

Contents

<i>List of Figures and Tables</i>	vii
<i>Series Editor's Preface</i>	ix
<i>List of Contributors</i>	xi
<i>Notation</i>	xii
1 Six Kinds of Applied Conversation Analysis <i>Charles Antaki</i>	1
2 'Some' versus 'Any' Medical Issues: Encouraging Patients to Reveal Their Unmet Concerns <i>John Heritage and Jeffrey D. Robinson</i>	15
3 Changing Interactional Behaviour: Using Conversation Analysis in Intervention Programmes for Aphasic Conversation <i>Ray Wilkinson</i>	32
4 Improving Response Rates in Telephone Interviews <i>Douglas W. Maynard, Nora Cate Schaeffer and Jeremy Freese</i>	54
5 Improving Ethnic Monitoring on a Telephone Helpline <i>Sue Wilkinson</i>	75
6 Working with Childbirth Helplines: The Contributions and Limitations of Conversation Analysis <i>Celia Kitzinger</i>	98
7 Simulated Interaction and Communication Skills Training: The 'Conversation-Analytic Role-Play Method' <i>Elizabeth Stokoe</i>	119
8 Should Mandatory Jobseeker Interviews be Personalised? The Politics of Using Conversation Analysis to Make Effective Practice Recommendations <i>Merran Toerien, Annie Irvine, Paul Drew and Roy Sainsbury</i>	140
9 Giving Feedback to Care Staff about Offering Choices to People with Intellectual Disabilities <i>W. M. L. Finlay, Chris Walton and Charles Antaki</i>	161

10	Reflecting on Your Own Talk: The Discursive Action Method at Work	184
	<i>Joyce Lamerichs and Hedwig te Molder</i>	
11	Conversation Analysis Applied to User-Centred Design: A Study of Who 'The User' Is	207
	<i>Maria Egbert</i>	
12	A Psychoanalyst's Reflection on Conversation Analysis's Contribution to His Own Therapeutic Talk	222
	<i>Anssi Peräkylä</i>	
	<i>References</i>	243
	<i>Author Index</i>	265
	<i>Subject Index</i>	270