CURRICULUM VITAE

Name: **Janet Holmes**

Emeritus Professor of Linguistics

Honours and Awards

- Honorary Doctorate, Warwick University 2019
- Honorary Professor, Hong Kong Polytechnic University 2019-2021
- Officer of the New Zealand Order of Merit (2016)
- Fellow of the Royal Society of New Zealand/He Ahurei a Te Apārangi (Elected 1994)
- RSNZ Dame Joan Metge medal (2012)
- Honorary (life) member of the Linguistics Society of America (Elected 2014)
- Honorary Professor, University of Warwick (UK) 2011-2020
- Victoria University Public Contribution Award 2012
- Honorary Doctorate, Uppsala University 2010
- Distinguished Professor, Aston University (2010)
- Victoria University of Wellington Research Excellence Award (2004)
- PBRF: A grade 2004, 2006, 2012
- Rockefeller Foundation Fellowship for Residency at the Bellagio Study and Conference Center, Italy. (2004)

Research areas

My current research areas include sociolinguistics, workplace discourse analysis, language and gender, cross-cultural communication and New Zealand English.

Research students

I have supervised to successful completion 18 MA theses and 36 PhD theses.

Major publications

Books *(since 2004)*

2017   Angouri, Jo, Meredith Marra and Janet Holmes (eds). *Negotiating Boundaries at Work: Talking and Transition*s. Edinburgh: Edinburgh University Press. Pp. 240.

2017   *Introduction to Sociolinguistics*. 5th edition. London: Routledge. Pp. 488.

2015   Holmes, Janet and Maria Stubbe (2nd edition) *Power and Politeness in the Workplace*. London and New York: Routledge.

2014   Ehrlich, Susan, Miriam Meyerhoff and Janet Holmes, (eds) *The Handbook of Language, Gender and Sexuality*. Malden, Oxford: Wiley Blackwell.

2014   Holmes, Janet and Kirk Hazen (eds). *Research Methods in Sociolinguistics*: *A Practical Guide*. Oxford; Malden MA: Wiley Blackwell.

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

2010   Holmes, Janet and Meredith Marra (eds) *Femininity, Feminism and Gendered Discours*e. Newcastle-upon-Tyne: Cambridge Scholars. Pp.250.

2009   de Bres, Julia Janet Holmes, Meredith Marra (eds.) *Proceedings of the 5th Biennial International Gender and Language Association Conference IGALA 5*. DVD. Wellington: Victoria University of Wellington. Pp. 492.

2006   Bauer, Laurie, Janet Holmes and Paul Warren. *Language Matters*. Palgrave Macmillan.

2006   *Gendered Talk at Work: Constructing Gender Identity through Workplace Discourse.* New York, Oxford: Blackwell.

2004   *Women, Men and Politeness*. English/ Japanese edition. Ed. Kazuyuki Watanabe. Japan: Eihōsha.

Articles/papers   (*Since 2006)*

2019   Holmes, Janet Researching the impact of 'the culture order' in professional workplace contexts. In Ken Hyland and Lillian Wong (eds) *Specialised English: New Directions in ESP and EAP Research and Practice.* London: Routledge.135-148.

2019   Holmes, Janet 2019. Serendipity and strategy: the growth of Linguistics at Victoria. *Te Reo* 61, 2: 63-70.

2018   Holmes, Janet, Meredith Marra and Keely Kidner Managing transitions through discourse at work. 13, 1-3: 122-144. Special Volume on *Journal of Applied Linguistics and Professional Practice* Researching and Impacting Professional Practice: In Memory of Chris Candlin.

2018   Holmes, Janet Sociolinguistics vs pragmatics: where does the boundary lie? In Cornelia Ilie and Neal R. Norrick (eds) *Pragmatics and its Interfaces.* John Benjamins Publishing Company. 11-32.

2018   White, Cynthia, Janet Holmes & Vijay Bhatia Trading places, creating spaces: Chris Candlin's contribution to aligning research and practice. *Language Teaching* 1-14. **https://doi.org/10.1017/50261444818000204.** Published on line 13 June 2018.

2018   Holmes, Janet Negotiating the culture order in New Zealand workplaces. *Language in Society* 47: 1: 33–56.

2017   Holmes, Janet Leadership and change management: examining gender, cultural and 'hero leader' stereotypes. In Stephanie Schnurr and Cornelia Ilie (eds) *Challenging Leadership Stereotypes: Discourse and Power Management.* New York: Springer. 15-43.

