Prof Kylie House

Project Name: GeWiss
Transcription Convention: GAT 2

Speakertable

PJH
Sex: f

DIS1
Sex: f
Languages used: eng

DIS2
Sex: m
Languages used: eng

BSP1
Sex: f
Languages used: eng

BSP2
Sex: u
Languages used: eng

DIS3
Sex: u
Languages used: eng

DIS4
Sex: f
Languages used: eng

BSP3
Sex: f
Languages used: eng

BSP4
Sex: f
Languages used: eng

BSP5
Sex: f
Languages used: eng

BSP6
Sex: m
Languages used: eng

BSP7
Sex: m
Languages used: eng

BSP8
Sex: f

Languages used: eng

BSP9
    Sex: m

BSP10
    Sex: m

KT
    Sex: m

DIS5
    Sex: m
    Languages used: eng

DIS6
    Sex: f
    Languages used: eng

DIS7
    Sex: f

DIS8
    Sex: f
    Languages used: eng

DIS9
    Sex: f

DIS10
    Sex: m
    Languages used: eng

[1]

	0 [00:00.0]	1 [00:00.6]	2 [00:01.6]
DIS1 [v]	sorry kyle		alright °h okay well i think we_ll start now and
DIS2 [v]		that_s okay (xxx)	
[nn]			*((background talking))*

[2]

	..	3 [00:06.0]
DIS1 [v]	if people want to come in later they can °h erm (.) we_re very pleased to	
[nn]		

[3]

	..	4 [00:09.6]	5 [00:11.3]	6 [00:12.6]	7 [00:13.0]
DIS1 [v]	welcome professor kylie house (1.7)		from erm °h (0.4)		er who_s
[nn]		*((noises))*		*((noise))*	

[4]

	8 [00:15.1]
DIS1 [v]	professor of linguistics at victoria university of wellington in new zealand

[5]

	9 [00:18.3]	10 [00:21.2]
DIS1 [v]	°h she (.) has had a long and very distinguished career (.) in the field of	

[6]

	11 [00:24.4]
DIS1 [v]	applied linguistics specialising in °h sociolinguistics °h and her (0.3)

[7]

	12 [00:29.3]
DIS1 [v]	publications are legion ((laughs)) and i remember finding her introduction
DIS1 [nv]	acronym "MA" - emm ay - master of arts

[8]

	..
DIS1 [v]	to sociolinguistics when i was an m a student we were given a chapter to
DIS1 [nv]	

[9]

	13 [00:35.6]
DIS1 [v]	read from this °h and i was (0.2) so interested in it i read it from cover to
DIS1 [nv]	

[10]

	14 [00:40.3]	15 [00:43.1]
DIS1 [v]	cover °h because it was like (.) reading a piece of (.) er history or (0.2) erm	

[11]

	16 [00:45.2] 17 [00:46.0]	18 [00:48.4]
DIS1 [v]	°h (0.2) s social commentary it didn_t seem to me °h erm (0.3) you know at	
[nn]	((noises))	

[12]

	19 [00:50.8]
DIS1 [v]	all (0.2) difficult or boring it was just a a really fantastic read so if you

[13]

	.. 20 [00:55.9]
DIS1 [v]	haven_t read that i would recommend you to read it °h and it_s now in it_s

[14]

	.. 21 [00:58.0]
DIS1 [v]	third edition °h which shows you just how erm (0.2) well thought of the

[15]

	.. 22 [01:01.6]
DIS1 [v]	book is °hh erm (0.3) °hh kylie has always been interested in gender °h

[16]

23 [01:05.7]
DIS1 [v]	and has published widely in this area so for example er gender talk at work

[17]

	.. 24 [01:11.3]
DIS1 [v]	hh and power appliance in the work place °h which also has something

[18]

	.. 25 [01:16.1]
DIS1 [v]	about gender in it °h and we (0.2) she gave a very interesting talk yesterday

[19]

	.. 26 [01:22.2]
DIS1 [v] **DIS1 [nv]**	at a women and leadership seminar which we held ʿhh she has recently been false start "a"

[20]

	..
DIS1 [v] **DIS1 [nv]**	working in the language in the work place project a in new zealand (0.2)

[21]

27 [01:27.6]
DIS1 [v]	which explores the cultural differences in work place communication

[22]

	.. 28 [01:32.3] 29 [01:35.3]
DIS1 [v]	patterns (0.2) ʿhh and this (0.1) work has resulted in er (0.5) many interesting

[23]

	30 [01:40.8]
DIS1 [v]	papers °h but also in erm materials for english language teaching °h for

[24]

	31 [01:44.2]
DIS1 [v]	migrant workers going into the work place (0.2) °h erm today kylie_s talk is

[25]

	32 [01:48.7]
DIS1 [v]	entitled small talk can be a big deal °hh the teacher_s role in developing

[26]

	..
DIS1 [v]	sociopragmatic competence for the work place so if you_d like to join me in

[27]

	33 [01:55.3]34 [01:55.8] 35 [01:59.5] 36 [02:01.0]
DIS1 [v]	welcoming professor house
PJH [v]	thank you very much gina °h (0.3)
[nn]	*((noises))* *((clapping))* *((coughing))* *((noises))*

[28]

	37 [02:02.2]38 [02:02.4]39 [02:02.5]
DIS1 [v]	((laugh ter)) you_re welcome
PJH [v]	thank you for the kind present ati on
[nn]	

[29]

	40 [02:03.9]41 [02:04.1] 42 [02:05.3]
DIS1 [v]	((laughter))
PJH [v]	erm (0.2) °h (0.5) that was a really nice introduction
[nn]	*((noise))* *((noises))*

[30]

	43 [02:06.7] 44 [02:09.4]
PJH [v]	and erm (0.4) the (.) teacher who i_m going to talk about today is actually in

[31]

	45 [02:11.4]
PJH [v]	the picture <<laughing> here > (0.2) ophelia sunderland who teaches our

[32]

	..	46 [02:14.1]	47 [02:14.2]		48 [02:16.5]	
PJH [v]	(0.4) erm ((noise)) work place communication (0.8) course for skilled

[33]

	..
PJH [v]	migrants who come to new zealand from overseas and so i_m going to be

[34]

	..	49 [02:21.4]	
PJH [v]	talking today °h about the latest phase of our °h language in the work place

[35]

	..	50 [02:25.2]		51 [02:27.7]	
PJH [v]	research °h erm because we_ve moved °h from looking at (0.1) people

[36]

	..	52 [02:30.0]	
PJH [v]	working in new zealand work places °h to looking at the °h problems that

[37]

	..	53 [02:35.0]	
PJH [v]	face (0.1) skilled migrants that come to new zealand °h erm and then can_t

[38]

	..	54 [02:38.2]	
PJH [v]	get a job °h and then come and do our (0.3) skilled communication (0.3) c

[39]

	55 [02:39.6]	56 [02:40.1]	57 [02:40.3]	
PJH [v] **[nn]**	ourse °h and then go into internships in work places so we_re going to *((cough))*

[40]

	..	58 [02:44.1]	
PJH [v]	°h track them a little bit today and i_ll show you °h the sorts of problems

[41]

	..	59 [02:48.3]	
PJH [v]	they face and °h the sorts of skills they acquire °h as a result of doing the

[42]

	.. 60 [02:51.6] 61 [02:51.8] 62 [02:54.3]
PJH [v]	course ((noise)) (0.5) so i_ll just start with a cartoon as always °h erm this

[43]

	.. 63 [02:57.9]
PJH [v]	one_s °h illustrating small talk as you can see (0.3) and this particular guy

[44]

	.. 64 [02:59.8]
PJH [v]	who hates small talk has got all the answers written down over here (1.6)
[nn]	*((laughter))*

[45]

	65 [03:03.3]66 [03:03.4] 67 [03:05.4]
PJH [v]	°h can you spot the topics ((laughs)) so you can see erm the sort of
[nn]	*((slight laughter)) ((background talking))*

[46]

	.. 68 [03:08.9]
PJH [v]	thing that obviously at his work place things like er what you watched on
[nn]	

[47]

	.. 69 [03:11.7]
PJH [v]	tele last night and the weather and so on and so forth okay so (0.3) that_s
[nn]	*((slight laughter))*

[48]

	.. 70 [03:16.3]
PJH [v]	one way of dealing with the problem °hh erm not to be (.) recommended
[nn]	

[49]

	.. 71 [03:18.1]72 [03:18.5]73 [03:18.8] 74 [03:18.9]
PJH [v]	((laughs)) (0.4) (0.3) ((noise)) (0.2) so (0.2) where are we going this is
[nn]	*((noise))*

[50]

	.. 75 [03:22.6]
PJH [v]	just an outline of what i_m going to talk about °h erm (0.2) and (.) i_m

[51]

	76 [03:26.9]
PJH [v]	going to start of by saying something about the work place °h data that we

[52]

	77 [03:30.5]
PJH [v]	collected in use in the work places which we use as materials for the skilled

[53]

	78 [03:33.3]
PJH [v]	communication °h course °h and then (0.2) i_ll say a little bit about the

[54]

	79 [03:37.4]
PJH [v]	course and explain what the programme involves °h and then i_ll show you

[55]

	80 [03:41.3]
PJH [v]	how nicki uses our materials in the classroom °h to teach (0.2) our students

[56]

	81 [03:44.2]
PJH [v]	about relational (0.2) relational talk (0.2) °h ways of establishing good

[57]

	82 [03:47.7]
PJH [v]	rapport with other people in the work place that_s really a (.) theme of the

[58]

	83 [03:51.0]	84 [03:53.6]
PJH [v]	course °h and erm (.) and then we_ll follow (0.3) two of our (0.5) erm (0.4)

[59]

	85 [03:56.9]
PJH [v]	students (0.2) migrant workers into their work places and i_ll show you a °h

[60]

	86 [04:01.7]
PJH [v]	little bit of how they manage in the work place with °h their newly acquired

[61]

	87 [04:04.6]
PJH [v]	°h erm social skills °h and then r i_ll end up with a little bit of evaluation
PJH [comments]	false start "r"

[62]

88 [04:06.6]
PJH [v] to the programme both from the students and from the employers which

[63]

	89 [04:11.2]
PJH [v]	we_ve got some comments ʰhh okay ʰhh so i just thought i_d start with this
[nn]	((coughing))

[64]

	91 [04:15.6]
PJH [v]	this is quite a nice little °h erm simulated (0.4) erm role place (0.3) but

[65]

92 [04:17.6]
PJH [v] based on real data that was collected by Nigel Down who you may have

[66]

	93 [04:22.4]	94 [04:24.7]
PJH [v]	heard of he_s an australian °h er professor of linguistics and he ʰhh did the	

[67]

..
PJH [v] first work (.) on language in the work place that i_m aware of erm (.) way

[68]

	95 [04:29.4]
PJH [v]	back in the (0.1) early nineteen nineties in melbourne °h where he was

[69]

	96 [04:33.5]
PJH [v]	working in multicultural (0.2) work places °h and particularly in blue collar

[70]

	97 [04:36.9]	98 [04:38.0]	99 [04:38.2]
PJH [v]	work places °h and °h erm ((noise)) the (.) person in this particular (0.4)		

[71]

	100 [04:40.5]	101 [04:41.5]102 [04:41.6]	103 [04:42.9]
PJH [v]	little bit of video °h (.)	erm this is the manager and	into this (.) video
[nn]		*((noise))*	

[72]

	..
PJH [v]	comes erm a vietnamese worker and i_ll just play it to you and then °h

[73]

	104 [04:47.4]	105 [04:49.1]
PJH [v]	you might like to just think about °h	what you think is the communication

[74]

	..	106 [04:54.2]
PJH [v]	problem because there_s clearly a miss_communication here °h	now just

[75]

	..	107 [04:56.2] 108 [04:58.6]	109 [04:59.4]
PJH [v]	have a look and see what you think (2.4)	come on (0.3) work (2.0)	
[nn]		*((clicking))*	

[76]

	110 [05:01.8]	111 [05:04.1]112 [05:07.5]113 [05:08.3]114 [05:10.6]
PJH [v]	(2.3)	(3.4) (0.8) (2.3)
BSP1 [v]		now you get five days off
[nn]	*((noises)) ((background talking))*	*((noise))*

[77]

	115 [05:12.1]116 [05:13.4]	117 [05:14.4]118 [05:16.3]
BSP1 [v]	(1.3) what are you going to do (1.9)	hh you get (0.3) five days off (0.3)

[78]

	..119 [05:18.8]	120 [05:22.0]
BSP1 [v]	for easter (0.4) what are you going to do (0.6)	are you going somewhere

[79]

	..	121 [05:25.4]	122 [05:27.5]
PJH [v]			okay ((laughs))
BSP1 [v]	with your family (1.4)		
BSP2 [v]		asking me (0.2) what do you want	
[nn]			*((laughter))*

[80]

	123 [05:29.6]	124 [05:31.8]	125 [05:32.9]	126 [05:33.0]	127 [05:33.6]
PJH [v]	so it_s actually a reenactment of (.) erm (0.1) ((noise)) a real			(0.5) wait a	
[nn]	*((laughter))*				

[81]

	..	128 [05:35.8]	129 [05:40.9]	130 [05:41.2]
PJH [v]	minute now we_ve frozen here (5.2)		(0.2)	(3.7)
[nn]		*((faint computer noises))*	*((noise))*	*((faint computer noises))*

[82]

	131 [05:44.8]	132 [05:47.2]
PJH [v]	it_s it_s an actually a reenactment of a real erm (0.1) a real situation that	

[83]

	..	133 [05:49.3]	134 [05:49.9]
PJH [v]	occurred (0.5) what do you think_s the problem (0.2) for the (0.7)		
[nn]	*((noise))*		

[84]

	..	135 [05:53.8]
PJH [v]	vietnamese (0.2) worker (0.2) (1.5) what might she be worrying about	

[85]

	136 [05:56.7]	137 [05:58.3]	138 [05:58.9]
PJH [v]	(1.7)	(--)	(0.8) well yes she thinks she might have done
DIS3 [v]		(xxx xxx) something	
[nn]		*((noise))*	

[86]

	..	139 [06:03.1]
PJH [v]	something wrong that_s one possibility isn_t it she looks quite concerned	

[87]

	..	140 [06:05.5]
PJH [v]	and worried doesn_t she ˙hh (0.2) she_s she_s also worried about (0.3)	
[nn]		*((background talking))*

[88]

	..	141 [06:09.7]
PJH [v]	because they_re going to get five days off (0.1) and she_s saying what are	
[nn]		

[89]

	..	142 [06:12.2]		143 [06:13.4]144 [06:13.6]
PJH [v]	you going to do (0.7) she_s thinking (0.1) o		oh	(---)
DIS4 [v]			might	be given extra work
[nn]				*((laughter))*

[90]

	145 [06:14.4]146 [06:14.6]	147 [06:16.5]
PJH [v]	that ___s right maybe they want me to do overtime	so (0.2) so you can see
DIS4 [v]	that	
[nn]		

[91]

	..	148 [06:18.5]
PJH [v]	there are (0.5) and the reason (0.2) for the miscommunication is that °h

[92]

	149 [06:21.1]	150 [06:23.5]
PJH [v]	the manager _s engaging in small talk °h and in the °h vietnamese (0.2) erm

[93]

	..	151 [06:28.3]
PJH [v]	workers (0.2) culture you don_t do that at work °h you just don_t do small

[94]

	..	152 [06:31.8]
PJH [v]	talk (.) you don_t ask people about their life outside (0.2) the work place

[95]

	..	153 [06:34.4]
PJH [v]	and °h and what they_re doing for their holidays and so on so it_s a real

[96]

	..	154 [06:38.6]
PJH [v]	problem you know in terms of she doesn_t understand what the real

[97]

	..
PJH [v]	meaning behind the question is so that_s quite a nice °h example to highlight

[98]

	155 [06:43.7]
PJH [v]	some of these issues ʾh the data that we_re using ʾh erm that we_ve collected

[99]

	156 [06:48.5]
PJH [v] **PJH [comments]**	in new zealand work places as you can see is from a (.) wide range of acronym "IT" - eye tee - information

[100]

	..
PJH [v] **PJH [comments]**	different work places ʾh erm so ʾh government departments and i t companies technology

[101]

	157 [06:54.4]
PJH [v] **PJH [comments]**	and factories and so on °h and we_ve got a lot of data as you can see at the

[102]

	158 [06:58.4]159 [06:58.9]160 [06:59.2]
PJH [v] **[nn]**	bottom there °h erm (-) thirty three different work places ʾhh (0.3) *((noise))*

[103]

161 [07:01.5]
PJH [v] · and (.) eleven of those are now are ones from skilled work workers ʾh erm

[104]

162 [07:05.7]
PJH [v] · we_ve got about two million words in our corpus and we we just worked

[105]

	163 [07:10.0]
PJH [v]	that out before i came i was almost ʾh quite impressed by how many words

[106]

	164 [07:13.1]
PJH [v]	we_ve got ʾh erm (.) and the sort of analyses we_ve done have been on a

[107]

..	165 [07:17.8]
PJH [v]	whole range of different topics ˙h we tend (0.2) not to transcribe everything

[108]

..	166 [07:21.2]
PJH [v]	any of you who_ve ˙h been involved with recording and transcribing will
[nn]	*((laughter))*

[109]

..	167 [07:24.7]
PJH [v]	know (0.5) that (.) erm if you try and transcribe everything you never do
[nn]	

[110]

..	168 [07:29.0]
PJH [v]	any analysis so (.) we_re very selective and we decide on a theme or a topic

[111]

..	169 [07:33.1]
PJH [v]	or ˙h erm some (0.1) particular aspect of language use that we want to focus

[112]

..	170 [07:37.2]
PJH [v]	on ˙h and so some of these (0.3) erm different topics have been done by

[113]

171 [07:40.7]	172 [07:42.7]
PJH [v]	students doing p h ds for example ˙h meridith (xxx) who_s another member
PJH [comments]	"PhDs"

[114]

..	173 [07:46.8]
PJH [v]	of our work place team ˙h did her (0.3) p h d on meetings and decision
PJH [comments]	"PhD"

[115]

..	174 [07:48.8]
PJH [v]	making °h and (0.2) bernadette vine who_s another member of the core
PJH [comments]	

[116]

	.. 175 [07:52.3]	176 [07:54.9]
PJH [v]	team did hers on directives in the work place °h and meridith and i have	

[117]

	.. 177 [07:57.9] 178 [07:58.0]
PJH [v]	done quite a lot of work on (0.2) erm ((noise)) humour (0.6) and so you can

[118]

	.. 179 [08:02.1]
PJH [v]	see that we we choose a topic and then we ʰh look at the data we (0.2) first of

[119]

	.. 180 [08:04.1] 181 [08:04.9] 182 [08:06.9]
PJH [v] **PJH [comments]**	all (0.2) de (.) scribe it just like minutes of a meeting (0.5) and then we find pause in "describe"

[120]

	..
PJH [v]	the (.) sections of it that we need to do some transctiptions of it in more

[121]

	.. 183 [08:11.3] 184 [08:14.3]
PJH [v]	detail ʰh it saves a lot of time (0.2) so ʰh so that_s where the that_s how

[122]

	.. 185 [08:17.5]
PJH [v]	material gets gathered to start with ʰh and then (0.2) we use (0.2) erm the

[123]

	..
PJH [v]	parts of it that we_ve transcribed as a use for her nicki_s course in her

[124]

	.. 186 [08:23.6]
PJH [v]	course (0.6) so (0.6) if we look just (.) now at small talk and the sorts of

[125]

	.. 187 [08:29.1]
PJH [v]	issues that come up in relation to small talk you might think it_s a very easy

[126]

	188 [08:32.4]
PJH [v]	(0.2) accessible topic and it is a good one to start with in a classroom if

[127]

	189 [08:34.9]
PJH [v]	you_re ʰh dealing with people ʰh who have come into a new culture and need

[128]

	190 [08:38.2]
PJH [v]	to learn ʰh erm how to manage english small talk_s an obvious ʰh topic erm

[129]

191 [08:41.5]	192 [08:44.2]
PJH [v]	there_s not an awful lot of it in coursebooks ʰh at except at the very initial

[130]

193 [08:46.6]	194 [08:48.6]
PJH [v]	level ʰh and none of it goes very far (0.2) it_s quite superficial and (0.2) quite

[131]

	195 [08:52.9]
PJH [v]	short (0.2) usually you get no more than °h you know one chapter

[132]

	196 [08:56.3]
PJH [v]	sometimes half a chapter °h on small talk (0.3) but in our work place data (.)

