

PROGRAM AND ABSTRACT BOOK

**International Conference on
Language and Social Psychology**

ICLASP 12

**Brisbane, Queensland, Australia
16th to 19th June, 2010
Griffith University, South Bank Campus**

**The Conference of the
International Association on Language and Social Psychology**

Sponsored by

**Griffith University
Queensland University of Technology
The University of Queensland**

Brisbane, Queensland, Australia

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Venues

See map for directions

Welcome Reception, Southbank Building S02_7.07/7 – Club 88

Registration, Southbank Building S05_2.04 Foyer

Morning and Afternoon Tea, Southbank Building S05_2.04 Foyer

Lunch WHERE???

All plenary and keynote sessions, Southbank Building S05_2.04

Parallel Session (1), Southbank Building S05_2.04

Parallel Session (2), Southbank Building S07_2.16

Parallel Session (3), Southbank Building S07_2.18

Closing Session – Ship Inn, Southbank

ICLASP 12
Program at a Glance
(plenary sessions are in bold font)

DATE: Wednesday, 16th June 2010

Time	Event
3-5 pm	IALSP Executive Committee Meeting and Registration
5-6.00 pm	Plenary Session: Keynote, Michael Williams
6-.00pm	Welcome reception

DATE: Thursday, 17th June 2010

8.00-9 am	Registration
8.30-9am	Welcome
9.00-10. 15am	Plenary Session: Keynote, Ronald Lee Jackson II William B. Gudykunst Memorial Lecture
10.15-10.45	Morning Tea
10:45 - 12.15pm	(1) Health Symposium and Stream 1: Patients and Health Professionals – Cretchley, Buller, Jones et al, Watson, Weatherley
10:45 - 12.15pm	(2) Paper session: Ethnicity and Inter-cultural 1, Discrimination & Identity – Goh & Murachver, Ladegaard, Zuckerman, Hastie & Cosh
10:45 - 12.15pm	(3) Paper session: Groups 1, Friendship and Attraction – Reid et al., Robertson & Murachver, Miles & Johnston, Robertson
12.15-1.15 pm	Lunch
1:30-3.00 pm	(1) Maternity Care Symposium: Gallois, Kruske & Heatley, Miller et al., Wojcieszek et al., Thompson et al., Watson
1:30-3.00 pm	(2) Paper Session: Ethnicity and Inter-cultural 2, Intercultural Interactions – Kim, Zhang & Imamura, Ray et al., Choi et al. 1
1:30-3.00 pm	(3) Paper session: Groups 2, Communication – McLachlan, Schalley, Reid & Poland, Poland
3.00-3.30pm	Afternoon Tea
3:45-4.45pm	Plenary Session: Keynote, Peter Austin
5:00pm onward	Informal social gatherings

DATE: Friday, 18th June 2010

8.00-9am	Registration
9 -10.15am	Plenary Session: Keynote, Itesh Sachdev IALSP Presidential Address
10.15-10.45	Morning Tea
10:45-12.15pm	(1) Health Symposium and Stream 2: Organisational – Rooney, Hewett et al., Lee et al., Baker & Gallois
10:45-12.15pm	(2) Symposium: ICLASP Taskforce Report: Endangered languages – Austin, Abbi, Sallabank, Sachdev et al.,
10:45 -2.15pm	(3) Paper session: Groups 3 (Organisations): Mason et al., Rogerson, Theobald, Meiliyandrie & Wardani
12.15-1.15 pm	Lunch and Meet the Editors Roundtable
1:30-2.30 pm	Plenary Session: IALSP Business Meeting
2.30- 4.00 pm	(1) Health Symposium and Stream 3: ABI & Mental Illness – Borlase & Neumann, Cretchley, Broughton et al., Young & Manthorp
2.30- 4.00 pm	(2) AASP Symposium: Ng, He et al., Takano, Agrawal & Nair, Sharma & Nair, Han et al., Ng et al.
2.30- 4.00 pm	(3) Paper session: Discourse and Language 1, Discourse Processes – Overall et al., Marsen et al., Jopling, Johnston et al.
	Afternoon tea will be available as sessions run
~ 5.00 pm (meet bus)	Outback Spectacular

DATE: Saturday,, 19th June 2010

8.00-9am	Registration
9 -10.15am	Plenary Session: Keynote, John Edwards
10.15-10.45	Morning Tea
10:45-12.15pm	(1) New Directions in Identity Studies Symposium (Roundtable): Pitts, Clement, Gallois, Hecht, Jackson, Kim
10:45-12.15pm	(2) Paper session: Discourse and Language 2, Discourse in Context – Horton, Danby et al., Rintel, Saito
10:45-12.15pm	(3) Paper session: Groups 4, Social Categories – Choi et al. 2, Rogerson, Cosh et al., Choi et al. 3
12.15-1.15 pm	Lunch
1:30-3.00 pm	(1) Health Symposium and Stream 4: Positive Health – Pitts, Harden & Locke, Watson et al., Harris et al., Tannenbaum
1:30-3.00 pm	(2) Paper session: New Media and Mass Communication – Bell, Billingsley et al., Longman et al., White et al.
3.00-3.30pm	Afternoon Tea
4:00-5:00	Closing

