

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 kylie		alright °h okay well i think we_ll start now
DIS2 [v]		that_s okay (xxx)	
[nn]			((background talking))

[2]

	3 [00:06.0]
DIS1 [v]	and 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 [comments] 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 [comments]

[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 [comments]

[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 so cial commentary it didn_t seem to me °h erm (0.3) you

DIS1 [comments] stutters over "social"

[nn] ((noises))

[12]

.. 19 [00:50.8]

DIS1 [v] know at all (0.2) difficult or boring it was just a a really fantastic read so if

[13]

.. 20 [00:55.9]

DIS1 [v] you haven_t read that i would recommend you to read it °h and it_s now in

[14]

.. 21 [00:58.0]

DIS1 [v] its 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] at a women and leadership seminar which we held °hh she has recently been
DIS1 [comments] false start "a"

[20]

..

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

[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) °hh and this (0.1) work has resulted in er (0.5) many

[23]

	..
DIS1 [v]	interesting papers °h but also in erm materials for english language teaching

[24]

	.. 30 [01:40.8] .. 31 [01:44.2]
DIS1 [v]	°h for migrant workers going into the work place (0.2) °h erm today kylie_s

[25]

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

[26]

	..
DIS1 [v]	developing sociopragmatic competence for the work place so if you_d like

[27]

	.. 33 [01:55.3]34 [01:55.8] 35 [01:59.5]
DIS1 [v]	to join me in welcoming professor house
PJH [v]	thank you very much
[nn]	((noises)) ((clapping)) ((coughing))

[28]

	.. 36 [02:01.0] .. 37 [02:02.2]38 [02:02.4]39 [02:02.5]
DIS1 [v]	((laugh ter)) you_re
PJH [v]	gina °h (0.3) thank you for the kind present ati on
[nn]	((noises))

[29]

	.. 40 [02:03.9]41 [02:04.1]
DIS1 [v]	welcome ((laughter))
PJH [v]	erm (0.2) °h (0.5) that was a really nice
[nn]	((noise))

[30]

	42 [02:05.3] 43 [02:06.7] .. 44 [02:09.4]
PJH [v]	introduction and erm (0.4) the (.) teacher who i_m going to talk about today
[nn]	((noises))

[31]

	.. 45 [02:11.4]
PJH [v]	is actually in the picture <<laughing> here > (0.2) ophelia sunderland who

[32]

.. 46 [02:14.1] 47 [02:14.2] 48 [02:16.5]

PJH [v] teaches our (0.4) erm ((noise)) work place communication (0.8) course for

[33]

..

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

[34]

.. 49 [02:21.4]

PJH [v] to be talking today °h about the latest phase of our °h language in the work

[35]

.. 50 [02:25.2]

PJH [v] place 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] course °h and then go into internships in work places so we_re going to
[nn] ((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
PJH [comments] "tele" contracted form of "television"
[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
PJH [comments]
[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 °hh okay °hh so i just thought i_d start with
[nn] ((coughing))

[64]

90 [04:12.3] 91 [04:15.6]
PJH [v] this 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 °hh 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] [nn]	little bit of video °h (.)	erm this is the manager and	into this (.) video
		((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 miscommunication here °h	now just have

[75]

	..	107 [04:56.2]	108 [04:58.6]	109 [04:59.4]110 [05:01.8]
PJH [v] [nn]	a look and see what you think (2.4)	come on (0.3)	work (2.0)	(2.3)
		((clicking))		((noises))

[76]

	..	111 [05:04.1]112 [05:07.5]113 [05:08.3]114 [05:10.6]	115 [05:12.1]
PJH [v] BSP1 [v] [nn]	(3.4)	(0.8)	(2.3)
	((background talking))	((noise))	now you get five days off (1.3)

[77]

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

[78]

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

[79]

	..	121 [05:25.4]	122 [05:27.5]	123 [05:29.6]
PJH [v] BSP1 [v] BSP2 [v] [nn]	your family (1.4)	asking me (0.2) what do you want	okay ((laughs)) so it_s	
			((laughter))	

[80]

.. 124 [05:31.8] 125 [05:32.9] 126 [05:33.0]127 [05:33.6]

PJH [v] actually a reenactment of (.) erm (0.1) ((noise)) a real (0.5) wait a minute
[nn] ((laughter))

[81]

.. 128 [05:35.8] 129 [05:40.9]130 [05:41.2] 131 [05:44.8]

PJH [v] now we've frozen here (5.2) (0.2) (3.7) it_s it_s
[nn] ((faint computer noises)) ((noise)) ((faint computer noises))

[82]

.. 132 [05:47.2]

PJH [v] an actually a reenactment of a real erm (0.1) a real situation that occurred

[83]

133 [05:49.3] 134 [05:49.9]

PJH [v] (0.5) what do you think_s the problem (0.2) for the (0.7) vietnamese (0.2)
[nn] ((noise))

[84]

.. 135 [05:53.8] 136 [05:56.7]137 [05:58.3]

PJH [v] worker (0.2) (1.5) what might she be worrying about (1.7) (--)
DIS3 [v] (xxx xxx)
[nn] ((noise))

[85]

.. 138 [05:58.9]

PJH [v] (0.8) well yes she thinks she might have done something wrong
DIS3 [v] something
[nn]

[86]

.. 139 [06:03.1]

PJH [v] that_s one possibility isn_t it she looks quite concerned and worried doesn_t

[87]

.. 140 [06:05.5]

PJH [v] she °hh (0.2) she_s she_s also worried about (0.3) because they_re going to
[nn] ((background talking))

[88]

.. 141 [06:09.7]

PJH [v] get five days off (0.1) and she_s saying what are you going to do (0.7)
[nn]

[89]

142 [06:12.2] 143 [06:13.4]144 [06:13.6] 145 [06:14.4]146 [06:14.6]

PJH [v] she_s thinking (0.1) o oh (---) that _s right maybe
PJH [comments] false start "o"
DIS4 [v] might be given extra work that
[nn] ((laughter))

[90]

.. 147 [06:16.5] 148 [06:18.5]

PJH [v] they want me to do overtime so (0.2) so you can see there are (0.5) and the

[91]

.. 149 [06:21.1]

PJH [v] reason (0.2) for the miscommunication is that °h the manager_s engaging in

[92]

.. 150 [06:23.5]

PJH [v] small talk °h and in the °h vietnamese (0.2) erm workers (0.2) culture you

[93]

.. 151 [06:28.3]

PJH [v] don_t do that at work °h you just don_t do small talk (.) you don_t ask

[94]

.. 152 [06:31.8]

PJH [v] people about their life outside (0.2) the work place and °h and what they_re

[95]

.. 153 [06:34.4]

PJH [v] doing for their holidays and so on so it_s a real problem you know in terms

[96]

.. 154 [06:38.6]

PJH [v] of she doesn_t understand what the real meaning behind the question is so

[97]

.. 155 [06:43.7]

PJH [v] that_s quite a nice °h example to highlight some of these issues °h the data

[98]

PJH [v] that we_re using °h erm that we_ve collected in new zealand work places as

[99]

.. 156 [06:48.5]

PJH [v] you can see is from a (.) wide range of different work places °h erm so °h
PJH [comments] acronym "IT" - eye tee - information technology

[100]

.. 157 [06:54.4]

PJH [v] government departments and i t companies and factories and so on °h and
PJH [comments]

[101]

.. 158 [06:58.4]

PJH [v] we_ve got a lot of data as you can see at the bottom there °h erm (-)
[nn] ((noise))

[102]

.. 160 [06:59.2]

161 [07:01.5]

PJH [v] thirty three different work places °hh (0.3) and (.) eleven of those are now
[nn]

[103]

.. 162 [07:05.7]

PJH [v] are ones from skilled work workers °h erm we_ve got about two million

[104]

.. 163 [07:10.0]

PJH [v] words in our corpus and we we just worked that out before i came i was

[105]

.. 164 [07:13.1]

PJH [v] almost °h quite impressed by how many words we_ve got °h erm (.) and the

[106]

..
PJH [v] sort of analyses we've done have been on a whole range of different topics

[107]

.. 165 [07:17.8] 166 [07:21.2]
PJH [v] °h we tend (0.2) not to transcribe everything any of you who've °h been
[nn] ((laughter))

[108]

.. 167 [07:24.7]
PJH [v] involved with recording and transcribing will know (0.5) that (.) erm if you
[nn]

[109]

.. 168 [07:29.0]
PJH [v] try and transcribe everything you never do any analysis so (.) we're very

[110]

.. 169 [07:33.1]
PJH [v] selective and we decide on a theme or a topic or °h erm some (0.1)

[111]

.. 170 [07:37.2]
PJH [v] particular aspect of language use that we want to focus on °h and so some of

[112]

.. 171 [07:40.7]
PJH [v] these (0.3) erm different topics have been done by students doing p h ds for
PJH [comments] "PhDs"

[113]

.. 172 [07:42.7]
PJH [v] example °h meredith (xxx) who's another member of our work place team
PJH [comments]

[114]

.. 173 [07:46.8] 174 [07:48.8]
PJH [v] °h did her (0.3) p h d on meetings and decision making °h and (0.2)
PJH [comments] "PhD"

[115]

.. 175 [07:52.3]

PJH [v] bernadette vine who_s another member of the core team did hers on

[116]

.. 176 [07:54.9]

PJH [v] directives in the work place °h and meridith and i have done quite a lot of

[117]

.. 177 [07:57.9] 178 [07:58.0]

PJH [v] work on (0.2) erm ((noise)) humour (0.6) and so you can see that we we

[118]

.. 179 [08:02.1]

PJH [v] choose a topic and then we °h look at the data we (0.2) first of all (0.2)

[119]

180 [08:04.1] 181 [08:04.9] 182 [08:06.9]

PJH [v] de (.) scribe it just like minutes of a meeting (0.5) and then we find the (.)
PJH [comments] pause in "describe"

[120]

..

PJH [v] sections of it that we need to do some transcriptions of it in more detail °h

[121]

183 [08:11.3] 184 [08:14.3]

PJH [v] it saves a lot of time (0.2) so °h so that_s where the that_s how material gets

[122]

.. 185 [08:17.5]

PJH [v] gathered to start with °h and then (0.2) we use (0.2) erm the parts of it that

[123]

.. 186 [08:23.6]

PJH [v] we_ve transcribed as a use for her nicki_s course in her course (0.6) so (0.6)

[124]

..

PJH [v] if we look just (.) now at small talk and the sorts of issues that come up in

[125]

.. 187 [08:29.1]

PJH [v] relation to small talk you might think it_s a very easy (0.2) accessible topic

[126]

.. 188 [08:32.4] 189 [08:34.9]

PJH [v] and it is a good one to start with in a classroom if you_re °h dealing with

[127]

.. 190 [08:38.2]

PJH [v] people °h who have come into a new culture and need to learn °h erm how

[128]

.. 191 [08:41.5]

PJH [v] to manage english small talk_s an obvious °h topic erm there_s not an awful

[129]

.. 192 [08:44.2] 193 [08:46.6]

PJH [v] lot of it in coursebooks °h at except at the very initial level °h and none of it

[130]

.. 194 [08:48.6]

PJH [v] goes very far (0.2) it_s quite superficial and (0.2) quite short (0.2) usually

[131]

.. 195 [08:52.9]

PJH [v] you get no more than °h you know one chapter sometimes half a chapter °h

[132]

.. 196 [08:56.3]

PJH [v] on small talk (0.3) but in our work place data (.) it_s very important °h

[133]

197 [08:59.8] 198 [09:03.2]

PJH [v] and it occurs in all the work places we_ve (0.1) recorded in °h and it

[134]

.. 199 [09:05.6]

PJH [v] doesn_t occur just the the beginning of the day °h it occurs at all sorts of

[135]

.. 200 [09:07.6]

PJH [v] unexpected points throughout °h the day so °h that_s one of the things that

[136]

.. 201 [09:11.5]

PJH [v] we_ve been °h erm very aware of (0.2) even in the middle of a meeting

[137]

.. 202 [09:14.4] 203 [09:14.8]204 [09:14.9]205 [09:15.1]

PJH [v] when people who have (0.1) (0.2) er finished one topic and about to
[nn] ((cough)) ((cough))

[138]

.. 206 [09:19.8]

PJH [v] start another they might well have a bit of social talk °h erm (0.1) as a sort

[139]

.. 207 [09:22.8]208 [09:22.9]

PJH [v] of topic (0.1) change (0.2) mark (0.1) so (0.1) we look at the content
[nn] ((noise))

[140]

..

PJH [v] what topics are appropriate there are some topics that are much more

[141]

.. 209 [09:29.8]

PJH [v] appropriate in some cultures than others °h erm (0.5) weather is always
[nn] ((laughter))

[142]

.. 210 [09:32.2]

PJH [v] good ((laughs)) new zealand like britain has very variable weather so a good
[nn]

[143]

.. 211 [09:35.7] 212 [09:38.1]

PJH [v] topic °h not very good in hong kong where it_s always hot °h a boring topic
[nn] ((whispering)) ((laughter towards the end))

[144]

.. 213 [09:40.5]

PJH [v] in hong kong (.) as i understand it when i went into work in hong kong °h

[145]

.. 214 [09:42.7]

PJH [v] 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] always hot ((laughs)) (---) and then the second thing was they don_t do
[nn] ((laughter))

[147]

.. 217 [09:51.2]

PJH [v] small talk i mean basically °h 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] (0.3) you know what are you going to do with your day °h they all looked
[nn] ((laughter))

[150]

.. 220 [10:00.3]

PJH [v] very puzzled (0.1) and looked down a their work again °h and i discovered
[nn]

[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 °h

[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 °h 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) your °h bunions or whatever °h erm (0.4) where does
[nn] ((laughter))

[156]

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

[157]

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

[158]

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

[159]

..
PJH [v] end which is very important in the work place because usually the bos s
[nn] ((noise))

[160]

.. 232 [10:34.7]233 [10:34.8] 234 [10:37.1]
PJH [v] °h has the right to finish the small talk and consistently does in our
[nn]

[161]

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

[162]

.. 238 [10:44.6] 239 [10:45.4]
PJH [v] 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 °h 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)

[176]

258 [11:39.0] 259 [11:41.0]
PJH [v] at sally saying (0.5) what (0.2) you know (.) we should be out in the sun

[177]

.. 260 [11:43.0] 261 [11:46.4]
PJH [v] (0.3) you you you_ll agree wou would be inappropriate °h because she_s the
PJH [comments] false starts "you" "wou"
[nn] hm hm

[178]

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

[179]

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

[180]

.. 264 [11:54.6]
PJH [v] should be focussed on her work °h so they were really shocked that sally

[181]

.. 265 [11:57.5]
PJH [v] would say this in fact they °h they weren_t sure who was the boss you know

[182]

.. 266 [12:00.7]
PJH [v] when they saw that remark °h so they need you know again it just

[183]

.. 267 [12:05.3]
PJH [v] challenges your taken for granted assumptions when you °h erm use this

[184]

.. 268 [12:08.7]269 [12:09.2]
PJH [v] sort of material in class with people °hh (0.7) (0.5) another couple of
[nn] ((coughing))

[185]

.. 270 [12:09.4]271 [12:10.8]
PJH [v] examples °h this is a very common topic of small talk how busy you are
[nn]

[186]

.. 272 [12:14.9] 273 [12:18.8]
PJH [v] ((laughs)) °h it_s always a good thing to be busy (0.2) so °h how are you oh

[187]

.. 274 [12:20.8]
PJH [v] busy busy busy that_s a very good reply ((laughs)) okay °h terrible isn_t it
[nn] hm

[188]

.. 275 [12:25.9]
PJH [v] so you know commiseration about how hard the work is °h or how long °h
[nn]

[189]

..
PJH [v] you know how much email you_ve got that_s another good topic these days

[190]

.. 276 [12:30.2] 277 [12:33.2]
PJH [v] °h you know ah the emails oh they_re driving me mad you know °h erm

[191]

.. 278 [12:33.8] 279 [12:34.0] 280 [12:36.0]
PJH [v] (0.2) ((noise)) (0.3) the one on the right_s an interesting one because again

[192]

.. 281 [12:38.0]

PJH [v] this cross culturally differs from (0.2) culture to culture in terms of °h if you

[193]

.. 283 [12:42.8] 284 [12:44.0]

PJH [v] say must have lunch some time °h do you mean it h° °h and if so when
[nn] ((laughter))

[194]

.. 285 [12:46.0]286 [12:47.2] 287 [12:49.7]

PJH [v] ((laughs)) (1.2) you can see this is left very vague (0.4) and very often
[nn] ((background agreement))

[195]

..

