



FACULTY OF HUMANITIES AND SOCIAL SCIENCES

SCHOOL OF LINGUISTICS AND APPLIED LANGUAGE STUDIES

**MASTER OF ARTS
LALS 543 LANGUAGE IN THE WORKPLACE
15 POINTS**

TRIMESTER 1 2014

Important dates

Trimester dates: 3 March to 2 July 2014

Teaching dates: 3 March to 6 June 2014

Easter/Mid-trimester break: 18 April to 4 May 2014

Last assessment item due: 4 June 2014

Examination/Assessment Period: 13 June to 2 July 2014

Note: students who enrol in courses with examinations must be able to attend an examination at the University at any time during the scheduled examination period.

Withdrawal dates: Refer to www.victoria.ac.nz/students/study/withdrawals-refunds. If you cannot complete an assignment or sit a test or examination, refer to www.victoria.ac.nz/students/study/exams/aegrotats.

Class times and locations

On campus class time: Wednesday 13:10-15:00

On campus class venue: 22KP Room 104

Names and contact details

Course coordinator

Meredith Marra Office: von Zedlitz Building, Room VZ404
Office hours: by appointment – please email to arrange a time
Phone: 463 5636 (direct line) Fax: 463 5604
E-mail: Meredith.Marra@vuw.ac.nz
Post: School of Linguistics and Applied Language Studies
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Course Administrator

Janet Attrill Office: von Zedlitz Building, Room VZ210
 Phone: 463 5894 or 463 5600
 E-mail: Janet.Attrill@vuw.ac.nz
 Post: as above

Communication of additional information

Additional information about this course and information about any changes will be announced in on campus classes and posted on the course website in Blackboard.

Prescription

This course will introduce students to theoretical concepts, analytical models, and a range of methodologies from socio-linguistics and discourse analysis which can be used to explore the ways in which people communicate at work.

Course content

A range of features of workplace discourse will be examined, including management styles, humour, problematic talk and directives in the workplace. The influence of social factors such as gender and ethnicity will also be considered.

Material covered

Researching language in the workplace
Methodology in workplace research
CA and sequences in workplace talk
CDA and workplace meetings
Gender, ethnicity and social constructionism
Relational talk at work, Communities of practice
[No class – time to prepare assignment 2]
Mid trimester break
Transactional talk at work and (im)politeness
Implications and applications
Conclusion: Trends in workplace discourse
Discussion class for research proposal assignment

Module begins

5 March
12 March
19 March
26 March
31 March
7 April
[14 April - no class]
7 May
14 May
21 May
28 May

Course learning objectives (CLOs)

Students who pass this course should be able to:

- (i) be familiar with the topics covered in the course schedule;
- (ii) have acquired skills in analysing patterns of spoken workplace discourse;
- (iii) have demonstrated an understanding of the relationship between workplace discourse and the social context in which it occurs;
- (iv) have developed sociolinguistic research skills.

Objective (i) will be achieved by preparation for and participation in modules

Objective (ii) will be achieved by the “transcription” and “data collection” assignments

Objective (iii) will be tested by the “data collection” and “research proposal” assignments

Objective (iv) will be achieved through the “data collection” and “research proposal” assignments

Teaching format

The course is delivered in two modes: on campus and by distance. On campus classes are run as workshops. For distance students, the course is available at <http://blackboard.vuw.ac.nz>. Blackboard is Victoria's online teaching and learning system.

In both modes, students are expected to participate actively in activities and discussions.

Mandatory course requirements

In addition to achieving an overall pass mark of 50%, students must:

- participate in all classes/modules by responding to the questions posed in teaching materials,
- present material as agreed, and
- complete all in-course written work by the specified dates (unless an extension has been granted).

Let the lecturer know IN ADVANCE if you are unable to participate in a particular class. Where absence is unavoidable, on-campus students should negotiate participation in the distance mode for that module.

Workload

In order to make satisfactory progress in this course you should expect to devote, on average, 15 hours a week to it. For each module this includes background reading and participation, as well as weekly tasks and exercises. Some of this time is allocated to the preparation of the formal assignments which should be spread across the course. Over the course your expected workload should be approximately 150 hours, although students aiming for a high grade will almost certainly require more time.

A possible breakdown of tasks:

These calculations are based on 10 weeks of classes

<i>Each week</i>	<i>Task</i>	<i>Time allowance (hours)</i>	
LECTURES/MODULES	Attending lectures /working through module exercises	2	
	Prep reading and summarising your notes after the lecture/module	4	6
ASSESSMENT	Background reading	3.5	
	Preparing assignments – spread over 10 weeks	5.5	9
TOTAL			15 approx.