[133]

	197 [08:59.8]
PJH [v]	it_s very important ʰh and it occurs in all the work places we_ve (0.1)

[134]

	198 [09:03.2]
PJH [v]	recorded in ʰh and it doesn_t occur just the the beginning of the day ʰh it

[135]

	200 [09:07.6]
PJH [v]	occurs at all sorts of unexpected points throughout ʰh the day so ʰh that_s one

[136]

	201 [09:11.5]
PJH [v]	of the things that we_ve been ʰh erm very aware of (0.2) even in the middle

[137]

	202 [09:14.4]	203 [09:14.8]204 [09:14.9]205 [09:15.1]
PJH [v] **[nn]**	of a meeting when people who have (0.1) (0.2) er finished one topic ((cough)) ((cough))

[138]

	..
PJH [v]	and about to start another they might well have a bit of social talk °h erm

[139]

	207 [09:22.8]208 [09:22.9]
PJH [v] **[nn]**	(0.1) as a sort of topic (0.1) change (0.2) mark (0.1) so (0.1) we look at ((noise))

[140]

	..
PJH [v]	the content what topics are appropriate there are some topics that are much

[141]

	209 [09:29.8]
PJH [v] **[nn]**	more appropriate in some cultures than others ʰh erm (0.5) weather is always ((laughter))

[142]

	210 [09:32.2]
PJH [v] **[nn]**	good ((laughs)) new zealand like britain has very variable weather so a

[143]

	211 [09:35.7]	212 [09:38.1]
PJH [v] **[nn]**	good topic ʰh not very good in hong kong where it_s always hot h a boring ((whispering)) ((laughter towards the end))

[144]

	213 [09:40.5]
PJH [v]	topic in hong kong (.) as i understand it when i went into work in hong kong

[145]

	.. 214 [09:42.7]
PJH [v]	°h not only was it a silly topic because everybody said well you know it_s

[146]

	.. 215 [09:46.7] 216 [09:47.5]
PJH [v] **[nn]**	always hot ((laughs)) (---) and then the second thing was they don_t do ((laughter))

[147]

	.. 217 [09:51.2]
PJH [v]	small talk i mean basically ʰh they looked at me as if i was mad when i

[148]

	.. 218 [09:53.7]
PJH [v]	walked in in the morning and said isn_t it a lovely day hat are we going to

[149]

	.. 219 [09:57.2]
PJH [v] **[nn]**	(0.3) you know what are you going to do with your day °h they all looked ((laughter))

[150]

	.. 220 [10:00.3]
PJH [v] **[nn]**	very puzzled (0.1) and looked down a their work again °h and i discovered

[151]

	.. 221 [10:02.3]
PJH [v]	from (0.2) the (0.1) one of the people you_ll see in the videos later helena ʰh

[152]

	222 [10:04.5]
PJH [v]	that you know basically you go straight to your desk and start work and

[153]

	.. 223 [10:09.1]
PJH [v]	that_s it so ʰh so (0.7) how much detail is appropriate about health for

[154]

	..
PJH [v]	example you don_t need to go into too much detail people don_t want to

[155]

	..		224 [10:16.2]		225 [10:17.5]	226 [10:18.5]	227 [10:18.9]
PJH [v]	hear about (0.3) you_re ʰ bunions or whatever ʰ erm (0.4) where						
[nn]				*((laughter))*			

[156]

	..
PJH [v]	does it occur is quite a useful thing to notice where it occurs in the

[157]

	..	228 [10:23.7]
PJH [v]	interaction ʰ erm at what point ʰ how much is appropriate and when you	

[158]

	..	229 [10:28.1]	230 [10:30.0]
PJH [v]	should stop ʰ erm how long do you go on (0.5) erm ʰ and who has the right		

[159]

	..
PJH [v]	to start and end which is very important in the work place because usually

[160]

	..	231 [10:34.2]	232 [10:34.7]	233 [10:34.8]	234 [10:37.1]
PJH [v]	the boss °ʰ has the right to finish the small talk and consistently				
[nn]		*((noise))*			

[161]

	..	235 [10:39.1]	236 [10:41.3]	237 [10:41.4]
PJH [v]	does in our data °ʰ moves it on to business (1.0) ((noise)) °ʰ and what can			
[nn]			*((noise)) - PJH*	

[162]

		238 [10:44.6]
PJH [v]	you achieve through small talk well mainly of course it_s so lidarity °ʰ	
[nn]		*((coughing))*

[163]

	..240 [10:45.7]	241 [10:46.3]	242 [10:48.8]
PJH [v]	rapport establishment ʰ it can also °ʰ diffuse tension if things have got a bit		
[nn]	*((cough))*		

[164]

	243 [10:53.8]
PJH [v]	(0.5) erm maybe if you can find a good social topic or a bit of humour it

[165]

	244 [10:55.8]
PJH [v]	can be helpful °h okay (.) so °h this is an example from our data that i_ll c

[166]

245 [10:58.6]	246 [11:01.6]
PJH [v]	ome back to later to show you how nicki used it in class ʰh but very typical

[167]

	247 [11:03.6]	248 [11:06.7]
PJH [v]	you can see °hh a bit of (0.3) er weather talk it_s a lovely day °h and then

[168]

	..
PJH [v]	(xxx) says (0.2) don_t know what we_re doing here we should be out in the

[169]

	249 [11:11.3]
PJH [v]	sun (0.4) erm (0.6) it_s amazing how often i_ve heard people say this (.)

[170]

	250 [11:14.7]
PJH [v]	sort of thing °h erm pity about the work really says diana how_re the

[171]

	251 [11:18.3]	252 [11:20.3]
PJH [v]	how_re your kids °h says sally much better thank you °h so °h this seems

[172]

	253 [11:22.3]
PJH [v]	very ordinary to me (0.1) i_m just ((unintelligible, approx 0.2 sec)) and i

[173]

	254 [11:27.0]	255 [11:29.0]
PJH [v]	expect it does to most of you °h but erm in some (0.2) cultures there are all

[174]

	256 [11:32.7]
PJH [v]	sorts of things here that would be unexpected ˙hh and so just (0.1) for

[175]

	257 [11:35.2]
PJH [v]	example ˙h erm our (.) overseas students from asia were shocked (0.2) at

[176]

	259 [11:41.0]
PJH [v]	sally saying (0.5) what (0.2) you know (.) we should be out in the sun (0.3)

[177]

	260 [11:43.0]	261 [11:46.4]
PJH [v] **PJH [comments]** **[nn]**	you you you_ll agree wou would be inappropriate ˙h because she_s the false starts *hm hm*	

[178]

	..
PJH [v]	administrative assistant (0.3) she shouldn_t be suggesting that they should_t

[179]

	262 [11:51.0] 263 [11:51.9]
PJH [v] **[nn]**	be at work ((laughs)) (---) so she should be you know she should be *((laughter))*

[180]

	264 [11:54.6]
PJH [v]	focussed on her work ˙h so they were really shocked that sally would say this

[181]

	265 [11:57.5]
PJH [v]	in fact they ˙h they weren_t sure who was the boss you know when they saw

[182]

	266 [12:00.7]
PJH [v]	that remark ˙h so they need you know again it just challenges your taken for

[183]

	267 [12:05.3]
PJH [v]	granted assumptions when you ˙h erm use this sort of material in class with

[184]

	..	268 [12:08.7]269 [12:09.2]		270 [12:09.4]271 [12:10.8]
PJH [v]	people ˙hh (0.7) (0.5)	another couple of examples ˙h this is a very common		
[nn]		*((coughing))*		

[185]

	..	272 [12:14.9]
PJH [v]	topic of small talk how busy you are ((laughs)) ˙h it_s always a good thing to	

[186]

	..	273 [12:18.8]
PJH [v]	be busy (0.2) so ˙h how are you oh busy busy busy that_s a very good reply	
[nn]		*hm*

[187]

	..
PJH [v]	((laughs)) okay ˙h terrible isn_t it so you know commiseration about how
[nn]	

[188]

	..	275 [12:25.9]
PJH [v]	hard the work is ˙h or how long ˙h you know how much email you_ve got	
[nn]		

[189]

	..	276 [12:30.2]
PJH [v]	that_s another good topic these days ˙h you know ah the emails oh they_re	

[190]

	..	277 [12:33.2]	278 [12:33.8]	279 [12:34.0]
PJH [v]	driving me mad you know ˙h erm (0.2) ((noise)) (0.3) the one on the right_s			

[191]

	..	280 [12:36.0]	281 [12:38.0]
PJH [v]	an interesting one because again this cross culturally differs from (0.2)		

[192]

	..	282 [12:40.5]
PJH [v]	culture to culture in terms of ˙h if you say must have lunch some time ˙h	

[193]

	283 [12:42.8]	284 [12:44.0]	285 [12:46.0]286 [12:47.2]
PJH [v]	do you mean it h° ʰ and if so when ((laughs)) (1.2)		you can see this is left
[nn]	*((laughter))*		*((background agreement))*

[194]

	..	287 [12:49.7]
PJH [v]	very vague (0.4) and	very often our students are puzzled when people say
[nn]		

[195]

	..	288 [12:54.4]
PJH [v]	this to them and they never hear from them again you know ʰ they they take

[196]

	..	289 [12:57.5]
PJH [v]	it literally as an invitation and then ʰ are waiting ((laughs)) to get the

[197]

	..	290 [13:00.8]
PJH [v]	invitation and it doesn_t happen so it_s just a (.) an expression of good will

[198]

	291 [13:02.8]
PJH [v]	(0.3) ʰhh er (0.5) i mean it could be followed up but it doesn_t need to be ʰhh

[199]

	292 [13:06.9]
PJH [v]	okay and (0.2) this is an e another example from work place data which is a

[200]

	..	293 [13:10.9]	294 [13:11.6]295 [13:11.7]
PJH [v]	particularly interes	ting one ʰ	this is at the end of a meeting (0.7)
[nn]		*((laughter))*	

[201]

	296 [13:13.9]297 [13:14.3]	298 [13:16.5]299 [13:18.3]
PJH [v]	(0.4) and erm peg is pregnant (1.8)	and you can see ʰhh it_s quite funny
[nn]	*((noises))* *((laughter))*	

[202]

	300 [13:21.6]
PJH [v]	i was speaking to some body recently that told me this too er
[nn]	*((laughter))*

[203]

	..
PJH [v]	((unintelligable approx. 1.7 secs)) and she said no it_s not letting us know
[nn]	

[204]

	301 [13:28.2]
PJH [v]	yet ʰh erm (0.4) but (0.2) the interesting thing about this is this sounds very
[nn]	

[205]

	302 [13:32.8]	303 [13:34.5]304 [13:34.7]
PJH [v]	much like social talk you know it sounds like a nice (0.8) (0.3) hh er	
[nn]	*((noise))*	

[206]

	305 [13:37.8]
PJH [v]	social conversation at the end of a meeting ʰh but notice that actually ʰh erm it

[207]

	306 [13:41.3]
PJH [v]	ends up with (0.3) erm hey so you_re hoping you_re going to work through

[208]

	307 [13:43.7]	308 [13:45.7]
PJH [v]	(0.2) so actually the (0.2) manager ʰh is obviously fishing here to find out	

[209]

	309 [13:49.1]	310 [13:50.7]311 [13:51.4]
PJH [v]	whether ʰh and how much maternity lea ve erm peg_s going to take ʰh so it	
[nn]	*((noise))*	

[210]

	313 [13:56.2]
PJH [v]	(0.1) it_s a very nice example which of of of a ʰh a typical situation which

[211]

	..	314 [13:58.2]
PJH [v]	happens ʰ frequently ʰ where there_s a sort of hidden agenda or another	

[212]

	..	315 [14:02.3]	316 [14:04.7]
PJH [v]	level of meaning going on as well as the ʰ small talk level ʰ or the social		

[213]

	..	317 [14:06.7]
PJH [v]	talk there_s ʰ erm (xxx)_s also got in mind that it_d be quite useful to know	

[214]

	..	318 [14:10.2]
PJH [v]	how much leave (0.4) erm she_s going to take and this very often happens	

[215]

	..	319 [14:14.3]
PJH [v]	people_ll start talking about their holidays and ʰ and the manager_ll be	

[216]

	..	320 [14:16.3]
PJH [v]	listening carefully to work out ʰ just what sort of arrangements they_re	

[217]

	..	321 [14:19.3] 322 [14:20.2] 323 [14:20.3]
PJH [v] **[nn]**	going to have to make ʰ (0.9) ((noise)) (0.4) okay so erm as i said (--) *((laughter))* *((noises))*	

[218]

	..325 [14:23.1] 326 [14:25.0]	327 [14:27.7]
PJH [v] **[nn]**	erm (1.4) nicki_s course focusses on relational talk but this guy hasn_t got *((laughter))*	

[219]

	..	328 [14:30.7]
PJH [v]	any relational skills as you can see ((laughs)) he_s never been very good	

[220]

	..	329 [14:32.7]
PJH [v]	with people ((laughs)) erm (0.2) so we_ll just (.) say a little bit no about the	

[221]

	330 [14:37.1]	331 [14:37.2]	
PJH [v]	course (1.2) ((noise)) ʰh angela (xxx) (0.2) works in our school she_s the		

[222]

	332 [14:41.1]	
PJH [v]	director of the programme and nicki_s on the right here she actually teaches	

[223]

	333 [14:44.0]	334 [14:46.8]	
PJH [v]	the programme °h and she_s the course °h coordinator and it_s basically a		

[224]

	335 [14:51.1]	
PJH [v]	programme which is aimed at people who are (0.5) unemployed or	

[225]

	336 [14:53.4]	
PJH [v]	underemployed and have been so for three years so they_ve come to new	

[226]

	337 [14:56.5]	338 [15:00.5]	
PJH [v]	zealand ʰh with very god (0.5) skills ʰh professional experience (0.2) often		

[227]

	339 [15:03.5]	340 [15:05.5]	
PJH [v] **PJH [comments]**	highly qualified accountants lawyers ʰh doctors ʰh erm (.) ʰh a and people who acronym "HR"		

[228]

	341 [15:10.3]	
PJH [v] **PJH [comments]**	got you know evaluation skills h r skills and so on and erm ʰh they come to	

[229]

	342 [15:13.3]	
PJH [v]	new zealand and then they can_t get any jobs and they end up driving taxis	

[230]

	343 [15:17.3]	344 [15:19.4]	
PJH [v]	(0.1) or work in supermarkets ʰh and they_re (0.1) underemployed ʰh and the		

[231]

	345 [15:22.0]
PJH [v]	government set up this course ·h erm as twelve scholarships for people for

[232]

	346 [15:25.0]	347 [15:28.6]
PJH [v]	on this course ·h erm initially about (0.2) four years ago ·h erm (0.3)	and it_s
PJH [comments]		false start

[233]

	348 [15:31.3]
PJH [v]	ta has an intake of twice a year so we (0.2) we_ve taken on twelve students
PJH [comments]	"ta"

[234]

	349 [15:34.2]
PJH [v]	twice a year ·h to do the course ·h and the overwhelming need that they have

[235]

	350 [15:38.1]	351 [15:41.1]
PJH [v]	·h is for learning how to get on with people at work ·h bec ause they know

[236]

	352 [15:43.1]
PJH [v]	their jobs they_re good ·h you know they_ve got good skills they can ·h they

[237]

	353 [15:46.0]
PJH [v]	can do their legal stuff or their accountant stuff or their computer stuff ·h

[238]

354 [15:49.7]	355 [15:53.5]
PJH [v]	erm but they ·h just don_t get it right always in terms of rapport and that_s

[239]

	..
PJH [v]	sometimes a problem in the interviews why they haven_t got passed the

[240]

	357 [15:59.2]
PJH [v]	interview stage ·h because they haven_t (0.2) quite ·h tuned in ·h to new

[241]

	358 [16:02.6]	359 [16:04.6]
PJH [v]	zealand ways doing things in terms of (0.3) relational skills ʰhh so (0.5)	
PJH [comments]		pronounces

[242]

	360 [16:06.6]
PJH [v]	communiscation skills here (0.1) almost always (.) focusses on things like
PJH [comments]	"communication" as "communiscation"

[243]

	361 [16:10.1]	362 [16:13.1]
PJH [v]	how to do requests and small talk and apologies and complaints ʰh and ʰh erm	

[244]

PJH [v]	(0.6) how to how to do all these things in an appropriate way in a new

[245]

	363 [16:19.3]
PJH [v]	zealand context ʰh and to learn a little bit about the culture of new zealand

[246]