ICLASP 12
16th to 19th June 2010, Brisbane
Full Program

Wednesday, 16th June

3-5 pm, IALSP Executive Committee Meeting

4-5 pm, Conference Registration

5-6 pm, Plenary Session

Michael Williams, Opening Keynote

Chair: Bernadette Watson

6 pm, ICLASP 12 Welcome Reception

Thursday, 17th June

8-9 am, Conference Registration

8:30-10:15 am, Plenary Session

8:30 am, Welcome: Bernadette Watson

9 am, Keynote, William B. Gudykunst Memorial Lecture

Ronald Lee Jackson II, "Communicating with strangers when the strangers are us: A critical-humanist perspective on cultural identity negotiation"

Chair: Young Yun Kim

10:15-10:45 am, Morning Tea

10:45 am-12:15 pm, (1) Symposium: Health 1, Patients and Health Professionals

Chair: Julia Cretchley

Presentations:

1. David Buller (presenter), Mary Buller, Xia Liu & Ilima Kane, "Trends in selective exposure by adults to online nutrition content across four web-based programs"
2. Liz Jones (presenter), L. Leach S. Colquist, H. Harden, and L. Cahill, "Differences in patients' and carers' perceptions of health practitioner communication in cancer care"
3. Bernadette Watson, "Exploring clinicians' interactions with acute and chronic patients"
4. Alison Weatherley, "Improving communication for residents in aged care hostels: A case study"

10:45 am-12:15 pm, (2) Paper Session: Ethnicity and Inter-Cultural Interactions 1, Discrimination and Identity

Chair: Maggie Pitts

Presentations:

1. Sabrina Goh (presenter) and Tamar Murachver, "Implicit and explicit evaluations of national identity: The implications of accented speech and cultural representations"
2. Hans J. Ladegaard, "'So you accuse your mother of being ugly and low-ranking': Stereotypes and prejudice in Chinese students' discourse about 'the other'"
3. Ghil'ad Zuckerman, "Differences and similarities between the Hebrew revival and the reclamation, maintenance and empowerment of Aboriginal languages and cultures"
4. Brianne Hastie and Suzanne Cosh (presenter), "Risk and responsibility: Justifying and disputing discrimination"

10:45 am-12:15 pm, (3) Paper Session: Group Processes 1, Friendship and Attraction

Chair: Scott Reid

Presentations:

1. Scott A. Reid (presenter), Jinguang Zhang, Ryan Poland, Grace Anderson, Jessica Gasiorek, and Douglas Bonilla, "Language and Social Influence among Women: A comparison of expectation states, self-categorization, and intrasexual competition theories"
2. Kirsten Robertson (presenter) and Tamar Murachber, "Conflict in university flats"
3. Brad Miles and Lucy Johnston (presenter), "Menstrual cycle variation in women's attraction to the voices of symmetrical men"
4. Kirsten Robertson (Presenter) and Sarah Forbes, "Attitudes and perceptions of the first year drinking culture"

12:15-1:15 pm, Lunch

1-3 pm, (1) Symposium: Communication and models of maternity care**Chair:** Cindy Gallois**Presentations:**

Cindy Gallois, Introduction

1. Sue Kruske and Michelle Heatley (presenter), “Do world views collide? Maternity care providers’ attitudes towards birth and collaboration”
2. Yvette D Miller (presenter), Rachel Thompson, Julie Porter, and Christina Lee, “Listening for change: The *Having a Baby in Queensland* survey”
3. Aleena M Wojcieszek (presenter), Rachel Thompson, Cindy Gallois and Yvette D Miller, “The *Having a Baby in Queensland* website: Techniques for effective online communication of pregnancy, birth, and postnatal health information”
4. Constanze A Schulz, Rachel Thompson (presenter), Aleena Wojcieszek, Rachelle Jones and Yvette D Miller, “The *Having a Baby in Queensland* book: Developing a resource delivered in early pregnancy to promote informed choice in maternity care”

Bernadette Watson, Discussion

1-3 pm, (2) Paper Session: Ethnicity and Inter-Cultural Interactions 2, Inter-Cultural Communication**Chair:** Young Kim**Presentations:**

1. Young Yun Kim, “Relative ingroup strength, personal network structure, and interethnic behavior: a study of interethnic communication among American college students “
2. Yan Bing Zhang (presenter) and Makiko Imamura, “Chinese sojourners’ attitudes toward Americans: Exploring the effects of communication accommodation and contact quality”
3. George Ray (presenter), Kimberly Neuendorf, Lingli Ying, and Evan Lieberman, “Ethnocentrism and second language usage: Finding pieces to a puzzle”
4. Howard Giles, Tenzin Dorjee, and Charles Choi (presenter), “Accommodating deviance: Tibetan exiles in India”

