State University) Panelist: **Timothy Halkowski** (University of Wisconsin-Stevens Point) Panelist: **Elizabeth Stokoe** (Loughborough University) Panelist: **Jörg Bergmann** (University of Bielefeld)



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