	364 [16:23.4]	365 [16:25.7]
PJH [v]	work places we have a very egalitarian culture ʰh which is often very	

[247]

	366 [16:29.1]
PJH [v]	puzzling for people who come from a hierarchical structure ʰh where

[248]

	367 [16:31.1]
PJH [v]	everybody knows who the boss is ʰh and you know you you_re very

[249]

	368 [16:34.7]
PJH [v]	deferential and respectful to the boss ʰh in a new zealand work place ʰh the

[250]

	369 [16:36.9]
PJH [v]	boss (0.2) often can_t be (0.5) you can_t tell who it is if you just look

[251]

	370 [16:40.5]
PJH [v]	around ʰhh in one of the work places actually one where (xxx xxx xxx)

[252]

	371 [16:43.5]
PJH [v]	worked ʰh er collected her data the boss walked round in shorts and ʰh what

[253]

	373 [16:50.3]
PJH [v]	we call jandles erm (-) flip flops you know erm (0.2) ʰh what is that what you

[254]

	374 [16:52.7]	375 [16:53.2]	376 [16:53.4]
PJH [v] **PJH [comments]** **[nn]**	call them flip flops (0.3) flip flops ʰh erm (0.2) ((noise))		(0.2) and she said false start "at sl" *((laughter))*

[255]

	..
PJH [v] **PJH [comments]** **[nn]**	she didn_t know who he was for at sl at least the first two days ((laughs))

[256]

377 [16:58.2]
PJH [v] bo who the boss was in this work place she was just observing at the time

[257]

	378 [17:01.4]	379 [17:05.2]
PJH [v]	°hh erm so very sort of low key ʰh erm he said whenever her erm ʰh	

[258]

	..
PJH [v]	whenever he put (0.4) erm shoes on they knew he had somebody coming to

[259]

	380 [17:10.3]	381 [17:12.6]
PJH [v] **[nn]**	visit you know an important ʰh client was coming ʰh so erm so ʰh those are *((unintelligible speech)) ((laughter))*	

[260]

	382 [17:16.7]
PJH [v]	the shorts of things you need to pick up (1.1) the course stucture is (0.3) erm
PJH [comments]	false start "w"

[261]

	383 [17:21.4]
PJH [v]	a very interesting w one they have five ʰh weeks (0.2) in the classroom (0.2)
PJH [comments]	

[262]

	384 [17:24.7]	385 [17:26.8]
PJH [v]	at the beginning ʰh er when they get the sort of cultural (0.4) information	

[263]

	..
PJH [v]	and relational skills practice for the thing i_m going to show you in a

[264]

	386 [17:31.4]	387 [17:32.2]	388 [17:32.3]
PJH [v]	second ʰhh erm (0.2) ((noise)) (0.4) and then they have (0.1) six weeks of		

[265]

	389 [17:36.6]
PJH [v]	work placement so they actually go (.) into work places (0.2) where people

[266]

	390 [17:40.5]
PJH [v]	with their skills are needed ʰh and where °h erm (0.3) the people the work

[267]

	391 [17:46.5]
PJH [v]	places have agreed that they will allow them to work there °hh for no pay

[268]

	392 [17:50.4]
PJH [v]	(0.2) but you know they_ll actually give them a job for six weeks °h and
PJH [comments]	false start

[269]

	393 [17:52.9]
PJH [v] **PJH [comments]**	during tho that time they come back to °h class half a day a week to report "tho"

[270]

	394 [17:55.9]	395 [17:57.9]
PJH [v]	on how they_re getting on ʰh and tell us (0.2) some of the interesting critical	

[271]

	396 [17:59.9]
PJH [v]	incidents that have occurred that have puzzled them or ʰh you know have

[272]

	397 [18:03.6]
PJH [v]	come across problems or ʰh things that they_ve found that supprised them

[273]

398 [18:05.7]	399 [18:07.9]
PJH [v]	so have that_s going to be very useful and they have work place consultants

[274]

	..
PJH [v]	who are people who go from one work place to another to make sure ʰh

[275]

400 [18:12.4]	401 [18:15.4]
PJH [v]	to talk to them and make sure that they are suported ʰh and they have a work

[276]

	402 [18:19.0]
PJH [v]	place mentor so they are assignmed in the work place ʰh to work with

[277]

	403 [18:22.8]
PJH [v]	somebody initially who_s their mentor and who ʰh erm helps them to settle

[278]

	404 [18:24.8]	405 [18:27.1]
PJH [v] **[nn]**	into the work place ʰh so it_s quite a an interesting structure and it_s very ((cough))	

[279]

	.. 406 [18:27.8]407 [18:28.6] 408 [18:31.1]
PJH [v] **[nn]**	effecti ve ʾhh the main challenge erm has been ʾh getting the work places to

[280]

	.. 409 [18:35.9]
PJH [v]	accept them so nicki does a fantastic job she has from the first few weeks to

[281]

	.. 410 [18:37.9]
PJH [v]	find out exactly what their professional skills are and experience and find

[282]

	.. 411 [18:41.2] 412 [18:43.2]
PJH [v]	work places to ʾh to take them and (0.2) she has to do that for twelve people

[283]

	.. 413 [18:45.7]
PJH [v]	in a very short time °hh then on top of that (0.3) and on weekends said °h

[284]

414 [18:48.7]	
PJH [v]	well nicki wouldn_t it be nice if we could record some of these people in

[285]

	.. 415 [18:52.9]
PJH [v] **PJH [comments]**	their work places so you can imagine how °h this la you know another layer false start "la"

[286]

	.. 416 [18:55.9] 417 [18:58.8]
PJH [v] **PJH [comments]** **[nn]**	of demand on the work places so ʾh we have been very lucky to get eleven ((cough))

[287]

	.. 419 [19:01.4]
PJH [v]	(0.4) of these students over three four courses ʾh who_ve been willing to

[288]

	420 [19:05.2]
PJH [v]	(0.5) record themselves ·h where the work places have been willing to allow

[289]

	..
PJH [v]	them to record ·h and where the material in the work places hasn_t been so

[290]

	421 [19:11.6]
PJH [v]	confidential ·h they wouldn_t want a tape recorder within ten miles you

[291]

	422 [19:14.6]	423 [19:17.3]
PJH [v] **PJH [comments]**	know ·hh so (.) so that_s be has been a bit of a challenge ·h it_s never easy to false start "be"	

[292]

	..
PJH [v]	get people to (.) agree to record and this is sort of another a double ·h double

[293]

	425 [19:23.7]	426 [19:25.7]
PJH [v]	(xxx) of difficulty (0.4) ·h but (.) it_s very clear that the employers do think	

[294]

	427 [19:28.7]
PJH [v]	that relational talk is probablematic ·h erm (0.3) so this is a (.) comment

[295]

	428 [19:33.7]
PJH [v]	from one of our employment consultants that we work with ·h erm (0.3) and

[296]

	429 [19:36.6]
PJH [v]	she said (.) she says that ·h when (.) sarah first came here she asked how to

[297]

	430 [19:40.5]
PJH [v]	respond when someone said hello in the lift which seems astonishing that

[298]

	431 [19:42.5]
PJH [v]	somebody wouldn_t know this but it_s (0.3) literally true ̇h that that was

[299]

	432 [19:46.1]
PJH [v]	that was happening ̇h or whether she should get into a conversation or not ̇h

[300]

433 [19:48.5]	434 [19:51.1]
PJH [v]	and is it polite or was it probably rude ̇hh erm (0.3) so learning how to relate

[301]

	435 [19:54.7]
PJH [v]	to people ̇h you know (0.1) i mean it_s quite interesting you know when

[302]

	436 [19:59.3]
PJH [v]	you get in the lift even (0.2) as a native speaker ̇h erm (.) and you_re going

[303]

	437 [20:02.5]
PJH [v]	up more than one floor ̇h (0.5) well what stage do you feel you should say

[304]

	438 [20:04.9]
PJH [v]	something you know or can you go the whole journey without saying
[nn]	*((laughter))*

[305]

	439 [20:07.8]
PJH [v]	anything ̇h so you know the native speaker has that question sometimes you
[nn]	*((whispering))*

[306]

	440 [20:11.1]	441 [20:14.4]
PJH [v]	can see how problematic it would be for a non native speaker (1.3) ((noise))
[nn]	

[307]

442 [20:14.5]
PJH [v]	°h erm °h so this is (.) an example of that small talk episode i showed you

[308]

	443 [20:19.8]
PJH [v]	earlier °h with some of nicki_s (0.2) points down the (.) right hand side here

[309]

	444 [20:23.8]
PJH [v]	so ʰh she points out that the topic_s typical that you know (0.1) that weather

[310]

	445 [20:29.1]
PJH [v]	is a nice safe topic (0.7) and she asks them can they tell her who_s the boss

[311]

	..
PJH [v]	because she doesn_t give them the the information i gave you about who

[312]

	446 [20:35.5]
PJH [v]	was the boss and who wasn_t to start with ʰh and as i say they often are (0.3)

[313]

	447 [20:40.5]
PJH [v]	very confused as to who_s the boss ʰhh because erm ʰh here_s sally asking

[314]

	448 [20:44.5]
PJH [v]	the boss about how her kids are (0.1) you know (0.9) very strange for some

[315]

	449 [20:47.3]
PJH [v]	people ʰh erm and ʰh and then notice that it_s (.) diana who moves the small

[316]

	450 [20:50.6]	451 [20:53.2]
PJH [v]	talk ʰh to business talk so she goes any mail ʰh so moving it back into work

[317]

	452 [20:55.7]
PJH [v]	talk (0.3) ʰhh and joking with the boss is okay (0.2) so you can see some of

[318]

	453 [20:59.7]
PJH [v]	the things that ʰh you wouldn_t th (.) even think to question as a native
PJH [comments]	false start "th"

[319]

	454 [21:03.9]
PJH [v]	speaker but for a second language ʰh learner in a new zealand context there
PJH [comments]	

[320]

	455 [21:07.8]
PJH [v]	sometimes a bit (0.2) problematic ʰh and so this is (.) one example of how °h

[321]

456 [21:10.3]
PJH [v]	th w (0.2) nicki uses our data in the classroom to promote discussion °h
PJH [comments]	false starts "th w"

[322]

457 [21:14.6]
PJH [v]	and she often says to them and how would you do this in your culture as a

[323]

	458 [21:18.9]
PJH [v]	sort of final question (0.3) and then they (0.2) talk about what_s appropriate

[324]

	459 [21:23.1]
PJH [v]	and what_s not in their own culture ʰh here_s another example ʰh erm (0.2)

[325]

460 [21:25.1] 461 [21:25.2]	462 [21:28.3]
PJH [v]	((noise)) (0.2) where tom (0.5) is (0.9) wanting to take a day off ((laughs))

[326]

	463 [21:33.2]	464 [21:35.2]
PJH [v]	and so ʰhh you can see what happens he says ʰh erm (0.4) been a good week

[327]

PJH [v]	did you get away skiing at the weekend he says to his boss ((laughs)) yeah

[328]

PJH [v]	we did now how can i help you moving back to torture business talk ʰh

[329]

466 [21:44.4]

PJH [v]	i was wondering if i could take friday off and make a long weekend so (0.6)

[330]

.. 467 [21:48.6]

PJH [v]	erm ʰh again ʰh it_s you know a very indirect way of working his way to the

[331]

.. 468 [21:53.7] 469 [21:56.6]

PJH [v]	request and as ophelia points out ʰh erm (0.6) the function of the interaction

[332]

.. 470 [21:58.6]

PJH [v]	is not at all (0.2) imediately apparent (0.3) from the beginning of it you

[333]

.. 471 [22:02.7] 472 [22:04.7]473 [22:04.9]

PJH [v]	know it sounds like a very ʰh er (0.5) social chat ʰhh erm (0.2) (.)
[nn]	*((noise))*

[334]

474 [22:05.1] 475 [22:09.5]

PJH [v]	(0.2) and (0.6) the function of the small talk here is to soften (0.4) things up
[nn]	*((laughter))*

[335]

.. 476 [22:11.6]

PJH [v]	(.) for tom (.) obviously ʰh and by being sort of sociable (0.3) with erm (.)
[nn]	

[336]

477 [22:14.3]

PJH [v]	george and ʰh also reminding him that he_s been away skiing for the
[nn]	*((laughter))*

[337]

	478 [22:18.1]	479 [22:20.2]
PJH [v] **[nn]**	weekend erm (0.4) he_s sort of (0.4) setting it up for him to (0.3) to ask for

[338]

	480 [22:24.2]
PJH [v] **[nn]**	the (.4) long weekend so so it_s quite a you know it_s quite a skilled little

[339]

	481 [22:27.5]
PJH [v]	conversation i_ve just had ʰh that again causes (0.3) all sorts of erm (0.7)

[340]

	482 [22:30.7]
PJH [v]	erm ʰh for er (.) for some of our second language learners from asia in

[341]

	483 [22:34.5]
PJH [v]	particular ʰh erm they (0.3) consider this to be very (0.2) unusual you kow

[342]

	484 [22:40.2]
PJH [v]	you wouldn_t talk like this to your boss ʰh in in erm their (0.2) the work

[343]

	485 [22:42.0] 486 [22:42.8] 487 [22:43.6]
PJH [v] **[nn]**	places they_ve come from (0.8) (0.8) okay so (0.3) the participants *((coughing))* *((noises))*

[344]

488 [22:45.7]	489 [22:49.5]
PJH [v]	in our migrant work place research that we_ve actually recorded ʰh erm as i

[345]

	..
PJH [v]	mentioned there_s eleven we_ve got data from eleven work places ʰh erm

[346]

	..
PJH [v]	that cover from this range of different backgrounds you can see taiwan

[347]

	491 [22:58.0]	492 [23:02.3]
PJH [v]	russia (0.7) china hong kong the phillipines and erm ʰh we_ve got (0.3) other	

[348]

	..	493 [23:04.3]	494 [23:06.4]495 [23:06.5]
PJH [v] **[nn]**	work other (0.4) countries in the data set but erm (.) *((noise))*		these particular

[349]

	..	496 [23:09.7]
PJH [v]	recordings come from this (.) this group °h you can see the range of	

[350]

	..	497 [23:13.8]
PJH [v]	occupations there quite a wide range of different occupations °h very skilled	

[351]

	..	498 [23:16.5]
PJH [v]	people °h er a couple of people with when you put them into work places	

[352]

	..	499 [23:21.3]
PJH [v]	they_re really experts on °h erm say one example would be °h on a	

[353]

	..	500 [23:23.6]
PJH [v]	computer program that hadn_t been (0.3) that had been newly introduced	

[354]

	..	501 [23:27.4]
PJH [v]	into a workplace and when they realised that we had somebody who	

[355]

	..	
PJH [v]	actually used this ʰh in their home country ʰh they were just delighted to have	

[356]

	..	502 [23:31.8]
PJH [v]	her so you know she was very very welcomed ʰh in the work place ʰh and	

[357]

	503 [23:35.4]
PJH [v]	so (0.3) some of them are really bringing (.) skills that are very highly

[358]

	.. 504 [23:39.4]	505 [23:41.4]
PJH [v]	valued ˙hh and some of them get offered a job at the end of the internship	

[359]

	.. 506 [23:45.1]
PJH [v]	which is ˙h particularly pleasing for us ((laughs)) erm because they actually

[360]

	.. 507 [23:49.1] 508 [23:49.9]
PJH [v]	(0.3) end up with a real (0.2) real life job with money ˙h erm (0.4) ((noise))

[361]

	509 [23:50.0]
PJH [v]	but in fact the (0.1) the course as a whole is very successful as i_ll show you

[362]

	.. 510 [23:54.2]
PJH [v]	later ˙hh (0.5) erm (0.2) so (0.7) we_ve got a whole lot of different data and

[363]

	.. 511 [23:59.5]
PJH [v]	we_ve recorded data from the interactions in the work place so they carry

[364]

	.. 512 [24:03.4]
PJH [v]	round a little ˙h tape recorder ˙h erm (0.1) minidisc recorder (0.1) erm on

[365]

	.. 513 [24:07.6] 514 [24:09.8]
PJH [v]	their belt or in their pockets ˙h or put it on the desk (0.3) and °h have a lapel

[366]

	.. 515 [24:13.0]
PJH [v]	mic and they basically record °h any interactions that the person they_re

[367]

	516 [24:16.9]
PJH [v]	working with is willing to have recorded °h and the idea is that they try and

[368]

	517 [24:19.4]
PJH [v]	get six hours °h over a couple of weeks ʰh and we_d do that at the beginning

[369]

	518 [24:24.3]
PJH [v]	of the internship (0.2) erm weeks one and two of the internship and then at

[370]

	519 [24:29.0]
PJH [v]	the end again to see ʰh if we can track any progress ʰh during the time that

[371]

	520 [24:30.8]
PJH [v]	they_re there ʰh erm so this is nicki_s wonderful diagram of all the data

[372]

	521 [24:35.8]	522 [24:39.7]
PJH [v]	collection points ʰh erm (.) so she has been fantastically (0.1) erm °h	

[373]

	523 [24:39.9]
PJH [v]	((noise)) (0.5) hard working in collecting a whole range of data the the ʰh

[374]

	524 [24:44.3]
PJH [v]	pa part of it that we_re ʰh that we have been involved in is actually the
PJH [comments]	stutters over "part"

[375]

	525 [24:50.0]
PJH [v]	authentic work place data collection °h but you can see that in the classroom
PJH [comments]	

[376]

	526 [24:52.8]	527 [24:55.3]
PJH [v]	she_s got °h erm beginning mid and end points for (0.1) d c t discourse	
PJH [comments]		acronym "DCT"

[377]

	528 [24:58.5]
PJH [v] **PJH [comments]**	completion tasks written tasks ʰ as well as ʰ preliminary interviews oral

[378]

	529 [25:03.5]
PJH [v]	presentations i_m not going to go through it all but you can see ʰ a whole

[379]

..	
PJH [v]	lot of data ʰ she talks with it at the beginning of the course at the end of the

[380]

	530 [25:08.0]
PJH [v]	course she asks them to reflect on what they_ve learnt ʰ to tell her when

[381]

	531 [25:12.7]
PJH [v]	things are unusual and so on and so forth ʰ and then over in the (.) in the

[382]

	532 [25:15.7]	533 [25:18.3]
PJH [v]	actual work place data ʰ apart from the erm actual interactions ʰ we get	

[383]

..	
PJH [v]	employers reports and consultants reports and ʰ we try and record meetings

[384]

..	534 [25:22.8]	535 [25:25.5]
PJH [v]	as well so (0.2) a very rich data set to erm (.) to use to look at what_s going	