1-3 pm, (3) Paper Session: Group Processes 2, Communication in Groups**Chair:** Angus McLachlan**Presentations:**

1. Angus McLachlan (presenter), H.M. Sanders, and J.E. McMahon, “Martin et al.’s Humor Styles Questionnaire: Personality measure or a means to assess how we use humour?”
2. Andrea Schalley, “Social cognition in grammars – an ontological approach”
3. Scott A. Reid (presenter) and Ryan Poland, “A status position theory”
4. Ryan Poland, “Status and small group communication”

3-3:30 pm, Afternoon Tea**3:45-4:45 pm, Plenary Session: Keynote**

Peter Austin, “Going, going, gone? Australian indigenous languages: Endangerment and revitalisation”

Chair: Itesh Sachdev**Friday, 18th June****8-9 am, Conference Registration****9-10:15 am, Plenary Session: Keynote (Presidential Address)**

Itesh Sachdev, “Ethnolinguistic identity and vitality: Focus on minorities”

Chair: Sik Hung Ng

10:15-10:45 am, Morning Tea

10:45 am-12:15 pm, (1) Symposium: Health 2, Organisational Issues in Health Care

Chair: Cindy Gallois

Presentations:

1. David Rooney, “Place identity and organizational communication in hospitals”
2. David G. Hewett, Bernadette Watson, Cindy Gallois (presenter), Michael Ward, and Barbara Leggett, “Intergroup accommodation among hospital doctors: Impact of group membership on interpretability and communication quality”
3. Mary Lee (presenter), Cindy Gallois, and Sik Hung Ng, “Power and social rules – a study of hospital doctors and nurses”
4. Susan C. Baker, Cindy Gallois (presenter), Bernadette Watson, and Julia Cretchley, “Social status and communication in hospitals: An analysis of transcripts of a medical misconduct hearing”

10:45 am-12:15 pm, (2) Symposium: IALSP Task Force Report

Co-Chairs: Peter Austin and Itesh Sachdev

Discussant: Bernadette Watson

Presentations:

1. Peter Austin, “Ideologies of revitalisation of endangered languages”
2. Anvita Abbi, “Preventing communities from committing linguistic genocide”
3. Julia Sallabank, “Language planning for endangered languages: Majority and minority perspectives”
4. Itesh Sachdev (presenter), Denise Y Arnold and Juan De Dios Yapita, “Vitality of indigenous languages: Some considerations from Canada and Bolivia”

10:45 am-12:15 pm, (3) Paper Session: Group Processes 3, Groups in Organisations

Chair: Claire Mason

Presentations:

1. Claire M. Mason (presenter), Anneliese B. Spinks & Stefan A. Hajkowicz, “Exploring the social value of welfare service delivery”
2. Ann Rogerson, “Cascading organisational information: Ensuring the right amount of appropriate information is delivered at the right time”
3. Maryanne Theobald, “‘Playing the game’: Language use in young children’s social worlds”
4. Laila Meiliyandrie (presenter) and Indah Wardani, “The Correlation of subordinate-leader intimacy and job satisfaction with organizational commitment”

12:15-1:15 pm, Lunch and Meet the Editors Roundtable

Allan Bell (*Journal of Sociolinguistics*)

John Edwards (*Journal of Multilingual and Multicultural Development*)

1:30-2:30 pm, Plenary Session: IALSP Business Meeting and Award Presentations

2:30-4 pm, (1) Symposium: Health 3, Health Care in Brain and Mental Illness

Chair: Liz Jones

Presentations:

1. Megan Borlase (presenter) and Ewald Neumann, “Collaboration and false memory in children and adolescents with autism spectrum disorder”

2. Julia Cretchley, "Communication and caring for someone with schizophrenia: Intergroup themes and strategies according to family carers"
3. Megan Broughton (presenter), Erin Smith, Rosemary Baker, Cindy Gallois, Katy Havas, Anthony Angwin, Michael Humphreys, Nancy Pachana, David Copland, Gerard Byrne, and Helen Chenery, "Conversational analysis of people with dementia and their caregivers"
4. Tony Young (presenter) and Chris Manthorp, "Optimising communication with people living with dementia"

2:30-4 pm, (2) Symposium: Asian Association of Social Psychology, Inaugural Symposium

Chair: Sik Hung Ng

Presentations:

1. Anping He (presenter), Xiaoyan Zhu, and Jieyi Tang, "The professional identity of teachers of English as a foreign language (EFL) in China"
2. Yohtaro Takano, "Foreign language side effect: Temporary decline of intellectual ability during foreign language processing"
3. Priyanka Agrawal (presenter) and Rukmini Bhaya Nair, "Touch – the first language of infancy: An Indian study"
4. Shweta Sharma (presenter) and Rukmini Bhaya Nair, "Detecting non epileptic seizures: Conversational analysis as a clinical research tool"
5. Gyuseog Han (presenter), Seohong Kim and Chanki Moon, "Eating at the cursing Grandma's Eatery: Psychology of two mental chambers"
6. Sik Hung Ng (presenter), Jiawen Ye, and Chin-Chuan Lee, "Media discourse on globalization in China: A social psychological analysis"