2017   Holmes, Janet Intercultural communication in the workplace. In Bernadette Vine (ed.) *Routledge Handbook of Language in the Workplace*. London: Routledge. 335-347.

2017   Holmes, Janet and Stephanie Schnurr   Impoliteness in the workplace. In Jonathan Culpeper, Michael Haugh and Dániel Kádár (eds) *The Palgrave Handbook of Linguistic (Im)politeness.* London: Palgrave. 635-660.

2017   Angouri, Jo, Meredith Marra and Janet Holmes Introduction: Negotiating boundaries at work. In Jo Angouri, Meredith Marra and Janet Holmes (eds). *Negotiating Boundaries at Work: Talking and Transition*s. Edinburgh: Edinburgh University Press. 1-8.

2017   Holmes, Janet and Brian King Gender and sociopragmatics. In Anne Barron (ed) *Routledge Handbook of Pragmatics*, London: Routledge. 121-138.

2017   Holmes, Janet and Meredith Marra *You're a proper tradesman mate*: Constructing a professional identity in construction. In Dorien Van De Mieroop & Stephanie Schnurr (eds.), *Identity Struggles. Evidence from Workplaces around the World.* Amsterdam: John Benjamins.127-145.

2017   Meredith Marra, Janet Holmes and Keely Kidner Transitions and interactional competence: Negotiating boundaries through talk. In Simona Pekarek Doehler, Adrian Bangerter, Genevieve De Weck, Laurent Fillietaz, Esther Gonzalez-Martinez and Cecile Petitjean (eds)*: Interactional Competences in Institutional Settings: From School to the Workplace.* New York: Springer. 227-252.

2017   Holmes, Janet, Meredith Marra and Mariana Lazzaro Salazar   2017. Negotiating the Tall Poppy Syndrome in New Zealand: women leaders managing the challenge. *Gender and Language* 11:1: 1-29.

2016   Marra, Meredith and Janet Holmes 2016. Indirect reports and workplace norms. In *Indirect Reports and Pragmatics. Perspectives in Pragmatics, Philosophy & Psychology 5*, edited by Alessandro Capone, Ferene Kiefer and Franco Lo Piparo (New York, Springer 2016), pp. 151-166.

2015   Discourse in the workplace. In Deborah Tannen, Heidi E. Hamilton and Deborah Schiffrin (eds) *The Handbook of Discourse* Analysis 2ed. Malden, MA & Oxford. Wiley Blackwell. 880-901.

2015   Making transitions: the role of interaction in joining a workplace community of practice. ICIP special issue: Interactional competences in institutional practices. (October 2015). *Novitas Royal: Research on Youth and Language* 9,2: 77-92. http://www.novitasroyal.org/current-issue

2015   Lazarro-Salazar, Mariana Virginia, Meredith Marra, Janet Holmes and Bernadette Vine Doing power and negotiating through disagreement in public meetings. *Pragmatics and Society.* 6, 3: 444-464.

2015   Riddiford, Nicky and Janet Holmes Assisting the development of sociopragmatic skills: negotiating refusals at work. *System* 48: 129-140.

2015   King, Brian and Janet Holmes Gender and pragmatics. In Carol A. Chapelle (ed) On-line edition. *The Encyclopedia of Applied Linguistics.* Wiley: New Jersey. 1-6.

2015   Joining a new community of workplace practice: inferring attitudes from discourse. In Elke Stracke (ed) *Intersections: Applied Linguistics as a Meeting Place.* Newcastle-upon-Tyne: Cambridge Scholars Publishing. 2-21.

2014   Holmes, Janet and Stephanie Schnurr Funny, feminine and flirtatious: Humour and gendered discourse norms at work. In Delia Chiaro and Raffaella Baccolini (eds), *Gender and Humor: Interdisciplinary and International Perspectives.* London: Routledge. 165-181.

2014   Linguistics in New Zealand. *Te Ara: The Encyclopedia of New Zealand*. http://www.teara.govt.nz/en

2014   Holmes, Janet and Meredith Marra. The complexities of communication in professional workplaces. In Vijay Bhatia and Stephen Bremner (eds) *The Routledge Handbook of Language and Professional Communication.* London and New York: Routledge. 112-128.