Of the 90 hours allocated to assessment, about 12-15 hours should be spent on the transcription assignment, 30-35 hours on the data collection and analysis assignment, and 40-45 hours on the proposal (see below for details).

Assessment

Assessment items and workload per item		%	CLO(s)	Due date
1	CA transcription and analysis	15%	2	31 March
2	Data collection and discourse analysis	35%	2, 3, 4	5 May
3	A research proposal	50%	3, 4	4 June

CA transcription and analysis

The transcripts used in Conversation Analysis (CA) are normally very detailed. For this assignment, a short extract and a minimal transcript have been uploaded to Blackboard for you.

- Using standard CA conventions, add relevant detail to the transcript. (These are typically called “Jefferson’s conventions” – see the guide in your course readings)
- Provide a brief analysis of the extract focusing on issues of interest to workplace CA analysts (400-500 words). Note that this will require reference to literature ie. to explain your theoretical stance and to support your analysis.

If you need to notate the transcript by hand and have no access to a scanner to submit your work, please talk to the course coordinator in advance to discuss options for submitting by post.

Due date: Mon 31 March 2014

Transcript + 400-500 words (excluding references)

Assessment weighting 15%

Data collection and Discourse Analysis:

NB Important ethical guidelines for carrying out this research will be discussed in the second module. The Human Ethics Committee has granted approval for the assignment. It is important that the ethical guidelines are followed.

- Record a small amount of data eg 10-15 minutes of talk from a workplace meeting (this can be broadly defined if necessary). Discuss your methodological design and any potential improvements you would make if repeating the exercise. (500-750 words approx)
- Analyse this data adopting either a Critical Discourse Analysis or Social Constructionist framework. You will need to provide a copy of your recording for us to assess your work. (Preferred formats: WAV file or MP3 file, but standard audio cassette or CD is also an option). You may also want to include some transcription of your data using appropriate conventions (1000-1250 words approx excluding any transcription provided in an appendix)

Due date: Monday 5 May 2014

1500-2000 words (excluding references and appendix)

Assessment weighting 35%

Research proposal:

Write a research proposal in the area of workplace communication.

- Review relevant literature and identify an interesting research question.
- Describe the preferred methodology for collecting the data and provide a rationale for your choice.
- Describe the analytical approach which you would use.
- Discuss the potential implications of your proposed project for workplaces.

Note there is information on writing proposals in your course readings) You may choose a specific workplace if you wish.

Due date: Wednesday 4 June 2014

2500-3000 words (excluding references, appendices etc)

Assessment weighting 50%

Group work

There are no formal requirements for group work in this course, but students are encouraged to work together wherever possible, either face-to-face or online as appropriate.

Marking criteria

There is a marking schedule available for each assignment in the course readings.

Submission and return of work

You should submit your assignments through the Blackboard (BB) system. Instructions on how to use the BB assignment tool are on the BB website. As a backup measure only, assignments may be submitted as e-mail attachments to lals-ma@vuw.ac.nz. Marked work will be returned to you by email and a notice will be placed on BB to say that this has happened (typically about a fortnight after submission). Contact the Course Co-ordinator if you haven't received your feedback.

General guidelines

- Set margins to at least 2.5 cm
- Set line spacing to 1.5
- Set font size of 12 point
- Include page numbers
- Include a title page which shows the course number and name, your name, the course lecturer, the title of the assignment, and the date the assignment is due
- Provide a word count at the end of the assignment (not including the Reference section)
- For referencing, please use *either* the Linguistics Style Sheet or APA.

Use of Turnitin

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>. Turnitin is an online plagiarism prevention tool which compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and subject to checking by Turnitin. Turnitin will retain a copy of submitted material on behalf of the University for detection of future plagiarism, but access to the full text of submissions is not made available to any other party.

Extensions and penalties

Extensions

If you require an extension, contact the Course Co-ordinator (in advance of the due date wherever possible).

Penalties

In line with school policy, assignments handed in after the due date may receive a reduced grade unless accompanied by a medical certificate or other evidence of exceptional circumstances.

Please take careful note of the length requirement for each assignment. If an assignment exceeds the word limit, only the first part of the assignment (up until the word limit) will be considered. It is important academically and professionally that you are able to explain your ideas concisely and coherently.