2:30-4 pm, (3) Paper Session: Discourse and Language 1, Discourse Processes

Chair: Katy White

Presentations:

1. Nickola C. Overall (presenter), Garth J.O. Fletcher, Jeffrey A. Simpson, and Chris G. Sibley, "Resolving problems in intimate relationships: The costs and benefits of different communication strategies"
2. Sky Marsen (presenter), Gina Grimshaw, and Jan Lauwereyns, "Making Meaning: Language and Mind in Understanding Narrative"
3. Rebecca Wells Jopling, "Metonymy, storytelling, and the emergence of intimacy"
4. Lucy Johnston, Megan McAuliffe (presenter), and Brad Miles, "It's not what you say, but the way that you say it"

5 pm onward: Outback Spectacular

Saturday, 19th June

8-9 am, Conference Registration

9-10:15 am, Plenary Session: Keynote

John Edwards, "Discourse analysis and its discontents"

Chair: Cindy Gallois

10:15-10:45 am, Morning Tea

10:45 am-12:15 pm, (1) Symposium: New Directions in Identity Studies, A Roundtable Discussion Exploring Identities in Intergroup Communication, Language, Culture, and Globalization

Organizer and Moderator: Maggie Pitts

Participants and Topics:

1. Richard Clément, "Expression and suppression of intergroup prejudice: Re-examining the linguistic intergroup bias"
2. Cindy Gallois, "Identity in health care: Conflict, negotiation, and practice in a contested sector"
3. Michael Hecht, "A cultural grounding approach to identity and message design/adaptation"
4. Ronald Lee Jackson II, "Identity negotiations: Is there ever an even exchange?"
5. Young Yun Kim, "Intercultural personhood as an adaptive response to globalization: Some reflections"
6. Margaret Pitts, "Gossip and other types of everyday talk in identity development in intergroup settings"

10:45 am-12:15 pm, (2) Paper Session: Discourse and Language 2, Discourse in Context

Chair: Sean Rintel

Presentations:

1. Dr. Brian W. Horton, "A longitudinal, intonational analysis of forward- and backward-looking communicative functions in a collaborative task"
2. Susan Danby (presenter), Michael Emmison, and Dr Carly W. Butler, "'An out of control bushfire': Investigating metaphor use in email counselling on a children's helpline"
3. E. Sean Rintel, "Constituting long-distance intimacy through practices for coping with network trouble in personal videoconferencing"
4. Akihiro Saito, "The sociocultural landscape of English: The discursive constructions of attitudes toward English among Japanese undergraduates on a study English abroad program"

10:45 am-12:15 pm, (3) Paper Session: Groups 4, Social Categories

Chair: Richard Clément

Presentations:

1. Erin K. Willer, Howard Giles, and Charles Choi (presenter), "Towards an International Agenda: Gangs and Intergroup Communication"
2. Ann Rogerson, "Labelling Age Related Cohorts – Communicating similarities or reinforcing stereotypes?"
3. Suzanne Cosh (presenter), Amanda LeCouteur, and Shona Crabb, "Identity and athletes: A discursive analysis of sport psychology consultations"

4. Charles W. Choi (presenter), Howard Giles, and Katy Pearce, “Components of Police-Civilian Encounters in the USA, Bulgaria, and Armenia”

12:15-1:15 pm, Lunch

1:30-3 pm, (1) Symposium: Health 4, Health, Counselling, and Wellness

Chair: Tony Young

Presentations:

1. Margaret J. Pitts, “Positive communication: New directions in the practice of health communication and wellness”
2. Hazel Harden (presenter) and Simon E. Locke, “A study of skilful relating in cancer care network teams”
3. Michael Meehan, Bernadette Watson (presenter), Nancy Pachana, and Glen Coleman, “Evaluating effective veterinary student-client communication using Communication Accommodation Theory”
4. Jessica Harris, Susan Danby (presenter), Carly W. Butler, and Michael Emmison, “Extending Client-Centred Support: Counsellors’ proposals to shift from email to telephone counselling”

1:30-3 pm (2) Paper Session: New Media and Mass Communication

Chair: Richard Clément

Presentations:

1. Allan Bell, “What broadcasting can do to revitalize a threatened language”
2. William Billingsley (presenter), Marcus Watson, Andrew Smith, and Cindy Gallois, “A system to make machine analysis of communication available and accessible to communications researchers and non-technologists”
3. Huon Longman (presenter), Katherine White, Patricia Obst, and Erin O’Connor, “Sense of community, social identity, and social support among Orcs, Elves, and Dwarves: A qualitative analysis of “World of Warcraft” based online social relationships”
4. Katherine M. White (presenter), Rosland K. Baker, Stephanie Fornasier, Emma L. Pelling, and Kathryn Wilson, “Facebook or face-to-face? Predicting young people’s use of new communication technologies”

