The Handbook of
Conversation Analysis
Blackwell Handbooks in Linguistics

This outstanding multi-volume series covers all the major subdisciplines within linguistics today and, when complete, will offer a comprehensive survey of linguistics as a whole.

The Handbook of Child Language
Edited by Paul Fletcher and Brian MacWhinney

The Handbook of Phonological Theory, Second Edition
Edited by John A. Goldsmith, Jason Riggle, and Alan C. L. Yu

The Handbook of Contemporary Semantic Theory
Edited by Shalom Lappin

The Handbook of Sociolinguistics
Edited by Florian Coulmas

The Handbook of Phonetic Sciences, Second Edition
Edited by William J. Hardcastle and John Laver

The Handbook of Morphology
Edited by Andrew Spencer and Arnold Zwicky

The Handbook of Japanese Linguistics
Edited by Natsuko Tsujimura

The Handbook of Linguistics
Edited by Mark Aronoff and Janie Rees-Miller

The Handbook of Contemporary Syntactic Theory
Edited by Mark Balin and Chris Collins

The Handbook of Discourse Analysis
Edited by Deborah Schiffrin, Deborah Tannen, and Heidi E. Hamilton

The Handbook of Language Variation and Change, Second Edition
Edited by J. K. Chambers, and Natalie Schilling

The Handbook of Historical Linguistics
Edited by Brian D. Joseph and Richard D. Janda

The Handbook of Language, Gender, and Sexuality, Second Edition
Edited by Susan Ehrlich, Miriam Meyerhoff, and Janet Holmes

The Handbook of Second Language Acquisition
Edited by Catherine J. Doughty and Michael H. Long

The Handbook of Bilingualism and Multilingualism, Second Edition
Edited by Tj K. Bhatia and William C. Ritchie

The Handbook of Pragmatics
Edited by Laurence R. Horn and Gregory Ward

The Handbook of Applied Linguistics
Edited by Alan Davies and Catherine Elder

The Handbook of Speech Perception
Edited by David B. Pisoni and Robert E. Reeme

The Handbook of the History of English
Edited by Anns van Kemenade and Bettelou Los

The Handbook of English Linguistics
Edited by Bas Aarts and April McMahon

The Handbook of World Englishes
Edited by Brj B. Kachru, Yamuna Kachru, and Cecil L. Nelson

The Handbook of Educational Linguistics
Edited by Bernard Spolsky and Francis M. Hult

The Handbook of Clinical Linguistics
Edited by Martin J. Ball, Michael R. Perkins, Nicole Müller, and Sara Howard

The Handbook of Pidgin and Creole Studies
Edited by Silvia Kouwenberg and John Victor Singler

The Handbook of Language Teaching
Edited by Michael H. Long and Catherine J. Doughty

The Handbook of Language Contact
Edited by Raymond Hickey

The Handbook of Language and Speech Disorders
Edited by Jack S. Damico, Nicole Müller, Martin J. Ball

The Handbook of Computational Linguistics and Natural Language Processing
Edited by Alexander Clark, Chris Fox, and Shalom Lappin

The Handbook of Language and Globalization
Edited by Nikolas Coupland

The Handbook of Hispanic Linguistics
Edited by Manuel Diaz-Campos

The Handbook of Language Socialization
Edited by Alessandro Duranti, Elinor Ochs, and Bambi B. Schieffelin

The Handbook of Intercultural Discourse and Communication
Edited by Christina Brett Paulson, Scott F. Kiesling, and Elizabeth S. Rangel

The Handbook of Historical Sociolinguistics
Edited by Juan Manuel Hernández-Campoy and Juan Camilo Conde-Silvestre

The Handbook of Hispanic Linguistics
Edited by José Ignacio Hualde, Antxon Olarrea, and Erin O'Rourke

The Handbook of Conversation Analysis
Edited by Jack Sidnell and Tanya Stivers

The Handbook of English for Specific Purposes
Edited by Brian Paltridge and Sue Starfield

