

Contents

<i>List of contributors</i>	<i>page</i>	ix
<i>Acknowledgments</i>		xi
PART 1 THEORETICAL ORIENTATIONS		
1 Analyzing talk at work: an introduction Paul Drew and John Heritage		3
2 Activity types and language Stephen C. Levinson		66
3 On talk and its institutional occasions Emanuel A. Schegloff		101
PART 2 THE ACTIVITIES OF QUESTIONERS		
4 Veiled morality: notes on discretion in psychiatry Jörg R. Bergmann		137
5 Footing in the achievement of neutrality: the case of news- interview discourse Steven E. Clayman		163
6 Displaying neutrality: formal aspects of informal court proceedings J. Maxwell Atkinson		199
7 Answers as interactional products: two sequential practices used in job interviews Graham Burton		212
PART 3 THE ACTIVITIES OF ANSWERERS		
8 The delivery and reception of diagnosis in the general- practice consultation Christian Heath		235

9	On the management of disagreement between news interviewees David Greatbatch	268
10	Interviewing in intercultural situations John J. Gumperz	302
PART 4 THE INTERPLAY BETWEEN QUESTIONING AND ANSWERING		
11	On clinicians co-implicating recipients' perspective in the delivery of diagnostic news Douglas W. Maynard	331
12	Dilemmas of advice: aspects of the delivery and reception of advice in interactions between Health Visitors and first-time mothers John Heritage and Sue Sefi	359
13	The interactional organization of calls for emergency assistance Don H. Zimmerman	418
14	Contested evidence in courtroom cross-examination: the case of a trial for rape Paul Drew	470
15	The rejection of advice: managing the problematic convergence of a "troubles-telling" and a "service encounter" Gail Jefferson and John R. E. Lee	521
	<i>References</i>	549
	<i>Subject index</i>	572
	<i>Index of names</i>	577