ICLASP 12

CONFERENCE ABSTRACTS

Keynotes

Opening Keynote, Wednesday 5-6 pm

Michael Williams

The University of Queensland

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Keynote: William B. Gudykunst Memorial Lecture, Thursday, 9-10:15 am **Communicating with strangers when the strangers are us: A critical-humanist perspective on cultural identity negotiation**

Ronald Lee Jackson II

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In this talk I will explore the component of Bill Gudykunst's intellectual legacy that examines social categorization, stranger anxiety, and building bridges. The discussion will broadly explore issues of social justice, pedagogy, cultural liminality, and identity negotiation referencing various texts from research interviews, focus groups, and popular media. The principal concern is not just how we communicate with ourselves but how we socially construct and personally redefine ourselves vis a vis our social worlds.

Keynote, Thursday, 3:45-4:45 pm

Going, going, gone? Australian indigenous languages: Endangerment and revitalisation

Peter K. Austin

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When Europeans first settled Australia starting in 1788 there were approximately 600 indigenous groups living on the continent, each with their own laws, traditions, land, and ways of speaking. Linguists identify around 250 different languages grouped into numerous language families spoken at that time. Today, only 5% (12) of the original languages remain strong in that they are being acquired by children and are in wide use in their communities. The remaining 95% are either extinct, moribund or endangered, threatened by English and/or Kriol. In the past 20 years, across the country efforts have been made to revitalise Australian indigenous languages and to introduce them into schools. This paper is an exploration of the social, cultural, environmental and psychological factors that relate to this history of language contact in Australia with particular focus on recent revitalisation efforts in eastern Australia. I will argue that there is an ideological gap between the beliefs and motivations that many indigenous people have to support, maintain and revitalise their languages, and the beliefs and motivations of the wider community, including state and federal governments. We will explore some of the ways particular groups are attempting to negotiate this ideological and political gap.

Keynote: IALSP Presidential Address, Friday, 9-10:15 am **Ethnolinguistic identity and vitality: Focus on minorities**

Itesh Sachdev

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“Persons belonging to national or ethnic, religious and linguistic minorities...have the right to enjoy their own culture, to profess and practice their own religion, and to use their own language in private and in public, freely and without interference or any form of discrimination“ (Article 2:1, United Nations Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities, 1992)

We have seen an exponential increase in worldwide movement and exchange of people, ideas, money, food and so on, in the last few decades that has radically increased the complexity and make-up of modern societies such that major urban centres worldwide are characterised by ‘hyperdiversity’ - a greater than ever diversity in terms of ethnicities, cultures, languages, religions, etc. Governments have adopted a variety of means to respond to the benefits and challenges of this increased global and glocal diversity. The main aim of this presentation is to discuss ethnolinguistic identities and vitalities of immigrant and indigenous groups in modern contexts. Issues are discussed with reference to social psychological data from studies conducted amongst immigrant minorities in the UK and Canada as well as indigenous groups in Bolivia and Canada.

Keynote, Saturday, 9-10:15 am
Discourse Analysis and its Discontents

John Edwards
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A couple of years ago, I was asked to act as a discussant on an academic panel convened in honour of Robert Kaplan, one of the leading lights in applied linguistics. As a friend and colleague, I was more than happy to do so, but I was ill-prepared for the flood of ill-advised psycho-linguistico-educational verbiage. It was this experience that prompted me to take a closer look at linguistic fields dealing with discourse analysis and, relatedly, any ‘critical’ undertaking. It soon became clear that discourse analysis and the many ‘critical’ sub-areas with which it is often associated have become increasingly inward-looking. An excessive love of micro-theory has resulted in many technical sub-specialisations, and the general area has become a volatile one with much internal wrangling – an instance, perhaps, of the dictum that academic infighting is so vicious because the stakes are so low – and an increasing amount of jargon.

Discourse analysis has sometimes been – and could conceivably continue to be – a useful diagnostic tool in highlighting cross-cultural or cross-subcultural differences; once made salient, these might suggest important alterations in attitudes and actions. Some early ethnographic/discourse studies of American Indian culture and education come to mind here. More recent work in classrooms has thrown important light on patterns of boys’ and girls’ demeanour, treatment by teachers and participation. In one recent publication, the ratio of girls’ to boys’ verbal contributions was reportedly on the order of 1:10. The author’s concern for this ‘silencing’ of girls at school was carefully embedded in a broader consideration of other relevant cultural and sub-cultural variants (or heterogeneities). But such studies are all too rare. In its current guises and emphases, discourse analysis remains popular in many circles, but it is hard to see that it has created a break-through of any significance for its intended beneficiaries. I am well aware, of course, that most of the work, of most social scientists, most of the time, makes very little direct contribution towards the societies within which it operates. But we should surely be particularly attentive to areas whose very existence is based upon the desire to produce applicable results, whose findings are generally gathered ‘in the field’ – but whose sense of that field is restricted, and whose production of jargon and neologism increases at a geometric pace.