The Handbook of Spanish Second Language Acquisition
Edited by Kimberly L. Geeslin

The Handbook of Chinese Linguistics
Edited by C.-T. James Huang, Y.-H. Audrey Li, and Andrew Simpson

The Handbook of Language Emergence
Edited by Brian MacWhinney and William O'Grady
Contents

Notes on Contributors viii
Acknowledgments xvi

1 Introduction
TANYA STIVERS AND JACK SIDNELL 1

Part I Studying Social Interaction from a CA Perspective 9
2 Everyone and No One to Turn to: Intellectual Roots and Contexts for Conversation Analysis 11
DOUGLAS W. MAYNARD
3 The Conversation Analytic Approach to Data Collection 32
LORENZA MONDADA
4 The Conversation Analytic Approach to Transcription 57
ALEXA HEPBURN AND GALINA B. BOLDEN
5 Basic Conversation Analytic Methods 77
JACK SIDNELL

Part II Fundamental Structures of Conversation 101
6 Action Formation and Ascription 103
STEPHEN C. LEVINSON
7 Turn Design 131
PAUL DREW
8 Turn-Constructional Units and the Transition-Relevance Place 150
STEVEN E. CLAYMAN
9 Turn Allocation and Turn Sharing 167
MAKOTO HAYASHI
10 Sequence Organization 191
TANYA STIVERS
11 Preference 210
ANITA POMERantz AND JOHN HERITAGE
### Contents

<table>
<thead>
<tr>
<th>Number</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>Repair</td>
<td>229</td>
</tr>
<tr>
<td></td>
<td><strong>Celia Kitzinger</strong></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Overall Structural Organization</td>
<td>257</td>
</tr>
<tr>
<td></td>
<td><strong>Jeffrey D. Robinson</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Part III</strong> Key Topics in CA</td>
<td>281</td>
</tr>
<tr>
<td>14</td>
<td>Embodied Action and Organizational Activity</td>
<td>283</td>
</tr>
<tr>
<td></td>
<td><strong>Christian Heath and Paul Luff</strong></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Gaze in Conversation</td>
<td>308</td>
</tr>
<tr>
<td></td>
<td><strong>Federico Rossano</strong></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Emotion, Affect and Conversation</td>
<td>330</td>
</tr>
<tr>
<td></td>
<td><strong>Johanna Ruusuvuori</strong></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Affiliation in Conversation</td>
<td>350</td>
</tr>
<tr>
<td></td>
<td><strong>Anna Lindström and Marja-Leena Sorjonen</strong></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Epistemics in Conversation</td>
<td>370</td>
</tr>
<tr>
<td></td>
<td><strong>John Heritage</strong></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Question Design in Conversation</td>
<td>395</td>
</tr>
<tr>
<td></td>
<td><strong>Kaoru Hayano</strong></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Response Design in Conversation</td>
<td>415</td>
</tr>
<tr>
<td></td>
<td><strong>Seung-Hee Lee</strong></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Reference in Conversation</td>
<td>433</td>
</tr>
<tr>
<td></td>
<td><strong>N. J. Enfield</strong></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Phonetics and Prosody in Conversation</td>
<td>455</td>
</tr>
<tr>
<td></td>
<td><strong>Gareth Walker</strong></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Grammar in Conversation</td>
<td>475</td>
</tr>
<tr>
<td></td>
<td><strong>Harrje Mazeland</strong></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Storytelling in Conversation</td>
<td>492</td>
</tr>
<tr>
<td></td>
<td><strong>Jenny Mandelbaum</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Part IV</strong> Key Contexts of Study in CA: Populations and Settings</td>
<td>509</td>
</tr>
<tr>
<td>25</td>
<td>Interaction among Children</td>
<td>511</td>
</tr>
<tr>
<td></td>
<td><strong>Mardi Kidwell</strong></td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Conversation Analysis and the Study of Atypical Populations</td>
<td>533</td>
</tr>
<tr>
<td></td>
<td><strong>Charles Antaki and Ray Wilkinson</strong></td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Conversation Analysis in Psychotherapy</td>
<td>551</td>
</tr>
<tr>
<td></td>
<td><strong>Anssi Peräkylä</strong></td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Conversation Analysis in Medicine</td>
<td>575</td>
</tr>
<tr>
<td></td>
<td><strong>Virginia Teas Gill and Felicia Roberts</strong></td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Conversation Analysis in the Classroom</td>
<td>593</td>
</tr>
<tr>
<td></td>
<td><strong>Rod Gardner</strong></td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Conversation Analysis in the Courtroom</td>
<td>612</td>
</tr>
<tr>
<td></td>
<td><strong>Martha Komter</strong></td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Conversation Analysis in the News Interview</td>
<td>630</td>
</tr>
<tr>
<td></td>
<td><strong>Steven E. Clayman</strong></td>
<td></td>
</tr>
</tbody>
</table>
Part V  CA across the Disciplines  657