PJH [v] our students are puzzled when people say this to them and they never hear

[196]

.. 288 [12:54.4]

PJH [v] from them again you know °h they they take it literally as an invitation and

[197]

.. 289 [12:57.5]

PJH [v] then °h are waiting ((laughs)) to get the invitation and it doesn_t happen

[198]

.. 290 [13:00.8] 291 [13:02.8]

PJH [v] so it_s just a (.) an expression of good will (0.3) °hh er (0.5) i mean it could

[199]

.. 292 [13:06.9]

PJH [v] be followed up but it doesn_t need to be °hh okay and (0.2) this is an e
PJH [comments] false start "e"

[200]

..

PJH [v] another example from work place data which is a particularly interes ting
PJH [comments]
[nn]

[201]

.. 294 [13:11.6]295 [13:11.7] 296 [13:13.9]297 [13:14.3]
PJH [v] one °h this is at the end of a meeting (0.7) (0.4) and erm peg is
[nn] ((laughter)) ((noises)) ((laughter))

[202]

.. 298 [13:16.5]299 [13:18.3]
PJH [v] pregnant (1.8) and you can see °hh it_s quite funny i was speaking to
[nn]

[203]

.. 300 [13:21.6]
PJH [v] some body recently that told me this too er ((unintelligible, approx. 1.7 sec))
[nn] ((laughter))

[204]

.. 301 [13:28.2]
PJH [v] and she said no it_s not letting us know yet °h erm (0.4) but (0.2) the
[nn]

[205]

..
PJH [v] interesting thing about this is this sounds very much like social talk you

[206]

.. 302 [13:32.8] 303 [13:34.5]304 [13:34.7]
PJH [v] know it sounds like a nice (0.8) (0.3) °hh er social conversation at the end
[nn] ((noise))

[207]

.. 305 [13:37.8] 306 [13:41.3]
PJH [v] of a meeting °h but notice that actually °h erm it ends up with (0.3) erm hey

[208]

.. 307 [13:43.7]
PJH [v] so you_re hoping you_re going to work through (0.2) so actually the (0.2)

[209]

.. 308 [13:45.7] 309 [13:49.1]
PJH [v] manager °h is obviously fishing here to find out whether °h and how much

[210]

.. 310 [13:50.7] 311 [13:51.4] 312 [13:52.8]
PJH [v] maternity leave erm peg_s going to take °h so it (0.1) it_s a very nice
[nn] ((noise))

[211]

.. 313 [13:56.2] 314 [13:58.2]
PJH [v] example which of of of a °h a typical situation which happens °h frequently

[212]

..
PJH [v] °h where there_s a sort of hidden agenda or another level of meaning going

[213]

.. 316 [14:04.7]
PJH [v] on as well as the °h small talk level °h or the social talk there_s °h erm

[214]

317 [14:06.7]
PJH [v] (xxx)_s also got in mind that it_d be quite useful to know how much leave

[215]

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

[216]

.. 319 [14:14.3]
PJH [v] talking about their holidays and °h and the manager_ll be listening carefully

[217]

.. 320 [14:16.3]
PJH [v] to work out °h just what sort of arrangements they_re going to have to

[218]

.. 321 [14:19.3] 322 [14:20.2] 323 [14:20.3] 324 [14:22.4] 325 [14:23.1]
PJH [v] make °h (0.9) ((noise)) (0.4) okay so erm as i said (--)
[nn] ((laughter)) (noises) ((laughter)) erm (1.4)

[219]

326 [14:25.0] 327 [14:27.7]
PJH [v] nicki_s course focuses on relational talk but this guy hasn_t got any

[220]

.. 328 [14:30.7]

PJH [v] relational skills as you can see ((laughs)) he_s never been very good with

[221]

.. 329 [14:32.7]

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

[222]

.. 330 [14:37.1] 331 [14:37.2]

PJH [v] course (1.2) ((noise)) °h angela (xxx) (0.2) works in our school she_s the

[223]

.. 332 [14:41.1]

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

[224]

.. 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

[225]

.. 335 [14:51.1]

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

[226]

.. 336 [14:53.4]

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

[227]

.. 337 [14:56.5]

PJH [v] zealand °h with very good (0.5) skills °h professional experience (0.2) often

[228]

.. 339 [15:03.5]

340 [15:05.5]

PJH [v] highly qualified accountants lawyers °h doctors °h erm (.) °h a and people
PJH [comments] acronym "HR"

[229]

.. 341 [15:10.3]

PJH [v] who got you know evaluation skills h r skills and so on and erm °h they
PJH [comments]

[230]

.. 342 [15:13.3]

PJH [v] come to new zealand and then they can_t get any jobs and they end up

[231]

.. 343 [15:17.3]

PJH [v] driving taxis (0.1) or work in supermarkets °h and they_re (0.1)

[232]

.. 344 [15:19.4]

345 [15:22.0]

PJH [v] underemployed °h and the government set up this course °h erm as twelve

[233]

.. 346 [15:25.0]

PJH [v] scholarships for people for on this course °h erm initially about (0.2) four

[234]

.. 347 [15:28.6]

348 [15:31.3]

PJH [v] years ago °h erm (0.3) and it_s ta has an intake of twice a year so we (0.2)
PJH [comments] false start "ta"

[235]

.. 349 [15:34.2]

PJH [v] we_ve taken on twelve students twice a year °h to do the course °h and the

[236]

.. 350 [15:38.1]

PJH [v] overwhelming need that they have °h is for learning how to get on with

[237]

.. 351 [15:41.1]

352 [15:43.1]

PJH [v] people at work °h bec ause they know their jobs they_re good °h you know

[238]

.. 353 [15:46.0]

PJH [v] they_ve got good skills they can °h they can do their legal stuff or their

[239]

.. 354 [15:49.7]

PJH [v] accountant stuff or their computer stuff °h erm but they °h just don_t get it

[240]

.. 355 [15:53.5]

PJH [v] right always in terms of rapport and that_s sometimes a problem in the

[241]

.. 356 [15:56.6]

PJH [v] interviews why they haven_t got passed the interview stage °h because they

[242]

.. 357 [15:59.2]

PJH [v] haven_t (0.2) quite °h tuned in °h to new zealand ways doing things in

[243]

.. 358 [16:02.6]

359 [16:04.6]

PJH [v] terms of (0.3) relational skills °hh so (0.5) communication skills here (0.1)

PJH [comments]

[244]

.. 361 [16:10.1]

PJH [v] almost always (.) focuses on things like how to do requests and small talk

[245]

.. 362 [16:13.1]

PJH [v] and apologies and complaints °h and °h erm (0.6) how to how to do all these

[246]

.. 363 [16:19.3]

PJH [v] things in an appropriate way in a new zealand context °h and to learn a

[247]

PJH [v] little bit about the culture of new zealand work places we have a very

[248]

.. 365 [16:25.7]

PJH [v] egalitarian culture °h which is often very puzzling for people who come

[249]

.. 366 [16:29.1]

PJH [v] from a hierarchical structure °h where everybody knows who the boss is

[250]

367 [16:31.1]

PJH [v] °h and you know you you_re very deferential and respectful to the boss °h

[251]

368 [16:34.7]

369 [16:36.9]

PJH [v] in a new zealand work place °h the boss (0.2) often can_t be (0.5) you can_t

[252]

370 [16:40.5]

PJH [v] tell who it is if you just look around °hh in one of the work places actually

[253]

371 [16:43.5]

PJH [v] one where (xxx xxx xxx) worked °h er collected her data the boss walked

[254]

372 [16:46.9]

PJH [v] round in shorts and °h what we call jandles erm (-) flip flops you know erm

[255]

373 [16:50.3]

374 [16:52.7]

PJH [v] (0.2) °h what is that what you call them flip flops (0.3) flip flops °h erm

[256]

375 [16:53.2] 376 [16:53.4]

PJH [v] (0.2) ((noise)) (0.2) and she said she didn_t know who he was for at sl at
PJH [comments] false start "at sl"
[nn] ((laughter))

[257]

377 [16:58.2]

PJH [v] least the first two days ((laughs)) bo who the boss was in this work place
PJH [comments] false start "bo"
[nn]

[258]

378 [17:01.4]

PJH [v] she was just observing at the time °hh erm so very sort of low key °h erm he
PJH [comments]

[259]

.. 379 [17:05.2]

PJH [v] said whenever her erm °h whenever he put (0.4) erm shoes on they knew he

[260]

.. 380 [17:10.3]

PJH [v] had somebody coming to visit you know an important °h client was coming
[nn] ((unintelligible speech))

[261]

.. 381 [17:12.6]

PJH [v] °h so erm so °h those are the shorts of things you need to pick up (1.1)
[nn] ((laughter))

[262]

.. 382 [17:16.7]

PJH [v] the course structure is (0.3) erm a very interesting w one they have five °h
PJH [comments] false start "w"

[263]

.. 383 [17:21.4]

.. 384 [17:24.7]

PJH [v] weeks (0.2) in the classroom (0.2) at the beginning °h er when they get the

[264]

.. 385 [17:26.8]

PJH [v] sort of cultural (0.4) information and relational skills practice for the thing

[265]

.. 386 [17:31.4] 387 [17:32.2] 388 [17:32.3]

PJH [v] i_m going to show you in a second °hh erm (0.2) ((noise)) (0.4) and then

[266]

.. 389 [17:36.6]

PJH [v] they have (0.1) six weeks of work placement so they actually go (.) into

[267]

.. 390 [17:40.5]

PJH [v] work places (0.2) where people with their skills are needed °h and where °h

[268]

PJH [v] erm (0.3) the people the work places have agreed that they will allow them

[269]

.. 391 [17:46.5]

PJH [v] to work there °hh for no pay (0.2) but you know they_ll actually give them a

[270]

.. 392 [17:50.4] 393 [17:52.9]

PJH [v] job for six weeks °h and during tho that time they come back to °h class
PJH [comments] false start "tho"

[271]

.. 394 [17:55.9]

PJH [v] half a day a week to report on how they_re getting on °h and tell us (0.2)

[272]

.. 395 [17:57.9] 396 [17:59.9]

PJH [v] some of the interesting critical incidents that have occurred that have

[273]

.. 397 [18:03.6]

PJH [v] puzzled them or °h you know have come across problems or °h things that

[274]

.. 398 [18:05.7]

PJH [v] they_ve found that surprised them so have that_s going to be very useful

[275]

.. 399 [18:07.9]

PJH [v] and they have work place consultants who are people who go from one

[276]

.. 400 [18:12.4]

PJH [v] work place to another to make sure °h to talk to them and make sure that

[277]

.. 401 [18:15.4]

PJH [v] they are suported °h and they have a work place mentor so they are assigned

[278]

.. 402 [18:19.0]

PJH [v] in the work place °h to work with somebody initially who_s their mentor

[279]

.. 403 [18:22.8] 404 [18:24.8]

PJH [v] and who °h erm helps them to settle into the work place °h so it_s quite a an

[280]

.. 405 [18:27.1] 406 [18:27.8]407 [18:28.6]

PJH [v] interesting structure and it_s very effecti ve °hh the main challenge erm has
[nn] ((cough))

[281]

.. 408 [18:31.1]

PJH [v] been °h getting the work places to accept them so nicki does a fantastic job

[282]

.. 409 [18:35.9] 410 [18:37.9]

PJH [v] she has from the first few weeks to find out exactly what their professional

[283]

.. 411 [18:41.2]

PJH [v] skills are and experience and find work places to °h to take them and (0.2)

[284]

.. 412 [18:43.2] 413 [18:45.7]

PJH [v] she has to do that for twelve people in a very short time °hh then on top of

[285]

.. 414 [18:48.7]

PJH [v] that (0.3) and on weekends said °h well nicki wouldn_t it be nice if we

[286]

.. 415 [18:52.9]

PJH [v] could record some of these people in their work places so you can imagine
PJH [comments] false start "la"

[287]

.. 416 [18:55.9]

PJH [v] how °h this la you know another layer of demand on the work places so °h
PJH [comments]

[288]

.. 417 [18:58.8]418 [18:59.2]

PJH [v] we have been very lucky to get eleven (0.4) of these students over three
[nn] ((cough))

[289]

419 [19:01.4] 420 [19:05.2]

PJH [v] four courses °h who_ve been willing to (0.5) record themselves °h where

[290]

..