Symposia

SYMPOSIA

Health Communication

Co-ordinator – Julia Cretchley

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In the health domain, communication differences can have implications for quality of care. This symposium/stream presents a range of papers with diverse approaches to studying differences in the field of health communication. The stream continues for the entire conference, with sessions each day and ample time for discussion. There is also a symposium on maternity care on Thursday that complements the work presented here.

In the first session, we concentrate on health promotion and chronic or long-term care, in the context of issues in communication (both interpersonal and mediated) between health professionals and patients. Session 2 concentrates on health professionals and their organisational communication, for better or worse. In the third session, we continue the theme of patient-carer interactions, this time where there is serious brain or mental illness. In the fourth and final session, presenters concentrate on general issues in health, counselling and wellness.

Session 1: Patients and Health Professionals

Thursday, 10:45 am-12:15 pm, Parallel Session 1

1. Trends in selective exposure by adults to online nutrition content across four web-based programs

David Buller (presenter), Mary Buller, Xia Liu & Ilima Kane

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Adult users' selection of content regarding fruits and vegetables was examined across four trials evaluating online nutrition education for a multi-cultural rural population (n=228), a workplace population (n=158), a college freshman population (n=212), and the general population (n=513) in the United States. Recipes were most popular both in number of users and repeated use. Content on health benefits and ways to eat and live healthy were accessed by most adults but only college freshman accessed it repeatedly. College freshman showed high interest in tools to track diet. Non-college adults visited online resource documents. Older adults used recipes (p<.01), information on healthy eating (p<.01), in-season foods (p<.01), gardening (p=.01), nutrient guide (p<.01), and resource documents (p<.01) more than younger adults. Women selected recipes (p<.01), nutrient guide (p=.03), resource documents (p<.01) and advice on buying and storing food (p=.01) and goal setting (p<.01) more than men. Hispanics used recipes the least (p=.03). Adults with education beyond high school (especially trade school or college degrees) were most interested in information on health (p=.02), gardening (p=.02) and buying and storing foods (p<.01). Online nutrition education generally interests older more than younger adults and women more than men. It may not appeal as much to less educated adults. Online recipes appear to be of particularly high interest to adults, especially older adults and women, but they do not appeal as much to

Hispanics. Online nutrition education should be tailored to population preferences but content appealing to younger, male, and less educated adults is needed.

2. Differences in patients' and carers' perceptions of health practitioner communication in cancer care

Liz Jones (presenter)¹, L. Leach¹, S. Colquist², H. Harden², and L. Cahill²

¹Griffith University, Australia; ²Queensland Cancer Control Analysis Team, Queensland Health, Australia

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In recent years, increasing attention has been paid to patients' individual experiences of their diagnosis and treatment journey but less attention has been paid to the experience of carers. The current project examined patients' and carers' experience of health practitioner communication about their diagnosis and treatment of cancer using the "Discovery Interview" (DI) technique. The DI technique involves semi-structured interviews to facilitate the "unsolicited" telling of the patient or carer's story and thus is minimally influenced by the interviewer's perspective. 23 patients and 15 carers were interviewed for the study. Analysis of their narratives identified a range of differences in their perceptions of communication problems in health practitioner communication about diagnosis and treatment. The implications of these differences for communication training for health practitioners will be explored.

3. Exploring clinicians' interactions with acute and chronic patients

Bernadette Watson

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Since the mid 1990s there has been a move to focus more on the patient perspective in medical interactions. While this attention to the patient is appropriate and provides information concerning patient participation in consultations, we argue that it is a mistake to view patients as one homogenous group. In this paper we explore interactions between health professionals and their patients by examining how discourse between a patient and health professional alters when the patient is classified as either chronic or acute. Fifty-two recorded interactions between a health professional (doctor, nurse, or allied health professional) were analysed using the software package Leximancer. Preliminary findings indicate differences in communication style across the three types of health professional and the two patient types (acute and chronic). These results are discussed in terms of a) understanding the needs of patients who differ in their health status and hence their goals during a consultation and, b) how health professionals respond to patients with different needs.

4. Improving communication for residents in aged care hostels: A case study.

Alison Weatherley

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This paper will present the findings of an exploratory case study that investigated the factors that influence the quality and effectiveness of the communication that a resident experiences in a low care Hostel setting within a residential aged care facility, and the way that those factors interact. In particular, the study's purpose was to provide a rich description of the communication complexities and interactions for residents in a residential aged care facility by using the residents' own words, experiences, perceptions and interpretations.

Previous research has focused on aged care facilities providing high-level health care and support. This research represents the first rigorous study that has attempted to understand the important issue of effective communication in the context of a low-care residential facility for the aged – a facility in which many residents are still comparatively healthy and mentally acute.