32 Conversation Analysis and Sociology  659
   JOHN HERITAGE AND TANYA STIVERS

33 Conversation Analysis and Communication  674
   WAYNE A. BEACH

34 Conversation Analysis and Anthropology  688
   IGNASI CLEMENTE

35 Conversation Analysis and Psychology  701
   JONATHAN POTTER AND DEREK EDWARDS

36 Conversation Analysis and Linguistics  726
   BARBARA A. FOX, SANDRA A. THOMPSON, CECILIA E. FORD AND
   ELIZABETH COUPER-KUHLEN

References  741
Names Index  812
Topic Index  815
Notes on Contributors

Charles Antaki is Professor of Language and Social Psychology at Loughborough University, UK. His interests are in Conversation Analysis, and among his publications are Identities in Talk (with Sue Widdicombe), Conversation Analysis and Psychotherapy (with Anssi Peräkylä, Sanna Vehviläinen and Ivan Leudar), and Applied Conversation Analysis. He is Editor of the journal Research on Language and Social Interaction.

Wayne A. Beach is Professor in the School of Communication at SDSU, Adjunct Professor, Department of Surgery, and Member of the Moores UCSD Cancer Center, University of California, San Diego. His research and teaching focus on the convergence of conversational and institutional interactions. He is the author of Conversations about Illness, A Natural History of Family Cancer, and the edited Handbook of Patient-Provider Interactions. External funding for his research has been awarded from the National Institutes of Health, National Cancer Institute, the American Cancer Society, and several philanthropic foundations in San Diego.

Galina B. Bolden is Associate Professor in the Department of Communication, Rutgers University. She holds a doctoral degree from the University of California, Los Angeles. She has conducted conversation analytic research into the organization of talk-in-interaction in English and Russian languages in ordinary and institutional settings as well as into the organization of bilingual talk. She has published articles in venues such as Communication Monographs, Discourse Studies, Human Communication Research, Journal of Communication, Journal of Pragmatics, and Research on Language and Social Interaction.

Steven E. Clayman is Professor of Sociology at the University of California, Los Angeles. His research concerns human interaction and its interface with social institutions, with an emphasis on journalism, mass communication, and the public sphere. He is the co-author (with John Heritage) of The News Interview: Journalists and Public Figures On the Air, and Talk in Action: Interactions, Identities, and Institutions.

Ignasi Clemente is Assistant Professor in the Department of Anthropology at Hunter College, City University of New York. He was previously an Adjunct Research Assistant Professor in the Division of Occupational Science and
Occupational Therapy at the University of Southern California, a postdoctoral research fellow in the Department of Pediatrics at the UCLA Geffen School of Medicine, and an international trainee in the Canadian Institutes of Health-Research Strategic Training Program on Pain in Child Health. His research interests include embodied communication in multilingual settings, health communication, sociocultural and communicative aspects of pain and suffering, and childhood studies.