[385]

..	536 [25:28.6]537 [25:29.8]	538 [25:32.4]
PJH [v] **[nn]**	on there ʰ (1.3) okay (0.6) erm so (0.4) this is just an example from erm *((noises))* *((background whispering))*	

[386]

	539 [25:37.3]
PJH [v] **[nn]**	(.) the role plays that (xxx xxx) collects just to show you ʰ what (.) happens

[387]

	540 [25:40.2]
PJH [v]	in the course and then we_ll follow helena (.) into her work place ˙h erm so

[388]

	541 [25:42.5]	542 [25:45.2]
PJH [v]	the ˙h first role play is the (.) one i_m going to focus on here ˙h you_ve just	

[389]

	..
PJH [v]	started a new job you and your manager are standing next to each other

[390]

	543 [25:49.8]	544 [25:52.1]
PJH [v]	waiting for the lift ˙h you start a conversation with your manager ˙h and erm	

[391]

	545 [25:53.0] 546 [25:53.3]
PJH [v]	(0.2) ((noise)) (0.2) when we recorded helena at the beginning (.) of (.) the

[392]

	547 [25:56.7]	548 [25:59.1]549 [25:59.3]
PJH [v]	(0.2) helena_s a (0.2) psuedonym ˙h at the beginning (0.2) and	she ha
[nn]		*((noise))*

[393]

	550 [25:59.6]	551 [26:01.1]
PJH [v]	s agreed that you can see this ((laughs)) ˙h at the beginning of the course ˙h	

[394]

	552 [26:03.1]	553 [26:05.7] 554 [26:06.0]
PJH [v]	she said (0.1) er well i_ll show you what she said h° °h this is (.) this is this	
[nn]		*((coughing))*

[395]

	.. 555 [26:07.1] 556 [26:07.7]	557 [26:08.9]558 [26:09.3]559 [26:10.1]	560 [26:10.8]
PJH [v]	is the role play (0.4)		
BSP3 [v]	(1.2) hi		
BSP4 [v]		good evening	
[nn]	*((bang)) ((static sounds))*	*((static))*	*((static))*

[396]

	561 [26:11.5]	562 [26:11.9]563 [26:14.2]
BSP3 [v]	((unintelligable, approx 0.4 sec))	
BSP4 [v]		((unintelligable, approx. 0.6 sec))
[nn]		*((static))*

[397]

	564 [26:14.8]	565 [26:15.9] 566 [26:17.0]
PJH [v]	(0.3) nothing ((laughs)) (1.1)	she said this is what i would do in hong
[nn]	*((laughter))*	

[398]

	.. 567 [26:18.9]	568 [26:20.9]
PJH [v]	kong nothing she said i wouldn_t say anything ˙h if the boss comes in i_ll	

[399]

	.. 569 [26:22.9]570 [26:23.5]
PJH [v]	just keep quiet (-) °h (0.2) just keep quiet (xxx xxx) so (.) so literally she

[400]

	.. 571 [26:26.9]
PJH [v]	(.) she said nothing it was (0.3) it was really interesting that was the way she

[401]

	.. 572 [26:29.7]
PJH [v]	˙hh erm (.) handled the situation at the very beginning of the course and ˙h

[402]

	573 [26:32.6]
PJH [v]	she commented later that was a perfectly appropriate way to behave just be

[403]

	.. 574 [26:37.1]
PJH [v]	quiet be silent (0.3) nod your head (0.2) and just say hi that_s it °hh h°

[404]

	575 [26:39.7]
PJH [v]	erm (1.1) so she says it_s it_s hard in our culture we try to avoid talking to
PJH [comments]	acronym "CEO"

[405]

	576 [26:45.9]
PJH [v] **PJH [comments]**	the c e o ((laughs)) so ʰh you (.) wouldn_t welcome an opportunity to talk to

[406]

	577 [26:50.1]
PJH [v]	would you consider it to be something to avoid ʰh erm (.) one of the things

[407]

	..
PJH [v]	that (0.2) this shows quite nicely is that nicki has volunteers that she brings

[408]

	578 [26:55.9]
PJH [v]	into the classroom ʰh and they_re a fantastic resource they_re mainly people

[409]

	579 [26:59.5]
PJH [v] **[nn]**	from rotary (0.3) erm do you have a rotary (0.5) here yes so you know what *((sounds of agreement))*

[410]

	580 [27:03.4]
PJH [v] **[nn]**	i_m talking about no they_re very highly qualified people very often °h

[411]

581 [27:05.8]	
PJH [v] **PJH [comments]**	you know some of them are c e os and senior managers and so on °h and acronym "CEOs"

[412]

	..
PJH [v]	they just give time °h erm some of them and hour a week to come and talk

[413]

	.. 583 [27:13.3]	584 [27:17.2]
PJH [v]	h° °h or (0.2) do s mock interviews (.) or (0.4) erm (0.7) act as mentors (0.2)	

[414]

	585 [27:20.5]
PJH [v]	to the people involved so they_re they_re fantastically good people and

[415]

	586 [27:23.2]
PJH [v]	they_re really helpful ʰh for our work place people for our work place erm

[416]

	587 [27:25.9]	588 [27:28.1]
PJH [v]	hh interns (0.1) just to give them a sense of confidence a bout handling	
[nn]		((noise))

[417]

	589 [27:28.9]590 [27:29.0]
PJH [v]	(0.1) talking to a (0.2) an important person from the work place so °h
[nn]	((background noises))

[418]

	591 [27:32.8]	592 [27:35.3]
PJH [v]	that_s been a (0.3) a very useful resource for them and those all get recorded	

[419]

	593 [27:37.8] 594 [27:37.9]
PJH [v]	as well of course °hh ((noise)) okay so i_m just going to show you (0.4)

[420]

	595 [27:40.1]	596 [27:42.7] 597 [27:43.1]598 [27:43.5]
PJH [v]	erm (0.1) helena now at the end of the course (0.2) so she_d done ʰh and	
[nn]		((noise))

[421]

	..
PJH [v]	she_d (0.3) been (.) practicing with the rotary volunteers and so on ʰh and so

[422]

	600 [27:51.5]
PJH [v]	this is how she handles the same (.) role play at the end of the course but °h

[423]

..	601 [27:54.2]	602 [27:55.8]
PJH [v] h° with a different person (0.7)		
BSP3 [v]	(0.4) oh hi angela (0.3) i have a good time	

[424]

..	603 [27:58.6]
BSP3 [v] (0.2) isn_t it (xxx xxx) nice (0.3)	
BSP5 [v]	it was great actually erm (0.1) i was

[425]

..	604 [28:02.9]
BSP3 [v]	yeah yes i am (.) s (.) i met
BSP3 [comments]	false start "s"
BSP5 [v] surprised to see so many people there tonight	

[426]

..	605 [28:07.1]	606 [28:10.7]	607 [28:11.2]	608 [28:11.8]
BSP3 [v] erm some erm (0.5) work may we w work before	er		m	i don_t
BSP3 [comments] false start "w"				
BSP5 [v]		right		

[427]

..	609 [28:14.3]
BSP3 [v] know you will remember them or not but ((laughs)) they are really (0.3)	

[428]

..	610 [28:17.4]
BSP3 [v] they are all in good shape (0.5) s really really (0.2) i am (0.1) glad to see	

[429]

..	611 [28:20.1]	612 [28:22.7]
BSP3 [v] them (0.2)		oh the
BSP5 [v]	right (.) and erm which (0.1) team were you with (0.2)	

[430]

..	613 [28:24.5]	614 [28:25.4]	615 [28:26.1]	616 [28:27.4]
BSP3 [v] market team (0.6)	marketing team		very exciting (0.2)	
BSP5 [v]	right	well marketing_s	sort of a	

[431]

	617 [28:28.6]
BSP3 [v]	team ((laughs))
BSP5 [v]	well it_s sort of (0.2) a lot of good work for the company

[432]

	..
BSP5 [v]	this year they_re absolutely delighted at the number of new clien clients

[433]

	618 [28:34.8] 619 [28:38.1]
BSP3 [v]	ah i will tell my boss ((laughs)) i_ll tell my
BSP5 [v]	you_ve brought in in the past

[434]

	620 [28:40.0] 621 [28:43.0]
BSP3 [v]	boss ((laughs)) erm so erm (0.2) do you have any plans for holiday
BSP5 [v]	(0.2)

[435]

	622 [28:46.9]
BSP3 [v]	oh okay
BSP5 [v]	well yes i mean i just hope to erm get a bit of a break really (0.2)

[436]

	623 [28:49.0] 624 [28:49.7] 625 [28:51.0]
BSP3 [v]	(0.2) oh that_s good that_s good ʰh and er (0.5) okay merry christmas
BSP5 [v]	right right

[437]

	627 [28:54.2]628 [28:54.6] 629 [28:55.3]630 [28:56.1]
PJH [v]	(0.5) ʰh so
BSP3 [v]	uh huh thank you
BSP5 [v]	(.) well merry christmas to you as well okay h° °hh

[438]

	631 [28:57.8] 632 [28:59.2]
PJH [v]	she_s moved on a bit ((laughs)) you can see she (0.1) you know she_s here
[nn]	((laughter))

[439]

	633 [29:02.7]
PJH [v]	taking initiative she_s answering questions she_s taking the lead ʰh she_s

[440]

	634 [29:05.9]
PJH [v]	not leaving it all to (0.2) the c e o to do the work ˙h she even gets to the stage
PJH [comments]	acronym "CEO"

[441]

	635 [29:10.4]	636 [29:10.8]
PJH [v]	where she actually asks her about °hh	you know (0.6) what
PJH [comments]		
[nn]	((background talking))	

[442]

	637 [29:14.1]
PJH [v]	she_s doing for christmas h° so (0.2) a very big move in terms of her ability

[443]

	638 [29:18.1]	639 [29:20.9]
PJH [v]	to handle that situation and erm h° °h (0.9) and of course °hh it_s a fairly

[444]

	..
PJH [v]	safe situation because she knows (0.2) angela so it_s not like the real life

[445]

	640 [29:27.8]
PJH [v]	situation but it_s clearly a big ˙h step forward in terms of confidence and so

[446]

	641 [29:30.5]	642 [29:31.3]
PJH [v]	on ˙h and erm (0.5) and she_s (0.1) she handles the compliment (.) that (0.1)
[nn]	((coughing))	

[447]

	643 [29:34.7]	644 [29:36.7]
PJH [v]	that the (0.2) erm c e o handles out ˙h erm (.) in a very appropriate way so
PJH [comments]	acronym "CEO"	

[448]

645 [29:38.7]
PJH [v]	a very good example of ˙h erm sociopragmatic development during the

[449]

	646 [29:43.3]647 [29:43.5]
PJH [v] **[nn]**	course (0.5) (-) (0.3) so (0.3) what happens when they actually go into *((noise))*

[450]

	648 [29:47.7]
PJH [v]	the real work places and (0.2) move from the role play situations and the

[451]

	649 [29:51.0] 650 [29:53.0]
PJH [v]	sort of (0.2) sheltered ʰ classroom situation to a real life ʰ erm (0.6) a real

[452]

	651 [29:58.0]
PJH [v]	life work place with real (.) colleagues to interact with ʰ erm i mentioned

[453]

	652 [30:00.6]
PJH [v]	some of the challenges of data collection ʰ and erm (.) we need a lot of

[454]

	653 [30:05.2]
PJH [v]	cooperation from or (.) work place sponsors and so on and ʰ they generally

[455]

	654 [30:09.3]
PJH [v]	are very helpful indeed and very supportive ʰ erm but (.) it_s listening to

[456]

	655 [30:12.4]
PJH [v]	some of the conversation between the mentors and the ʰ and the work place

[457]

	..
PJH [v]	you realise how much support they_re getting initially particularly ʰ and

[458]

	..
PJH [v]	how generous people are with their time and ʰ and how patient they are

[459]

	..	657 [30:20.3]	658 [30:20.5]		659 [30:22.7]	
PJH [v]	(0.2) ((noise)) (0.5) so this is helena (0.2) erm (0.2) in her work place with

[460]

	..	660 [30:24.7]	661 [30:27.0]	
PJH [v]	edward (0.2) who_s her work place mentor ˙h and you can see here ˙h that

[461]

662 [30:29.0]	663 [30:29.6]	664 [30:29.7]	
PJH [v] **[nn]**	erm (0.2) ((noise)) (0.6) they_ve been doing some accounting she_s an

[462]

	..		665 [30:33.8]
PJH [v]	accountant so they_ve been doing some accounting and the the last the top

[463]

	..
PJH [v]	line there is °h him commenting on some numbers they_ve been looking at

[464]

	..	666 [30:39.0]	
PJH [v]	three two eight five °h and then he ˙h does something which (.) erm we had

[465]

	..	667 [30:43.1]	
PJH [v]	to again prepare our (0.3) erm (0.3) our work place mentee mentes mentees

[466]

	..	668 [30:47.5]	
PJH [v]	for (.) you know the ˙h the students for ˙h which was he suddenly switches to

[467]

	..	669 [30:51.3]	
PJH [v]	social talk ˙hh in the middle of you know (.) er an accounting problem or

[468]

	..	670 [30:54.6]	671 [30:56.6]	
PJH [v]	(0.5) at the end (0.5) at at at a phase ˙hh at the end of a phase of an

[469]

	672 [30:58.9]
PJH [v]	accounting problem he says oh where do you (.) where do you come from ʾh

[470]

	673 [31:03.1]
PJH [v]	where are you in wellington you you know so suddenly ʾh having been

[471]

	674 [31:06.1]
PJH [v]	talking accounting for the last half hour ʾh she_s suddenly asked a question

[472]

	675 [31:08.1]
PJH [v]	about where she comes from h so she handles it fine she says (xxx xxx xxx)

[473]

	676 [31:11.6]	677 [31:14.4]
PJH [v]	(1.1) i catch a train and then i went into the campus to do some ʾh school	

[474]

	..
PJH [v]	work ʾhh erm actually i_ve got this on erm tape so you can listen to them

[475]

	678 [31:19.2]	679 [31:22.2]
PJH [v]	(0.3) the audio of this and hear how she manages	
BSP3 [v]		((unintelligible, approx 1.0
[nn]		*((a lot of background noise))*

[476]

	..
BSP3 [v]	sec)) walk ((laughs)) from the railway station to the (xxx xxx) (0.3)
BSP6 [v]	
[nn]	

[477]

	681 [31:26.8]
BSP3 [v]	it_s okay (.) less than fifteen minutes
BSP6 [v]	((unintelligible, approx. 0.8 secs))

[478]

	..	682 [31:31.0]
BSP3 [v]	(xxx) (0.5) that_s really really good	walking exercise ((laughs)) in the

[479]

	..	683 [31:33.3]	684 [31:34.2]
BSP3 [v]	morning		((unintelligible, approx. 0.5 sec))
BSP6 [v]	((unintelligible, approx. 1.0 sec))		

[480]

	..	685 [31:36.1]686 [31:36.6]	687 [31:37.4]
BSP3 [v]	you (0.3) where do you	((unintelligible, approx. 0.8 sec))	
BSP6 [v]		erm in (0.5) (xxx	xxx) park

[481]

	688 [31:38.1]689 [31:38.7]	690 [31:40.1]691 [31:40.3]692 [31:41.2]
BSP3 [v]	(--) ((unintelligible, approx. 1.4 sec))	(xxx) your own
BSP6 [v]	yeah	erm (1.0)
[nn]	*((noises))*	*((noises))*

[482]

	..	693 [31:42.9]	694 [31:44.3]
BSP3 [v]	transport yeah	uh huh yeah (0.5) (xxx xxx) yeah (0.6)	
BSP6 [v]	(0.2) no i ride the bus		

[483]

	695 [31:47.0]	696 [31:48.5]	697 [31:55.2]
BSP3 [v]		(6.7)	so when you do the offshore one
BSP6 [v]	hm hm you were saying		
[nn]		*((background noises))*	

[484]

	..	698 [31:58.1]699 [31:58.7]	700 [32:02.1]
BSP3 [v]	°hh	i think (.) they can be much more difficult than this one	
BSP6 [v]	yeah		no there

[485]

	..	701 [32:04.1]
PJH [v]	(0.3) okay that_s kind of it (.) you can hear other	
BSP6 [v]	is much easier	

[486]

	702 [32:07.8]
PJH [v]	conversations in the background they were in a little you know a work place

[487]

	703 [32:11.0]
PJH [v]	where there were other people talking as well ʰh but it_s really interesting

[488]

	704 [32:13.0]
PJH [v]	this because she (0.3) not only handles his question which comes a bit out of

[489]

	705 [32:16.4] 706 [32:18.4]
PJH [v]	left field ʰh but she then (0.2) asks him back you know ʰh which is always a

[490]

	707 [32:21.7]
PJH [v]	problem i find (.) initially with ʰh erm somebody who comes from a different

[491]

	708 [32:24.5]
PJH [v]	language background and culture ʰh very often °h h° if you_re the native

[492]

	709 [32:28.3]
PJH [v]	speaker in the situation you_re carrying ʰh the conversation you_re doing all

[493]

	710 [32:31.8]
PJH [v]	the work conversational work very often ʰh asking the questions the other

[494]

	711 [32:34.5]
PJH [v]	person_s just answering whereas ʰh here she_s learnt to °h h° ask the

[495]

	712 [32:38.1]
PJH [v]	questions too to do her share (0.2) of the conversational work to actually ʰh

[496]

	713 [32:44.1]
PJH [v]	take her take her er role (0.2) as part of the conversation (0.7) and she_s the

[497]

	..
PJH [v]	one that moves it back to work which i thought was particularly interesting

[498]

	714 [32:48.0]
PJH [v]	because that really takes a bit of confidence h° °h to actually be first for her

[499]

	715 [32:53.4]
PJH [v]	to change topic back to the work topic °h there was quite a long pause

[500]

	716 [32:57.1]
PJH [v]	before it so she was obviously ʰh erm (0.6) she was waiting and then she

[501]

	717 [33:00.1]
PJH [v]	decided it was time to get back to work ((laughs)) which is very typical of ʰh

[502]

	..
PJH [v]	she was the one of the ones who told me that you knoe in hong kong you

[503]

	718 [33:05.5]
PJH [v]	don_t do this stuff at all ʰh no none of this social talk ʰh certianly not in the

[504]

	719 [33:08.7]
PJH [v]	middle of work ʰh and not even at the beginning of the day so you know she

[505]