2014   Marsden, Sharon and Janet Holmes Talking to the elderly in New Zealand residential care settings. *Journal of Pragmatics* 64: 17-34. http://dx.doi.org/10.1016/j.pragma.2014.01.006

2014   Marra, Meredith, Brian W. King and Janet Holmes Trivial, mundane or revealing? Food as a lens on ethnic norms in workplace talk. *Language and Communication* Volume 34: 46–55. Available online 6 October 2013. http://authors.elsevier.com/sd/article/S0271530913000645

2014   Language and gender in the workplace. In Susan Ehrlich, Miriam Meyerhoff and Janet Holmes (eds) *The Handbook of Language, Gender and Sexuality*. New York, Oxford: Malden, Oxford Wiley-Blackwell. 433-451.

2014   Holmes, Janet and Kirk Hazen Introduction. In Janet Holmes and Kirk Hazen (eds). *Research Methods in Sociolinguistics*: *A Practical Guide*. Oxford; Malden MA: Wiley Blackwell. 1-6.

2014   Doing discourse analysis in sociolinguistics. In Janet Holmes and Kirk Hazen (eds). *Research Methods in Sociolinguistics*: *A Practical Guide*. Oxford; Malden MA: Wiley Blackwell. 177-193.

2013   Sociolinguistics in New Zealand society: using research to enhance working lives. In Kristin Buehrig and Bernd Meyer (eds) *Transferring Linguistic Know-how into Institutional Practice.* Hamburg Studies in Multilingualism 15. Amsterdam: John Benjamins. 21-41.

2013   Holmes, Janet and Jay Woodhams Building interaction: the role of talk in joining a community of practice. *Discourse and Communication* 7, 3: 276-298.

2013   Holmes, Janet, Meredith Marra and Brian W. King How permeable is the formal-informal boundary at work? An ethnographic account of the role of food in workplace discourse. In Cornelia Gerhardt, Maximiliane Frobenius, Susanne Ley (eds) *Culinary Linguistics: The Chef's Special*. Amsterdam and New York: John Benjamins. 191-209.

2013   Holmes, Janet, Sharon Marsden and Meredith Marra Doing listenership: one aspect of socio-pragmatic competence at work. *Pragmatics and Society* 4 (1): 26-53.

2013   Stubbe M H, Lane C L, Hilder J M, Vine E W, Vine B B, Marra M H, **Holmes J,** Weatherall A, Multiple Discourse Analyses, *Qualitative Sociology Review (Polish edition)*, 9, 1 (2013), 112-151.

2012   Leadership and intercultural competence at work. In Stanca Măda and Răsvan Săftoiu (eds) *Professional Communication across Languages and Cultures*. Amsterdam: John Benjamins. 21-41.

2012   Marra, Meredith, Janet Holmes and Nicky Riddiford New Zealand's Language in the Workplace project. Workplace Communication for skilled migrants. In Mark Krzanowski (ed). *Current Developments in English for Work and the Workplace: Approaches, Curricula and Materials*. Reading: Garnet. 91-104.

2012   Vine, Bernadette, Janet Holmes and Meredith Marra Mentoring migrants: facilitating the transition to the New Zealand workplace. In Miriam Locher and Holger Limburg (eds) *Advice in Discourse. Studies in Discourse Series.* Amsterdam: John Benjamins. 145-165.

2012   Holmes, Janet, Meredith Marra and Bernadette Vine Politeness and impoliteness in New Zealand English workplace discourse.   *Journal of Pragmatics* 44: 1063—1076.
Special edition edited by Michael Haugh and Klaus Schneider. Published on-line.
http://dx.doi.org/10.1016/j.pragma.2011.11.006

2012   Politeness in intercultural discourse and communication. In
Christina Bratt Paulston, Scott F. Kiesling, and Elizabeth S. Rangel (eds) *Handbook of Intercultural Discourse and Communication.* Oxford: Blackwell. 205 – 228.

2011   Holmes, Janet and Meredith Marra Leadership discourse in a Maori workplace: negotiating gender, ethnicity and leadership at work. *Gender and Language* 5.2: 317–342.

2011   Holmes, Janet and Julia de Bres   Ethnicity and humour in the workplace. In James Paul Gee and Mike Handford (eds). *The Routledge Handbook of Discourse Analysis.* London: Routledge. 494-508.

2011   Holmes, Janet, Angela Joe, Meredith Marra, Jonathan Newton, Nicky Riddiford and Bernadette Vine   Applying linguistic research to real world problems: the case of the Wellington Language in the Workplace Project. In Chris Candlin and Srikant Sarangi (eds) *Handbook of Communication in Organisations and Professions.* Berlin: Mouton de Gruyter. 533-549.