Elizabeth Couper-Kuhlen is currently Finland Distinguished Professor for Interactional Linguistics at the University of Helsinki. Before this appointment she held professorships in English Linguistics at the University of Konstanz and the University of Potsdam in Germany. Her interests lie in the study of language in interaction. She is the author of An Introduction to English Prosody and English Speech Rhythm; co-author (with Peter Auer and Frank Müller) of Language in Time; and co-editor (with Margret Selting) of Prosody in Conversation, Studies in Interactional Linguistics, and (with Cecilia E. Ford) Sound Patterns in Interaction.

Paul Drew is Professor of Sociology and Director of the Centre for Advanced Studies in Language and Communication, University of York, UK. He has published widely on basic research into ordinary social interaction, including research into repair, teasing and social action (invitations, complaining, etc.), and on interactions in institutional settings such as legal, medical and welfare settings. His publications include Order in Court (with Max Atkinson), Talk at Work (with John Heritage), a four-volume collection, Conversation Analysis (with John Heritage), and A Study of Language and Communication Between Advisers and Claimants in Work-Focused Interviews (with Merran Toerien, Annie Irvine and Roy Sainsbury).

Derek Edwards is Emeritus Professor of Psychology at Loughborough University, UK. His research in Discursive Psychology uses Conversation Analysis to examine how psychological topics and issues are evoked, formulated and made relevant in talk and text. One key theme is how speakers manage relations between mental states and the external world. Specific topics have included emotion descriptions, complaints, causal and narrative accounts, extreme formulations, and the management of subjectivity/objectivity. Settings have included mundane interaction, classroom education, counseling, and police interrogations. His books include Discursive Psychology (with Jonathan Potter), Common Knowledge (with Neil Mercer), and Discourse and Cognition.

N. J. Enfield is a Senior Investigator in the Language and Cognition Group at the Max Planck Institute for Psycholinguistics, where he has worked since 2000. He is also Professor of Ethnolinguistics at Radboud University Nijmegen, and leader of the ERC project 'Human Sociality and Systems of Language Use' (2010–2014). His broad-ranging work on language, semiotics and social relations is based on regular fieldwork in mainland Southeast Asia, especially Laos. Books include Ethnosyntax, Linguistic Epidemiology, Roots of Human Sociality (with Stephen C.
Cecilia E. Ford is Professor of English and Sociology at University of Wisconsin, Madison. Her research focuses on documenting lexico-grammar and multimodal actions as constitutive of social organization. In addition to chapters and journal articles, she has authored *Grammar in Interaction: Adverbial Clauses in American English Conversations* and *Women Speaking Up: Getting and Using Turns in Workplace Meetings*, and co-edited (with Sandra A. Thompson and Barbara A. Fox) *The Language of Turn and Sequence*, and (with Elizabeth Couper-Kuhlen) *Sound Patterns in Interaction*.

Barbara A. Fox is Professor of Linguistics at the University of Colorado. She works within Interactional Linguistics with particular focus on grammar. Her current research includes several areas within language use, including self-repair, practices for building responsive actions, and laughter. Her research often explores the embodied and multimodal nature of grammar, extending our received notions of syntactic and grammatical organization to a view that treats grammar as informing embodied action in interaction.

Rod Gardner is Associate Professor in the School of Education at Griffith University in Brisbane, Australia. His research interests include the use of response tokens in conversation, having authored *When Listeners Talk*. A second area of focus is second language talk, co editing *Second Language Conversations* (with Johannes Wagner), and currently he is conducting a large research project on classroom interaction in an Indigenous Australian school.

Virginia Teas Gill is Professor of Sociology in the Department of Sociology and Anthropology, Illinois State University. Her research focuses on interaction in medical settings, including interaction between physicians and patients during primary and specialty care visits. Her work has been published in journals such as *Social Psychology Quarterly, Research on Language and Social Interaction*, and *Sociology of Health and Illness*. She is co-editor (with Alison Pilnick and Jon Hindmarsh) of *Communication in Healthcare Settings: Policy, Participation and New Technologies*.