The study was guided by four key research questions: What is the context for communication in a low-care residential aged care facility? What factors impede effective communication from the resident's perspective in those facilities? What factors assist effective communication from the resident's perspective in those facilities? What model is most likely to maximize the quality of communication for residents in a low-care residential aged care facility? The research paradigm used to investigate these questions was case study research using a symbolic interactionist approach. Symbolic interaction is a type of interpretive ethnomethodology that focuses on the ways that people construct meaning in a context. The case for the study was a not-for-profit aged care residential facility in a semi-rural area of Queensland, Australia, and the research focused on the lived experiences of ten residents at the facility. This study found that culture and societal expectations play a defining role for communication in a low care residential aged care facility. It was also found that personal decision-making power for the residents was decreased and their behaviour was increasingly guided by rules and institutional norms, and the reaction – at least overtly – was acceptance rather than resistance.

The conceptual model of the findings suggests that communication in the aged care facility depends on the residents having friends with common ground, family support, their physical capacity and health, and trust in staff. Importantly, for the residents, satisfying communication also depends directly on the empathy, time, training and assumptions about ageing and the aged of the staff. Also illustrated in the model is the need to find ways of transforming the traditional control culture of the medical institution into an empowerment and support culture for a 'care' institution. The implication is that the prevailing top-down communication model, must be replaced with an open communication process in which information can flow in any direction, and in which all ideas and opinions are genuinely considered and respected. The physical location should also be purposely designed to encourage a socially active environment where there are areas that invite conversation and fun, and areas that encourage friends and family to return to the aged care facility.

Session 2: Organisational Issues in Health Care
Friday, 10:45 am-12:15 pm, Parallel Session 1

5. Place identity and organizational communication in hospitals

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Place Identity Theory (PIT), as a sub set of social identity, has recently been used to explain aspects of organizational behaviour. Based on thirty-four interviews with senior and middle managers, supervisory and non-supervisory staff and external stakeholders at a public hospital undergoing change, the paper shows how different types of employees respond differently to threats to their sense of place identity. Different groups evaluated changes within the hospital using different degrees of abstract and concrete thinking, which is linked to different place identities. The paper discusses implications arising from this analysis for managing and researching organizational communication within hospitals.

6. Intergroup accommodation among hospital doctors: Impact of group membership on interpretability and communication quality

David G. Hewett, Bernadette Watson, Cindy Gallois (presenter),
 Michael Ward, and Barbara Leggett
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Hospitals require care-givers to cooperate and collaborate for patient care; social and group identities are central to communication in this context, and communication accommodation is an important component of identity. This study is part of a larger project examining accommodation and intergroup language among hospital-based doctors. Here, we were particularly concerned with the impact of identity on interpretability. With gastroenterology as the focal specialty, 147 doctors from several specialties, based in the same hospital, completed a questionnaire on responsibility for patient care, perceptions of their own and other specialties, and beliefs about hospital policies. They were also presented with medical record entries written by members of their own or other specialties, and asked to interpret the charts.

Results indicated disagreement across specialties over which doctor should take responsibility for multiple aspects of patient care. In addition, doctors believed that patient care was best handled by doctors with interpersonal connections or at the same level of seniority. Interpretation of the charts revealed that participants were more proficient when the record was written by a member of their ingroup. This was because the charts contained language (especially jargon) with ingroup but less outgroup familiarity. These results highlight the potential that such subtle difficulties in intergroup understanding may lower the quality of patient care and increase the risk of inadvertent harm.

7. Power and social rules – a study of hospital doctors and nurses

Mary Lee (presenter)¹, Cindy Gallois¹ and Sik Hung Ng²

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This research examined the construct of social rules and the relationship between social rules and power. The aim was to extend the social rules theory to incorporate the power and status aspects of social rules in a Chinese hospital setting. Forty doctors and nurses were surveyed, through a semi-structured interview in study one, to elicit and collect social rules operating in the hospital. In study two, 150 doctors and nurses completed a questionnaire on their compliance to the 30 social rules collected in study one, towards four specific work targets, namely, ingroup peers, ingroup seniors, outgroup professionals (i.e. doctors or nurses) and patients. In study three, 307 doctors and nurses completed a questionnaire on 5 social rules selected from study two (namely, trust, honesty, not criticize publicly, not be unreasonable and demanding, not shed responsibility), on their compliance, violation, tolerance of violation and reactions to violation with respect to the four different work targets. MANOVA was used to compare the target- specificity of the doctors' and nurses' social rules. Ten doctors and nurses were interviewed for more in-depth understanding of the results. This field study demonstrated the significant influence of status, ingroup/ outgroup membership of the targets or violators, and types of social rules on compliance, violation, tolerance of violation and reactions to violations. The relationship between social rules and power/ status would be discussed.