PJH [v] the work places have been willing to allow them to record °h and where the

[291]

.. 421 [19:11.6]

PJH [v] material in the work places hasn_t been so confidential °h they wouldn_t

[292]

.. 422 [19:14.6]

PJH [v] want a tape recorder within ten miles you know °hh so (.) so that_s be has
PJH [comments] false start "be"

[293]

.. 423 [19:17.3]

PJH [v] been a bit of a challenge °h it_s never easy to get people to (.) agree to
PJH [comments]

[294]

.. 424 [19:21.6]

PJH [v] record and this is sort of another a double °h double (xxx) of difficulty (0.4)

[295]

.. 425 [19:23.7] 426 [19:25.7]

PJH [v] °h but (.) it_s very clear that the employers do think that relational talk is

[296]

.. 427 [19:28.7]

PJH [v] probablematic °h erm (0.3) so this is a (.) comment from one of our

[297]

.. 428 [19:33.7]

PJH [v] employment consultants that we work with °h erm (0.3) and she said (.) she

[298]

.. 429 [19:36.6]

PJH [v] says that °h when (.) sarah first came here she asked how to respond when

[299]

.. 430 [19:40.5]

PJH [v] someone said hello in the lift which seems astonishing that somebody

[300]

.. 431 [19:42.5]

PJH [v] wouldn_t know this but it_s (0.3) literally true °h that that was that was

[301]

.. 432 [19:46.1]

PJH [v] happening °h or whether she should get into a conversation or not °h and is

[302]

.. 434 [19:51.1]

PJH [v] it polite or was it probably rude °hh erm (0.3) so learning how to relate to

[303]

.. 435 [19:54.7]

PJH [v] people °h you know (0.1) i mean it_s quite interesting you know when you

[304]

.. 436 [19:59.3]

PJH [v] get in the lift even (0.2) as a native speaker °h erm (.) and you_re going up

[305]

.. 437 [20:02.5]

PJH [v] more than one floor °h (0.5) well what stage do you feel you should say

[306]

.. 438 [20:04.9]

PJH [v] something you know or can you go the whole journey without saying
[nn] ((laughter))

[307]

.. 439 [20:07.8]

PJH [v] anything °h so you know the native speaker has that question sometimes
[nn] ((whispering))

[308]

.. 440 [20:11.1]

PJH [v] you can see how problematic it would be for a non native speaker (1.3)
[nn]

[309]

441 [20:14.4] 442 [20:14.5]

PJH [v] ((noise)) °h erm °h so this is (.) an example of that small talk episode i

[310]

.. 443 [20:19.8]

PJH [v] showed you earlier °h with some of nicki_s (0.2) points down the (.) right

[311]

.. 444 [20:23.8]

PJH [v] hand side here so °h she points out that the topic_s typical that you know

[312]

.. 445 [20:29.1]

PJH [v] (0.1) that weather is a nice safe topic (0.7) and she asks them can they tell

[313]

..

PJH [v] her who_s the boss because she doesn_t give them the the information i

[314]

.. 446 [20:35.5]

PJH [v] gave you about who was the boss and who wasn_t to start with °h and as i

[315]

..

PJH [v] say they often are (0.3) very confused as to who_s the boss °hh because erm

[316]

.. 447 [20:40.5]

PJH [v] °h here_s sally asking the boss about how her kids are (0.1) you know (0.9)

[317]

..448 [20:44.5]

449 [20:47.3]

PJH [v] very strange for some people °h erm and °h and then notice that it_s (.)

[318]

.. 450 [20:50.6]

PJH [v] diana who moves the small talk °h to business talk so she goes any mail °h

[319]

451 [20:53.2] 452 [20:55.7]

PJH [v] so moving it back into work talk (0.3) °hh and joking with the boss is okay

[320]

.. 453 [20:59.7]

PJH [v] (0.2) so you can see some of the things that °h you wouldn_t th (.) even
PJH [comments] false start "th"

[321]

.. 454 [21:03.9]

PJH [v] think to question as a native speaker but for a second language °h learner in
PJH [comments]

[322]

.. 455 [21:07.8]

PJH [v] a new zealand context there sometimes a bit (0.2) problematic °h and so this

[323]

.. 456 [21:10.3]

PJH [v] is (.) one example of how °h th w (0.2) nicki uses our data in the classroom
PJH [comments] false starts "th w"

[324]

.. 457 [21:14.6]

PJH [v] to promote discussion °h and she often says to them and how would you do
PJH [comments]

[325]

.. 458 [21:18.9]

PJH [v] this in your culture as a sort of final question (0.3) and then they (0.2) talk

[326]

.. 459 [21:23.1]

PJH [v] about what_s appropriate and what_s not in their own culture °h here_s

[327]

.. 460 [21:25.1] 461 [21:25.2]

PJH [v] another example °h erm (0.2) ((noise)) (0.2) where tom (0.5) is (0.9)

[328]

.. 463 [21:33.2]

PJH [v] wanting to take a day off ((laughs)) and so °hh you can see what happens he

[329]

.. 464 [21:35.2]

PJH [v] says °h erm (0.4) been a good week did you get away skiing at the weekend

[330]

.. 465 [21:40.5]

PJH [v] he says to his boss ((laughs)) yeah we did now how can i help you moving

[331]

.. 466 [21:44.4]

PJH [v] back to torture business talk °h i was wondering if i could take friday off

[332]

.. 467 [21:48.6]

PJH [v] and make a long weekend so (0.6) erm °h again °h it_s you know a very

[333]

.. 468 [21:53.7]

PJH [v] indirect way of working his way to the request and as ophelia points out °h

[334]

.. 469 [21:56.6] 470 [21:58.6]

PJH [v] erm (0.6) the function of the interaction is not at all (0.2) immediately

[335]

..

PJH [v] apparent (0.3) from the beginning of it you know it sounds like a very °h er

[336]

.. 471 [22:02.7] 472 [22:04.7]473 [22:04.9]474 [22:05.1]

PJH [v] (0.5) social chat °hh erm (0.2) (.) (0.2) and (0.6) the function of the
[nn] ((noise))

[337]

.. 475 [22:09.5]
PJH [v] small talk here is to soften (0.4) things up (.) for tom (.) obviously °h and by
[nn] ((laughter))

[338]

.. 477 [22:14.3]
PJH [v] being sort of sociable (0.3) with erm (.) george and °h also reminding him
[nn] ((laughter))

[339]

.. 478 [22:18.1]
PJH [v] that he_s been away skiing for the weekend erm (0.4) he_s sort of (0.4)
[nn]

[340]

.. 479 [22:20.2]
PJH [v] setting it up for him to (0.3) to ask for the (0.4) long weekend so so it_s
[nn]

[341]

.. 480 [22:24.2]
PJH [v] quite a you know it_s quite a skilled little conversation i_ve just had °h
[nn]

[342]

481 [22:27.5] 482 [22:30.7]
PJH [v] that again causes (0.3) all sorts of erm (0.7) erm °h for er (.) for some of our

[343]

.. 483 [22:34.5]
PJH [v] second language learners from asia in particular °h erm they (0.3) consider

[344]

..
PJH [v] this to be very (0.2) unusual you know you wouldn_t talk like this to your

[345]

.. 484 [22:40.2] 485 [22:42.0]
PJH [v] boss °h in in erm their (0.2) the work places they_ve come from (0.8)
[nn] ((coughing))

[346]

486 [22:42.8]487 [22:43.6]

488 [22:45.7]

PJH [v] (0.8) okay so (0.3) the participants in our migrant work place research
[nn] ((noises))

[347]

489 [22:49.5]

PJH [v] that we've actually recorded °h erm as i mentioned there_s eleven we've

[348]

490 [22:53.7]

PJH [v] got data from eleven work places °h erm that cover from this range of

[349]

491 [22:58.0]

PJH [v] different backgrounds you can see taiwan russia (0.7) china hong kong the

[350]

492 [23:02.3]

493 [23:04.3]

PJH [v] philippines and erm °h we've got (0.3) other work other (0.4) countries in

[351]

494 [23:06.4]495 [23:06.5]

PJH [v] the data set but erm (.) these particular recordings come from this (.)
[nn] ((noise))

[352]

496 [23:09.7]

PJH [v] this group °h you can see the range of occupations there quite a wide range

[353]

497 [23:13.8]

PJH [v] of different occupations °h very skilled people °h er a couple of people with

[354]

498 [23:16.5]

PJH [v] when you put them into work places they_re really experts on °h erm say

[355]

499 [23:21.3]

PJH [v] one example would be °h on a computer program that hadn_t been (0.3)

[356]

500 [23:23.6]

PJH [v] that had been newly introduced into a workplace and when they realised

[357]

501 [23:27.4]

PJH [v] that we had somebody who actually used this °h in their home country °h

[358]

502 [23:31.8]

PJH [v] they were just delighted to have her so you know she was very very

[359]

503 [23:35.4]

PJH [v] welcomed °h in the work place °h and so (0.3) some of them are really

[360]

504 [23:39.4]

PJH [v] bringing (.) skills that are very highly valued °hh and some of them get

[361]

505 [23:41.4]

PJH [v] offered a job at the end of the internship which is °h particularly pleasing

[362]

506 [23:45.1]

PJH [v] for us ((laughs)) erm because they actually (0.3) end up with a real (0.2) real

[363]

507 [23:49.1] 508 [23:49.9] 509 [23:50.0]

PJH [v] life job with money °h erm (0.4) ((noise)) but in fact the (0.1) the course as

[364]

510 [23:54.2]

PJH [v] a whole is very successful as i_ll show you later °hh (0.5) erm (0.2) so (0.7)

[365]

PJH [v] we_ve got a whole lot of different data and we_ve recorded data from the

[366]

511 [23:59.5]

PJH [v] interactions in the work place so they carry round a little °h tape recorder °h

[367]

..512 [24:03.4]

PJH [v] erm (0.1) minidisc recorder (0.1) erm on their belt or in their pockets °h

[368]

513 [24:07.6]

514 [24:09.8]

PJH [v] or put it on the desk (0.3) and °h have a lapel mic and they basically record
PJH [comments] "mic" contracted form of "microphone"

[369]

.. 515 [24:13.0]

PJH [v] °h any interactions that the person they_re working with is willing to have
PJH [comments]

[370]

516 [24:16.9]

517 [24:19.4]

PJH [v] recorded °h and the idea is that they try and get six hours °h over a couple

[371]

PJH [v] of weeks °h and we_d do that at the beginning of the internship (0.2) erm

[372]

518 [24:24.3]

PJH [v] weeks one and two of the internship and then at the end again to see °h if we

[373]

519 [24:29.0]

520 [24:30.8]

PJH [v] can track any progress °h during the time that they_re there °h erm so this

[374]

521 [24:35.8]

PJH [v] is nicki_s wonderful diagram of all the data collection points °h erm (.) so

[375]

522 [24:39.7] 523 [24:39.9]

PJH [v] she has been fantastically (0.1) erm °h ((noise)) (0.5) hard working in

[376]

.. 524 [24:44.3]
PJH [v] collecting a whole range of data the the °h pa part of it that we_re °h that we
PJH [comments] stutters over "part"

[377]

..
PJH [v] have been involved in is actually the authentic work place data collection
PJH [comments]

[378]

.. 525 [24:50.0] 526 [24:52.8]
PJH [v] °h but you can see that in the classroom she_s got °h erm beginning mid and
PJH [comments]

[379]

.. 527 [24:55.3]
PJH [v] end points for (0.1) d c t discourse completion tasks written tasks °h as well
PJH [comments] acronym "DCT"

[380]

..
PJH [v] as °h preliminary interviews oral presentations i_m not going to go through

[381]

.. 529 [25:03.5]
PJH [v] it all but you can see °h a whole lot of data °h she talks with it at the

[382]

.. 530 [25:08.0]
PJH [v] beginning of the course at the end of the course she asks them to reflect on

[383]

..
PJH [v] what they_ve learnt °h to tell her when things are unusual and so on and so

[384]

.. 531 [25:12.7] 532 [25:15.7]
PJH [v] forth °h and then over in the (.) in the actual work place data °h apart from

[385]

.. 533 [25:18.3]

PJH [v] the erm actual interactions °h we get employers reports and consultants

[386]

.. 534 [25:22.8]

PJH [v] reports and °h we try and record meetings as well so (0.2) a very rich data

[387]

.. 535 [25:25.5] 536 [25:28.6]537 [25:29.8]

PJH [v] set to erm (.) to use to look at what_s going on there °h (1.3) okay (0.6)
[nn] ((noises))

[388]

.. 538 [25:32.4]

PJH [v] erm so (0.4) this is just an example from erm (.) the role plays that (xxx)
[nn] ((background whispering))

[389]

.. 539 [25:37.3]

PJH [v] xxx) collects just to show you °h what (.) happens in the course and then
[nn]

[390]

.. 540 [25:40.2] 541 [25:42.5]

PJH [v] we_ll follow helena (.) into her work place °h erm so the °h first role play is

[391]

.. 542 [25:45.2]

PJH [v] the (.) one i_m going to focus on here °h you_ve just started a new job you

[392]

..

PJH [v] and your manager are standing next to each other waiting for the lift °h

[393]

543 [25:49.8] 544 [25:52.1] 545 [25:53.0]

PJH [v] you start a conversation with your manager °h and erm (0.2) ((noise)) (0.2)

[394]

.. 547 [25:56.7]

PJH [v] when we recorded helena at the beginning (.) of (.) the (0.2) helena_s a (0.2)

[395]

	..	548 [25:59.1]549 [25:59.3]550 [25:59.6]
PJH [v] [nn]	psuedonym °h at the beginning (0.2) and	she ha s agreed that you can <i>((noise))</i>

[396]

	..	551 [26:01.1]	552 [26:03.1]
PJH [v]	see this <i>((laughs))</i> °h at the beginning of the course °h she said (0.1) er well		

[397]

	..	553 [26:05.7]	554 [26:06.0]	555 [26:07.1]
PJH [v] [nn]	i_ll show you what she said h° °h this is (.) this is this is the role play (0.4)			<i>((coughing))</i>

[398]

	556 [26:07.7]	557 [26:08.9]558 [26:09.3]559 [26:10.1]	560 [26:10.8]561 [26:11.5]
BSP3 [v] BSP4 [v] [nn]	(1.2)	hi	<i>((unintelligible,</i> good evening <i>))</i>
	<i>((bang)) ((static sounds))</i>	<i>((static))</i>	<i>((static))</i>

[399]

	..	562 [26:11.9]563 [26:14.2]	564 [26:14.8]
PJH [v] BSP3 [v] BSP4 [v] [nn]	approx 0.4 sec))	<i>((unintelligible, approx. 0.6 sec))</i>	(0.3) nothing
	<i>((static))</i>		

[400]

	..	565 [26:15.9]	566 [26:17.0]	567 [26:18.9]
PJH [v] [nn]	<i>((laughs))</i> (1.1)	she said this is what i would do in hong kong	nothing she	
	<i>((laughter))</i>			

[401]

	..	568 [26:20.9]
PJH [v]	said i wouldn_t say anything °h if the boss comes in i_ll just keep quiet	

[402]

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

[403]

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

[404]

573 [26:32.6]

PJH [v] handled the situation at the very beginning of the course and °h she

[405]

PJH [v] commented later that was a perfectly appropriate way to behave just be

[406]

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°

[407]

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"

[408]

576 [26:45.9]

PJH [v] the c e o ((laughs)) so °h you (.) wouldn_t welcome an opportunity to talk to
PJH [comments]

[409]

577 [26:50.1]

PJH [v] would you consider it to be something to avoid °h erm (.) one of the things

[410]

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

[411]

578 [26:55.9]

PJH [v] into the classroom °h and they_re a fantastic resource they_re mainly people

[412]

579 [26:59.5]

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

[413]

.. 580 [27:03.4]

PJH [v] i_m talking about no they_re very highly qualified people very often °h
[nn]

[414]

581 [27:05.8]

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

[415]

..