Kaoru Hayano is a doctoral candidate at the Max Planck Institute for Psycholinguistics, Nijmegen, the Netherlands and a lecturer at the Center for Foreign Language Education at Ochanomizu University. She received master’s degrees from Japan Women’s University and from the University of California, Los Angeles. Her dissertation examines how territories of knowledge are handled in Japanese social interaction. Her research interests include stance, the interplay between bodily conduct and grammar, and self-deprecatations.

Makoto Hayashi is Associate Professor of East Asian Languages and Cultures, University of Illinois at Urbana-Champaign. His research examines ways in which
language practices employed by Japanese speakers shape, and are shaped by, the organization of talk-in-interaction. He is the author of *Joint Utterance Construction in Japanese Conversation* and co-editor (with Jack Sidnell and Geoffrey Raymond) of *Conversational Repair and Human Understanding*.

**Christian Heath** is Professor of Work and Organization at King’s College London. He is currently undertaking research in areas that include optometry, command and control, operating theaters, and museums and galleries. His publications include *Body Movement and Speech in Medical Interaction*, *Technology in Action* (with Paul Luff) and *Video in Qualitative Research: Analyzing Social Interaction in Everyday Life* (with Jon Hindmarsh and Paul Luff). His book, *The Dynamics of Auction: Interactional Organisation of Art and Antique Sales*, is forthcoming with Cambridge University Press.

**Alexa Hepburn** is Reader in Conversation Analysis in the Social Sciences Department at Loughborough University, UK. Broad interests include theoretical and analytical innovations in Psychology, and understanding the rights and competencies of young people. Recent studies focus on the notation and analysis of laughing and crying, advice resistance, tag questions, aspects of self-repair, and threats in family mealtimes. She is author of *An Introduction to Critical Social Psychology* and co-editor (with Sally Wiggins) of *Discursive Research in Practice*. She is currently co-authoring (with Galina Bolden) *Transcribing for Social Research*.

**John Heritage** is Distinguished Professor of Sociology at the University of California, Los Angeles. His primary research field is Conversation Analysis, together with its applications in the fields of mass communication and medicine. He is the author of *Garfinkel and Ethnomethodology* and (with Steven E. Clayman) *The News Interview: Journalists and Public Figures On the Air and Talk in Action: Interactions, Identities, and Institutions*. He is the editor of *Structures of Social Action* (with Max Atkinson), *Talk at Work* (with Paul Drew), *Communication in Medical Care* (with Douglas W. Maynard), and *Conversation Analysis* (with Paul Drew).

**Mardi Kidwell** is Associate Professor of Communication at the University of New Hampshire. She is a conversation analyst with an interest in talk and embodied conduct in very young children’s interaction and law enforcement interaction. She is the author of *Gaze as Social Control: How Very Young Children Differentiate “The Look” from a “Mere Look”, Joint Attention as Action* (with Don Zimmerman), and “Calm Down!”: *The Role of Gaze in the Interactional Management of Hystera by the Police*.

**Celia Kitzinger** is Professor of Conversation Analysis, Gender and Sexuality at the University of York, UK. Her conversation analytic research ranges across feminism, lesbian and gay issues, basic structures of talk-in-interaction, and applications of CA to counseling interactions in pregnancy and birth-related contexts. She is currently researching communication between families and health practitioners in relation to serious medical decision-making on behalf of people who lack capacity.
Martha Komter is Senior Researcher in the Department of Language and Communication at University Amsterdam and at the Netherlands Institute for the Study of Crime and Law Enforcement (NSCR). She has an interest in social interaction in institutional settings. She is the author of Conflict and Cooperation in Job Interviews, A Study of Talk, Tasks, and Ideas, and Dilemma's in the Courtroom, A Study of Trials of Violent Crime in the Netherlands.

