TE WHARE WĀNANGA O TE ŪPOKO O TE IKA A MĀUI

VICTORIA
UNIVERSITY OF WELLINGTON

SCHOOL OF LINGUISTICS AND APPLIED LANGUAGE STUDIES

MASTER OF ARTS
LALS 543 Language in the Workplace

TRIMESTER 1 2012
5 March to 4 July 2012

Trimester dates
Teaching dates: 5 March to 8 June 2012
(the final workshop is on 28 May and the final module runs from 28 May-3 June 2012)
Mid-trimester break: 6–22 April 2012
Last piece of assessment due: 11 June 2012

Withdrawal dates
Information on withdrawals and refunds may be found at
http://www.victoria.ac.nz/home/admisenrol/payments/withdrawlsrefunds.aspx

Course coordinator

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Course Administrator

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Class times and locations
Workshop time: Monday 10:00-11:50
Workshop venue: Easterfield 201

Course delivery
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.
Further information about Blackboard is available under Frequently Asked Questions, under
the Study tab of the School website.

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. There will be a class rep for the MA programme. Their details will be posted on Blackboard in the first week of classes.

Course 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	Workshop/Module begins
Researching language in the workplace	5 March
Methodology in workplace research	12 March
Problematic Talk at Work and CA	19 March
Workplace Meetings and CDA	26 March
[No class – time for transcription exercise and planning]	[2 April - no class]
Mid trimester break	
Social dimensions: Gender, ethnicity and social constructionism	23 April
Relational Talk at work, Communities of practice	30 April
Transactional talk at work and (im)politeness	7 May
Implications and Applications	14 May
Conclusion: Approaches to workplace data; trends in workplace discourse	21 May
Discussion class for research proposal assignment	28 May

We hope to stream the beginning of the first class and the discussion class as virtual meetings to allow distance students to participate should they choose. See Blackboard for details of how to join the class online.

Learning objectives
By the end of the course students should

(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

Expected 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 in the lecture/module, as well as weekly tasks and exercises. Some of this time is also allocated to the preparation of the formal assignments which should also be spread across the course (Extra time has been assigned to assignment preparation within the course schedule). Your expected workload over the course should be approx 150 hours, although students aiming for a high grade will almost certainly require more time.

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

In addition, a set of reading materials to be used in the course is available for purchase through Student Notes.

Data for the transcription assignment has been uploaded to blackboard as an audio file. If this is problematic, please let the Course Coordinator know as soon as possible so that the data can be sent to you on CD.

All undergraduate textbooks and student notes will be sold from the Memorial Theatre foyer from 13 February to 16 March 2012, while postgraduate textbooks and student notes will be available from the top floor of vicbooks in the Student Union Building, Kelburn Campus.
After week two of the trimester all undergraduate textbooks and student notes will be sold from vicbooks on Level 4 of the Student Union Building.
Customers can order textbooks and student notes online at www.vicbooks.co.nz or can email an order or enquiry to enquiries@vicbooks.co.nz. Books can be couriered to customers or they can be picked up from nominated collection points at each campus. Customers will be contacted when they are available.
Opening hours are 8.00 am – 6.00 pm, Monday – Friday during term time (closing at 5.00 pm in the holidays). Phone: 463 5515.

Recommended Reading:

Mayr, Andrea 2008. *Language and Power: an Introduction to Institutional Discourse* London, New York: Continuum.
Schnurr, Stephanie 2009. *Leadership Discourse at Work: Interactions of Humour, Gender and Workplace Culture*. Basingstoke: Palgrave Macmillan.

Useful Reading:

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 1996. *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, 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.

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

Assessment requirements

Assessment for LALS 543 consists of three written assignments:

    (1)   Assignment 1: CA transcription and analysis (15%)

    (2)   Assignment 2: Data collection and discourse analysis (35%)

    (3)   Assignment 3: A research proposal (50%)

There is no final examination

Please note – each piece of assessment requires a certain amount of background reading. Where you make reference to this reading in your work, please include the full citation in a reference list.

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 (also called Jefferson's conventions – these can be found in your course readings), add relevant detail to the transcript.

Provide a brief analysis of the extract focusing on issues of interest to CA analysts (400-500 words)

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: Thursday 5 April 2012
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 and are available in your course readings. The Human Ethics Committee has granted approval for the data collection. 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: Thursday 10 May 2012
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. You may choose a specific workplace if you wish. (Note there is information on writing proposals in your course readings)

Due date: Monday 11 June 2012
2500-3000 words (excluding references, appendices etc)
Assessment weighting 50%

Submitting Assessments
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.

<u>General guidelines</u>
- 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.

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.

Mandatory course requirements
In addition to the assessment requirements which contribute to their final grade, students are also required to:

- participate in all classes/modules, present material as agreed, and complete all in-course written work by the specified dates
- let the lecturer know IN ADVANCE if they are unable to participate in a particular class

All specified requirements must be completed by 5pm on 3 June 2011 in order to satisfy mandatory requirements.

Class Representative
There will be a class rep for the MA programme. Their details will be posted on Blackboard in the first week of classes. The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

Academic Integrity and Plagiarism
Academic integrity means that university staff and students, in their teaching and learning are expected to treat others honestly, fairly and with respect at all times. It is not acceptable to mistreat academic, intellectual or creative work that has been done by other people by representing it as your own original work.

Academic integrity is important because it is the core value on which the University's learning, teaching and research activities are based. Victoria University's reputation for academic integrity adds value to your qualification.

The University defines plagiarism as presenting someone else's work as if it were your own, whether you mean to or not. 'Someone else's work' means anything that is not your own idea. Even if it is presented in your own style, you must acknowledge your sources fully and appropriately. This includes:

- Material from books, journals or any other printed source
- The work of other students or staff
- Information from the internet
- Software programs and other electronic material
- Designs and ideas
- The organisation or structuring of any such material

Find out more about plagiarism, how to avoid it and penalties, on the University's website:
http://www.victoria.ac.nz/home/study/plagiarism.aspx

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.

WHERE TO FIND MORE DETAILED INFORMATION

Find key dates, explanations of grades and other useful information at www.victoria.ac.nz/home/study. Find out how academic progress is monitored and how enrolment can be restricted at www.victoria.ac.nz/home/study/academic-progress. Most statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the *Calendar* webpage at www.victoria.ac.nz/home/study/calendar.aspx (See Section C).

Other useful information for students may be found at the website of the Assistant Vice-Chancellor (Academic), at www.victoria.ac.nz/home/about_victoria/avcacademic.