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

[416]

.. 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)
PJH [comments] false start "s"

[417]

.. 585 [27:20.5]

PJH [v] to the people involved so they_re they_re fantastically good people and

[418]

.. 586 [27:23.2]

PJH [v] they_re really helpful °h for our work place people for our work place erm

[419]

.. 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))

[420]

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))

[421]

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

[422]

.. 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)

[423]

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 °h and
[nn] ((noise))

[424]

..

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

[425]

.. 600 [27:51.5]

PJH [v] so this is how she handles the same (.) role play at the end of the course but

[426]

.. 601 [27:54.2] 602 [27:55.8]

PJH [v] °h h° with a different person (0.7)
BSP3 [v] (0.4) oh hi angela (0.3) i have a good

[427]

.. 603 [27:58.6]

BSP3 [v] time (0.2) isn_t it (xxx xxx) nice (0.3)
BSP5 [v] it was great actually erm (0.1) i was

[428]

.. 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

[429]

.. 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

[430]

.. 609 [28:14.3]

BSP3 [v] know you will remember them or not but ((laughs)) they are really (0.3)

[431]

	..	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
BSP3 [comments]		false start "s"	

[432]

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

[433]

	..	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	

[434]

	..	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
BSP5 [comments]		false start "clien"	

[435]

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

[436]

	..	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		
BSP5 [comments]			

[437]

	..	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)

[438]

	..		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)	

[439]

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

[440]

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

[441]

	..	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				
[nm]		((laughter))			

[442]

	..	633 [29:02.7]			
PJH [v]	taking initiative she_s answering questions she_s taking the lead °h she_s				

[443]

	..	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				
PJH [comments]		acronym "CEO"			

[444]

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

[445]

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

[446]

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

[447]

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

[448]

.. 640 [29:27.8]

PJH [v] life situation but it_s clearly a big °h step forward in terms of confidence

[449]

.. 641 [29:30.5] 642 [29:31.3]

PJH [v] and so on °h and erm (0.5) and she_s (0.1) she handles the compliment (.)
[nn] ((coughing))

[450]

.. 643 [29:34.7]

644 [29:36.7]

PJH [v] that (0.1) that the (0.2) erm c e o handles out °h erm (.) in a very appropriate
PJH [comments] acronym "CEO"

[451]

.. 645 [29:38.7]

PJH [v] way so a very good example of °h erm sociopragmatic development during

[452]

.. 646 [29:43.3]647 [29:43.5]

PJH [v] the course (0.5) (-) (0.3) so (0.3) what happens when they actually go
[nn] ((noise))

[453]

.. 648 [29:47.7]

PJH [v] into the real work places and (0.2) move from the role play situations and

[454]

.. 649 [29:51.0]

650 [29:53.0]

PJH [v] the sort of (0.2) sheltered °h classroom situation to a real life °h erm (0.6) a

[455]

.. 651 [29:58.0]

PJH [v] real life work place with real (.) colleagues to interact with °h erm i

[456]

.. 652 [30:00.6]

PJH [v] mentioned some of the challenges of data collection °h and erm (.) we need

[457]

PJH [v] a lot of cooperation from or (.) work place sponsors and so on and °h they

[458]

..
PJH [v] generally are very helpful indeed and very supportive °h erm but (.) it_s

[459]

654 [30:09.3]
PJH [v] listening to some of the conversation between the mentors and the °h and

[460]

..
PJH [v] the work place you realise how much support they_re getting initially

[461]

656 [30:16.3]
PJH [v] particularly °h and how generous people are with their time and °h and how

[462]

657 [30:20.3] 658 [30:20.5] 659 [30:22.7]
PJH [v] patient they are (0.2) ((noise)) (0.5) so this is helena (0.2) erm (0.2) in her

[463]

660 [30:24.7] 661 [30:27.0]
PJH [v] work place with edward (0.2) who_s her work place mentor °h and you can

[464]

662 [30:29.0] 663 [30:29.6] 664 [30:29.7]
PJH [v] see here °h that erm (0.2) ((noise)) (0.6) they_ve been doing some
[nm]

[465]

..
PJH [v] accounting she_s an accountant so they_ve been doing some accounting and

[466]

665 [30:33.8]
PJH [v] the the last the top line there is °h him commenting on some numbers

[467]

666 [30:39.0]
PJH [v] they_ve been looking at three two eight five °h and then he °h does

[468]

.. 667 [30:43.1]
PJH [v] something which (.) erm we had to again prepare our (0.3) erm (0.3) our
PJH [comments] false starts "mentee"

[469]

.. 668 [30:47.5]
PJH [v] work place mentee mentes mentees for (.) you know the °h the students for
PJH [comments] "mentes"

[470]

.. 669 [30:51.3]
PJH [v] °h which was he suddenly switches to social talk °hh in the middle of you

[471]

.. 670 [30:54.6]
PJH [v] know (.) er an accounting problem or (0.5) at the end (0.5) at at at a phase

[472]

671 [30:56.6] 672 [30:58.9]
PJH [v] °hh at the end of a phase of an accounting problem he says oh where do you

[473]

..
PJH [v] (.) where do you come from °h where are you in wellington you you know

[474]

.. 673 [31:03.1]
PJH [v] so suddenly °h having been talking accounting for the last half hour °h

[475]

.. 674 [31:06.1] 675 [31:08.1]
PJH [v] she_s suddenly asked a question about where she comes from °h so she

[476]

.. 676 [31:11.6]
PJH [v] handles it fine she says (xxx xxx xxx) (1.1) i catch a train and then i went

[477]

.. 677 [31:14.4]
PJH [v] into the campus to do some °h school work °hh erm actually i_ve got this on

[478]

.. 678 [31:19.2]

PJH [v] erm tape so you can listen to them (0.3) the audio of this and hear how she

[479]

.. 679 [31:22.2]

PJH [v] manages
BSP3 [v] ((unintelligible, approx 1.0 sec)) walk ((laughs)) from the railway
[nm] ((a lot of background noise))

[480]

.. 680 [31:26.0] 681 [31:26.8]

BSP3 [v] station to the (xxx xxx) (0.3) it_s okay (.)
BSP6 [v] ((unintelligible, approx. 0.8 sec))
[nm]

[481]

.. 682 [31:31.0]

BSP3 [v] less than fifteen minutes (xxx) (0.5) that_s really really good walking

[482]

.. 683 [31:33.3] 684 [31:34.2]

BSP3 [v] exercise ((laughs)) in the morning
BSP6 [v] ((unintelligible, approx. 1.0 sec))

[483]

.. 685 [31:36.1]686 [31:36.6]

BSP3 [v] ((unintelligible, approx. 0.5 sec)) you (0.3) where do you
BSP6 [v] erm in (0.5)

[484]

.. 687 [31:37.4] 688 [31:38.1]689 [31:38.7]

BSP3 [v] ((unintelligible, approx. 0.8 sec)) (-- ((unintelligible, approx.
BSP6 [v] (xxx xxx) park
[nm] ((noises))

[485]

.. 690 [31:40.1]691 [31:40.3]692 [31:41.2] 693 [31:42.9]

BSP3 [v] 1.4 sec)) (xxx) your own transport yeah
BSP6 [v] yeah erm (1.0) (0.2) no i ride the
[nm] ((noises))

[486]

	..	694 [31:44.3]	695 [31:47.0]
BSP3 [v]		hm_hm yeah (0.5) (xxx xxx) yeah (0.6)	(6.7)
BSP6 [v]		bus	hm hm you were saying
[nn]			

[487]

	..	697 [31:55.2]	698 [31:58.1]699 [31:58.7]
BSP3 [v]		so when you do the offshore one °hh	i think (.) they
BSP6 [v]			yeah
[nn]		((background noises))	

[488]

	..	700 [32:02.1]	701 [32:04.1]
PJH [v]			(0.3) okay
BSP3 [v]		can be much more difficult than this one	
BSP6 [v]			no there is much easier

[489]

	..		
PJH [v]		that_s kind of it (.) you can hear other conversations in the background they	

[490]

	..	702 [32:07.8]	
PJH [v]		were in a little you know a work place where there were other people	

[491]

	..	703 [32:11.0]	704 [32:13.0]
PJH [v]		talking as well °hh but it_s really interesting this because she (0.3) not only	

[492]

	..		705 [32:16.4]
PJH [v]		handles his question which comes a bit out of left field °h but she then (0.2)	

[493]

	..	706 [32:18.4]	
PJH [v]		asks him back you know °h which is always a problem i find (.) initially	

[494]

	..	707 [32:21.7]	
PJH [v]		with °h erm somebody who comes from a different language background	

[495]

.. 708 [32:24.5]

PJH [v] and culture °h very often °h h° if you_re the native speaker in the situation

[496]

.. 709 [32:28.3]

PJH [v] you_re carrying °h the conversation you_re doing all the work

[497]

.. 710 [32:31.8]

PJH [v] conversational work very often °h asking the questions the other person_s

[498]

.. 711 [32:34.5]

PJH [v] just answering whereas °h here she_s learnt to °h h° ask the questions too to

[499]

.. 712 [32:38.1]

PJH [v] do her share (0.2) of the conversational work to actually °h take her take

[500]

.. 713 [32:44.1]

PJH [v] her er role (0.2) as part of the conversation (0.7) and she_s the one that

[501]

..

PJH [v] moves it back to work which i thought was particularly interesting because

[502]

.. 714 [32:48.0]

PJH [v] that really takes a bit of confidence h° °h to actually be first for her to

[503]

.. 715 [32:53.4]

PJH [v] change topic back to the work topic °h there was quite a long pause before it

[504]

.. 716 [32:57.1]

PJH [v] so she was obviously °hh erm (0.6) she was waiting and then she decided it

[505]

.. 717 [33:00.1]

PJH [v] was time to get back to work ((laughs)) which is very typical of °h she was

[506]

PJH [v] the one of the ones who told me that you know in hong kong you don_t do

[507]

.. 718 [33:05.5]

PJH [v] this stuff at all °h no none of this social talk °h certainly not in the middle of

[508]

.. 719 [33:08.7]

PJH [v] work °h and not even at the beginning of the day so you know she was °h

[509]

.. 720 [33:14.1] 721 [33:14.2]

PJH [v] she found it really hard at first (1.4) ((noise)) °h okay so °h the sort of

[510]

.. 722 [33:17.8]

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

[511]

.. 723 [33:22.7]

PJH [v] us were things like mangaging those worth of boundaries between small

[512]

.. 724 [33:25.4]

PJH [v] talk social talk and work talk °h and sustaining their part in small talk and

[513]

.. 725 [33:30.6]

PJH [v] you can see that helena did that very nicely °hh and so she makes these

[514]

.. 726 [33:32.9]

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

[515]

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

[516]

	..	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))		

[517]

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

[518]

	..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			
BSP4 [v]	hm_hm			

[519]

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

[520]

	..	740 [34:01.7]
BSP3 [v]	hiya ((unintelligible, approx. 2.4 sec)) ((unintelligible, approx. 0.7 sec))	

[521]

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

[522]

	..	742 [34:10.7]	743 [34:13.7]
PJH [v]	(0.2) okay (0.2)		
BSP3 [v]	happy hours (1.1) perhaps (0.3) actually (1.2) so yeah		

[523]

	744 [34:14.4]	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)		
[nn]	((noises))		

[524]

.. 747 [34:21.4]

PJH [v] tape but you can see °h that she_s (0.1) she_s trying to fit in (0.4) but she

[525]

..

PJH [v] finds (0.3) you know the challenge of social talk quite hard it_s not

[526]

.. 748 [34:27.1]

PJH [v] something that comes quite naturally to her she_s had to work at it to °h get

[527]

.. 749 [34:30.0] 750 [34:32.4]

PJH [v] to be in (.) in in involved °h got no confidence °h erm i can only say a short

[528]

.. 751 [34:35.3]

PJH [v] sentence and then i (0.1) i stop °h and i identified very strongly with this

[529]

.. 752 [34:39.4]

PJH [v] when i was in another culture i have to say ((laughs)) i can manage a sh
PJH [comments] stutters over "short"

[530]

..

PJH [v] short sentence and then i can (0.2) i don_t know what to say next ((laughs))
PJH [comments]

[531]

.. 753 [34:43.5]

PJH [v] that_s all i can say h° °h erm and that_s exactly what she had that she said

[532]

.. 754 [34:48.0]

PJH [v] erm (0.2) that she couldn_t maintain the conversation but she_s learnt how

[533]

.. 755 [34:52.3] 756 [34:52.5]

PJH [v] to do that since (1.1) (-) °h so the other example i wanted to give
[nn] ((noise)) - PJH

[534]

.. 757 [34:55.3]

PJH [v] you is from (0.2) andre who_s (.) erm a russian of russian background °h

[535]

758 [34:58.8] 759 [35:00.8]

PJH [v] and he was °h erm (0.4) very high up (0.3) in °h a ministerial position er

[536]

.. 760 [35:07.7]

PJH [v] supporting a ministerial position °h in russia °h and erm (0.5) °h he has a

[537]

.. 761 [35:12.1]

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

[538]

.. 762 [35:15.6]

PJH [v] attitude from new zealand h° erm (.) employees °h erm he is very (0.1)

[539]

.. 763 [35:21.7]

PJH [v] conscious of his own dignity and his own status °h and (0.1) erm (0.2)

[540]

764 [35:23.0] 765 [35:23.3]

PJH [v] ((noise)) he_s very (0.2) keen that other people in the work place should be

[541]

.. 766 [35:27.1]

PJH [v] aware of (0.4) of what an important job he had and °h what good experience

[542]

.. 767 [35:30.4]

PJH [v] he had °h and that of (0.2) you_ll realise °h in the new zealand work place

[543]

.. 768 [35:35.8]

PJH [v] where (.) you know egalitarianism is the norm °h and where everybody

[544]

.. 769 [35:39.4]

PJH [v] plays down °h their er status differences °h erm caused a few problems °h

[545]

770 [35:41.0]

PJH [v] even in this little episode if you just listen to it you_ll erm pick something of

[546]

.. 771 [35:44.4] 772 [35:46.7]

PJH [v] that up
BSP7 [v] so it_s very so (xxx xxx) that (xxx)
BSP8 [v] so it_s coming from a very (xxx xxx xxx xxx) erm work pla

[547]

.. 774 [35:49.0]

BSP7 [v] erm english for professional purposes ((unintelligible, approx. 1.9 sec))
BSP8 [v] yeah yeah that_s right he_s working

[548]

775 [35:50.9] 776 [35:53.3]

BSP7 [v] anyway i_m (xxx xxx) from us (xxx xxx xxx) (0.4) ((unintelligible, approx.
BSP7 [comments] acronym, contracted "US"
BSP9 [v] how did you

[549]

.. 777 [35:53.8] 778 [35:55.4]

PJH [v] so h°
BSP7 [v] 0.5 sec)) ((unintelligible, approx. 1.5 sec)) houses of parliament (0.4)
BSP9 [v]

[550]

..780 [35:57.3] 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
[nn] ((laughter))

[551]

.. 783 [36:05.5]

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

[552]

..