Seung-Hee Lee is Associate Professor in the Department of English Language and Literature at Yonsei University, Seoul, Korea. Her current interests focus on practices of talk and action in commercial and health service contexts, and their impact on social outcomes. Her publications include work on various aspects of sequence structure, telephone conversation openings, and interactional practices involved in HIV counseling.

Stephen C. Levinson is co-director of the Max Planck Institute for Psycholinguistics, and Professor of Comparative Linguistics at Radboud University Nijmegen. He is also a PI at the Donders Institute for Brain, Cognition and Behaviour. He is the author of over 150 publications on language and cognition, including the books Politeness, Pragmatics, Presumptive Meanings, Space in Language and Cognition, and has co-edited the collections (with David P. Wilkins) Grammars of Space, (with Melissa Bowerman) Language Acquisition and Conceptual development, (with Pierre Jaisson) Culture and Evolution, (with N. J. Enfield) Roots of Sociality. His current research is focused on the cognitive foundations for communication, and the relation of language to general cognition.

Anna Lindström is Professor of Swedish Language at Örebro University. She holds doctoral degrees in Sociology from the University of California, Los Angeles and in Scandinavian Languages from Uppsala University. Her graduate work centered on the intersections between grammar, prosody and interaction in mundane Swedish conversation. She has also studied talk in institutional settings, including various facets of home-based healthcare, and has published studies in English and Swedish on affiliation, affect, epistemics, and grammar in interaction.

Paul Luff is Professor of Organizations and Technology at the Department of Management, King's College London, UK. His research involves the detailed analysis of work and interaction, drawing upon video-recordings of everyday human conduct. With his colleagues in the Work, Interaction and Technology Research Centre, he has undertaken studies in a diverse variety of settings including control rooms, news and broadcasting, healthcare, museums, galleries and science centers and within design, architecture and construction. He is co-author (with Christian Heath) of Technology in Action, and (with Christian Heath and Jon Hindmarsh) of Video in Qualitative Research: Analyzing Social Interaction in Everyday Life.

Jenny Mandelbaum is Professor of Communication at Rutgers University. Her published work examines the organization of everyday social interaction, with a
particular interest in storytelling and repair in conversation. She is co-editor (with Phillip Glenn and Curtis LeBaron) of *Studies in Social Interaction: In Honor of Robert Hopper*.

**Douglas W. Maynard** is Conway-Bascom Professor of Sociology, University of Wisconsin, Madison. He is co-editor (with Hanneke Houtkoop-Steenstra, Nora Cate Schaeffer and Hans van der Zouwen) of *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*, co-editor (with John Heritage) of *Communication in Medical Care: Interaction between Primary Care Physicians and Patients*, and author of two monographs: *Inside Plea Bargaining: The Language of Negotiation*, and *Bad News, Good News: Conversational Order in Everyday Talk and Clinical Settings*.

**Harrie Mazeland** is Senior Lecturer in Language and Communication at the University of Groningen, the Netherlands. He is a conversation analyst with a special interest in (interactional) linguistics. He is the author of a Dutch introduction to Conversation Analysis and has published several articles on the relationship between turn construction and sequence organization.

**Lorenza Mondada** is Professor of Linguistics at the University of Basel. Within Conversation Analysis, her research deals with the grammatical and embodied resources mobilized by participants in interaction. On the basis of video-recordings from ordinary conversations as well as institutional and professional settings, she studies the sequential and multimodal organization of social actions. She has recently published articles in *Discourse Studies*, *Research on Language and Social Interaction*, *Journal of Pragmatics*, and co-edited (with Tanya Stivers and Jakob Steensig) *The Morality of Knowledge in Conversation*.

