

Intercultural Politeness

It is increasingly important in our globalised world for people to manage interpersonal relationships successfully. This is the first book to tackle this vital topic by taking an interdisciplinary approach to exploring the process of relating across cultures. Drawing together key concepts from politeness theory, intercultural communication and cross-cultural/intercultural psychology, it provides a robust framework for analysing and understanding intercultural encounters. It explores the ways in which individuals make judgements about others, deal with offence and conflict, maintain smooth relations, and build new relationships. These processes are explained conceptually and illustrated extensively with authentic intercultural examples and empirical data. With accessible explanations and follow-up activities, it will appeal not only to academics working in the areas of intercultural communication, pragmatic theory, conflict research and other related academic disciplines, but also to students of these topics, as well as professionals such as intercultural trainers and those working in the third sector.

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Intercultural Politeness

Managing Relations across Cultures

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Linguistics (NYTI)*



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Transcription Conventions

We use so-called simple conventions in the transcription of audio- or video-recorded interactional data. ‘Simple’ refers to the facts that (a) we do not use the very detailed transcription methods of conversation analysis; (b) we only use these conventions in those transcripts where micro-level features of the interaction are relevant; (c) we only use conventions for the elements that we regard as important for the analysis of a particular interaction.

Meaning	Symbol	Example
Line/turn numbering	01 02	01 A: hello Andi how are you? 02 B: yeah fine oh fine
Links between words or utterances		
Overlapping word(s)	[word]	08 A: [no it] DOES MATTER
Latching (i.e. two utterances run together with no pause)	[word] =	09 B: [I I] believe A: It’s literally= B: =Go through the train and tell everyone
Pausing		
Brief pause	(.)	A: Which rules? B: (.) Those rules.
Pause of indicated length	(1.0)	A: And I’m drinking. (1.0) If you care, call the police
Prominence		
Stressed word or phrase	<u>word</u>	A: Just <u>go</u>
Shouting	WORD	A: NO
Lengthened segment	wo:rd wo::rd	A: o:h go::d
Replacement words for anonymised information	<word word>	<name of company>
Words omitted from the original text	[...]	We are here in the States as a delegation [...] We should
Relevant additional information	((word word))	((the pair is looking at each other))

xiv Transcription Conventions

Where we have quoted exactly from published papers, the transcriptions are sometimes more complex than those shown in the table above. In those cases, and if required, please refer to the published paper for detailed explanations.

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