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

[553]

.. 784 [36:10.8]

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

[554]

.. 785 [36:14.9]

PJH [v] there_s a very good example of erm °h what you don_t do ((laughs)) if you

[555]

.. 786 [36:18.2]

PJH [v] want to establish good rapport here_s another example you can see if you

[556]

.. 787 [36:20.7] 788 [36:21.9]

PJH [v] can spot the error °h
BSP7 [v] my family_s (xxx xxx) to me ((unintelligible, approx.
[nn] 3 participants speaking at once

[557]

.. 789 [36:25.1] 790 [36:28.5]

BSP7 [v] 3.2 sec)) erm (xxx xxx xxx) city
[nn] ((laughter)) ((unintelligible/unidentifiable approx. 3.4 sec))

[558]

.. 791 [36:32.2] 792 [36:32.9]

BSP7 [v] (0.2) and ((unintelligible, approx. 1.4 sec)) (0.4) ((unintelligible,
BSP9 [v] oh yeah that er i was in the

[559]

.. 793 [36:34.5] 794 [36:35.4]

BSP7 [v] approx. 1.7 sec))
BSP8 [v] mm
BSP9 [v] fire service down there and we were very quiet out in the (xxx xxx xxx)

[560]

795 [36:36.0] 796 [36:39.3]

PJH [v] (0.3) okay (0.3) can you see what he does wrong here (1.1) you probably

[561]

..

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

[562]

.. 797 [36:43.4]

PJH [v] °h which is one of our four main centres ((laughs)) one of our four main

[563]

..

PJH [v] cities we've only got six cities in new zealand this is one of them °h as a

[564]

.. 799 [36:51.5] 800 [36:52.8]

PJH [v] very small place ((laughs)) °h i mean i think conrad was very gracious °h
[nn] ((laughter))

[565]

801 [36:55.2] 802 [36:57.8] 803 [36:59.1]

PJH [v] here h° °h when he says erm it_s got character though ((laughs)) °h because
[nn] ((laughter))

[566]

.. 804 [37:01.3]

PJH [v] it_s where he comes from so you know this is basically you you wouldn_t

[567]

.. 805 [37:03.8]

PJH [v] say this to a new zealander °h if you didn_t want to er cause offence °h h°

[568]

806 [37:05.9] 807 [37:06.0]

PJH [v] ((noise)) and then erm we've got another example here where erm he_s

[569]

808 [37:09.1] 809 [37:11.5] 810 [37:13.3]

PJH [v] dealing with sport and actually this time °h he_s erm very confused
BSP9 [v] but erm

[570]

.. 811 [37:17.7]

BSP9 [v] (0.2) a (0.1) very sad loss (0.8) °h erm (0.3) for wellington °h on a (xxx) for

[571]

.. 812 [37:21.0] 813 [37:23.0]

BSP9 [v] new zealand i think or crusaders won is that right (xxx xxx) (0.8) i was very

[572]

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

[573]

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

[574]

	..	820 [37:34.1]	821 [37:36.3]
BSP7 [v]	(0.3) so (0.1) you are not crusaders then (0.2)		
BSP9 [v]			(0.4) no (0.1) no they_re
[nn]	<i>sec))</i>		<i>((noises))</i>

[575]

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

[576]

	..	825 [37:41.0]	826 [37:43.0]
BSP7 [v]			<i>((unintelligible, approx 3.0 sec))</i>
BSP8 [v]	approx 1.5 sec))		
BSP9 [v]		they are bad crusaders (1.2) (xxx xxx) from south africa	
[nn]		<i>((laughter))</i>	

[577]

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

[578]

	..	830 [37:54.2]
PJH [v]	being teased here (0.2) <i>((cough))</i> and basically er (0.9) that (.) and then erm	

[579]

.. 831 [37:57.1] 832 [37:59.1]

PJH [v] h° the last part of it erm (0.4) tim suggests that the referee was bribed

[580]

.. 833 [38:02.1]

PJH [v] ((laughs)) which is you know outrageous really because i think he was paid

[581]

.. 834 [38:04.4]

PJH [v] a very large amount of money °h and (0.2) andre says (0.4) in shock °h

[582]

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
[nm] ((laughter))

[583]

.. 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

[584]

.. 841 [38:17.0]

PJH [v] work place they_re having fun °h and teasing him about er sport and °h

[585]

842 [38:19.7] 843 [38:23.3]

PJH [v] er so (.) he_s trying to tune in to °h h° who supports which team °h and

[586]

..
PJH [v] (0.1) even to have realised that that_s very important in new zealand is °h

[587]

844 [38:26.8]

PJH [v] very erm (0.1) er a (0.2) good er indication that he_s beginning to learn the

[588]

.. 845 [38:31.1]

PJH [v] rules °h we need to know who supports who (0.2) who_s on whose side °h

[589]

846 [38:34.5]

PJH [v] and the fact that he_s °h the butt of some humour shows that he_s gradually

[590]

.. 847 [38:39.4]

PJH [v] getting integrated °hh this is a very nice quote from erm sarah campbell and

[591]

848 [38:41.9] 849 [38:44.5]

PJH [v] celia roberts work they did a very °h interesting analysis of interview erm

[592]

.. 851 [38:50.8]

PJH [v] °hh interviews between native speakers and non native speakers °h and they

[593]

..

PJH [v] talk about °h this import (.) the importance of °h er integrating (0.4) erm

[594]

.. 853 [38:58.7]

PJH [v] (0.4) the personal and the work based identities so you_ve h° both your

[595]

.. 854 [39:01.9]

PJH [v] social and your transactional (0.3) aspects so your professional identity °h

[596]

.. 855 [39:04.7]

PJH [v] and your social identity °h you need to be able to con °h to produce (0.4)
PJH [comments] false start "con"

[597]

.. 856 [39:08.9]

PJH [v] convincing synthetic personalities is the way they_ve put it which i thought
PJH [comments]

[598]

.. 857 [39:11.8]

PJH [v] was interesting °h which embodies certain competencies and dispositions °h

[599]

..858 [39:15.0]

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

[600]

.. 859 [39:19.9]

PJH [v] able to manage both aspects of it you can_t just be a °h a fantastically

[601]

PJH [v] professional automaton °h you have to be able to do the social stuff as well

[602]

.. 860 [39:24.9]

PJH [v] °h in order to be (0.3) taken seriously and and er integrated into the work

[603]

.. 861 [39:29.6] 862 [39:30.3] 863 [39:30.5]

PJH [v] place °hh erm (0.3) ((noise)) (0.5) when he gets feedback from his ment his

[604]

.. 864 [39:35.0]

PJH [v] work place consultant eileen °h you can see that one of the things she says

[605]

.. 865 [39:38.5]

PJH [v] you know she thinks he_s very good °h he seems to understand well °h i_ve

[606]

.. 866 [39:41.9]

PJH [v] no issue with that °h the one you er the one thing i_d say is you can be very

[607]

.. 867 [39:45.0]

868 [39:46.1]

869 [39:46.6]

PJH [v] direct ((laughs)) so she_s saying to him you know just (0.4) back off a little
[nn] ((laughter))

[608]

.. 870 [39:49.7]

PJH [v] sometimes °h you need to think constantly °h ca how can i just tone it down
PJH [comments] false start "ca"

[609]

.. 871 [39:53.7]

PJH [v] a bit so °h so he he_s getting feedback from his mentors about the fact that
PJH [comments]

[610]

.. 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)

[611]

.. 873 [40:03.4]

PJH [v] he spends quite a lot of time telling people how °h how important his job

[612]

.. 874 [40:06.0]

PJH [v] was nevertheless °hh okay and erm (0.3) just before i go on to look at

[613]

.. 875 [40:10.1] 876 [40:12.0]

PJH [v] evaluation and the last point i wanted to talk about °h erm (0.5) this is quite

[614]

.. 877 [40:14.6]

PJH [v] an interesting example of °h a recruitment manager who talks about °h just

[615]

.. 878 [40:18.2]

PJH [v] how important that °h familiarity with sport which i just mentioned is °h

[616]

879 [40:20.9] 880 [40:24.0]

PJH [v] for a new zealand (.) immigrant (0.3) or migrant worker °h and he describes

[617]

.. 881 [40:27.2]

PJH [v] this chinese skilled migrant who °h decided i if he was going to fit in he
PJH [comments] false start "i"
[nn] ((laughter))

[618]

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

[619]

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

[620]

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

[621]

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

[622]

.. 887 [40:44.3]
PJH [v] (0.2) that was one one h° route (0.1) to getting work and to getting

[623]

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

[624]

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

[625]

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

[626]

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

[627]

.. 895 [41:05.9]

PJH [v] employers who these are people who took some of our our °h our (0.3)

[628]

.. 896 [41:08.7]

PJH [v] skilled migrants as interns °h identified that they_d originally thought they

[629]

.. 897 [41:12.2] 898 [41:12.4]

PJH [v] were giving to the programme (0.2) ((noise)) °h but they found they_d

[630]

.. 899 [41:15.2]

PJH [v] gained more than they gave because the input from the skilled migrant

[631]

.. 900 [41:18.8]

PJH [v] added to their processes and understanding so °h very often they would just

[632]

.. 901 [41:21.5]

PJH [v] do it out of good will °hh erm or because they were °h they had (0.2) they_d
[nn]

[633]

..
PJH [v] been persuaded by nicki who_s a total charming and very persuasive °h
[nn] ((laughter))

[634]

.. 903 [41:27.7]

PJH [v] erm (0.1) but (0.3) afterwards they were saying oh well you know actually

[635]

.. 904 [41:31.1]

PJH [v] it was really helpful we got some really useful °h insights from that person

[636]

.. 905 [41:35.3] 906 [41:38.7]

PJH [v] °h they bring different ideas says the second one °h erm different thinking a

[637]

.. 907 [41:42.3]

PJH [v] different understanding of how the world operates °h what_s important and

[638]

.. 908 [41:46.7]

PJH [v] sometimes employers are very open to that and °h er and find it interesting

[639]

.. 909 [41:49.6]

PJH [v] to have somebody with a different perspective °h we_ve got some very nice

[640]

.. 910 [41:52.2]

PJH [v] conversations recorded in °h the morning tea room °hh where people take

[641]

.. 911 [41:56.5]

PJH [v] the opportunity to ask °h er somebody from china or somebody from hong

[642]

.. 912 [42:00.1]

PJH [v] kong or somebody from taiwan °h about °h you know the way they do

[643]

.. 913 [42:03.7]

PJH [v] things in (xxx) in terms of °h how their what the education system_s like for

[644]

.. 914 [42:07.0]

PJH [v] example or what sort of °h jobs they_ve done before they came so °h

[645]

.. 915 [42:12.2]

PJH [v] people do take the opportunity to learn about other cultures °h and this erm i

[646]

.. 916 [42:14.9]

PJH [v] want to play you because this is erm a good example of a good employer

[647]

.. 917 [42:17.2]918 [42:17.8] 919 [42:18.0]920 [42:18.3]
PJH [v] (0.3) erm ((noise)) (0.3) erm he (0.2) he (0.6) he_s actually a
[nn] ((noise))

[648]

.. 921 [42:23.1] 922 [42:23.2]
PJH [v] supermarket erm °h ((noise)) (0.3) manager pack and savers a supermarket

[649]

.. 923 [42:26.1]924 [42:26.3] 925 [42:27.5]
PJH [v] °hh erm (0.2) and so this is not one of our skilled migrants but this is the
[nn] ((coughing))

[650]

.. 926 [42:29.9]
PJH [v] sort of job °h they might get before they °h move on to to our course °h

[651]

927 [42:33.6]
BSP10 [v] we employ a number of people (0.3) who have reputable trades (0.9) like

[652]

928 [42:37.7]
BSP10 [v] i_m looking for a job i often know i didn_t get a job because i_m

[653]

.. 929 [42:42.5]
BSP10 [v] overqualified (1.0) now these people (0.2) are only looking for a job

[654]

.. 930 [42:47.2]
BSP10 [v] perhaps for a year or two to get that new zealand experience to get into their

[655]

.. 931 [42:49.9]
BSP10 [v] chosen careers (1.1) we find that a number of the actually stay and become

[656]

.. 932 [42:52.9]
BSP10 [v] our managers °h and the others they_ve moved onto their career and we_ve

[657]

.. 933 [42:56.5]

BSP10 [v] celebrated that with them (0.5) and what have they brought to us they_ve

[658]

.. 934 [42:59.5]

BSP10 [v] brought experience maturity (0.3) they_ve brought you know integrated

[659]

.. 935 [43:02.6] 936 [43:05.8]

BSP10 [v] easy to teach (0.4) erm (0.4) responsibility reliability (0.5) right set of

[660]

.. 937 [43:08.2]

BSP10 [v] qualities they_ve brought to us (0.4) in (.) one or two years i_ve (0.2) really

[661]

.. 938 [43:13.1]

BSP10 [v] good (0.6) employment with someone like that who_s really worth having

[662]

.. 939 [43:16.0]

PJH [v] hm so he_s (0.1) he_s one
BSP10 [v] (0.4) i_d advocate that to other employers (0.3)

[663]

..
PJH [v] of the people that you know is obviously a model in terms of making the

[664]

.. 940 [43:20.6] 941 [43:23.7]

PJH [v] (0.2) most of what °h the erm (0.3) school (xxx xxx) can offer in his

[665]

.. 942 [43:25.7]

PJH [v] supermarket and then some of them go on to be managers but some of them

[666]

.. 943 [43:28.9]

PJH [v] he says well you know one or two years °h of these (.) really good well

[667]

.. 944 [43:31.8]

PJH [v] qualified people is great for me °h and erm (.) so °h he_s a he_s a (0.3) he_s

[668]

.. 945 [43:36.1]

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

[669]

.. 946 [43:40.5]

PJH [v] he realises that they_re all over qualified really °hh (0.5) okay and then

[670]

..