	720 [33:14.1]	721 [33:14.2]
PJH [v] **[nn]**	was ʰh she found it really hard at first (1.4)	ʰh okay so ʰh the sort of *((noise)) - PJH*

[506]

	722 [33:17.8]
PJH [v]	problems that (.) people who erm went into the work places reported back to

[507]

	723 [33:22.7]
PJH [v]	us were things like mangaging those worth of boundaries between small

[508]

	724 [33:25.4]
PJH [v]	talk social talk and work talk ʰh and sustaining their part in small talk and

[509]

	725 [33:30.6]
PJH [v]	you can see that helena did that very nicely ʰhh and so she makes these

[510]

	726 [33:32.9]
PJH [v]	comments erm (0.1) in her retrospective interview with ophelia °h h° about

[511]

	728 [33:37.8]
PJH [v]	(0.1) the sorts of issues she had ʰh er when she when she started (0.2) the

[512]

	729 [33:40.4]	730 [33:40.8]
PJH [v]	work	placement
BSP3 [v]		a lo a lot of them thing i may (xxx) (0.3) like i (0.1) i (0.3)
BSP3 [comments]		false start "a lo"
[nn]	((noise))	

[513]

	731 [33:44.3]	732 [33:45.7]
BSP3 [v]	i want to ʰh (0.4)	but i want to get the work done (0.2) and ignore them (0.2)

[514]

	733 [33:48.5]	734 [33:50.3]	735 [33:51.0]	736 [33:51.9]
BSP3 [v]	so they_ll still talk and i_ll talk	and	er (.) and er work long hours	
BSP4 [v]		uh huh		

[515]

	..737 [33:54.4]	738 [33:56.4]	739 [33:58.4]
BSP3 [v]	erm so i want to pick up quickly and go (xxx xxx) by myself always hiya		

[516]

	..	740 [34:01.7]
BSP3 [v]	((unintelligable approx. 2.4 sec)) ((unintelligable approx. 0.7 sec)) yeah	

[517]

	..	741 [34:06.0]
BSP3 [v]	yeah in (0.2) my birthday party (0.1) there were parties (0.6) erm or happy	

[518]

	..	742 [34:10.7]	743 [34:13.7]	744 [34:14.4]
PJH [v]			(0.2) okay (0.2) (---)	
BSP3 [v]	hours (1.1) perhaps (0.3) actually (1.2) so yeah			
[nn]			*((noises))*	

[519]

	745 [34:15.3]	746 [34:17.6]
PJH [v]	so ʰ you can see i won_t go through the next bit erm with the (0.2) tape but	

[520]

	..	747 [34:21.4]
PJH [v]	you can see ʰ that she_s (0.1) she_s trying to fit in (0.4) but she finds (0.3)	

[521]

	..
PJH [v]	you know the challenge of social talk quite hard it_s not something that

[522]

	..	748 [34:27.1]
PJH [v]	comes quite naturally to her she_s had to work at it to ʰ get to be in (.) in in	

[523]

	..	749 [34:30.0]	750 [34:32.4]
PJH [v]	involved ʰ got no confidence ʰ erm i can only say a short sentence and then		

[524]

	..	751 [34:35.3]
PJH [v]	i (0.1) i stop ʰ and i identified very strongly with this when i was in another	

[525]

	752 [34:39.4]
PJH [v]	culture i have to say ((laughs)) i can manage a sh short sentence and then i
PJH [comments]	stutters over "short"

[526]

	753 [34:43.5]
PJH [v]	can (0.2) i don_t know what to say next ((laughs)) that_s all i can say h° °h
PJH [comments]	

[527]

	..
PJH [v]	erm and that_s exactly what she had that she said erm (0.2) that she

[528]

	754 [34:48.0]
PJH [v]	couldn_t maintain the conversation but she_s learnt how to do that since

[529]

	755 [34:52.3] 756 [34:52.5]
PJH [v]	(1.1) (-) °h so the other example i wanted to give you is from (0.2)
[nn]	((noise)) - PJH

[530]

757 [34:55.3]	758 [34:58.8]
PJH [v]	andre who_s (.) erm a russian of russian background ʾh and he was °h erm

[531]

759 [35:00.8]	
PJH [v]	(0.4) very high up (0.3) in °h a ministerial position er supporting a

[532]

	760 [35:07.7]
PJH [v]	ministerial position °h in russia °h and erm (0.5) °h he has a very different

[533]

	761 [35:12.1]
PJH [v]	attitude to work from °h erm (.) helena and also very different attitude from

[534]

	762 [35:15.6]
PJH [v]	new zealand h° erm (.) employees ʾh erm he is very (0.1) conscious of his

[535]

| | 763 [35:21.7] | 764 [35:23.0] | 765 [35:23.3] |

PJH [v] | own dignity and his own status ˙h and (0.1) erm (0.2) ((noise)) he_s very

[536]

..

PJH [v] | (0.2) keen that other people in the work place should be aware of (0.4)

[537]

766 [35:27.1]

PJH [v] | of what an important job he had and ˙h what good experience he had ˙h and

[538]

..

PJH [v] | that of (0.2) you_ll realise ˙h in the new zealand work place where (.) you

[539]

.. | 768 [35:35.8]

PJH [v] | know egalitarianism is the norm ˙h and where everybody plays down ˙h their

[540]

.. | 769 [35:39.4] | 770 [35:41.0]

PJH [v] | er status differences ˙h erm caused a few problems ˙h even in this little

[541]

.. | 771 [35:44.4]

PJH [v] | episode if you just listen to it you_ll erm pick something of that up
BSP7 [v] | so it_s
BSP8 [v] | so it_s

[542]

.. | 772 [35:46.7] | 773 [35:47.3]

BSP7 [v] | very s o (xxx xxx) that (xxx) erm english for
BSP8 [v] | coming from a very (xxx xxx xxx xxx) erm work pla

[543]

.. | 774 [35:49.0] | 775 [35:50.9]

BSP7 [v] | professional purposes ((unintelligible approx. 1.9 secs)) anyway i_m
BSP7 [nv] | acronym, contracted
BSP8 [v] | yeah yeah that_s right he_s working

[544]

	776 [35:53.3]
BSP7 [v]	(xxx xxx) from us (xxx xxx xxx) (0.4) ((unintelligable approx. 0.5 sec))
BSP7 [nv]	"US"
BSP9 [v]	how did you

[545]

	777 [35:53.8]	778 [35:55.4]	779 [35:56.8]
PJH [v]			so h°
BSP7 [v]	((unintelligable approx. 1.5 secs)) houses of parliament (0.4)		
[nn]			

[546]

	781 [35:58.2]	782 [36:01.0]
PJH [v]	((laughs)) so (0.4) this is (.) he_s just being introduced (0.3) on the very first	
[nn]	*((laughter))*	

[547]

	783 [36:05.5]
PJH [v]	day (0.2) to a couple of people °h h° and erm (0.2) he_s getting (0.4) he_s

[548]

	..
PJH [v]	getting in there with his qualifications right from the very start you know

[549]

	784 [36:10.8]
PJH [v]	((laughs)) it_s i think the third thing he said h° so h° °h so you know there_s

[550]

	785 [36:14.9]
PJH [v]	a very good example of erm °h what you don_t do ((laughs)) if you want to

[551]

	786 [36:18.2]
PJH [v]	establish good rapport here_s another example you can see if you can spot

[552]

	787 [36:20.7]	788 [36:21.9]
PJH [v]	the error °h	
BSP7 [v]	my family_s (xxx xxx) to me ((unintelligable approx. 3.2 secs))	
[nn]	*3 participants speaking at once*	

[553]

	789 [36:25.1]	790 [36:28.5]
BSP7 [v]		erm (xxx xxx xxx) city (0.2) and
[nn]	*((laughter)) ((unintelligible/unidentifiable approx. 3.4 sec))*	

[554]

	..	791 [36:32.2]	792 [36:32.9]
BSP7 [v]	((unintelligible aprox. 1.4 secs)) (0.4)		((unintelligible approx.
BSP9 [v]		oh yeah that	er i was in the fire

[555]

	..	793 [36:34.5]	794 [36:35.4]	795 [36:36.0]
PJH [v]				(0.3)
BSP7 [v]	1.7 secs))			
BSP8 [v]			mm	
BSP9 [v]	service down there and we were	very quiet out in the (xxx xxx xxx)		

[556]

	..	796 [36:39.3]
PJH [v]	okay (0.3) can you see what he does wrong here (1.1) you probably don_t	

[557]

	..
PJH [v]	(0.2) quite get the significance of somebody describing (xxx xxx xxx) ʰ

[558]

	797 [36:43.4]
PJH [v]	which is one of our four main centres ((laughs)) one of our four main cities

[559]

	..	798 [36:50.3]
PJH [v]	we_ve only got six cities in new zealand this is one of them ʰ as a very	

[560]

	..	799 [36:51.5]	800 [36:52.8]	801 [36:55.2]
PJH [v]	small pla ce ((laughs)) ʰ i mean i think conrad was very gracious ʰ here h°			
[nn]	*((laughter))*			

[561]

	..	802 [36:57.8]	803 [36:59.1]
PJH [v]	°h when he says erm it_s got character though ((laughs)) °h because it_s		
[nn]		*((laughter))*	

[562]

	804 [37:01.3]
PJH [v]	where he comes from so you know this is basically you you wouldn_t say

[563]

	805 [37:03.8]
PJH [v]	this to a new zealander ʾh if you didn_t want to er cause offence °h h°

[564]

	807 [37:06.0]
PJH [v]	((noise)) and then erm we_ve got another example here where erm he_s

[565]

808 [37:09.1]	809 [37:11.5]	810 [37:13.3]
PJH [v]	dealing with sport and actually this time ʾh he_s erm very confused	
BSP9 [v]		but erm

[566]

	811 [37:17.7]
BSP9 [v]	(0.2) a (0.1) very sad loss (0.8) ʾh erm (0.3) for wellington ʾh on a (xxx) for

[567]

	812 [37:21.0]	813 [37:23.0]
BSP9 [v]	new zealand i think or cruisaders won is that right (xxx xxx) (0.8) i was	

[568]

	814 [37:25.1]	815 [37:26.9]
BSP7 [v]		this is for er (0.4)
BSP9 [v]	very very disappointed	
[nn]	*((unintelligible/unidentifiable, approx. 1.8 sec))*	

[569]

816 [37:28.9]	817 [37:29.7] 818 [37:30.1]	819 [37:32.1]
BSP7 [v]	cricket (0.3)	
BSP8 [v]	(-) ((unintelligible, approx. 2.0 sec))	
BSP9 [v]	(0.6) that_s (xxx xxx) so that_s	
[nn]	*((cough))*	*((unintelligible/unidentifiable*

[570]

	820 [37:34.1]	821 [37:36.3]
BSP7 [v]	(0.3) so (0.1) you are not cruisaders then (0.2)	
BSP9 [v]		(0.4) no (0.1) no
[nn]	*approx. 2.0 sec))*	*((noises))*

[571]

	..	822 [37:37.7]	823 [37:38.4]	824 [37:39.4]
BSP7 [v]		who said (xxx xxx)		
BSP8 [v]			((unintelligible, approx. 1.0 sec))	
BSP9 [v]	they_re		i i	(0.3) in the
[nn]				

[572]

	..	825 [37:41.0]	826 [37:43.0]
BSP7 [v]			((unintelligible, approx 3.0
BSP8 [v]	((unintelligible, 1.5 sec))		
BSP9 [v]	other team	they are bad cruisaders (1.2) (xxx xxx) from south
[nn]		*((laughter))*	

[573]

	..	827 [37:47.2]	828 [37:49.2] 829 [37:49.7]
PJH [v]			°hh so
BSP7 [v]	sec)) (1.2)		oh (0.1)
BSP9 [v]	africa from australia (0.4) erm (xxx) have my support (0.7)		

[574]

	..	830 [37:54.2]
PJH [v]	he_s being teased here (0.2) ((cough)) and basically er (0.9) that (.) and then	

[575]

	..	831 [37:57.1]	832 [37:59.1]
PJH [v]	erm h° the last part of it erm (0.4) tim suggests that the referee was bribed		

[576]

	..	833 [38:02.1]
PJH [v]	((laughs)) which is you know outrageous really because i think he was paid	

[577]

	..	834 [38:04.4]
PJH [v]	a very large amount of money ʰh and (0.2) andre says (0.4) in shock °h	

[578]

	835 [38:06.4]	836 [38:07.3]	837 [38:08.5]	838 [38:10.1]
PJH [v]	bribed h° ((laughs))	bribed ((laughs))	and of course they_re just teasing him	
[nn]	*((laughter))*			

[579]

	839 [38:12.0]	840 [38:14.2]
PJH [v]	°h so er this actually shows that he_s (0.3) yearning to be accepted in the	

[580]

	841 [38:17.0]
PJH [v]	work place they_re having fun ʰh and teasing him about er sport and ʰh er so

[581]

	843 [38:23.3]
PJH [v]	(.) he_s trying to tune in to °h h° who supports which team °h and (0.1) even

[582]

	844 [38:26.8]
PJH [v]	to have realised that that_s very important in new zealand is °h very erm

[583]

	..
PJH [v]	(0.1) er a (0.2) good er indication that he_s beginning to learn the rules ʰh

[584]

845 [38:31.1]	846 [38:34.5]
PJH [v]	we need to know who supports who (0.2) who_s on who_s side ʰh and the

[585]

	..
PJH [v]	fact that he_s ʰh the butt of some humour shows that he_s gradually getting

[586]

	847 [38:39.4]	848 [38:41.9]
PJH [v]	integrated ʰhh this is a very nice quote from erm sarah campbell and celia	

[587]

	849 [38:44.5]	850 [38:46.5]
PJH [v]	roberts work they did a very ʰh interesting analysis of interview erm ʰhh	

[588]

	851 [38:50.8]
PJH [v]	interviews between native speakers and non native speakers ʰh and they talk

[589]

	852 [38:55.2]
PJH [v]	about ˙h this import (.) the importance of ˙h er integrating (0.4) erm (0.4) the

[590]

	853 [38:58.7]
PJH [v]	personal and the work based identities so you_ve h° both your social and

[591]

	854 [39:01.9]
PJH [v]	your transactional (0.3) aspects so your professional identity ˙h and your

[592]

	855 [39:04.7]
PJH [v] **PJH [comments]**	social identity ˙h you need to be able to con ˙h to produce (0.4) convincing false start "con"

[593]

	856 [39:08.9]
PJH [v] **PJH [comments]**	synthetic personalities is the way they_ve put it which i thought was

[594]

	857 [39:11.8]
PJH [v]	interesting ˙h which embodies certain competencies and dispositions ˙h and

[595]

	..
PJH [v]	that_s exactly what you have to do in the work place you have to be able to

[596]

	859 [39:19.9]
PJH [v]	manage both aspects of it you can_t just be a ˙h a fantastically professional

[597]

	860 [39:24.9]
PJH [v]	automaton ˙h you have to be able to do the social stuff as well ˙h in order to

[598]

	..
PJH [v]	be (0.3) taken seriously and and er integrated into the work place ˙hh erm

[599]

	862 [39:30.3] 863 [39:30.5]
PJH [v]	(0.3) ((noise)) (0.5) when he gets feedback from his ment his work place

[600]

	864 [39:35.0]
PJH [v]	consultant eileen ˙h you can see that one of the things she says you know she

[601]

	865 [39:38.5]
PJH [v]	thinks he_s very good ˙h he seems to understand well ˙h i_ve no issue with

[602]

	866 [39:41.9]	867 [39:45.0]
PJH [v] **[nn]**	that ˙h the one you er the one thing i_d say is you can be very direc t	*((laughter))*

[603]

	868 [39:46.1] 869 [39:46.6]
PJH [v] **[nn]**	((laughs)) so she_s saying to him you know just (0.4) back off a little

[604]

	870 [39:49.7]
PJH [v] **PJH [comments]**	sometimes ˙h you need to think constantly ˙h ca how can i just tone it down a false start "ca"

[605]

	871 [39:53.7]
PJH [v] **PJH [comments]**	bit so ˙h so he he_s getting feedback from his mentors about the fact that

[606]

	872 [39:58.7]
PJH [v]	he_s coming on a bit too strong sometimes ˙h but erm (0.5) but he he (0.5)

[607]

	873 [40:03.4]
PJH [v]	he spends quite a lot of time telling people how ˙h how important his job was

[608]

	874 [40:06.0]
PJH [v]	nevertheless ˙hh okay and erm (0.3) just before i go on to look at evaluation

[609]

	875 [40:10.1]	876 [40:12.0]
PJH [v]	and the last point i wanted to talk about ˙h erm (0.5) this is quite an

[610]

	877 [40:14.6]
PJH [v]	interesting example of ˙h a recruitment manager who talks about ˙h just how

[611]

	878 [40:18.2]	879 [40:20.9]
PJH [v]	important that ˙h familiarity with sport which i just mentioned is ˙h for a new

[612]

	880 [40:24.0]
PJH [v]	zealand (.) immigrant (0.3) or migrant worker ˙h and he describes this

[613]

	881 [40:27.2]
PJH [v] **PJH [comments]** **[nn]**	chinese skilled migrant who ˙h decided i if he was going to fit in he needed false start "i" *((laughter))*

[614]

	882 [40:30.7]	883 [40:31.8]
PJH [v] **PJH [comments]** **[nn]**	learn to play rugby ˙h so ((laughs)) so he took up playing rugby the moment

[615]

	884 [40:33.7]
PJH [v] **[nn]**	he started doing that everything else fell in to place ((laughs)) he learnt how *((laughter))*

[616]

	885 [40:38.4]
PJH [v] **[nn]**	to relate to new zealanders he got job offers people gave him valuable

[617]

	886 [40:42.1]
PJH [v]	feedback even when he didn_t like it ʰ so you can see (0.2) he (0.2) that was

[618]

	887 [40:44.3]
PJH [v]	one one h° route (0.1) to getting work and to getting integrated and °h

[619]

	888 [40:48.0]
PJH [v]	it_s not for everybody ((laughs)) °h but that_s one pos possible way of
PJH [comments]	stutters over "possible"

[620]

	889 [40:52.9] 890 [40:53.2]
PJH [v]	going about it (0.9) ((noise)) so just moving along to what the employers
PJH [comments]	

[621]

	891 [40:56.5]
PJH [v]	have said about ʰ erm (.) the course and erm the sorts of things that ʰ erm

[622]

	892 [41:00.3] 893 [41:02.2] 894 [41:02.4]
PJH [v]	(0.3) that the course offers °h erm ((noise)) (0.4) several employers who

