Compliments and Positive Assessments

Sequential organization in multi-party conversations

Susanne Strubel-Burgdorf
Ruhr-University Bochum

John Benjamins Publishing Company Amsterdam/Philadelphia

Table of contents

| List | of figu | res | IX | |
|-----------------|---|--|----|--|
| List of tables | | | | |
| Acknowledgments | | | | |
| СНА | PTER 1 | | | |
| Intr | oductio | on | 1 | |
| СНА | PTER 2 | | | |
| Res | earch o | n compliments, positive assessments, and their responses | 5 | |
| 2.1 | Compliment or positive assessment? 7 | | | |
| | 2.1.1 | Recognizing the form, or: Spotting a compliment | | |
| | | when you hear one 7 | | |
| | 2.1.2 | Positive assessments 11 | | |
| | 2.1.3 | Compliments and assessments: Same but different? 14 | | |
| 2.2 | How to respond to Positive Remarks 16 | | | |
| | 2.2.1 | Pomerantz (1978, 1984) on second assessments 16 | | |
| | 2.2.2 | Responses in research 19 | | |
| 2.3 | Sequencing the turns 22 | | | |
| | 2.3.1 | From single utterance to conversation 24 | | |
| | 2.3.2 | Combining the turns in a working model 29 | | |
| | PTER 3 | | | |
| Met | | gy: The data base | 35 | |
| 3.1 | Collecting assessments, compliments, and their responses 35 | | | |
| | 3.1.1 | From field notes to corpus search 36 | | |
| | 3.1.2 | • | | |
| 3.2 | The data base that suits the purpose 45 | | | |
| | 3.2.1 | General information on the SBCSAE 47 | | |
| | 3.2.2 | Choice of scenes from the SBCSAE 50 | | |
| | PTER 4 | | | |
| The | • | g of the Positive Remark sequences | 55 | |
| 4.1 | Codir | ng Positive Remarks 57 | | |
| | 4.1.1 | Reference in Positive Remarks 58 | | |

| | 4.1.2 | From Manes/Wolfson's formulae to a new grammatical | | |
|------|--|---|-----|--|
| | | descriptive approach 60 | | |
| | 4.1.3 | Further codings in the Positive Remarks 64 | | |
| 4.2 | Sets of Response Strategies 67 | | | |
| | 4.2.1 | The strategies in the SBCSAE data 68 | | |
| | 4.2.2 | Suggested preference structure in Positive Remark sequences | 70 | |
| 4.3 | Turn structures of PosR sequences 73 | | | |
| | 4.3.1 | Challenges of multi-party discourse 74 | | |
| | 4.3.2 | The structure of following turns in Positive Remark sequences | 77 | |
| 4.4 | Additional coding of the Positive Remarks 80 | | | |
| | 4.4.1 | Features of the organizational level 80 | | |
| | 4.4.2 | Syntactical structure and sentence type 84 | | |
| | 4.4.3 | The topic level: What do they talk about? 86 | | |
| CIIA | DTED 5 | | | |
| | PTER 5 | erview of Positive Remark sequences | 80 | |
| | | | 89 | |
| 5.1 | 5.1.1 | eral overview of all Positive Remarks in the data 90 The distribution of the Positive Remarks 92 | | |
| | 5.1.2 | | | |
| | 5.1.3 | Topics in Positive Remarks 95 | | |
| 5.2 | | esponse Strategies 101 | | |
| 5.2 | 5.2.1 | The distribution of the Response Strategies 101 | | |
| | 5.2.2 | Response Strategies and sentence type 105 | | |
| | | | | |
| 5.3 | 5.2.3 Topic and Response Strategies 109 Interaction and sequencing 111 | | | |
| 2.3 | 5.3.1 | Response Strategies and their use in the Positive Remark | | |
| | J.J.1 | sequences 112 | | |
| | 5.3.2 | * | | |
| | 5.3.3 | Response Strategies used in specific turns in relation | | |
| | 7.5.5 | to the supercategories 116 | | |
| 5.4 | Summ | ary of general findings 123 | | |
| 7.4 | 0 444444 | 123 | | |
| CHA | pter 6 | | | |
| Posi | tive Re | mark sequences: Focus on three supercategories | 125 | |
| 6.1 | The _A | ADJ_ category 126 | | |
| | 6.1.1 | _ADJ_ subcategories 126 | | |
| | 6.1.2 | _ADJ_ interaction and turn organization 137 | | |
| | 6.1.3 | Sequences of Positive Remarks and Response Strategies | | |
| | | in 'turn by other' sequences in _ADJ_ 141 | | |

| 6.2 | The _noun_ category 148 | | | | |
|------|-----------------------------|--|-----|--|--|
| | 6.2.1 | _NOUN_ subcategories 148 | | | |
| | 6.2.2 | _NOUN_ interaction and turn organization 155 | | | |
| | 6.2.3 | Sequences of Positive Remarks and Response Strategies | | | |
| | | in 'turn by other' sequences in _NOUN_ 158 | | | |
| 6.3 | The _verb_eval category 165 | | | | |
| | 6.3.1 | _VERB_eval subcategories 165 | | | |
| | 6.3.2 | _VERB_eval interaction and turn organization 173 | | | |
| | 6.3.3 | Sequences of Positive Remarks and Response Strategies in 'turn | | | |
| | | by other' sequences in _verb_eval 177 | | | |
| 6.4 | Summ | ary and statistical testing of the sequences 181 | | | |
| CHA | PTER 7 | | | | |
| Disc | ussion | | 185 | | |
| 7.1 | Discus | ssion of the Positive Remarks 185 | | | |
| | 7.1.1 | Utterance and sentence types 186 | | | |
| | 7.1.2 | Topic in Positive Remark sequences 187 | | | |
| | 7.1.3 | Form and function 188 | | | |
| | 7.1.4 | The subcategories of the Positive Remarks: A general | | | |
| | | comparison 190 | | | |
| 7.2 | Seque | nces and responses 191 | | | |
| 7.3 | Discus | ssion of preferred Response Strategies 198 | | | |
| | 7.3.1 | OPTING OUT 199 | | | |
| | 7.3.2 | EXPLAINING 200 | | | |
| | 7-3-3 | AGREEMENT 202 | | | |
| СНА | PTER 8 | | | | |
| Con | clusion | and outlook | 205 | | |
| Refe | rences | | 211 | | |
| App | Appendix A. Abbreviations | | | | |
| App | endix I | 3. Additional tables and text description | 233 | | |
| App | endix (| C. Additional figures | 247 | | |
| Inda | · · | | 251 | | |