PJH [v] looking at what the migrant workers say as opposed to the employers about

[671]

.. 947 [43:45.9]

PJH [v] their experience on the course °h erm here_s er (0.2) a post course interview

[672]

.. 948 [43:49.7]

PJH [v] °hh i a close friend said you sound bossy i heard that a lot i didn_t take it

[673]

.. 949 [43:54.5]

PJH [v] seriously so °h but now (.) from this course i think about that seriously i

[674]

.. 950 [43:59.3]

PJH [v] should think about that all the time so °h so she_s got the message finally

[675]

..

PJH [v] that you know her friend was actually right that in a new zealand context °h

[676]

951 [44:04.1]

952 [44:06.9]

PJH [v] sounding bossy wasn_t doing her any favours °hh and then another one

[677]

.. 953 [44:09.3]

PJH [v] about complaints °h the way new zealanders deal with a complaint is really

[678]

.. 954 [44:12.7]

PJH [v] surprising me °h in my mind if a waitress didn_t have good customer

[679]

.. 955 [44:18.1]

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

[680]

.. 956 [44:19.7]

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

[681]

.. 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

[682]

.. 959 [44:28.3]

PJH [v] know she_s not going to get anywhere with a very direct and complaint in a

[683]

.. 960 [44:31.4]

PJH [v] new zealand context you have to be more polite °h and we had a very nice

[684]

.. 961 [44:34.4]

PJH [v] example with somebody on the course that ophelia said °h didn_t believe °h

[685]

.. 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
PJH [comments] false start "f"

[686]

.. 964 [44:41.9] 965 [44:44.0]

PJH [v] more polite way °h would actually be effective °h erm (0.2) but he t thou he
PJH [comments] false start "he t thou"

[687]

.. 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]

[688]

..

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

[689]

.. 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

[690]

..

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

[691]

.. 970 [44:59.1]

PJH [v] he wanted and some of that (0.4) °h he said the second time after ophelia_s

[692]

.. 971 [45:02.7]

PJH [v] °h taught him about (0.2) making requests in a polite way he said °h i was
[nn]

[693]

.. 973 [45:09.0]

PJH [v] wondering if i <<laughing> could have a if i could have half a > pound of
[nn] ((laughter))

[694]

.. 974 [45:11.1]

PJH [v] cod you know ((laughs)) and he said °h and the person smiled at me and
[nn]

[695]

.. 975 [45:13.5] 976 [45:14.7] 977 [45:16.6]

PJH [v] they said h° have a nice day at the end of it ((laughs)) he was totally
[nn] ((laughter))

[696]

.. 978 [45:18.9]

PJH [v] convinced that you know this was the magic °h and actually helena talks

[697]

.. 979 [45:22.7]

PJH [v] about i was wondering if is the magic phrase °h which she thinks he then

[698]

.. 980 [45:26.7]

PJH [v] used all the time i was wondering if you could °hh and we_ve got some

[699]

.. 981 [45:29.7]

PJH [v] examples of her actually reframing her requests she starts off on the request

[700]

.. 982 [45:32.4]

PJH [v] in the work place saying could you and then °h i was wondering actually

[701]

..

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

[702]

..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

[703]

.. 986 [45:43.5]

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

[704]

.. 987 [45:46.6]

PJH [v] economic benefits °h nicki_s husband is an is a (0.2) tax lawyer ((laughs))

[705]

.. 988 [45:49.1] 989 [45:52.4]

PJH [v] °h and when we were °h threatened with the course being cut because the

[706]

990 [45:55.1]

PJH [v] government's money was being cut °h erm he did a (0.1) cost benefit

[707]

991 [45:58.4]

PJH [v] analysis of the course °h and he worked out that (0.4) we got ninety eight

[708]

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

[709]

992 [46:05.1]

PJH [v] payer (0.2) for the (0.2) for this course °h and the reasons for that were °h

[710]

993 [46:09.1]

994 [46:11.4]

PJH [v] that they got twelve weeks of teaching but we °h captured twenty five years

[711]

995 [46:15.7]

PJH [v] of overseas education training experience for that °h and °h basically then

[712]

996 [46:20.1]

PJH [v] we got the pay back throughout the career so he did it all °h you know very
PJH [comments] false start "e"

[713]

997 [46:23.7]

PJH [v] sort of (0.2) on e on an economic basis financially °h and demonstrated that
PJH [comments]

[714]

998 [46:26.1]

PJH [v] the course really worked °h not only in terms of °h what the employers

[715]

999 [46:28.7]

PJH [v] thought °h and what the students thought but actually economically too so

[716]

.. 1000 [46:33.5] 1001 [46:33.7]

PJH [v] °h i was very happy about that (1.0) ((noise)) °h and in my (0.3) last slide

[717]

.. 1002 [46:36.6]

PJH [v] °hh erm in terms of benefits to new zealand just in terms of (0.4) erm (0.5)

[718]

1003 [46:40.7] 1004 [46:42.9]

PJH [v] job (0.5) erm (0.1) take up h° °h in the five years that (0.1) the course has

[719]

.. 1005 [46:45.2]

PJH [v] been running (0.2) close to eighty five percent of our participants have

[720]

1006 [46:47.5] 1007 [46:49.9]

PJH [v] found relevant employment within six months so °h we can say that it does

[721]

.. 1008 [46:53.0]

PJH [v] work °h and that the social (0.3) relational skills that ophelia focuses on °h

[722]

1009 [46:55.1] 1010 [46:57.6]

PJH [v] really do make a difference to people in the work place (0.3) ((noise))

[723]

1011 [46:57.7] 1012 [46:58.6] 1013 [46:59.1]

PJH [v] thank you very much h°
[nn] ((unintelligible/unidentifiable approx. 0.5 sec)) ((applause))

[724]

.. 1014 [47:04.4] 1015 [47:05.0] 1016 [47:05.6]

DIS1 [v] okay we_ ve got er a few minutes for
[nn] ((unintelligible/unidentifiable approx. 5.3 sec)) ((noise))

[725]

.. 1017 [47:06.5] 1018 [47:07.6] 1019 [47:09.3]

DIS1 [v] questions if anybody_s got any questions they_d like to ask kylie (0.3)
[nn] ((noises)) ((coughing))

[726]

1020 [47:09.7]1021 [47:11.8]1022 [47:12.5] 1023 [47:13.4]

DIS1 [v]	yes klaus h°
KT [v]	er yes thank you (0.1) my my question is er when
[nn]	((noises))

[727]

.. 1024 [47:16.5]

KT [v]	(0.3) skilled immigrants avoid small talk is this also considered to be °h
---------------	--

[728]

.. 1025 [47:21.3] 1026 [47:23.6]

KT [v]	(0.5) like impolite or very reserved is this also a problem not just that they
---------------	--

[729]

.. 1027 [47:25.4] 1028 [47:26.7]1029 [47:27.0] 1030 [47:27.6]1031 [47:28.2]

PJH [v]	hm (0.4) hm (-) if they actually avoid it °h erm
KT [v]	can_t handle it but they (0.3) avoid it (-- yes

[730]

..1033 [47:29.0]

PJH [v]	well helena_s a good example here because she said that when she first
----------------	--

[731]

.. 1034 [47:34.0]

PJH [v]	started working in °h erm (.) the place where she_d been °h er assigned °h
----------------	--

[732]

1035 [47:36.9]

PJH [v]	she used to go straight to her desk in the morning despite all nicki_s good
----------------	---

[733]

.. 1036 [47:40.5]

PJH [v]	teaching °h er because she just thought i_m here °h i_m here to work (0.1)
----------------	--

[734]

.. 1037 [47:45.1]

PJH [v]	i_m going to demonstrate that i_m a really good worker °h and she said °h
----------------	---

[735]

.. 1038 [47:47.7]

PJH [v]	her mentor said to her °h you know you don_t need to go straight to your
----------------	--

[736]

..
PJH [v] desk it_s quite a good idea to just say hello to people on the way in and

[737]

.. 1039 [47:52.8]
PJH [v] maybe °h and so if p they do deliberately seem to be avoiding small talk
PJH [comments] false start "p"

[738]

1040 [47:56.7] 1041 [47:59.6]1042 [48:00.2]
PJH [v] people °h erm think they_re rather standoffish and °h erm ((noise))

[739]

1043 [48:00.4]
PJH [v] °h and are not being very friendly (0.2) and not being very friendly is a

[740]

.. 1044 [48:04.3]
PJH [v] major sin ((laughs)) you know for a new zealand work place so °h so it_s it

[741]

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

[742]

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

[743]

..
PJH [v] effort °h it_s so much appreciated that you know they get lots of pay back

[744]

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

[745]

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

[746]

	..	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		

[747]

	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 start acting		

[748]

	..	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		

[749]

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

[750]

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

[751]

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

[752]

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

[753]

	..	1064 [48:49.4]	1065 [48:50.0]
PJH [v]	self conscious °h erm		
DIS5 [v]		(0.3) how about the native speakers ((laughs))	

[754]

1066 [48:52.0]

1067 [48:55.4]

PJH [v] native speakers are astonishingly (.) easy about because i think °h they think

[755]

..

1068 [48:57.9]

PJH [v] we_re only interested in the skilled migrant_s talk °h and so they_re much

[756]

..

1069 [49:01.6]

PJH [v] more erm relaxed about it °h and also °h erm °h generally speaking they_re

[757]

..

1070 [49:04.4]

PJH [v] focussed on (0.2) the transactional role that they_re playing and helping

[758]

..

1071 [49:07.3]

1072 [49:09.7]

PJH [v] people and °h that_s a very good distracter °h erm so they may initially be a

[759]

..

1073 [49:12.1]

PJH [v] little bit (.) self conscious (.) that er early conversation with andre where he

[760]

..

1074 [49:15.5]

PJH [v] was saying that he was (0.2) you know from tourism (0.3) etc etcetera
PJH [comments] false start "etc"

[761]

..

1075 [49:19.6]

PJH [v] people were behaving very well you know very nicely °h but as soon as he
PJH [comments]

[762]

..

1076 [49:22.6]

PJH [v] gets into talking about °h the job he has to do which is actually to organise a

[763]

..

1077 [49:26.4]

PJH [v] project he had to organise some sort of erm °h meeting of people and bring

[764]

.. 1078 [49:28.6]

PJH [v] them together °h (0.2) di (.) all that disappears and people are very (.) very
PJH [comments] false start "di"

[765]

.. 1079 [49:31.7] 1080 [49:34.6]

PJH [v] relaxed °h it (.) it always amazes me how fast people forget °h if they_re °h
PJH [comments]

[766]

.. 1081 [49:38.7]

PJH [v] if they_re engaged with a talk and the topic of the talk and °h it_s they may

[767]

.. 1082 [49:41.4]

PJH [v] rremember (0.2) every so often °h and that you know particularly °h in

[768]

.. 1083 [49:44.6]

PJH [v] some of our work places where people °h find themselves swearing °h or

[769]

.. 1084 [49:48.8] 1085 [49:49.5]

PJH [v] erm °h or commenting on erm topics they shouldn_t be talking about (0.1)
[nn] (cough)

[770]

1086 [49:50.7] 1087 [49:51.6] 1088 [49:51.8] 1089 [49:52.7]

PJH [v] and then they ask us ((laughs)) they may ask us to re move those later °h
[nn] ((laughter)) ((laughter))

[771]

1090 [49:54.0] 1091 [49:54.1]

PJH [v] (0.1) erm i was astonished yesterday there was a section i was at that

[772]

.. 1092 [49:58.2]

PJH [v] louise (xxx xxx xxx) had recorded ((laughs)) the most astonishing

[773]

.. 1093 [50:00.8]

PJH [v] conversation between guys about °h their er (.) relationships with women °h

[774]

..1094 [50:02.8] 1095 [50:03.8]

PJH [v] erm (0.2) and i th ought if that had happened in our w work places they_d
[nn] ((laughter))

[775]

PJH [v] have asked me to delete those bits for sure ((laughs)) you know ((laughs))

[776]

1096 [50:08.9]

PJH [v] i mean things like their comment on the minister (.) you know they_re

[777]

.. 1097 [50:12.5]

PJH [v] working for a government department and they_re writing (xxx) for the

[778]

PJH [v] minister °h if er if anybody says anything negative about the minister we

[779]

.. 1098 [50:17.1]1099 [50:17.7] 1100 [50:18.7]

PJH [v] take that out so erm (0.3) but a part from that you know it_s
[nn] ((laughter))

[780]

.. 1101 [50:21.3]

PJH [v] astonishing how relaxed people are °h even with cameras i mean we

[781]

.. 1102 [50:24.2]

PJH [v] haven_t used cameras °h in the (0.2) with the skilled migrants but in our °h

[782]

1103 [50:26.8]

PJH [v] erm (.) work place talk that we_ve collected from new zealand work places

[783]

.. 1104 [50:30.3] .. 1105 [50:33.6]

PJH [v] °h and for meetings we (.) frequently use cameras and °h erm again you set

[784]

.. 1106 [50:36.4]

PJH [v] them up and (0.1) go out the room °h and come back at the end °h and after

[785]

.. 1107 [50:40.3]

PJH [v] about two or three meetings (0.4) they_re like pa (0.6) (pat rails) you know
PJH [comments] false start "pa"

[786]

.. 1108 [50:42.9] .. 1109 [50:45.2]

PJH [v] erm (xxx xxx) people just forget about them °h erm so °h after a bit of (0.3)
PJH [comments]

[787]

.. 1110 [50:48.3] .. 1111 [50:50.1]

PJH [v] doing their hair at the beginning that_s it really ((laughs)) so you know it_s
[nn] ((laugther))

[788]

..

PJH [v] it_s quite reassuring actually how naturally the conversations can be (.)

[789]

.. 1112 [50:55.0]

PJH [v] people °h frequently forget so °h so much so they_ll they_ll look at the (0.2)

[790]

..1113 [50:58.3]

PJH [v] tape recorded at the end and say oh did we remember to switch that on

[791]

.. 1114 [51:00.9]

PJH [v] (0.2) you know (0.2) so they_ve really forgotten to (1.5) °h any other

[792]

.. 1115 [51:06.8]

PJH [v] questions °hh
DIS6 [v] the erm hh° let_s call them students you get on on your

[793]

.. 1116 [51:10.9] 1117 [51:12.8]

PJH [v] yes
DIS6 [v] programme °h they need to have a certain level of english or do you also pr

[794]

..1119 [51:13.4] 1120 [51:15.6] 1121 [51:16.1]

PJH [v] no they have i e l six
PJH [comments] acronym
DIS6 [v] ovide some kind of interpreting in the beginning (0.3) for them

[795]

.. 1122 [51:17.9]1123 [51:18.3] 1124 [51:20.3]

PJH [v] point five (0.2) so they_re reasonably pr proficient in english °h and
PJH [comments] "IEL" false start "pr"
DIS6 [v] mm

[796]

.. 1125 [51:22.1]1126 [51:22.6]1127 [51:22.8]

PJH [v] they_ve been in new zealand for two or three years °h so they_ve
DIS6 [v] right

[797]

.. 1128 [51:24.9]

PJH [v] had a reasonable exposure °h and °h they have to have at least a bachelor_s

[798]

.. 1129 [51:29.5] 1130 [51:31.8]

PJH [v] degree in whatever their professional °h area is so °h erm they_re pretty

[799]

..