**Anssi Peräkylä** is Professor of Sociology at the University of Helsinki. Using Conversation Analysis, he has investigated psychotherapy, counseling, doctor-patient interaction, and facial expressions in interaction. He is the author of *AIDS Counselling: Institutional Interaction and Clinical Practice*, and co-editor (with Charles Antaki, Sanna Vehviläinen and Ivan Leudar) of *Conversation Analysis and Psychotherapy*, and (with Marja-Leena Sorjonen) of *Emotion in Interaction*.

**Anita Pomerantz** is an O'Leary Professor in the Department of Communication at the University at Albany, SUNY. Using audio and videotapes of interaction, she analyzes the principles relied upon and the methods used for agreeing and disagreeing, seeking information, and negotiating responsibility for blameworthy and praiseworthy deeds. She studies provider-patient roles, patients’ methods for actualizing their agendas, and the work of supervising physicians in ambulatory clinics. She has served as Chair of the Language and Social Interaction Division of the National Communication Association and the International Communication Association and currently serves on a number of editorial boards of language-oriented journals.
Jonathan Potter is Professor of Discourse Analysis and Dean of the School of Social, Political and Geographical Sciences at Loughborough University, England. He has studied racism, argumentation, fact construction, and topics in social science theory and method. His most recent books include: Representing Reality, which provides a systematic overview, integration and critique of constructionist research in social psychology, postmodernism, rhetoric and ethnography, and Conversation and Cognition (with Hedwig te Molder) in which a range of different researchers consider the implication of studies of interaction for understanding cognition. He is one of the founders of Discursive Psychology.

Felicia Roberts is Associate Professor of Communication and a member of the Interdisciplinary Linguistics program at Purdue University. Her scholarship explores how meanings and relational identities arise and are maintained through talk and embodied action. She has pursued these interests primarily in medical settings, but also brings Conversation Analysis to the study of child language and family communication. She is the author of Talking about Treatment and has published in journals such as Social Science and Medicine, Human Communication Research, and Research on Language and Social Interaction.

Jeffrey D. Robinson is Professor of the Department of Communication at Portland State University. He holds a doctoral degree in Sociology from the University of California, Los Angeles. His research is predominantly conversation analytic, focusing on the social organization of talk in both ordinary settings (with an emphasis on repair and remediation) and institutional settings (especially physician-patient interaction).

Federico Rossano holds a postdoctoral position in the Department of Developmental and Comparative Psychology at the Max Planck Institute for Evolutionary Anthropology, Leipzig and received his PhD from the Max Planck Institute for Psycholinguistics, Nijmegen. His doctoral research focused on the organization of gaze behavior in face-to-face interaction. His current research interests include: the role of visible behavior in face-to-face interaction, the sequential organization of communication in human infants and non-human primates and talk in institutional settings (e.g., psychotherapy). He has published articles in Research on Language and Social Interaction, Journal of Pragmatics, Cognition and Psychological Science.

Johanna Ruusuvuori is Professor of Social Psychology at the University of Tampere, Finland. Her research interests include facial expression and emotion in social interaction, professional-client interaction in healthcare settings and the achievement and loss of intersubjectivity of hearing-impaired people in clinical, everyday and work-life settings. She has published on empathy in healthcare consultations, the organization of gaze in doctor-patient interaction, as well as on facial expression in relation to spoken interaction (with Anssi Peräkylä).
Jack Sidnell is Associate Professor of Anthropology at the University of Toronto with a cross-appointment to the Department of Linguistics. His research focuses on the structures of talk and interaction in ordinary and legal settings. In addition to research in the Caribbean and Vietnam, he has examined talk in court and among young children. He is the author of *Conversation Analysis: An Introduction*, the editor of *Conversation Analysis: Comparative Perspectives* and co-editor (with Makoto Hayashi and Geoffrey Raymond) of *Conversational Repair and Human Understanding*.

Marja-Leena Sorjonen is a Professor in the Department of Finnish, Finno-Ugrian and Scandinavian Studies at the University of Helsinki. She specializes in the interplay between interaction and grammar, and in linguistic variation. She is the author of *Responding in Conversation: A Study of Response Particles in Finnish* and of articles in edited books and journals such as *Language in Society, Research on Language and Social Interaction, and Discourse Studies*.