2011   Holmes, Janet and Meredith Marra Harnessing storytelling as a sociopragmatic skill: Applying narrative research to workplace English courses. *TESOL Quarterly* 45, 3: 510-534.

2011   Discourse in the workplace. In Ken Hyland and Brian Paltridge (eds) *Continuum Companion to Discourse Analysis.* London: Continuum. 185-198.

2011   Holmes, Janet and Meredith Marra. Relativity rules: politic talk in ethnicised workplaces. In Bethan L. Davies, Michael Haugh and Andrew John Merrison (eds) *Situated Politeness*. London: Continuum. 27-52.

2011   'Beyond compare': supervising postgraduate research. In Koenraad Kuiper (ed) *Teaching Linguistics*. London: Equinox.

2011   Holmes, Janet and Nicky Riddiford From classroom to workplace: tracking   socio-pragmatic development*. ELT Journal* 65/4: 376-386. Published on line:
http://eltj.oxfordjournals.org/content/early/2010/11/25/elt.ccq071.full.

2010   Holmes, Janet and Meredith Marra   Current trends in femininity, feminism and gendered discourse. In Janet Holmes and Meredith Marra (eds) *Femininity, Feminism and Gendered Discours*e. Newcastle-upon-Tyne: Cambridge Scholars. Pp. 1-20.

2010   Gender, leadership and discourse in New Zealand workplaces. In Markus Bieswanger, Heiko Motschenbacher and Susanne Muehleisen (eds). *Language in its Socio-Cultural Context: New Explorations in Gendered Global and Media Uses.* Frankfurt am Main: Peter Lang. 85-109.

2010   Holmes, Janet and Tina Chiles 'Is that right?' questions as control devices in workplace meetings. In Alice F. Freed and Susan Ehrlich (eds) *"Why Do You Ask?": The Function of Questions in Institutional Discourse*. Oxford: Oxford University Press. 187-210.

2010   de Bres, Julia, Janet Holmes, Meredith Marra and Bernadette Vine 2010. Kia ora matua: Humour and the Māori language in the workplace*. Journal of Asian Pacific Communication* 20, 1: 46-68.

2010   Holmes, Janet and Nicky Riddiford Professional and personal identity at work: achieving a synthesis through intercultural workplace talk. *Journal of Intercultural Communication* 22. Url: http://www.immi.se/jicc/index.php/jicc.

2010   Holmes, Janet Gender, leadership and discourse in New Zealand workplaces. In Markus Bieswanger, Heiko Motschenbacher and Susanne Muehleisen (eds). *Language in its Socio-Cultural Context: New Explorations in Gendered Global and Media Uses.* Frankfurt am Main: Peter Lang. 85-109.

2010   Holmes, Janet and Tina Chiles 'Is that right?' questions as control devices in workplace meetings. In Alice F. Freed and Susan Ehrlich (eds) *"Why Do You Ask?": The Function of Questions in Institutional Discourse*. Oxford: Oxford University Press. 187-210.

2010   de Bres, Julia, Janet Holmes, Meredith Marra and Bernadette Vine 2010. Kia ora matua: Humour and the Māori language in the workplace. *Journal of Asian Pacific Communication* 20, 1: 46-68.

2010   Holmes, Janet and Nicky Riddiford Professional and personal identity at work: achieving a synthesis through intercultural workplace talk. *Journal of Intercultural Communication* 22. Url: http://www.immi.se/jicc/index.php/jicc.

2009   Holmes, Janet and Nicky Riddiford. Complaints. In Louise Cummings (ed) *Encylopedia of Pragmatics*. London: Routledge. 93-95.

2009   Holmes, Janet and Nicky Riddiford. Refusals. In Louise Cummings (ed) *Encylopedia of Pragmatics*. London: Routledge. 419-421.

2009   Sociolinguistics. In Louise Cummings (ed) *Encyclopedia of Pragmatics*. London: Routledge. 477-480.

2009   Holmes, Janet and Nicky Riddiford 2009. Talk at work: interactional challenges for immigrants. In Vijah K. Bahtia, Winnie Cheng, Bertha Du-Babcock and Jane Lung (eds.), *Language for Professional Communication: Research, Practice and Training*. Hong Kong: The Hong Kong Polytechnic University. 217-234. http://www.engl.polyu.edu.hk/RCPCE/documents/LanguageForProfessionalCommunication.pdf

2009   Holmes, Janet, Bernadette Vine and Meredith Marra Māori men at work: leadership, discourse and ethnic identity. *Intercultural Pragmatics* 6-3: 345–366.