PJH [v] well educated and they_ve had enough english so °h it_s rare that we get

[800]

.. 1131 [51:36.4] 1132 [51:38.6]

PJH [v] somebody °h who_s really struggling with the °h you know the english (0.4)

[801]

.. 1133 [51:41.6]

PJH [v] competence it_s (.) really more the °h relational and professional (0.2)

[802]

1134 [51:44.2] 1135 [51:46.1] 1136 [51:46.2] 1137 [51:47.5]

PJH [v] skill erm °h the erm (0.2) ((noise)) (0.1) relational and °h erm (0.2) small

[803]

.. 1138 [51:51.9]

PJH [v] talk social talk request type stuff that they have problems with

[804]

.. 1139 [51:54.0]

PJH [v] sociopragmatic skills really °h erm °h i mean there_s always technical

[805]

.. 1140 [51:56.9] 1141 [51:59.4]

PJH [v] vocabulary °h but very often they know it h° °h better than us ((laughs)) you
DIS6 [v] hm

[806]

.. 1142 [51:59.9] 1143 [52:02.0]

PJH [v] know °h in terms of their own particular area °h because they_ll often have
DIS6 [v]
[nn] ((coughing))

[807]

.. 1144 [52:03.0] 1145 [52:06.2]

PJH [v] learnt that in english so °h so they_re pretty proficient (0.3) yeah
DIS6 [v] what about
[nn]

[808]

.. 1146 [52:09.4]

DIS6 [v] other areas erm like (0.3) health provision (0.2) for immigrants if they

[809]

.. 1147 [52:12.4]

DIS6 [v] don_t have the english language competence is that kind of policy for (.)

[810]

.. 1148 [52:14.7] 1149 [52:15.5]
PJH [v] erm yes there are translation interpreting
DIS6 [v] providing translation interpreting services or

[811]

.. 1150 [52:18.0] 1151 [52:20.5]
PJH [v] services °h erm (0.3) which are provided by the government for particular

[812]

.. 1152 [52:23.2] 1153 [52:23.3] 1154 [52:24.9]
PJH [v] areas (.) but erm (0.3) ((noise)) °h but we don_t need them at all in this
DIS6 [v] mm

[813]

.. 1155 [52:25.3] 1156 [52:25.8] 1157 [52:28.1]
PJH [v] particular area with these people °h erm °h the (0.1) i mean refugees for
DIS6 [v]

[814]

.. 1158 [52:31.3]
PJH [v] example come in to a °h a s (.) a settlement centre in aukland initially °h h°
PJH [comments] false start "s"

[815]

1159 [52:34.5] 1160 [52:36.7]
PJH [v] and spend six weeks there trying to sort of (0.1) find their feet and °h and

[816]

.. 1161 [52:41.0]
PJH [v] there are translation services available the whole time there °h and then they

[817]

.. 1162 [52:44.2]
PJH [v] get °h erm translation support in (0.2) places like court or if they have to go

[818]

.. 1163 [52:46.3] 1164 [52:46.6] 1165 [52:47.2]
PJH [v] to °h erm (0.2) to (0.1) you know the doctors for example they can
DIS6 [v] mm h°

[819]

.. 1166 [52:51.5]
PJH [v] (0.1) they can get translation support but °h it _s erm °h not as wide spread

[820]

.. 1167 [52:54.3]1168 [52:54.8]
PJH [v] as erm we would like of course (0.2) but for these people it_s not really a
DIS6 [v] mm

[821]

.. 1169 [52:57.2] 1170 [52:59.3]
PJH [v] problem °hh often the children who come in (0.2) with (0.1) immigrant (0.1)

[822]

.. 1171 [53:02.9]
PJH [v] people (.) have (0.2) better english than their parents °h very quickly you

[823]

.. 1172 [53:05.4]
PJH [v] know they quickly learn and they °h then (0.1) often asked as the translators

[824]

.. 1173 [53:10.3] 1174 [53:11.1]
PJH [v] in erm many of the situations just social situations you know °hh (2.4)
DIS6 [v] thanks

[825]

1175 [53:13.5]1176 [53:13.9]1177 [53:15.0] 1178 [53:17.7]
PJH [v] (0.4) it is
DIS7 [v] have the courses spread to other universities °h
[nm] ((noises))

[826]

.. 1179 [53:21.4] 1180 [53:23.4]
PJH [v] beginning to erm just erm (1.4) er (0.9) where_re we up to june (0.3) in the

[827]

.. 1181 [53:25.4]
PJH [v] second half of this year aukland university is going to be well unitech

[828]

.. 1182 [53:29.4] 1183 [53:29.6]

PJH [v] actually one of the erm (0.3) ((noise)) °h polytechnics in aukland °h is going

[829]

.. 1184 [53:34.1]

PJH [v] to be offering this course using our materials °h erm (0.1) to (0.2) people in

[830]

.. 1185 [53:38.2]

PJH [v] aukland so °h erm °h we_ve (0.4) having sort of almost lost our funding

[831]

..

PJH [v] we_ve suddenly found that you know people have recognised that it is

[832]

.. 1186 [53:42.7] 1187 [53:44.7]

PJH [v] worth while and °h and (0.3) and you know will be will be offered in

[833]

..

PJH [v] aukland so that will be great you know really pleased about that °hh (0.2)

[834]

.. 1188 [53:49.7] 1189 [53:49.8]

DIS2 [v] ((noise)) °h i was just wondering whether (0.3) the process of
PJH [v] mm (0.7)

[835]

.. 1190 [53:52.9] 1191 [53:54.9]

DIS2 [v] recording them selves (0.6) do you do does it turn out to be quite a reflective

[836]

.. 1192 [53:57.2] 1193 [53:58.3]

DIS2 [v] (0.3) proce ss where (0.1) where they_re perhaps developing their
PJH [v] mm (0.2) mm

[837]

.. 1194 [54:00.3] 1195 [54:00.7] 1196 [54:01.1] 1197 [54:02.7]

DIS2 [v] awarenesses and (0.4) (-) sensitivity to things and with that
PJH [v] yeah yeah definitely

[838]

1198 [54:03.5] 1199 [54:05.9] 1200 [54:06.3]

DIS2 [v] you_re actually saying oh look these are critical (xxx xxx xxx)
PJH [v] you know it definitely

[839]

1201 [54:08.4]

PJH [v] definitely does erm °h me (.) erm ophelia does reflective interviews with

[840]

1202 [54:11.7]

PJH [v] them regularly with them through the course so they get used to thinking °h

[841]

1203 [54:13.7]

PJH [v] she °h she records the role plays and then plays them back and then °h

[842]

1204 [54:17.3] 1205 [54:19.7]

PJH [v] later on for example with helens she played (0.2) you know (0.2) that (0.1)

[843]

..

PJH [v] i_ve just shown you the first and the last there was a middle one as well °h

[844]

1206 [54:23.3]

PJH [v] she played them to her °h and asked her to comment on them so they_re

[845]

1207 [54:27.7]

PJH [v] very used to this idea °h and then °h when they record in the work place that

[846]

1208 [54:32.2]

PJH [v] material is then available for them to actually °h go back and think about

[847]

1209 [54:35.0]

PJH [v] and °h particularly if they_ve had (0.3) something that they didn_t

[848]

	..
PJH [v]	understand or something that they thought was a miscommunication °h

[849]

	1210 [54:39.3]	1211 [54:41.9]
DIS2 [v]		hm
PJH [v]	they can go back and actually listen to the tape recording again	so °h

[850]

	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	

[851]

	..	1214 [54:46.7]
PJH [v]	we generally °h get the stuff off them (0.6) copy it off and then give it them	

[852]

	..	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)		

[853]

	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))

[854]

	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))				

[855]

	..	1226 [55:02.7]
PJH [v]	too much else to do ((laughs)) and the transcriptions are so (xxx xxx xxx)	

[856]

	..	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		

[857]

	..	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

[858]

	..	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

[859]

	..	1237 [55:17.4]
DIS8 [v]		(0.3) i_ve got a question about the participants °hh er (0.2) when you do the

[860]

	..	1238 [55:22.2]
DIS8 [v]		(0.6) observed (.) did you notice a different culture of factors (0.2) during

[861]

	..	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)

[862]

	..	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	

[863]

	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)

[864]

	1245 [55:34.4]	1246 [55:36.7]
PJH [v]		(0.2) helena for example from hong kong °h it_s certainly the case that °h

[865]

	..	1247 [55:39.9]
PJH [v]		when she first (0.3) started on the course she was much more direct (0.4)

[866]

1248 [55:43.0] 1249 [55:46.0]

PJH [v] and it wouldn_t be appropriate in a new zealand work place so °h so with

[867]

.. 1250 [55:49.5]

PJH [v] different cultures we find different °h expectations °h and (.) as i mentioned

[868]

.. 1251 [55:51.5] 1252 [55:55.2]

PJH [v] with andre °h in his culture (0.2) you basically °h erm (0.5) you (0.4) you do

[869]

.. 1253 [55:58.7]

PJH [v] your professional identity very explicitly °h you (0.2) claim your

[870]

.. 1254 [56:01.7] 1255 [56:03.7]

PJH [v] professional experience °h h° on record for people_s benefit °h and that_s

[871]

.. 1256 [56:05.9]

PJH [v] expected and that_s normal °h whereas it_s not the case in new zealand °h

[872]

.. 1257 [56:10.1]

PJH [v] you tend not to mention (0.3) erm °h that you_ve got (.) these qualifications

[873]

.. 1258 [56:13.2]

PJH [v] you just expect that °h it_ll be apparent from your work or that people have
PJH [comments] "CV" - see vee - curriculum vitae

[874]

.. 1259 [56:17.6]

PJH [v] read your c v °h you don_t need to actually you know say anything about
PJH [comments]

[875]

.. 1260 [56:20.6]

PJH [v] them explicitly °h so those sorts of cultural factors (0.2) erm °h but probably

[876]

.. 1261 [56:24.0]

PJH [v] the thing that (0.1) we most often notice in terms of cross cultural contacts

[877]

.. 1262 [56:28.8] 1263 [56:31.7]

PJH [v] is degrees of directness (0.1) you know erm °h some cultural (0.4) erm (.)

[878]

.. 1264 [56:35.1]

PJH [v] cultures expect people to be much more on record and (0.3) and (.) clear and

[879]

.. 1265 [56:38.5]

PJH [v] explicit about (.) what they want °h and (0.2) if they_re unhappy about

[880]

.. 1266 [56:41.1]

PJH [v] something to complain °h or to refuse if somebody asks them to do

[881]

.. 1267 [56:44.4]

PJH [v] something that they don_t want to do °h to be very straight clear about the

[882]

..

PJH [v] fact that no they don_t think that_s part of their job °h they shouldn_t do

[883]

.. 1268 [56:49.5]

PJH [v] that °h and you just don_t do that in new zealand (0.2) you know you °h you

[884]

.. 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
PJH [comments] false start "inte"

[885]

..

PJH [v] role plays that ways based on an inte in on an interaction that we_d recorded
PJH [comments]

[886]

.. 1272 [56:58.9] 1273 [57:01.8]

PJH [v] °h was when the boss asked one of (0.6) er the °h employees to stay late
PJH [comments]

[887]

.. 1274 [57:04.4] 1275 [57:07.4]

PJH [v] (0.2) to °h to (0.2) to help prepare for a meeting the next day °hh and (0.4)

[888]

.. 1276 [57:12.2]

PJH [v] erm the employee said (0.4) no (0.2) i can_t stay late (0.5) and °h (0.3) erm

[889]

..

PJH [v] (0.4) we got totally different reactions from different cultural groups to that

[890]

.. 1277 [57:17.3]

PJH [v] °h so °h h° erm (0.2) the people from the chinese backgrounds said °h

[891]

1278 [57:21.2] 1279 [57:24.8]

PJH [v] yes (.) that they could understand °h erm (0.8) erm that the person didn_t

[892]

.. 1280 [57:27.3]

PJH [v] want to stay late but you would never say so you would just never would

[893]

.. 1281 [57:29.3]

PJH [v] refuse your boss if your boss said they wanted you to stay late you stayed

[894]

.. 1282 [57:32.9]

PJH [v] late there was no (0.2) no issue °hh erm °hh whereas a new zealander would

[895]

.. 1283 [57:36.0]

PJH [v] do it by saying (0.2) look i_m really sorry and i_d really like to stay late but

[896]

.. 1284 [57:41.1]

PJH [v] i_ve got something really important that i ha ve to °h do tonight my son_s

[897]

.. 1285 [57:44.2]

PJH [v] °h appearing in a (0.2) school play and i have to be there °hh and then °h

[898]

1286 [57:47.5]

PJH [v] they might negotiate (0.2) well could you just perhaps stay an extra half

[899]

.. 1287 [57:51.7]

PJH [v] hour and °h and you know that would be how it would re be resolved °h
PJH [comments] false start "re"

[900]

1288 [57:54.1]

PJH [v] but in other cultures °h you know you could actually just say no (0.2) and

[901]

.. 1289 [57:58.0]

PJH [v] that would be the end of it °h so °h h° you know you get sort of all points on

[902]

.. 1290 [58:01.5] 1291 [58:02.6]

PJH [v] the spectrum really (0.3) you know (1.1) hang on then (0.2) er
DIS8 [v] (0.3) all right (0.3)

[903]

.. 1292 [58:05.1] 1293 [58:06.0] 1294 [58:06.4]

PJH [v] (0.3) had one at the front first okay
DIS9 [v] no a actually i was just i wa it_s just
DIS9 [comments] false start "wa"

[904]

1295 [58:06.6] 1296 [58:07.1] 1297 [58:08.2] 1298 [58:08.4]

PJH [v] okay well (0.2) so back to you ((laughs))
DIS9 [v] a quick one
DIS10 [v] ((noise)) (0.5) yeah i_d like to
[nn]

[905]

.. 1299 [58:10.3] 1300 [58:13.7] 1301 [58:14.3]
PJH [v] hm (0.3)
DIS10 [v] ask a question about the differences within cultures (0.4) as well as between

[906]

.. 1302 [58:15.4] 1303 [58:15.7]
PJH [v] hm
DIS10 [v] them (0.3) i know you were working only with a limited number of peo

[907]

1304 [58:18.7] 1305 [58:19.0] 1306 [58:19.5]
PJH [v] mm
DIS10 [v] ple (0.4) but did you (0.2) notice differences within what we might

