

Contents

	page
General Editor's Preface	ix
Acknowledgements	xiii
Series List	xv
Transcription conventions	xvii
1 Discrimination and language learning: an overview	1
1 Introduction	1
2 Facing reality	3
3 An expanded view of language	6
3.1 Schema	7
3.2 Frame	8
3.3 Uses and forms of language	8
4 The context: workplace settings	10
5 Issues for training in inter-ethnic communication and for language learning	16
6 A framework for language education	19
6.1 The responsibility of the institution	20
6.2 The responsibility of the teacher	21
6.3 The responsibility of the trainee	22
7 The approach of Industrial Language Training	22
7.1 Data collection and ethnography	22
7.2 Provision of language training for ethnic-minority workers	23
7.3 Awareness training for white interlocutors	23
7.4 Materials and methodology	24
8 Conclusion	24
8.1 Perspective	24
8.2 Context	25
8.3 Methodology	25
Further reading	26
2 Mapping interaction: practice and theory	28
1 Introduction	28
1.1 The relationship between practice and theory in ILT	28

1.2	Description	30
1.3	Interpretation	31
1.4	Explanation	31
1.5	Theory and experience interacting	32
2	What is happening? An analysis of some naturally-occurring data	33
2.1	Data of inter-ethnic communication	33
2.2	The implications of such data	53
3	Theories of interaction	54
3.1	The ethnography of speaking	55
3.2	Pragmatics	58
3.3	Social semiotics	67
3.4	Discourse analysis	70
3.5	Ethnomethodology and conversation analysis	82
3.6	Inter-ethnic communication	88
3.7	Language and social psychology	101
3.8	Implications for practitioners	106
	Further reading	108
3	Cross-cultural training	112
1	Introduction	112
2	The nature and aims of cross-cultural training	114
2.1	The aims of cross-cultural training	116
2.2	Key issues in cross-cultural training	118
3	The content and methodology of cross-cultural training	119
3.1	The use of video- and audio-taped data	119
3.2	The analysis of data	121
3.3	Uses of data for training	128
4	Examples of cross-cultural training courses	148
4.1	Developing awareness skills for inter-ethnic communication	148
4.2	Anti-racism interviewing course for government training and employment advisory officers	156
	Further reading	170
4	Ethnographic and linguistic analysis in the workplace	171
1	Introduction	171
2	The employment experience of black workers	173
2.1	The economic position of black workers	173
2.2	The physical and social environment	174
2.3	Multi-dimensional change	177
3	Ethnography of the workplace	178

3.1	Ethnography	178
3.2	Supervisor, union and black-worker attitudes and perceptions	181
3.3	Methods of data collection	184
3.4	Use of ethnographic data	194
4	A framework for the linguistic analysis of inter-ethnic communication	200
5	Ethnographic and linguistic analysis applied: a case study	224
	Further reading	244
5	Language teaching and learning	246
1	Introduction	246
2	Developments in language pedagogy	249
3	Project One: Language and communication skills for post elementary learners	254
3.1	The context	254
3.2	Data collection and needs analysis	255
3.3	Curriculum design and methodology	262
3.4	Evaluation	283
4	Project Two: Increasing student autonomy in ILT	284
4.1	The context	284
4.2	Principles and planning	287
4.3	Establishing student requirements	293
4.4	Materials development	298
4.5	Evaluation	312
5	Project Three: Communication for opportunity and training	320
5.1	The context	320
5.2	College preparatory courses	324
5.3	Communication for employment and training	335
5.4	Development of independent learning	336
5.5	Training for change	343
5.6	Evaluation	348
6	Project Four: Advanced communication skills for bilingual staff	352
6.1	The context	352
6.2	Curriculum and methodology	353
6.3	Evaluation	358
	Further reading	360
6	Conclusion	364
1	Introduction	364

2	Issues about language as a hidden dimension within discrimination	366
3	Topics for further development and research	371
3.1	Becoming hospitable to difference	371
3.2	An inter-ethnic view of language and language learning	372
3.3	Ethnographic and linguistic analysis	372
3.4	Pedagogy	373
3.5	Gatekeepers	374
3.6	Research	376
4	Change in perception and practice in education	377
5	The future	380
	Further reading	382
	<i>Appendix 1: Industrial Language Training: its origin, aims and objectives</i>	383
	<i>Appendix 2: The role of the National Centre for Industrial Language Training (NCILT)</i>	388
	<i>Appendix 3: Race Relations Act 1976</i>	391
	Bibliography	394
	Index	411
	Numerical Index of Training Material	421
	Numerical Index of data	422