2009   Holmes, Janet, Robert Sigley and Agnes Terraschke From chairman to chairwoman to chairperson. Exploring the move from sexist usages to gender neutrality. In Pam Peters, Peter Collins and Adam Smith (eds) *Comparative Studies in Australian and New Zealand English: Grammar and Beyond.* Amsterdam: John Benjamins. (Red Series). 181-202.

2009   Schnurr, Stephanie and Janet Holmes Using humour to do masculinity at work. In Neal R. Norrick and Delia Chiaro (eds). *Humor in Interaction*. Amsterdam: John Benjamins. 101-123.

2009   Holmes, Janet, Meredith Marra and Bernadette Vine 2009. Preparing Pākehā for working with people from other cultures. In Stephen May (ed.), *Proceedings of the Language Education and Diversity Conference*, Waikato University, 21-23 November 2007. 1-15.

2009   Holmes, Janet, Angela Joe, Meredith Marra, Jonathan Newton, Nicky Riddiford and Bernadette Vine   Designing research to track socio-pragmatic skills among professionally qualified workers. *New Zealand Studies in Applied Linguistics* 15,1: 38-46.

2009   Vine, Bernadette, Susan Kell, Meredith Marra and Janet Holmes Boundary marking humour: institutional gender and ethnic demarcation. In Neal R. Norrick and Delia Chiaro (eds) *Humor in Interaction*. Amsterdam: John Benjamins. 125-141.

 2009   Disagreeing in style: socio-cultural norms and workplace English. In Christopher Ward (ed.) *Language Teaching in a Multilingual World: Challenges and Opportunities.* Singapore: SEAMEO Regional Language Centre Anthology Series 50. 85-102.

  2009   Men, masculinities and leadership: different discourse styles at work. In Pia Pichler and Eva Eppler (eds) *Gender and Spoken Interaction*. London: Palgrave Macmillan. 186-210.

  2009   Is sex relevant in the ESL classroom? In Rakesh Bhanot and Eva Illes (eds) *Best of Language Issues*. London: London South Bank University Press. 272-278. [Reprint of an earlier paper]

  2009   Humour, power and gender in the workplace. In Nikolas Coupland and Adam Jaworski *The New Sociolinguistics Reader*. London: Macmillan. 631-645.

  2009   Women talk too much. Reprinted in Gary Goshgarian (ed) 12ed. *Exploring Language*. London, New York: Longman. 262-268.

  2008   Gender and Leadership: some socio-pragmatic considerations. Gender, leadership and politeness. *Proceedings of Gender and Beyond Conference*. Gender Special Interest Group of Japanese Association of Language Teachers. University of Kansai, Osaka. http://gale-sig.org/website/the_gale_journal.html

  2008   Gender, leadership and discourse in New Zealand workplaces.   *Studies in Pragmatics* 10: 83-101. (Journal of The Pragmatics Society of Japan)

  2008   Gender and leadership. *Journal and Proceedings of the Gender Awareness in Language Education Special Interest Group of the Japan Association for Language Teaching* 1,1: 4-16.

  2008   Vine, Bernadette, Janet Holmes, Meredith Marra, Dale Pfeifer and Brad Jackson. Exploring co-leadership talk through Interactional Sociolinguistics. *Leadership* 4, 3: 339-360.

2008   Holmes, Janet, Meredith Marra and Stephanie Schnurr Impoliteness and ethnicity: Māori and Pākehā discourse in New Zealand workplaces. *J Politeness Research* 4,2: 193-219.

2008   Women talk too much. Reprinted in Susan Blum (ed) *Making Sense of Language: Readings in Culture and Communication*.   Oxford: Oxford University Press. 306-310.

2008   Marra, Meredith, Bernadette Vine and Janet Holmes Heroes, fathers and good mates: leadership styles of men at work. *Proceedings of the Australia and New Zealand Communication Association 2008.* http://anzca08.massey.ac.nz 1-15.
Awarded "Referees' Choice Award" (Australian and New Zealand Communication Association Conference 2008)

2008   Marra, Meredith and Janet Holmes Constructing ethnicity in New Zealand workplace stories. *Text & Talk* 28, 3: 397-420.

2008   Holmes, Janet and George Major How do nurses describe health care procedures? Analysing nurse- patient interaction in a hospital ward. *Australian Journal of Advanced Nursing*   25, 4: 58-70.