[623]

	895 [41:05.9]
PJH [v]	these are people who took some of our our ʰ our (0.3) skilled migrants as

[624]

	896 [41:08.7]
PJH [v]	interns ʰ identified that they_d originally thought they were giving to the

[625]

	897 [41:12.2] 898 [41:12.4]
PJH [v]	programme (0.2) ((noise)) ʰ but they found they_d gained more than they

[626]

	899 [41:15.2]
PJH [v]	gave because the input from the skilled migrant added to their processes and

[627]

	900 [41:18.8]
PJH [v]	understanding so ʰ very often they would just do it out of good will ʰhh erm

[628]

	901 [41:21.5]	902 [41:23.6]
PJH [v] **[nn]**	or because they were ʰ they had (0.2)	they_d been persuaded by nicki *((laughter))*

[629]

	903 [41:27.7]
PJH [v] **[nn]**	who_s a total charming and very persuasive ʰ erm (0.1) but (0.3) afterwards

[630]

	904 [41:31.1]
PJH [v]	they were saying oh well you know actually it was really helpful we got

[631]

	905 [41:35.3]
PJH [v]	some really useful ʰ insights from that person ʰ they bring different ideas

[632]

	906 [41:38.7]
PJH [v]	says the second one ʰ erm different thinking a different understanding of

[633]

	907 [41:42.3]
PJH [v]	how the world operates ʰ what_s important and sometimes employers are

[634]

	908 [41:46.7]
PJH [v]	very open to that and ʰ er and find it interesting to have somebody with a

[635]

	909 [41:49.6]
PJH [v]	different perspective ʰ we_ve got some very nice conversations recorded in

[636]

	910 [41:52.2]
PJH [v]	ʰ the morning tea room ʰhh where people take the opportunity to ask ʰ

[637]

	911 [41:56.5]
PJH [v]	er somebody from china or somebody from hong kong or somebody from

[638]

	..	912 [42:00.1]
PJH [v]	taiwan ˙h about ˙h you know the way they do things in (xxx) in terms of ˙h

[639]

	913 [42:03.7]
PJH [v]	how their what the education system_s like for example or what sort of ˙h

[640]

	914 [42:07.0]
PJH [v]	jobs they_ve done before they came so ˙h people do take the opportunity to

[641]

	..	915 [42:12.2]
PJH [v]	learn about other cultures ˙h and this erm i want to play you because this is

[642]

	.. 916 [42:14.9]	917 [42:17.2] 918 [42:17.8]	919 [42:18.0]
PJH [v] **[nn]**	erm a good example of a good employer (0.3) erm	((noise)) (0.3)	*((noise))*

[643]

	920 [42:18.3]	921 [42:23.1] 922 [42:23.2]
PJH [v]	erm he (0.2) he (0.6) he_s actually a supermarket erm °h ((noise)) (0.3)	

[644]

	..	923 [42:26.1] 924 [42:26.3]
PJH [v] **[nn]**	manager pack and savers a supermarket ˙hh erm	(0.2) and so this is not *((coughing))*

[645]

	.. 925 [42:27.5]	926 [42:29.9]
PJH [v] **[nn]**	one of our skilled migrants but this is the sort of job ˙h they might get before	

[646]

	927 [42:33.6]
PJH [v]	they ʾh move on to to our course ʾh
BSP10 [v]	we employ a number of people (0.3) who

[647]

	928 [42:37.7]
BSP10 [v]	have reputable trades (0.9) like i_m looking for a job i often know i didn_t

[648]

	929 [42:42.5]
BSP10 [v]	get a job because i_m overqualified (1.0) now these people (0.2) are only

[649]

	930 [42:47.2]
BSP10 [v]	looking for a job perhaps for a year or two to get that new zealand

[650]

	931 [42:49.9]
BSP10 [v]	experience to get into their chosen careers (1.1) we find that a number of the

[651]

	932 [42:52.9]
BSP10 [v]	actually stay and become our managers ʾh and the others they_ve moved

[652]

	933 [42:56.5]
BSP10 [v]	onto their career and we_ve celebrated that with them (0.5) and what have

[653]

	934 [42:59.5]
BSP10 [v]	they brought to us they_ve brought experience maturity (0.3) they_ve

[654]

	935 [43:02.6]
BSP10 [v]	brought you know integrated easy to teach (0.4) erm (0.4) responsibility

[655]

	936 [43:05.8]	937 [43:08.2]
BSP10 [v]	reliability (0.5) right set of qualities they_ve brought to us (0.4) in (.) one or

[656]

BSP10 [v] two years i_ve (0.2) really good (0.6) employment with someone like that

[657]

938 [43:13.1]

BSP10 [v] who_s really worth having (0.4) i_d advocate that to other employers (0.3)

[658]

939 [43:16.0]

PJH [v] hm so he_s (0.1) he_s one of the people that you know is obviously a model

[659]

940 [43:20.6]

PJH [v] in terms of making the (0.2) most of what ˙h the erm (0.3) school (xxx xxx)

[660]

941 [43:23.7]   942 [43:25.7]

PJH [v] can offer in his supermarket and then some of them go on to be managers

[661]

943 [43:28.9]

PJH [v] but some of them he says well you know one or two years ˙h of these (.)

[662]

944 [43:31.8]

PJH [v] really good well qualified people is great for me ˙h and erm (.) so ˙h he_s a

[663]

945 [43:36.1]

PJH [v] he_s a (0.3) he_s a good example who makes the most of (0.1) of what_s

[664]

PJH [v] available although he realises that they_re all over qualified really °hh (0.5)

[665]

946 [43:40.5]

PJH [v] okay and then looking at what the migrant workers say as opposed to the

[666]

	947 [43:45.9]
PJH [v]	employers about their experience on the course °h erm here_s er (0.2) a post

[667]

	948 [43:49.7]
PJH [v]	course interview °hh i a close friend said you sound bossy i heard that a lot

[668]

	949 [43:54.5]
PJH [v]	i didn_t take it seriously so °h but now (.) from this course i think about that

[669]

	950 [43:59.3]
PJH [v]	seriously i should think about that all the time so °h so she_s got the message

[670]

	..
PJH [v]	finally that you know her friend was actually right that in a new zealand

[671]

	951 [44:04.1]	952 [44:06.9]
PJH [v]	context °h sounding bossy wasn_t doing her any favours °hh and then another	

[672]

	953 [44:09.3]
PJH [v]	one about complaints °h the way new zealanders deal with a complaint is

[673]

	954 [44:12.7]
PJH [v]	really surprising me °h in my mind if a waitress didn_t have good customer

[674]

	955 [44:18.1]
PJH [v]	service skills then she should be complained to directly (0.2) °h this will

[675]

	956 [44:19.7]
PJH [v]	make her improve (0.6) new zealanders tend to complain more indirectly

[676]

	..	957 [44:23.5]	958 [44:25.6]
PJH [v]	and this way is more acceptable so she_s she_s ((laughs)) realised that you		

[677]

	..	959 [44:28.3]	
PJH [v]	know she_s not going to get anywhere with a very direct and complaint in a		

[678]

	..	960 [44:31.4]	
PJH [v]	new zealand context you have to be more polite ʰ and we had a very nice		

[679]

	..	961 [44:34.4]	
PJH [v]	example with somebody on the course that ophelia said ʰ didn_t believe ʰ		

[680]

	..	962 [44:37.0]	963 [44:39.9]
PJH [v]	that (0.4) a f er reframing your (0.2) request in a ʰ what we consider a more		

[681]

	..	964 [44:41.9]	965 [44:44.0]
PJH [v]	polite way ʰ would actually be effective °h erm (0.2) but he t thou he		
PJH [comments]			false start "he t thou"

[682]

	..	966 [44:46.1]	967 [44:48.5]
PJH [v]	thought he_d try it out °h so he told her about going to erm °h a big		
PJH [comments]			

[683]

	..		
PJH [v]	supermarket where he wanted some fish and he went to the fish counter °h		

[684]

	..	968 [44:52.0]	969 [44:55.5]
PJH [v]	and he said the first week he just said ʰ fish please (0.3) erm (0.2) the		

[685]

	..		
PJH [v]	person gave him the fish and didn_t (.) speak to him just gave him the fish		

[686]

	.. 970 [44:59.1]
PJH [v]	he wanted and some of that (0.4) ʰh he said the second time after ophelia_s ʰh

[687]

	971 [45:02.7] 972 [45:05.8]
PJH [v] **[nn]**	taught him about (0.2) making requests in a polite way he said ʰh i was *((laughter))*

[688]

	.. 973 [45:09.0]
PJH [v] **[nn]**	wondering if i <<laughing> could have a if i could have half a > pound of

[689]

	.. 974 [45:11.1]
PJH [v] **[nn]**	cod you know ((laughs)) and he said °h and the person smiled at me and

[690]

	.. 975 [45:13.5] 976 [45:14.7] 977 [45:16.6]
PJH [v] **[nn]**	they said h° have a nice day at the end of it ((laughs)) he was totally *((laughter))*

[691]

	.. 978 [45:18.9]
PJH [v]	convinced that you know this was the magic °h and actually helena talks

[692]

	.. 979 [45:22.7]
PJH [v]	about i was wondering if is the magic phrase ʰh which she thinks he then

[693]

	.. 980 [45:26.7]
PJH [v]	used all the time i was wondering if you could ʰhh and we_ve got some

[694]

	.. 981 [45:29.7]
PJH [v]	examples of her actually reframing her requests she starts off on the request

[695]

	982 [45:32.4]
PJH [v]	in the work place saying could you and then ˙h i was wondering actually

[696]

	..
PJH [v]	((laughs)) she_s rephrasing is so she_s obviously got the message that if you

[697]

..983 [45:36.3]	984 [45:38.9] 985 [45:39.0]
PJH [v]	do it politely you_re more likely to get cooperation (0.3) ((noise)) ˙hh erm

[698]

	986 [45:43.5]
PJH [v]	(.) and just before i finish i thought we_d actually (0.1) look at some of the

[699]

	987 [45:46.6]
PJH [v]	economic benefits ˙h nicki_s husband is an is a (0.2) tax lawyer ((laughs)) ˙h

[700]

988 [45:49.1]	989 [45:52.4]
PJH [v]	and when we were ˙h threatened with the course being cut because the

[701]

	990 [45:55.1]
PJH [v]	government_s money was being cut ˙h erm he did a (0.1) cost benefit

[702]

	991 [45:58.4]
PJH [v]	analysis of the course ˙h and he worked out that (0.4) we got ninety eight

[703]

	..
PJH [v]	dollars return for every dollar of expenditure by (xxx) the new zealand tax

[704]

992 [46:05.1]
PJH [v]	payer (0.2) for the (0.2) for this course ˙h and the reasons for that were ˙h

[705]

	993 [46:09.1]	994 [46:11.4]
PJH [v]	that they got twelve weeks of teaching but we ˙h captured twenty five years	

[706]

	..	995 [46:15.7]
PJH [v]	of overseas education training experience for that ˙h and ˙h basically then we	

[707]

	..	996 [46:20.1]
PJH [v]	got the pay back throughout the career so he did it all ˙h you know very sort	

[708]

	..	997 [46:23.7]
PJH [v]	of (0.2) on e on an economic basis financially ˙h and demonstrated that the	

[709]

	..	998 [46:26.1]
PJH [v]	course really worked ˙h not only in terms of ˙h what the employers thought ˙h	

[710]

	..999 [46:28.7]	
PJH [v]	and what the students thought but actually economically too so °h i was	

[711]

	..	1000 [46:33.5] 1001 [46:33.7]
PJH [v]	very happy about that (1.0) ((noise)) °h and in my (0.3) last slide °hh erm in	

[712]

	..	1003 [46:40.7]
PJH [v]	terms of benefits to new zealand just in terms of (0.4) erm (0.5) job (0.5)	

[713]

	..	1004 [46:42.9]
PJH [v]	erm (0.1) take up h° °h in the five years that (0.1) the course has been	

[714]

	..	1005 [46:45.2]	1006 [46:47.5]
PJH [v]	running (0.2) close to eighty five percent of our participants have found		

[715]

	..	1007 [46:49.9]
PJH [v]	relevant employment within six months so ʰ we can say that it does work ʰ	

[716]

	..	1008 [46:53.0]	1009 [46:55.1]
PJH [v]	and that the social (0.3) relational skills that ophelia focuses on ʰ really do		

[717]

	..	1010 [46:57.6] 1011 [46:57.7]
PJH [v]	make a difference to people in the work place (0.3) ((noise)) thank you very	

[718]

	..	1012 [46:58.6]	1013 [46:59.1]
PJH [v]	much h°		
[nn]	*((unintelligible/unidentifiable approx. 0.5 sec)) ((applause)) ((unintelligible/unidentifiable approx.*		

[719]

	..	1014 [47:04.4] 1015 [47:05.0]	1016 [47:05.6]	1017 [47:06.5]
DIS1 [v]		okay we_ve got er a few minutes for questions if anybody_s got any		
[nn]	*5.3 sec))*	*((noise))*		*((noises))*

[720]

	1018 [47:07.6]	1019 [47:09.3]1020 [47:09.7]1021 [47:11.8]1022 [47:12.5]
DIS1 [v]	questions they_d like to ask kylie (0.3)	yes klaus h°
KT [v]		er yes
[nn]	*((coughing))*	*((noises))*

[721]

	1023 [47:13.4]	1024 [47:16.5]
KT [v]	thank you (0.1) my my question is er when (0.3) skilled immigrants avoid	

[722]

	..	1025 [47:21.3]
KT [v]	small talk is this also considered to be °h (0.5) like impolite or very reserved	

[723]

	..1026 [47:23.6]	1027 [47:25.4]	1028 [47:26.7]
PJH [v]		hm (0.4) hm	(-)
KT [v]	is this also a problem not just that they can_t handle it but they (0.3)		

[724]

	1029 [47:27.0]		1030 [47:27.6]	1031 [47:28.2]	1032 [47:28.6]	1033 [47:29.0]
PJH [v]	if they actually av	oid it	ʰ	erm	well helena_s a good example	
KT [v]	avoid it		(--)	yes		

[725]

	..	1034 [47:34.0]
PJH [v]	here because she said that when she first started working in ʰ erm (.) the	

[726]

	..	1035 [47:36.9]
PJH [v]	place where she_d been ʰ er assigned ʰ she used to go straight to her desk in	

[727]

	..	1036 [47:40.5]
PJH [v]	the morning despite all nicki_s good teaching ʰ er because she just thought	

[728]

	..
PJH [v]	i_m here ʰ i_m here to work (0.1) i_m going to demonstrate that i_m a

[729]

	..	1037 [47:45.1]	1038 [47:47.7]
PJH [v]	really good worker ʰ and she said ʰ her mentor said to her ʰ you know you		

[730]

	..
PJH [v]	don_t need to go straight to your desk it_s quite a good idea to just say hello

[731]

	..	1039 [47:52.8]
PJH [v]	to people on the way in and maybe °h and so if p they do deliberately seem	
PJH [comments]		false start "p"

[732]

	..	1040 [47:56.7]
PJH [v]	to be avoiding small talk people ʰ erm think they_re rather standoffish and ʰ	
PJH [comments]		

[733]

	..	1041 [47:59.6]	1042 [48:00.2]	1043 [48:00.4]
PJH [v]	erm	((noise)) ʰ and are not being very friendly (0.2) and not being very		

[734]

	1044 [48:04.3]
PJH [v]	friendly is a major sin ((laughs)) you know for a new zealand work place so

[735]

	1045 [48:07.8]
PJH [v]	°h so it_s it is the case that °h i mean people often do (.) give them the

[736]

	1046 [48:12.4]
PJH [v]	benefit of the doubt and assume that they_re being shy °hh but (0.5) if they

[737]

	..
PJH [v]	can make the effort °h it_s so uch appreciated that you know they get lots of

[738]

	1047 [48:18.1]
PJH [v]	pay back from it so (.) i think °h y i think erm e e they d they do learn that
PJH [comments]	false start "y"

[739]

	1048 [48:23.3]	1049 [48:23.9]
PJH [v]	very quickly (0.2) yeah °hh (0.4) er you had a ques tion	
PJH [comments]		
DIS5 [v]		hi yeah in general how

[740]

	1050 [48:24.2]1051 [48:26.3]
PJH [v]	
DIS5 [v]	authentic (0.2) erm are the recordings because you know as soon as you

[741]

	1052 [48:28.1]1053 [48:28.5]1054 [48:28.6]		1055 [48:29.6]1056 [48:29.9]	1057 [48:30.7]
PJH [v]	mm	(-)	a tape recorded on	(-)	mm (0.3) mm	(1.2)
DIS5 [v]	put	(0.2)	(0.4) tape recorder in front of	people people sta rt acting

[742]

	1058 [48:31.9]	1059 [48:32.8]1060 [48:33.2]
PJH [v]	yeah it er	(-)	erm it is initially (.) erm
DIS5 [v]	very unnaturally (0.2) is that a problem or °h	

[743]

	1061 [48:37.4]
PJH [v]	particularly with the (.) skilled migrants who are very nervous but it_s

[744]

	1062 [48:41.2]
PJH [v]	amazing how fast (0.2) erm they forget ʰ i mean we do ʰ they they have the

[745]

	..
PJH [v]	(.) tape recorded for two weeks at the beginning of the ʰ internship and then

[746]

	1063 [48:45.9]
PJH [v]	another two weeks at the end ʰ the first couple of days people are a bit self

[747]

	1064 [48:49.4]1065 [48:50.0]	1066 [48:52.0]
PJH [v] **DIS5 [v]**	conscious ʰ erm (0.3) how about the native speakers ((laughs))	native

[748]

	1067 [48:55.4]
PJH [v]	speakers are astonishingly (.) easy about because i think ʰ they think we_re

[749]

	1068 [48:57.9]
PJH [v]	only interested in the skilled migrant_s talk ʰ and so they_re much more

[750]

	1069 [49:01.6]
PJH [v]	erm relaxed about it ʰ and also ʰ erm ʰ generally speaking they_re focussed

[751]

	1070 [49:04.4]
PJH [v]	on (0.2) the transactional role that they_re playing and helping people and ʰ

[752]

	..1071 [49:07.3]	1072 [49:09.7]
PJH [v]	that_s a very good distracter ʰ erm so they may initially be a little bit (.)	