[908]

.. 1307 [58:24.2] 1308 [58:24.7]
PJH [v] mm
DIS10 [v] call the chinese diaspero (0.2) (0.5) did you find that the people from

[909]

.. 1309 [58:29.2]
DIS10 [v] hong kong were more direct that people from taiwan °h and mainland china

[910]

1310 [58:30.3] 1311 [58:32.3]
PJH [v] hm (0.2) it_s a good question °h erm we don_t really have enough (0.2) erm

[911]

.. 1312 [58:34.3] 1313 [58:37.3]
PJH [v] participants to be able to make big generalisations °h we can (0.1) i can say

[912]

.. 1314 [58:39.3] 1315 [58:42.3]
PJH [v] °h (0.6) and (0.5) some of you may be able to conf irm or deny this

[913]

.. 1316 [58:45.0]
PJH [v] ((laughs)) from your own experience °hh that participants from hong kong

[914]

.. 1317 [58:50.1]

PJH [v] tended to be rather dismissive of those from china °hh erm (.) and they

[915]

.. 1318 [58:53.4]

PJH [v] thought that chinese people were much more direct and (0.2) rude h° °h than

[916]

.. 1319 [58:56.0]

PJH [v] they were (0.4) so °h h° there_s a sort of pecking order between them h°
[nn] ((whispering))

[917]

.. 1320 [58:58.8] 1321 [59:00.8]

PJH [v] °hh erm (0.7) °h but it was too subtle for us (.) i mean basically we just
[nn]

[918]

.. 1322 [59:05.1]

PJH [v] found that people °h who (0.6) come from (0.3) hong kong (.) or china °h

[919]

1323 [59:08.3] 1324 [59:11.8] 1325 [59:12.1]

PJH [v] tended by new zealand norms to be much more direct °h erm
DIS10 [v] i suppose

[920]

.. 1326 [59:15.1] 1327 [59:15.2]

PJH [v] (0.2) well it_s just a
DIS10 [v] it_s the difference between directness and rude in a sense that
[nn] ((noise))

[921]

.. 1329 [59:16.8] 1330 [59:18.3] 1331 [59:18.9]

PJH [v] label isn_t it yeah that_s right °h (0.3) when i said rude i
DIS10 [v] yeah (0.2) that_s what i_ve found in my experience s of people from hong

[922]

.. 1332 [59:20.9] 1333 [59:21.9] 1334 [59:22.9]

PJH [v] mean that_s how they described it you know hm
DIS10 [v] kong they (0.4) tend to be more direct whereas

[923]

	..	1336 [59:25.0]	1337 [59:25.4]	1338 [59:26.1]	1339 [59:26.5]
PJH [v]		hm		hm	
DIS10 [v]		perhaps (0.1) people from taiwan (0.1)	singa	pore malay sia	more

[924]

	..	1340 [59:27.6]	1341 [59:28.2]	1342 [59:28.9]	1343 [59:30.0]
PJH [v]			that_s right		yes yes (0.4)
DIS10 [v]		(0.6) indirect (0.1)	even though they_re all chinese (0.3)	ethnicity (0.2)	yeah

[925]

	..	1344 [59:31.4]			
PJH [v]		exactly no i totally agree with that °h well my daughter in law_s german °h			
DIS10 [v]		°h			

[926]

	1345 [59:34.8]	1346 [59:35.7]	1347 [59:36.8]	1348 [59:38.6]
PJH [v]		and when (0.3) we first started to interact i experienced her (0.2)		
[nn]		((coughing))		

[927]

	..	1349 [59:40.9]			
PJH [v]		interactions as extremely direct °hh and partly because i_m now (0.1) much			

[928]

	..	1350 [59:43.8]			
PJH [v]		more familiar with her °h and we get on very well °h erm i don_t feel that			

[929]

	..	1351 [59:49.4]			
PJH [v]		any more but i was very amused that she came home from the °h german			

[930]

	..				
PJH [v]		playgroup that she took her °h little boy to °h one day and said to me °h			

[931]

	1352 [59:53.3]	1353 [59:56.2]	1354 [59:56.8]
PJH [v]		there_s this german woman there and she was so direct ((laughs)) i said	
[nn]		((laughter))	

[932]

	..	1355 [59:57.8]	1356 [59:59.2]
PJH [v]	(xxx xxx) ((laughs)) °h so you know it_s it_s all relative i_m j obviously		
PJH [comments]			false start "j"
[nn]			

[933]

	..	1357 [60:02.6]	1358 [60:03.6]	1359 [60:04.4]
PJH [v]	after more time °h you spend in (xxx xxx) in culture the more (0.3) you get			
PJH [comments]				
DIS10 [v]			(xxx) (0.1) sure	

[934]

	..	1360 [60:06.2]	1361 [60:06.4]
PJH [v]	used to it ((noise)) but i think we need a big (0.2) bigger sample to be able		

[935]

	..	1362 [60:09.0]	1363 [60:09.6]	1364 [60:10.8]
PJH [v]	to make any generalisations °hh			
DIS8 [v]			i_m just wondering if you_re (.) you_re	
DIS10 [v]	yes			
[nn]			((background talking))	

[936]

	..	1365 [60:14.1]
DIS8 [v]	talking about erm (0.7) er new zealand work places and °h you have like	
[nn]		

[937]

	..	1366 [60:17.7]	1367 [60:19.6]
PJH [v]			mm
DIS8 [v]	(0.2) guidelines of what (0.1) the (0.2) culture of those places are °h		

[938]

	1368 [60:19.9]	1369 [60:20.0]
DIS8 [v]	(0.1) and i_m just wondering if there are (0.2) actually differences in the	

[939]

	..	1370 [60:23.3]	1371 [60:23.7]	1372 [60:25.5]
PJH [v]			mm	
DIS8 [v]	new zealand work (xxx) because in my country for example °hh in (xxx			

[940]

..	
DIS8 [v]	xxx) and erm (0.1) i_m doing er research in the work place as well °h and

[941]

..	
1374 [60:31.5] 1375 [60:32.5]	
PJH [v]	yeah (0.5) yeah
DIS8 [v]	it_s different even even within compa nies i mean you have work and °h

[942]

1376 [60:32.9]1377 [60:33.0]1378 [60:33.3]	
1379 [60:34.3] 1380 [60:35.2]1381 [60:35.6]	
PJH [v]	yeah yeah (0.6) yeah
DIS8 [v]	per mitted practice and °h stuff like that and er °h and i assume

[943]

..	
1382 [60:38.3]1383 [60:39.5]	
PJH [v]	hm (0.3) hm
DIS8 [v]	what company you have it (0.2) depends on erm (0.4) you know whether
DIS8 [comments]	acronym "HR"

[944]

..	
1384 [60:41.8]1385 [60:41.9]	
PJH [v]	(0.2) mm (0.4) yeah
DIS8 [v]	you are (.) dealing with h r or er refinery or whatever you have different
DIS8 [comments]	

[945]

..	
1386 [60:43.3]1387 [60:43.7]	
1388 [60:46.1]	
PJH [v]	hm hm (0.4) hm
DIS8 [v]	cultures and °h e r (0.2) what you_re expected to say or °h small talk or

[946]

..	
PJH [v]	(0.2) hm (1.3) yes (0.6) yeah (0.3)
DIS8 [v]	politeness and directness it all differs so i_m just saying (0.1) i_m just °h

[947]

1389 [60:50.7] 1390 [60:51.7] 1391 [60:52.3]	
1392 [60:53.3] 1393 [60:53.8]	
PJH [v]	yes (0.4) yeah (0.1) yeah °h no you_re quite right there are there_s quite a
DIS8 [v]	wondering if you have this or

[948]

.. 1394 [60:57.2]

PJH [v] diversity within new zealand work places °h (0.6) for the most part these

[949]

.. 1395 [61:01.6]

PJH [v] people are going into professional white collar work places °hh erm °h but
PJH [comments] acronym "IT" -

[950]

..

PJH [v] (0.2) for example the difference between i t places work places and °h
PJH [comments] eye tee - information technology

[951]

1396 [61:06.8] 1397 [61:08.8]

PJH [v] i_d say a government department that deals with say educational health h°

[952]

.. 1398 [61:11.7]

PJH [v] °h is quite (0.2) huge h° °h erm we found particularly in erm places °h

[953]

1399 [61:15.5]

PJH [v] well we work with mogul (.) and they_re very happy for us to say so

[954]

.. 1400 [61:19.4]

PJH [v] because well you know we_re a good work place to work with and also with

[955]

.. 1401 [61:21.9] 1402 [61:24.9]

PJH [v] telecom °h and there there we were dealing with all male teams °h and they

[956]

..

PJH [v] were very challenging (0.1) and contested and direct with each other (0.2)

[957]

.. 1403 [61:29.1] 1404 [61:32.4]

PJH [v] °h you now and so °h erm (0.5) within the team °h the sort of m erm sort of

[958]

.. 1405 [61:35.6]

PJH [v] (0.3) exchanges that went on °h (0.3) would be considered by people who

[959]

.. 1406 [61:40.8]

PJH [v] worked in the health or education area as really rude °h and aggressive (0.5)

[960]

.. 1407 [61:43.3]

PJH [v] and assertive so °h you know there are differences within (0.3) those (0.1)

[961]

.. 1408 [61:46.7]

PJH [v] those places and we °h we prepare our (0.4) er students for (.) diversity but
[nn] ((whispering))

[962]

.. 1409 [61:51.3] 1410 [61:53.6]

PJH [v] (0.2) for (0.1) our °h for the most part we (0.1) teach them (0.1) ((noise))
[nn]

[963]

1411 [61:53.7] 1412 [61:57.7]

PJH [v] initially (0.3) to be (.) to air on the side of being °h er consultative and

[964]

.. 1413 [62:01.1]

PJH [v] negotiative and not too direct (0.2) because °h erm (0.1) whereas you can

[965]

.. 1414 [62:03.7]

PJH [v] learn (.) in the work place °h that_s it_s okay to be direct °h it_s much

[966]

.. 1415 [62:07.4]

PJH [v] harder to learn i think initially °h to (.) tone down (0.3) the way you (0.1)
[nn] ((noise))

[967]

..1417 [62:09.2]1418 [62:09.8] 1419 [62:12.2]1420 [62:12.6]

PJH [v] DIS8 [v] [nn]	talk °h to (0.2) fit in with the (0.3) general new zealand broad new right
---	--

[968]

.. 1421 [62:14.9]1422 [62:15.0]

PJH [v] DIS8 [v]	zealand culture of being very polite °hh (0.1) and so °h so if you (0.3) (0.4) yeah (0.8) yeah
-----------------------------------	--

[969]

.. 1423 [62:17.8]

PJH [v]	find yourself (0.2) fortunately in a work place that has a culture that_s more
----------------	--

[970]

.. 1424 [62:21.0]1425 [62:21.3] 1426 [62:23.7]

PJH [v] [nn]	direct than than is typical °h then that_s fine but °h erm and (0.3) the <i>((noise))</i>
------------------------	--

[971]

.. 1427 [62:26.1] 1428 [62:27.2] 1429 [62:27.4]

PJH [v]	other thing that_s really hard °h is the humour (0.3) <i>((noise))</i> (0.2) you
----------------	--

[972]

.. 1430 [62:30.0]

PJH [v] [nn]	know just learning the sort of humour that_s appropriate in new zealand <i>((computer noise))</i>
------------------------	--

[973]

.. 1431 [62:30.8] 1432 [62:33.0]1433 [62:33.6]1434 [62:33.8]

PJH [v] [nn]	work places °h sometimes it_s very °h erm (-) (0.4) well (0.2) <i>((noise))</i>
------------------------	--

[974]

.. 1435 [62:36.6]1436 [62:36.8] 1437 [62:37.5]

PJH [v] [nn]	practical jokes in some work places tho se you know that_s quite a <i>((computer noise))</i>
------------------------	---

[975]

.. 1438 [62:39.2] 1439 [62:41.4]

PJH [v] [nn]	shock to some people °hh erm (0.4) or the jokes might be very abusive (.) <i>((noises))</i>
------------------------	--

[976]

.. 1440 [62:44.6] 1441 [62:45.3]
PJH [v] people call each other names and they_d have °h rude names fo r each
[nn] ((noise))

[977]

.. 1443 [62:46.5] 1444 [62:49.1] 1445 [62:49.2]
PJH [v] other °hh and (0.2) we always advise our (0.5) ((noise)) migrant workers

[978]

.. 1446 [62:51.2]
PJH [v] not to (0.2) join in with that initially ((laughs)) not to use those names for
[nn] ((laughter))

[979]

.. 1447 [62:56.6]
PJH [v] other people even if they hear them °h you know to wait until they_re
[nn]

[980]

.. 1448 [62:58.7] 1449 [63:01.4] 1450 [63:01.8]
PJH [v] invited to (0.2) to °h h° call somebody something rude °h erm (0.5) and
[nn] ((noise))

[981]

.. 1451 [63:04.5] 1452 [63:05.1]
PJH [v] not to be offended if they_re given a nick name because in a way that
[nn] ((laughter)) ((background talking))

[982]

..
PJH [v] shows they_ve been accepted °h so you know all those sorts of things °h
[nn]

[983]

1453 [63:09.0]
PJH [v] it_s (0.1) it_s what we call the community of practice you need to learn the

[984]

.. 1454 [63:13.7] 1455 [63:14.4] 1456 [63:14.5]
PJH [v] rules of your community of practice and °h and erm ((noise)) (0.2) that_s er

[985]

..
PJH [v] (0.1) that_s another degree of detail really and those that i_ve been able to

[986]

.. 1457 [63:19.2] 1458 [63:19.3]
DIS1 [v] (0.2) okay i think the machinery_s telling us
PJH [v] talk about today and ((noise))

[987]

.. 1459 [63:21.2] 1460 [63:23.4]
DIS1 [v] something ((laughs)) °hh so i_d like to (0.1) thank kylie very much for a
[nn] ((laughter))

[988]

..
DIS1 [v] very stimulating and interesting talk and invite you to all come and have a

[989]

.. 1461 [63:28.0] 1462 [63:28.6] 1463 [63:33.7] 1464 [63:34.8]
DIS1 [v] cup of tea (0.5)
PJH [v] and here_s a good example i totally forgot
[nn] ((applause)) ((noises))

[990]

.. 1465 [63:35.1] 1466 [63:37.2] 1467 [63:39.1] 1468 [63:40.9] 1469 [63:41.2]
PJH [v] i was being recorded by twenty different things ((laughs))
[nn] ((laughter)) ((noises))

[991]

1470 [63:42.8] 1471 [63:44.5]
PJH [v] thank you for coming (xxx xxx)
DIS8 [v] now i_m much (0.2) interested in it
[nn] ((background talking))

[992]

..