2008   Holmes, Janet and Paul Kerswill. Contact is not enough: a response to Trudgill. *Language in Society* 37,2: 273-277.

2008   Schnurr, Stephanie, Meredith Marra and Janet Holmes. Impoliteness as a means of contesting power relations in the workplace. In Derek Bousfield and Miriam Locher (eds.), *Impoliteness in Language: Studies on its Interplay with Power in Theory and Practice*. Berlin: Walter de Gruyter. 211-230.

2008   Gendered discourse at work. *Language and Linguistics Compass* 2, 3: 478–495. http://www.blackwell-compass.com/subject/linguistics/section_home?section=lnco-sociolinguistics

2007   Kell, Susan, Meredith Marra, Janet Holmes and Bernadette Vine Ethnic differences in the dynamics of women's work meetings. *Multilingua* 26, 4: 309-331.

2007   Monitoring organisational boundaries: diverse discourse strategies used in gatekeeping. *Journal of Pragmatics* 39,11: 1993-2016.

2007   Making humour work: Creativity on the job. *Applied Linguistics* 28, 4: 518-537.

2007   Politeness, power and provocation: how humour functions in the workplace**.** Reprinted in Teun von Dijk (ed) *Discourse Studies.*   Vol III. London: Sage. 76-101.

2007   Holmes, Janet, Stephanie Schnurr and Meredith Marra Leadership and communication: discursive evidence of a workplace culture change. *Discourse and Communication* 1,4: 433-451.

2007   Did anyone one feel disempowered by that?" Gender, leadership and politeness. *Proceedings of IGALA 4*, (DVD) (Valencia: University of Valencia 2007).

2007   Marra, Meredith and Janet Holmes Humour across cultures: Joking in the multicultural workplace. In Helga Kotthoff and Helen Spencer-Oatey (eds.), *Handbook of Intercultural Communication* (HAL 7) Berlin and New York: Mouton de Gruyter, 153-172.

2007   "Beyond compare": supervising postgraduate research. *Te Reo* 50: 79-92

2007   Agnes Terraschke and Janet Holmes 'Und tralala': Vagueness and general extenders in German and New Zealand English. In Joan Cutting (ed) *Vague Language Explored.* London: Palgrave.

2007   Stephanie Schnurr, Meredith Marra and Janet Holmes Being (im)polite in New Zealand workplaces: Māori and Pākehā leaders. *Journal of Pragmatics* 39: 712-729.

2007   Social constructionism, postmodernism and feminist sociolinguistics. *Gender and Language* 1,1: 51-65.

2007   Humour and the construction of Māori leadership at work. *Leadership* 3, 1, 5- 27.

2006   Managing English in the workplace: some socio-pragmatic considerations. *Proceedings of the International Conference on Applied Linguistics*. University of Chiayi, Taiwan. 117-146.

2006   Workplace narratives, professional identity and relational practice. In Anna De Fina, Deborah Schiffrin & Michael Bamberg (eds) *Discourse and Identity.* Cambridge: Cambridge University Press. 166-187.

2006   Holmes, Janet and Stephanie Schnurr Doing 'femininity' at work: more than just relational practice. *Journal of Sociolinguistics* 10, 1: 31-51.

2006   Holmes, Janet and Meredith Marra   Humor and leadership style. *Humor* 19-2:119-38.

2006   Holmes, Janet and George Major   Be prepared: explaining medical procedures to patients. *Proceedings of the 2nd International Postgraduate Conference in Linguistics and Literary Studies*

August 2005. School of Linguistics and Applied Language Studies, Victoria University of Wellington. 39-55.

2006   Meredith Marra, Stephanie Schnurr and Janet Holmes Effective leadership in New Zealand workplaces: balancing gender and role. In Judith Baxter (ed.) *Speaking Out: the Female Voice in Public Contexts.*. Basingstoke. Palgrave Macmillan. 240-260.

2006   Politeness strategies as linguistic variables. *Encyclopedia of Language and Linguistics* 2nd Ed. (ed) Keith Brown. Elsevier: Oxford. 684-697.

2006   English in the workplace - the real story: handling disagreements and refusals at work. In Azirah Hashim and Norizah Hassan (eds) *English in Southeast Asia: Prospects, Perspectives and Possibilities* Kuala Lumpur: University of Malaya Press. 49-78.

2006   Sharing a laugh: pragmatic aspects of humor and gender in the workplace. *Journal of Pragmatics* 38: 26-50.