[753]

	1073 [49:12.1]
PJH [v]	self conscious (.) that er early conversation with andre where he was saying

[754]

	1074 [49:15.5]
PJH [v]	that he was (0.2) you know from tourism (0.3) etc etcetera people were
PJH [comments]	false start "etc"

[755]

	1075 [49:19.6]
PJH [v]	behaving very well you know very nicely ˙h but as soon as he gets into
PJH [comments]	

[756]

	1076 [49:22.6]
PJH [v]	talking about ˙h the job he has to do which is actually to organise a project

[757]

	1077 [49:26.4]
PJH [v]	he had to organise some sort of erm ˙h meeting of people and bring them

[758]

	1078 [49:28.6]
PJH [v]	together ˙h (0.2) di (.) all that disappears and people are very (.) very relaxed
PJH [comments]	false start "di"

[759]

	1079 [49:31.7]	1080 [49:34.6]
PJH [v]	h it (.) it always amazes me how fast people forget ˙h if they_re ˙h if they_re	
PJH [comments]		

[760]

	1081 [49:38.7]
PJH [v]	engaged with a talk and the topic of the talk and ˙h it_s they may

[761]

	1082 [49:41.4]
PJH [v]	reremember (0.2) every so often ˙h and that you know particularly ˙h in some

[762]

	1083 [49:44.6]
PJH [v]	of our work places where people ʾh find themselves swearing ʾh or erm ʾh or

[763]

	1084 [49:48.8]	1085 [49:49.5]	1086 [49:50.7]
PJH [v] **[nn]**	commenting on erm *(cough))*	topics they shouldn_t be talking about (0.1)	and then *((laughter))*

[764]

	1087 [49:51.6] 1088 [49:51.8]	1089 [49:52.7]	1090 [49:54.0]
PJH [v] **[nn]**	they ask us ((laughs)) they may ask us to re *((laughter))*	move those later ʾh (0.1)	

[765]

1091 [49:54.1]
PJH [v] erm i was astonished yesterday there was a section i was at that louise (xxx

[766]

	1092 [49:58.2]
PJH [v]	xxx xxx) had recorded ((laughs)) the most astonishing conversation between

[767]

	1093 [50:00.8]	1094 [50:02.8]
PJH [v] **[nn]**	guys about °h their er (.) relationships with women ʾh erm (0.2) and i th *((laughter))*	

[768]

1095 [50:03.8]
PJH [v] ought if that had happened in our w work places they_d have asked me to

[769]

	1096 [50:08.9]
PJH [v]	delete those bits for sure ((laughs)) you know ((laughs)) i mean things like

[770]

..
PJH [v] their comment on the minister (.) you know they_re working for a

[771]

	1097 [50:12.5]
PJH [v]	government department and they_re writing (xxx) for the minister ʾh if er if

[772]

	1098 [50:17.1]
PJH [v] **[nn]**	anybody says anything negative about the minister we take that out so *((laughter))*

[773]

1099 [50:17.7]	1100 [50:18.7]
PJH [v] **[nn]**	erm (0.3) but a part from that you know it_s astonishing how relaxed people

[774]

..	1101 [50:21.3]	1102 [50:24.2]
PJH [v]	are ˙h even with cameras i mean we haven_t used cameras ˙h in the (0.2) with

[775]

..	1103 [50:26.8]
PJH [v]	the skilled migrants but in our ˙h erm (.) work place talk that we_ve

[776]

..	1104 [50:30.3]
PJH [v]	collected from new zealand work places ˙h and for meetings we (.)

[777]

..	1105 [50:33.6]
PJH [v]	frequently use cameras and ˙h erm again you set them up and (0.1) go out the

[778]

..	1106 [50:36.4]
PJH [v]	room ˙h and come back at the end ˙h and after about two or three meetings

[779]

..	1107 [50:40.3]	1108 [50:42.9]
PJH [v] **PJH [comments]**	(0.4) they_re like pa (0.6) (pat rails) you know erm (xxx xxx) people just false start "pa"

[780]

..	1109 [50:45.2]
PJH [v]	forget about them °h erm so °h after a bit of (0.3) doing their hair at the

[781]

	1110 [50:48.3]	1111 [50:50.1]
PJH [v]	beginning that_s it really ((laughs)) so you know it_s it_s quite reassuring	
[nn]	*((laugther))*	

[782]

		1112 [50:55.0]
PJH [v]	actually how naturally the conversations can be (.) people ʰ frequently	

[783]

		1113 [50:58.3]
PJH [v]	forget so ʰ so much so they_ll they_ll look at the (0.2) tape recorded at the	

[784]

		1114 [51:00.9]
PJH [v]	end and say oh did we remember to switch that on (0.2) you know (0.2) so	

[785]

		1115 [51:06.8]
PJH [v]	they_ve really forgotten to (1.5) ʰ any other questions ʰh	
DIS6 [v]	the erm hh° let_s	

[786]

		1116 [51:10.9]
DIS6 [v]	call them students you get on on your programme ʰ they need to have a	

[787]

	1117 [51:12.8]1118 [51:12.9]1119 [51:13.4]	
PJH [v]	yes	
DIS6 [v]	certain level of english or do you also pr ovide some kind of interpreting	

[788]

	1120 [51:15.6] 1121 [51:16.1]	1122 [51:17.9]1123 [51:18.3]
PJH [v]	no they have i e l six point five (0.2) so they_re	
PJH [comments]	acronym "IEL"	false start "pr"
DIS6 [v]	in the beginning (0.3) for them	mm

[789]

		1124 [51:20.3]
PJH [v]	reasonably pr proficient in english °h and they_ve been in new zealand for	
PJH [comments]		

[790]

	1125 [51:22.1]1126 [51:22.6]1127 [51:22.8]
PJH [v]	two or three years °h so they_ve had a reasonable exposure °h
DIS6 [v]	right

[791]

	1128 [51:24.9]
PJH [v]	and °h they have to have at least a bachelor_s degree in whatever their

[792]

	1129 [51:29.5] 1130 [51:31.8]
PJH [v]	professional °h area is so ʰh erm they_re pretty well educated and they_ve

[793]

	1131 [51:36.4]
PJH [v]	had enough english so ʰh it_s rare that we get somebody ʰh who_s really

[794]

	1132 [51:38.6]
PJH [v]	struggling with the ʰh you know the english (0.4) competence it_s (.) really

[795]

	1133 [51:41.6] 1134 [51:44.2]
PJH [v]	more the ʰh relational and professional (0.2) skill erm ʰh the erm (0.2)

[796]

	1136 [51:46.2] 1137 [51:47.5]
PJH [v]	((noise)) (0.1) relational and °h erm (0.2) small talk social talk request type

[797]

	1138 [51:51.9] 1139 [51:54.0]
PJH [v]	stuff that they have problems with sociopragmatic skills really °h erm °h i

[798]

	1140 [51:56.9]
PJH [v]	mean there_s always technical vocabulary °h but very often they know it h°

[799]

	1141 [51:59.4] 1142 [51:59.9]
PJH [v]	°h better than us ((laughs)) you know ʰh in terms of their own particular area
DIS6 [v]	mm

[800]

	1143 [52:02.0]	1144 [52:03.0]
PJH [v]	h because they_ll often have learn t that in english so h so they_re pretty	
[nn]	*((coughing))*	

[801]

	..	1145 [52:06.2]
PJH [v]	proficient (0.3) yeah	
DIS6 [v]		what about other areas erm like (0.3) health provision

[802]

	1146 [52:09.4]
DIS6 [v]	(0.2) for immigrants if they don_t have the english language competence is

[803]

	1147 [52:12.4]	1148 [52:14.7]
PJH [v]		erm yes there a
DIS6 [v]	that kind of policy for (.) providing translation interpreting services or	

[804]

	1149 [52:15.5]	1150 [52:18.0]
PJH [v]	re translation interpreting services °h erm (0.3) which are provided by the	

[805]

	1151 [52:20.5]	1152 [52:23.2] 1153 [52:23.3]
PJH [v]	government for particular areas (.) but erm (0.3) ((noise)) °h but we don_t	

[806]

	1154 [52:24.9]	1155 [52:25.3]1156 [52:25.8]
PJH [v]	need them at all in this partic ular	area with these people h erm h the
DIS6 [v]	mm	

[807]

	..	1158 [52:31.3]
PJH [v]	(0.1) i mean refugees for example come in to a h a s (.) a settlement centre	

[808]

	..	1159 [52:34.5]	1160 [52:36.7]
PJH [v]	in aukland initially °h h° and spend six weeks there trying to sort of (0.1)	

[809]

PJH [v]   find their feet and ʰh and there are translation services available the whole

[810]

     1161 [52:41.0]   1162 [52:44.2]

PJH [v]   time there ʰh and then they get ʰh erm translation support in (0.2) places like

[811]

       1163 [52:46.3]1164 [52:46.6]   1165 [52:47.2]

PJH [v]   court or if they have to go to °h   erm (0.2) to (0.1) you know the

DIS6 [v]   mm h°

[812]

PJH [v]   doctors for example they can (0.1) they can get translation support but ʰh it

[813]

1166 [52:51.5]   1167 [52:54.3]1168 [52:54.8]

PJH [v]   _s erm ʰh not as wide spread as erm we would like of course   (0.2) but for

DIS6 [v]   mm

[814]

                          1169 [52:57.2]

PJH [v]   these people it_s not really a problem ʰhh often the children who come in

[815]

           1170 [52:59.3]

PJH [v]   (0.2) with (0.1) immigrant (0.1) people (.) have (0.2) better english than

[816]

         1171 [53:02.9]

PJH [v]   their parents ʰh very quickly you know they quickly learn and they ʰh then

[817]

PJH [v]   (0.1) often asked as the translaters in erm many of the situations just social

[818]

..	1173 [53:10.3]	1174 [53:11.1]	1175 [53:13.5]	1176 [53:13.9]	1177 [53:15.0]

PJH [v] situations you know °hh (2.4)   (0.4)
DIS6 [v]   thanks
DIS7 [v]   have the courses spread
[nn]   *((noises))*

[819]

..	1178 [53:17.7]	1179 [53:21.4]

PJH [v]   it is beginning to erm just erm (1.4) er (0.9)
DIS7 [v] to other universities °h

[820]

..	1180 [53:23.4]	1181 [53:25.4]

PJH [v] where_re we up to june (0.3) in the second half of this year aukland

[821]

..	1182 [53:29.4]

PJH [v] university is going to be well unitech actually one of the erm (0.3) ((noise))

[822]

1183 [53:29.6]

PJH [v] °h polytechnics in aukland °h is going to be offering this course using our

[823]

..	1184 [53:34.1]

PJH [v] materials °h erm (0.1) to (0.2) people in aukland so °h erm °h we_ve (0.4)

[824]

1185 [53:38.2]

PJH [v] having sort of almost lost our funding we_ve suddenly found that you know

[825]

..	1186 [53:42.7]

PJH [v] people have recognised that it is worth while and °h and (0.3) and you know

[826]

..	1187 [53:44.7]

PJH [v] will be will be offered in aukland so that will be great you know really

[827]

	1188 [53:49.7] 1189 [53:49.8]
DIS2 [v]	((noise)) °h i was just wondering
PJH [v]	pleased about that °hh (0.2) mm (0.7)

[828]

	1190 [53:52.9]
DIS2 [v]	whether (0.3) the process of recording them selves (0.6) do you do does it

[829]

	1191 [53:54.9]	1192 [53:57.2]
DIS2 [v]	turn out to be quite a reflective (0.3) proce ss where (0.1) where they_ re	
PJH [v]		mm (0.2) mm

[830]

	1194 [54:00.3]1195 [54:00.7]1196 [54:01.1]
DIS2 [v]	perhaps developing their awarenesses and (0.4) (-) sensitivity to
PJH [v]	yeah

[831]

	1197 [54:02.7] 1198 [54:03.5]
DIS2 [v]	things and with that you_re actually saying oh look these are critical
PJH [v]	yeah definitely

[832]

	1199 [54:05.9] 1200 [54:06.3] 1201 [54:08.4]
DIS2 [v]	(xxx xxx xxx)
PJH [v]	you know it definitely definitely does erm ʰh me (.) erm ophelia does

[833]

	1202 [54:11.7]
PJH [v]	reflective interviews with them regularly with them through the course so

[834]

	1203 [54:13.7]
PJH [v]	they get used to thinking ʰh she ʰh she records the role plays and then plays

[835]

	1204 [54:17.3]
PJH [v]	them back and then ʰh later on for example with helens she played (0.2)

[836]

1205 [54:19.7]
PJH [v]   you know (0.2) that (0.1) i_ve just shown you the first and the last there was

[837]

..   1206 [54:23.3]
PJH [v]   a middle one as well ʰ she played them to her ʰ and asked her to comment

[838]

..   1207 [54:27.7]
PJH [v]   on them so they_re very used to this idea ʰ and then ʰ when they record in

[839]

..   1208 [54:32.2]
PJH [v]   the work place that material is then available for them to actually ʰ go back

[840]

..   1209 [54:35.0]
PJH [v]   and think about and ʰ particularly if they_ve had (0.3) something that they

[841]

..
PJH [v]   didn_t understand or something that they thought was a miscommunication

[842]

.. 1210 [54:39.3]	1211 [54:41.9]
DIS2 [v]	mm
PJH [v] ʰ they can go back and actually listen to the tape recording again	so ʰ

[843]

1212 [54:42.3]   1213 [54:42.9]
PJH [v]   we just have to make sure they don_t ʰh delete it by mistake ((laughs)) so

[844]

..   1214 [54:46.7]
PJH [v]   we generally ʰ get the stuff off them (0.6) copy it off and then give it them

[845]

..   1215 [54:50.1]   1216 [54:50.4]   1217 [54:50.9]
DIS2 [v]   do you ever get them to do any transcription ((laughs))
PJH [v]   back to listen to you know   (xxx xxx)

[846]

	1218 [54:52.1]	1219 [54:53.8]	1220 [54:55.8]
PJH [v]	no no no ((laughs))	°h no no getting trans we_d love	to ((laughs)) a free tran
PJH [comments]		false start "trans"	
[nn]	*((laughter))*		*((laughter))*

[847]

	1221 [54:57.8] 1222 [54:58.3]	1223 [54:59.5]	1224 [55:00.5] 1225 [55:00.7]
PJH [v]	scription (0.5) no no they_d	probably erm (0.4) ((noise))	(0.3) they_ve got
[nn]	*((laughter))*		

[848]

	..	1226 [55:02.7]
PJH [v]	too much else to do ((laughs))	and the transcriptions are so (xxx xxx xxx)

[849]

	..	1227 [55:05.3]1228 [55:05.8]
PJH [v]	we ((laughs)) you know °h (0.5)	
DIS8 [v]		hi (.) erm (0.5) i really enjoyed your

[850]

	..	1229 [55:08.4] 1230 [55:08.9]	1231 [55:09.7]
PJH [v]		yeah (0.2) erm	
DIS8 [v]	lecture thank you		i_m sorry i_ve been late i just came from

[851]

	..	1232 [55:12.5]1233 [55:13.1*]1234 [55:13.2*]	1235 [55:13.3]1236 [55:13.6]
PJH [v]		oh	right
DIS8 [v]	the university °h of	birmingham	yeah (0.1) erm

[852]

	..	1237 [55:17.4]
DIS8 [v]	(0.3) i_ve got a question about the participants °hh er (0.2) when you do the

[853]

	..	1238 [55:22.2]
DIS8 [v]	(0.6) observed (.) did you notice a different culture of factors (0.2) during

[854]

	..	1239 [55:25.2]
PJH [v]		°h can you give me an example of
PJH [comments]		false start "th"
DIS8 [v]	those moments when they speak (0.2)	

[855]

	..	1240 [55:27.5]	1241 [55:29.2]	1242 [55:29.8]
PJH [v]	what you th °h		oh right	ʰh
PJH [comments]				
DIS8 [v]	erm because i was a bit late so	i_m not sure	what maybe you	

[856]

	1243 [55:30.6]	1244 [55:32.4]
PJH [v]	yeah erm (0.5) ((noise)) (0.2) well (0.3) with the hong kong (0.3) erm	
DIS8 [v]	you already talked about (xxx xxx)	

[857]

	1245 [55:34.4]	1246 [55:36.7]
PJH [v]	(0.2) helena for example from hong kong ʰh it_s certainly the case that ʰh	

[858]

	..	1247 [55:39.9]
PJH [v]	when she first (0.3) started on the course she was much more direct (0.4)	

[859]

	1248 [55:43.0]	1249 [55:46.0]
PJH [v]	and it wouldn_t be appropriate in a new zealand work place so ʰh so with	

[860]

	..	1250 [55:49.5]
PJH [v]	different cultures we find different ʰh expectations ʰh and (.) as i mentioned	

[861]

	..	1251 [55:51.5]	1252 [55:55.2]
PJH [v]	with andre ʰh in his culture (0.2) you basically ʰh erm (0.5) you (0.4) you do		

[862]

	..	1253 [55:58.7]
PJH [v]	your professional identity very explicitly ʰh you (0.2) claim your	

[863]

	..	1254 [56:01.7]	1255 [56:03.7]
PJH [v]	professional experience °h h° on record for people_s benefit ʰh and that_s		

[864]

	..	1256 [56:05.9]
PJH [v]	expected and that_s normal ʰh whereas it_s not the case in new zealand ʰh	

[865]

	1257 [56:10.1]
PJH [v]	you tend not to mention (0.3) erm ʾh that you_ve got (.) these qualifications

[866]

	1258 [56:13.2]
PJH [v] **PJH [comments]**	you just expect that ʾh it_ll be aparent from your work or that people have "CV" - see vee - curriculum vitae

[867]

	1259 [56:17.6]
PJH [v] **PJH [comments]**	read your c v ʾh you don_t need to actually you know say anything about

[868]

	1260 [56:20.6]
PJH [v]	them explicitly ʾh so those sorts of cultural factors (0.2) erm ʾh but probably

[869]

	1261 [56:24.0]
PJH [v]	the thing that (0.1) we most often notice in terms of cross cultural contacts

[870]

	1262 [56:28.8]	1263 [56:31.7]
PJH [v]	is degrees of directness (0.1) you know erm ʾh some cultural (0.4) erm (.)	

