Contents

List of Figures and Tables vii
Series Editor's Preface ix
List of Contributors xi
Notation xii

1 Six Kinds of Applied Conversation Analysis 1
   Charles Antaki

2 'Some' versus 'Any' Medical Issues: Encouraging
   Patients to Reveal Their Unmet Concerns 15
   John Heritage and Jeffrey D. Robinson

3 Changing Interactional Behaviour: Using Conversation
   Analysis in Intervention Programmes for Aphasic
   Conversation 32
   Ray Wilkinson

4 Improving Response Rates in Telephone Interviews 54
   Douglas W. Maynard, Nora Cate Schaeffer and Jeremy Freese

5 Improving Ethnic Monitoring on a Telephone Helpline 75
   Sue Wilkinson

6 Working with Childbirth Helplines: The Contributions and
   Limitations of Conversation Analysis 98
   Celia Kitzinger

7 Simulated Interaction and Communication Skills Training:
   The 'Conversation-Analytic Role-Play Method' 119
   Elizabeth Stokoe

8 Should Mandatory Jobseeker Interviews be Personalised?
   The Politics of Using Conversation Analysis to Make
   Effective Practice Recommendations 140
   Merran Toerien, Annie Irvine, Paul Drew and Roy Sainsbury

9 Giving Feedback to Care Staff about Offering Choices to
   People with Intellectual Disabilities 161
   W. M. L. Finlay, Chris Walton and Charles Antaki