Set texts

There is no set text for LALS 543 but a set of reading materials to be used in the course is available for purchase through vicbooks: www.vicbooks.co.nz. It is also available electronically through Blackboard.

Recommended reading

There are a number of key books which are referred to regularly by workplace researchers. These include the following:

Holmes, Janet and Maria Stubbe 2003. *Power and Politeness in the Workplace*. London: Longman.

As well as:

Angouri, Jo and Meredith Marra (eds) 2011. *Constructing Identities at Work*. Basingstoke: Palgrave Macmillan.

Bargiela-Chiappini, Francesca 2009. *Handbook of Business Discourse*. Edinburgh: Edinburgh University Press.

Bargiela-Chiappini and Sandra J. Harris 1997. *Managing Language: the Discourse of Corporate Meetings*. Amsterdam: John Benjamins.

Clyne, Michael 1994. *Inter-cultural Communication at Work. Cultural Values in Discourse*. Cambridge: Cambridge University Press.

Drew, Paul and John Heritage (eds) 1992. *Talk at Work. Interaction in Institutional Settings*. Cambridge: Cambridge University Press.

Holmes, Janet 2006. *Gendered Talk at Work*. Oxford: Blackwell

Holmes, Janet, Meredith Marra and Bernadette Vine 2011. *Leadership, Discourse and Ethnicity*. Oxford and New York: Oxford University Press.

Koester, Almut 2006. *Investigating Workplace Discourse*. London and New York: Routledge.

Koester, Almut 2010. *Workplace Discourse*. London: Continuum.

Richards, Keith 2006. *Language and Professional identity: Aspects of Collaborative Interaction*. Basingstoke: Palgrave Macmillan.

Roberts, Celia, Tom Jupp and Evelyn Davies 1992. *Language and Discrimination: A Study of Communication in Multi-ethnic Workplaces*. London : Longman.

Sarangi, Srikant & Celia Roberts (eds) 1999. *Talk, Work and Institutional Order. Discourse in Medical, Mediation and Management Settings*. Berlin, NewYork: Mouton de Gruyter.

Schnurr, Stephanie 2009. *Leadership Discourse at Work: Interactions of Humour, Gender and Workplace Culture*. Basingstoke: Palgrave Macmillan.

Schnurr, Stephanie 2013. *Exploring Professional Communication: Language in Action*. Abingdon: Routledge.

Vine, Bernadette 2004. *Getting Things Done at Work*. Amsterdam: John Benjamins.

Class representative

The class representative provides a useful way to communicate feedback to the teaching staff during the course. There will be a class rep for the MA programme. Their details will be posted on Blackboard in the first week of classes. The representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

Students may like to write the Class Rep's name and details in this box:

Class Rep name and contact details:

Student feedback

Enhancements made to this course, based on the feedback of previous students, will be covered during the course.

Student feedback on University courses may be found at www.cad.vuw.ac.nz/feedback/feedback_display.php.

Other important information

The information above is specific to this course. There is other important information that students must familiarise themselves with, including:

- Academic Integrity and Plagiarism: www.victoria.ac.nz/students/study/exams/integrity-plagiarism
- Aegrotats: www.victoria.ac.nz/students/study/exams/aegrotats
- Academic Progress: www.victoria.ac.nz/students/study/progress/academic-progress (including restrictions and non-engagement)
- Dates and deadlines: www.victoria.ac.nz/students/study/dates
- FHSS Student and Academic Services Office: www.victoria.ac.nz/fhss/student-admin
- Grades: www.victoria.ac.nz/students/study/progress/grades
- Resolving academic issues: www.victoria.ac.nz/about/governance/dvc-academic/publications
- Special passes: www.victoria.ac.nz/about/governance/dvc-academic/publications
- Statutes and policies including the Student Conduct Statute: www.victoria.ac.nz/about/governance/strategy
- Student support: www.victoria.ac.nz/students/support
- Students with disabilities: www.victoria.ac.nz/st_services/disability
- Student Charter: www.victoria.ac.nz/learning-teaching/learning-partnerships/student-charter
- Student Contract: www.victoria.ac.nz/study/apply-enrol/terms-conditions/student-contract
- Subject Librarians: <http://library.victoria.ac.nz/library/resources/subjectcontacts.html>
- Turnitin: www.cad.vuw.ac.nz/wiki/index.php/Turnitin
- University structure: www.victoria.ac.nz/about/governance/structure
- VUWSA: www.vuwsa.org.nz