Tanya Stivers is Associate Professor of Sociology at the University of California, Los Angeles. She is a conversation analyst with an interest in social interaction in ordinary and healthcare settings. She is the author of *Prescribing Under Pressure: Parent-Physician Conversations and Antibiotics* and co-editor (with N. J. Enfield) of *Person Reference in Interaction: Linguistic, Cultural and Social Perspectives* and (with Lorenza Mondada and Jakob Steensig) of *The Morality of Knowledge in Conversation*.

Sandra A. Thompson is Professor Emerita of Linguistics at the University of California, Santa Barbara. Her research considers the role of patterns of conversational discourse in shaping morphosyntactic and prosodic regularities, drawing on interactional data from English, Chinese and Japanese. She is the co-editor (with Elinor Ochs and Emanuel Schegloff) of *Interaction and Grammar*, and (with Cecilia E. Ford and Barbara A. Fox) of *The Language of Turn and Sequence*. She is currently co-authoring (with Elizabeth Couper-Kuhlen and Barbara A. Fox) *Building Responsive Actions*.

Gareth Walker is Lecturer in Linguistics at the University of Sheffield. His research combines auditory and acoustic phonetic techniques with Conversation Analysis to analyze audio- and video-recordings of unscripted interaction. He has articles in *Journal of Pragmatics, Phonetics, Text and Talk, Language and Speech* and in edited collections.

Ray Wilkinson is Professor of Human Communication at the University of Sheffield. His main interest is in the analysis of conversations involving people with communication disorders, in particular those acquired following damage to the brain such as that caused by stroke or dementia. Recent publications include papers in *Research on Language and Social Interaction, Discourse Processes, Journal of Pragmatics* and *Aphasiology*. 

We began this project late in 2008 when Danielle Descoteaux at Wiley-Blackwell proposed that the time was right for a CA Handbook. We agreed and together sketched our goals for the volume. However, our vision for the volume’s topics and organization was shaped by discussions we had with many contributors to this book. In particular we want to single out John Heritage and Paul Drew who shared their thoughts at various points during the proposal stage and significantly shaped the end product.

Near the end of the project, we began a search for a cover image that would capture something of the nature of our endeavor. We were so pleased to find Claire Bull’s piece, “The Conversation.” Claire is a Canadian artist creating acrylics on canvas and digital fractals. The piece on our cover pays tribute to that period in history when people dressed in their evening finery for a stroll to converse with neighbors. It tells a story of a couple engaged in a secret conversation, whispered under the lamp light during a rendezvous, keeping quiet, perhaps to prevent the woman in the background from hearing what is being said. More of Claire’s work can be seen at http://www.ebsqart.com/Artist/Claire-Bull/41681/.

It has been a pleasure to work with Danielle and with Julia Kirk at Wiley-Blackwell. From broad level conceptual design to cover image and font for transcripts, Danielle and Julia were enthusiastic, helpful and flexible in considering what we wanted to accomplish in and through the handbook. We cannot imagine a better editor-publisher partnership. We are also grateful to our two graduate student assistants, Chase Raymond at UCLA and Tanya Romaniuk at York University for their assistance in preparing the book. Corralling this many academics with at least as many opinions was no mean feat, but Chase and Tanya remained cheerful throughout. They not only contributed to the smooth running of the technical side of preparing the book, but through their understanding of the field were effective contributors to the quality of the end result. Thanks are also due to Clara Bergen, our undergraduate research assistant, who worked with us at UCLA in preparing many of the chapters. Our biggest thanks are to our contributors who generously gave their time and support to our collective
enterprise to have a handbook which we hope will serve all of us as a key reference and textbook in the years to come. We believe that the collection represents a new point of departure for the study of social interaction from a CA perspective, and we look forward to seeing where our field goes from here.

Jack Sidnell and Tanya Stivers