[871]

	1264 [56:35.1]
PJH [v]	cultures expect people to be much more on record and (0.3) and (.) clear and

[872]

	1265 [56:38.5]
PJH [v]	explicit about (.) what they want ʾh and (0.2) if they_re unhappy about

[873]

	1266 [56:41.1]
PJH [v]	something to complain ʾh or to refuse if somebody asks them to do

[874]

	1267 [56:44.4]
PJH [v]	something that they don_t want to do ʾh to be very straight clear about the

[875]

PJH [v]   fact that no they don_t think that_s part of their job ʰh they shouldn_t do that

[876]

1268 [56:49.5]

PJH [v]   h and you just don_t do that in new zealand (0.2) you know you ʰh you

[877]

1269 [56:53.1]   1270 [56:53.7] 1271 [56:53.9]

PJH [v]   would say (0.2) erm (0.2) ((noise)) oh a good example would be one of the

[878]

PJH [v]   role plays that ways based on an inte in on an interaction that we_d recorded

[879]

1272 [56:58.9]   1273 [57:01.8]

PJH [v]   ʰh was when the boss asked one of (0.6) er the ʰh employees to stay late (0.2)

[880]

1274 [57:04.4]   1275 [57:07.4]

PJH [v]   to ʰh to (0.2) to help prepare for a meeting the next day ʰhh and (0.4) erm the

[881]

1276 [57:12.2]

PJH [v]   employee said (0.4) no (0.2) i can_t stay late (0.5) and ʰh (0.3) erm (0.4) we

[882]

PJH [v]   got totally different reactions from different cultural groups to that ʰh so °h

[883]

1278 [57:21.2]

PJH [v]   h° erm (0.2) the people from the chinese backgrounds said ʰh yes (.) that they

[884]

1279 [57:24.8]

PJH [v]   could understand ʰh erm (0.8) erm that the person didn_t want to stay late

[885]

	1280 [57:27.3]
PJH [v]	but you would never say so you would just never would refuse your boss if

[886]

	1281 [57:29.3]
PJH [v]	your boss said they wanted you to stay late you stayed late there was no

[887]

	1282 [57:32.9]
PJH [v]	(0.2) no issue ˙hh erm ˙hh whereas a new zealander would do it by saying

[888]

	1283 [57:36.0]
PJH [v]	(0.2) look i_m really sorry and i_d really like to stay late but i_ve got

[889]

	1284 [57:41.1]
PJH [v]	something really important that i have to ˙h do tonight my son_s ˙h appearing

[890]

	1285 [57:44.2]	1286 [57:47.5]
PJH [v]	in a (0.2) school play and i have to be there ˙hh and then ˙h they might	

[891]

	..
PJH [v]	negotiate (0.2) well could you just perhaps stay an extra half hour and ˙h

[892]

	1287 [57:51.7]	1288 [57:54.1]
PJH [v]	and you know that would be how it would re be resolved ˙h but in other	
PJH [comments]	false start "re"	

[893]

	..
PJH [v]	cultures ˙h you know you could actually just say no (0.2) and that would be

[894]

	1289 [57:58.0]
PJH [v]	the end of it ˙h so °h h° you know you get sort of all points on the spectrum

[895]

	1290 [58:01.5]	1291 [58:02.6]
PJH [v]	really (0.3) you know (1.1)	hang on then (0.2) er (0.3) had one
DIS8 [v]	(0.3) all right (0.3)	

[896]

	1292 [58:05.1]	1293 [58:06.0]	1294 [58:06.4]	1295 [58:06.6]
PJH [v]	at the front first	okay		okay well
DIS9 [v]	no a actually i was just	i wa it_s	just	a quick one
DIS9 [nv]		false start "wa"		

[897]

	1296 [58:07.1]	1297 [58:08.2]	1298 [58:08.4]	1299 [58:10.3]
PJH [v]	(0.2) so back to you ((laughs))			
DIS10 [v]			(0.5) yeah i_d like to ask a question	
[nn]		*((noise))*		

[898]

	1300 [58:13.7]	1301 [58:14.3]	1302 [58:15.4]
PJH [v]		mm (0.3) mm	
DIS10 [v]	about the differences within cultures (0.4) as well as	between them (0.3)	

[899]

	1303 [58:15.7]	1304 [58:18.7]
PJH [v]		mm
DIS10 [v]	i know you were working only with a limited number of peo ple	(0.4)

[900]

	..1306 [58:19.5]
DIS10 [v]	but did you (0.2) notice differences within what we might call the chinese

[901]

	1307 [58:24.2]	1308 [58:24.7]
PJH [v]	mm	
DIS10 [v]	diaspero (0.2) (0.5)	did you find that the people from hong kong were

[902]

	1309 [58:29.2]	1310 [58:30.3]
PJH [v]		mm (0.2) it_s a
DIS10 [v]	more direct that people from taiwan ˙h and mainland china	

[903]

	..	1311 [58:32.3]	1312 [58:34.3]
PJH [v]	good question 'h erm we don_t really have enough (0.2) erm participants to		

[904]

	..	1313 [58:37.3]	1314 [58:39.3]
PJH [v]	be able to make big generalisations 'h we can (0.1) i can say 'h (0.6) and (0.5)		

[905]

	..	1315 [58:42.3]
PJH [v]	some of you may be able to conf irm or deny this ((laughs)) from your own	

[906]

	..	1316 [58:45.0]
PJH [v]	experience 'hh that participants from hong kong tended to be rather	

[907]

	..	1317 [58:50.1]
PJH [v]	dismissive of those from china 'hh erm (.) and they thought that chinese	

[908]

	..	1318 [58:53.4]
PJH [v]	people were much more direct and (0.2) rude h° °h than they were (0.4) so	

[909]

	..	1319 [58:56.0]	1320 [58:58.8]
PJH [v] **[nn]**	°h h° there_s a sort of pecking order between them h° °hh erm (0.7) 'h but *((whispering))*		

[910]

	1321 [59:00.8]
PJH [v]	it was too subtle for us (.) i mean basically we just found that people 'h

[911]

	1322 [59:05.1]	1323 [59:08.3]
PJH [v]	who (0.6) come from (0.3) hong kong (.) or china 'h tended by new zealand	

[912]

	..	1324 [59:11.8]1325 [59:12.1]
PJH [v] **DIS10 [v]**	norms to be much more direct °h erm i suppose it_s the difference	

[913]

	..	1326 [59:15.1]1327 [59:15.2]	1328 [59:16.0]1329 [59:16.8]
PJH [v]			(0.2) well it_s just a label isn_t it yeah
DIS10 [v]	between directness and rude	in a sense that	yeah (0.2)
[nn]		*((noise))*	

[914]

	..	1330 [59:18.3]1331 [59:18.9]
PJH [v]	that_s right ʰh	(0.3) when i said rude i mean that_s
DIS10 [v]	that_s what i_ve found in my experience s of people from hong kong	

[915]

	..	1332 [59:20.9]	1333 [59:21.9]	1334 [59:22.9]1335 [59:23.3]
PJH [v]	how they described it you know		mm	
DIS10 [v]	they (0.4) tend to		be more direct	whereas perhaps (0.1)

[916]

	..	1336 [59:25.0]1337 [59:25.4]	1338 [59:26.1]1339 [59:26.5]	1340 [59:27.6]
PJH [v]		mm	mm	
DIS10 [v]	people from taiwan (0.1) singa	pore malay sia	more (0.6) indirect	

[917]

	..	1341 [59:28.2]	1342 [59:28.9]	1343 [59:30.0]	1344 [59:31.4]
PJH [v]	that_s right			yes yes (0.4) exac tly no i	
DIS10 [v]	(0.1) even though they_re a ll chinese (0.3) ethnicity (0.2) yeah ʰh				

[918]

	..	1345 [59:34.8]
PJH [v]	totally agree with that ʰh well my daughter in law_s german ʰh and when (0.3)	

[919]

	..1346 [59:35.7]	1347 [59:36.8]	1348 [59:38.6]
PJH [v]	we first started to inte ract i experienced her (0.2) interections as extremely		
[nn]	*((coughing))*		

[920]

	..	1349 [59:40.9]
PJH [v]	direct ʰhh and partly because i_m now (0.1) much more familiar with her °h	

[921]

	1350 [59:43.8]
PJH [v]	and we get on very well °h erm i don_t feel that any more but i was very

[922]

	1351 [59:49.4]
PJH [v]	amused that she came home from the °h german playgroup that she took her

[923]

	1352 [59:53.3]
PJH [v]	˙h little boy to ˙h one day and said to me °h there_s this german woman there

[924]

	1353 [59:56.2] 1354 [59:56.8]	1355 [59:57.8]	1356 [59:59.2]
PJH [v]	and she was so direct ((laughs)) i said (xxx xxx) ((laughs)) ˙h so you know		
[nn]	*((laughter))*		

[925]

	1357 [60:02.6]
PJH [v]	it_s it_s all relative i_m j obviously after more time ˙h you spend in (xxx

[926]

	1358 [60:03.6]	1359 [60:04.4]	1360 [60:06.2] 1361 [60:06.4]
PJH [v]	xxx) in culture the more (0.3) you get used to it ((noise)) but i think we need		
DIS10 [v]	(xxx) (0.1) sure		

[927]

	1362 [60:09.0]	1363 [60:09.6]
PJH [v]	a big (0.2) bigger sample to be able to make any generalisations ˙hh	
DIS8 [v]		i_m
DIS10 [v]		yes
[nn]		

[928]

	1365 [60:14.1]
DIS8 [v]	just wondering if you_re (.) you_re talking about erm (0.7) er new zealand
[nn]	*((background talking))*

[929]

	1366 [60:17.7]
DIS8 [v]	work places and ˙h you have like (0.2) guidlines of what (0.1) the (0.2)

[930]

	1367 [60:19.6]1368 [60:19.9]1369 [60:20.0]
PJH [v]	mm
DIS8 [v]	culture of those places are ˙h (0.1) and i_m just wondering if there

[931]

	1370 [60:23.3]
PJH [v]	mm
DIS8 [v]	are (0.2) actually differences in the new zealand work (xxx) because in my

[932]

	1372 [60:25.5]
DIS8 [v]	country for example ʰh in (xxx xxx) and erm (0.1) i_m doing er research in

[933]

	1373 [60:29.5]	1374 [60:31.5]
PJH [v]		yeah
DIS8 [v]	the work place as well ʰh and it_s different even even within compa nies i

[934]

	1375 [60:32.5]1376 [60:32.9]1377 [60:33.0]1378 [60:33.3]	1379 [60:34.3]
PJH [v]	(0.5) yeah	yeah	yeah (0.6)
DIS8 [v]	mean you have work and ʰh per mitted practice and ʰh stuff like that

[935]

	1380 [60:35.2]1381 [60:35.6]
PJH [v]	yeah
DIS8 [v]	and er ʰh and i assume what company you have it (0.2) depends on

[936]

	1382 [60:38.3]1383 [60:39.5]
PJH [v]	hm (0.3) hm (0.2) mm (0.4) yeah
DIS8 [v]	erm (0.4) you know whether you are (.) dealing with hr or er refinary or
DIS8 [nv]	acronym "HR"

[937]

	1384 [60:41.8] 1385 [60:41.9]	1386 [60:43.3]1387 [60:43.7]
PJH [v]		mm
DIS8 [v]	whatever you have different cultures and ʰh e r (0.2) what you_re

[938]

	1388 [60:46.1]
PJH [v]	mm (0.4) mm (0.2) mm (1.3) yes (0.6) yeah (0.3)
DIS8 [v]	expected to say or ʰh small talk or politeness and directness it all differs so

[939]

	..	1389 [60:50.7]	1390 [60:51.7]	1391 [60:52.3]
PJH [v]		yes (0.4) yeah	(0.1) yeah ʰh	no you_re quite
DIS8 [v]	i_m just saying (0.1) i_m just ʰh	wondering if		you have this or

[940]

	..	1392 [60:53.3]	1393 [60:53.8]
PJH [v]	right there are	there_s quite a diversity within new zealand work places ʰh
DIS8 [v]		

[941]

	..	1394 [60:57.2]
PJH [v]	(0.6) for the most part these people are going into professional white collar

[942]

	..	1395 [61:01.6]
PJH [v]	work places °hh erm ʰh but (0.2) for example the difference between it
PJH [comments]	acronym "IT" - eye tee - information technology

[943]

	..	1396 [61:06.8]
PJH [v]	places work places and °h i_d say a government department that deals
PJH [comments]	

[944]

	1397 [61:08.8]	1398 [61:11.7]
PJH [v]	with say educational health h° °h is quite (0.2) huge h° °h erm we found

[945]

	..	1399 [61:15.5]
PJH [v]	particularly in erm places °h well we work with mogul (.) and they_re very

[946]

	..	1400 [61:19.4]
PJH [v]	happy for us to say so because well you know we_re a good work place to

[947]

	..	1401 [61:21.9]
PJH [v]	work with and also with telecom °h and there there we were dealing with all

[948]

	1402 [61:24.9]
PJH [v]	male teams °h and they were very challenging (0.1) and contested and

[949]

	1403 [61:29.1]
PJH [v]	direct with each other (0.2) °h you now and so ʰh erm (0.5) within the team

[950]

	1404 [61:32.4] 1405 [61:35.6]
PJH [v]	°h the sort of m erm sort of (0.3) exchanges that went on °h (0.3) would be

[951]

	..
PJH [v]	considered by people who worked in the health or education area as really

[952]

	1406 [61:40.8] 1407 [61:43.3]
PJH [v]	rude °h and agressive (0.5) and assertive so °h you know there are

[953]

	1408 [61:46.7]
PJH [v] **[nn]**	differences within (0.3) those (0.1) those places and we °h we prepare our *((whispering))*

[954]

	1409 [61:51.3]
PJH [v] **[nn]**	(0.4) er students for (.) diversity but (0.2) for (0.1) our °h for the most part

[955]

	1410 [61:53.6] 1411 [61:53.7]
PJH [v]	we (0.1) teach them (0.1) ((noise)) initially (0.3) to be (.) to air on the side

[956]

	1412 [61:57.7]
PJH [v]	of being °h er consultative and negotiative and not too direct (0.2) because ʰh

[957]

	..1413 [62:01.1] 1414 [62:03.7]
PJH [v]	erm (0.1) whereas you can learn (.) in the work place °h that_s it_s okay to

[958]

	1415 [62:07.4]
PJH [v]	be direct °h it_s much harder to learn i think initially °h to (.) tone down

[959]

	1416 [62:09.1]1417 [62:09.2]1418 [62:09.8]
PJH [v] **[nn]**	(0.3) the way you (0.1) talk °h to (0.2) fit in with the (0.3) general new *((noise))*

[960]

	1419 [62:12.2]1420 [62:12.6]	1421 [62:14.9]
PJH [v] **DIS8 [v]**	zealand broad new zealand culture of being very polite °hh (0.1) right (0.4) yeah (0.8) yeah	

[961]

	1422 [62:15.0]	1423 [62:17.8]
PJH [v]	and so °h so if you (0.3) find yourself (0.2) fortunately in a work place that	

[962]

	1424 [62:21.0]1425 [62:21.3]
PJH [v] **[nn]**	has a culture that_s more direct than than is typical °h then that_s fine but *((noise))*

[963]

	1426 [62:23.7]	1427 [62:26.1]
PJH [v]	°h erm and (0.3) the other thing that_s really hard °h is the humour (0.3)	

[964]

	1428 [62:27.2] 1429 [62:27.4]
PJH [v]	((noise)) (0.2) you know just learning the sort of humour that_s appropriate

[965]

	1430 [62:30.0]	1431 [62:30.8]	1432 [62:33.0]1433 [62:33.6]
PJH [v] **[nn]**	in new zealand work place s °h sometimes it_s very °h erm *((computer noise))*		(-) (0.4) *((noise))*

[966]

	1435 [62:36.6]1436 [62:36.8]
PJH [v] **[nn]**	well (0.2) practical jokes in some work places tho se you know that_s *((computer noise))*

[967]

	1437 [62:37.5]	1438 [62:39.2]	1439 [62:41.4]
PJH [v]	quite a shock to some people ˙hh erm (0.4) or the jokes might be very		
[nn]	*((noises))*		

[968]

			1440 [62:44.6]
PJH [v]	abusive (.) people call each other names and they_d have ˙h rude names		

[969]

	1441 [62:45.3] 1442 [62:45.5]	1443 [62:46.5]	1444 [62:49.1]
PJH [v]	fo r each other ˙hh and (0.2) we always advise our (0.5) ((noise))		
[nn]	*((noise))*		

[970]

	1445 [62:49.2]	1446 [62:51.2]	
PJH [v]	migrant workers not to (0.2) join in with that initially ((laughs)) not to use		
[nn]	*((laughter))*		

[971]

			1447 [62:56.6]
PJH [v]	those names for other people even if they hear them °h you know to wait		
[nn]			

[972]

		1448 [62:58.7]	
PJH [v]	until they_re invited to (0.2) to °h h° call somebody something rude °h		

[973]

	1449 [63:01.4] 1450 [63:01.8]		1451 [63:04.5]
PJH [v]	erm (0.5) and not to be offended if they_re given a nick name because		
[nn]	*((noise))*		*((laughter))*

[974]

PJH [v]	in a way that shows they_ve been accepted °h so you know all those sorts		
[nn]	*((background talking))*		

[975]

		1453 [63:09.0]	
PJH [v]	of things °h it_s (0.1) it_s what we call the community of practice you need		
[nn]			

[976]

	1454 [63:13.7]1455 [63:14.4]
PJH [v]	to learn the rules of your community of practice and ʰh and erm ((noise))

[977]

	1456 [63:14.5]
PJH [v]	(0.2) that_s er (0.1) that_s another degree of detail really and those that i_ve

[978]

	1457 [63:19.2] 1458 [63:19.3]
DIS1 [v]	(0.2) okay i think the
PJH [v]	been able to talk about today and ((noise))

[979]

	1459 [63:21.2]	1460 [63:23.4]
DIS1 [v]	machinery_s telling us some thing ((laughs)) ʰhh so i_d like to (0.1) thank	
[nn]	*((laughter))*	

[980]

	..
DIS1 [v]	kylie very much for a very stimulating and interesting talk and invite you to

[981]

	1461 [63:28.0] 1462 [63:28.6] 1463 [63:33.7]1464 [63:34.8]
DIS1 [v]	all come and have a cup of tea (0.5)
PJH [v]	and here_s a good
[nn]	*((clapping)) ((noises))*

[982]

	1465 [63:35.1]1466 [63:37.2]1467 [63:39.1]
PJH [v]	example i totally forgot i was being recorded by twenty different
[nn]	*((laughter)) ((noises))*

[983]

	1468 [63:40.9] 1469 [63:41.2]1470 [63:42.8] 1471 [63:44.5]
PJH [v]	things ((laughs)) thank you for coming (xxx xxx)
DIS8 [v]	now i_m much
[nn]	*((background talking))*

[984]

	1472 [63:46.1]
DIS8 [v]	(0.2) interested in it
[nn]	