8. Social status and communication in hospitals: An analysis of transcripts of a medical misconduct hearing

Susan C. Baker, Cindy Gallois (presenter), Bernadette Watson, and Julia Cretchley
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The purpose of this study was to examine the role of social status in the health communication context. The study constituted a qualitative analysis of transcripts from a court enquiry regarding a Queensland doctor accused of malpractice. This foreign-trained surgeon faced allegations that he either murdered or seriously harmed more than 100 patients during his two-year period serving as Director of Surgery at a regional public hospital. These allegations were initially brought by a member of the hospital nursing staff in the doctor's department, and there were also allegations that hospital management had ignored or covered up the problems. Using the text-mining software package Leximancer, the present research focused on status differences among health care providers, which may have resulted in the failure to communicate their earlier concerns effectively. Results indicate that the nurses in this hospital often felt undervalued and intimidated, which directly affected their communication. Specifically, nurses stated that they were afraid to complain about or criticise doctors in general and this doctor in particular. The results of this study are discussed in terms of their implications for patient safety and best practice.

Session 3: Health Care in Brain and Mental Illness
Friday, 2:30-4 pm, Parallel Session 1

9. Collaboration and false memory in children and adolescents with autism spectrum disorder

Megan Borlase (presenter) and Ewald Neumann

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Autism Spectrum Disorder (ASD) is characterised by social, behavioural, language, and cognitive deficits. Previous studies have reported that true and false memory rates in Autistic adults are lower than in control populations on the DRM (Deese, 1959; Roediger & McDermott, 1995) memory task. In the DRM task, short lists of thematically interrelated items are studied (e.g., rod, mermaid, hook, whale, dolphin, shark, octopus, crab). When tested, participants often incorrectly recollect an unrepresented, associatively related, critical lure item (e.g., FISH) - thus constituting a false memory. The authors used both word and picture versions of the DRM task with children and adolescent groups of ASD individuals, along with age-matched control groups. Participants were tested individually and in collaborative trios. Trios first completed recognition tests of studied items individually and then as a collaborative group. ASD individuals had overall higher false recognition rates for both words and pictures than controls, but both groups showed equivalent studied item recognition. These findings contradict earlier reports of reduced true and false memories in Autistic individuals. For word stimuli, both ASD and control participants showed decreased false recognitions when tested in trios, compared with individually. False recognition for pictures, however, was only decreased for the control trios. Accuracy was greater for pictures than words for both ASD individuals and controls. These findings have implications for developmental, social, and cognitive psychology, and support the ideas put forward by associative activation and distinctiveness theories in the false memory literature.

10. Communication and caring for someone with schizophrenia: Intergroup themes and strategies according to family carers

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Disordered communication is a key symptom in the diagnosis of schizophrenia, and the literature suggests that problems in everyday communication contribute to the burden of care borne by family members. This questionnaire study explored the experiences of a sample of 45 carers in communicating with their relative with schizophrenia. Results confirmed the importance of communication in shaping carer experiences. Common problems included that relatives with schizophrenia (PwS) were inclined to withdraw, and were difficult to reason with when unwell. Carers reported using a range of accommodative strategies to avoid conflict and overcome daily communication problems. While the optimal approach depended on the PwS's style of communication, some common strategies were identified as working well across a variety of PwS and contexts. Most carers said that experience had taught them to communicate better with their relative, and many claimed the ability to recognise signs of impending relapse. This study confirms the benefits of including family members in the recovery process, and suggests opportunities for improvement with communication skills training for carers.

11. Conversational analysis of people with dementia and their caregivers

Megan Broughton (presenter), Erin Smith, Rosemary Baker, Cindy Gallois, Katy Havas, Anthony Angwin, Michael Humphreys, Nancy Pachana, David Copland, Gerard Byrne, and Helen Chenery
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Communication difficulties are a prominent and distressing feature of dementia. Impairments in communication have been associated with behavioural disturbance in people with dementia, and with stress and burden in their caregivers. In order to address these difficulties, we designed a DVD-based training program entitled MESSAGE. This comprises a set of evidenced-based strategies that caregivers can use in everyday life to facilitate and maintain communication in people with dementia. As part of an evaluation of the effectiveness of the MESSAGE strategies in residential care settings, 10-minute conversation samples were recorded between care staff and residents with dementia at baseline and three months after caregiver training. The conversations were transcribed and then analysed using Leximancer software, which is designed to identify meaningful themes, concepts and relationships in text. As expected, caregivers tended to drive the conversation and provided much of the content, particularly at baseline. Key themes in the caregivers' conversation included the word 'remember', and interruption of the person with dementia. The conversation of the participants with dementia, on the other hand, was characterised by agreement. Three months post-training, however, conversation themes appeared to be distributed more evenly, with participants with dementia contributing more to the conversation. Interesting differences were observed; moreover, the differences from baseline to follow-up suggested that the strategy training may have had a positive impact on caregivers' communication style. This study describes a novel method for evaluating the effects of training.

12. Optimising communication with people living with dementia

Tony Young (presenter)¹ and Chris Manthorp²

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This presentation details research which led to the production of a new toolkit drawing together best current practice in effective communicative practices involving people

with dementia and their social partners (Young & Manthorp, 2009; Young et al, in press). Representatives from a wide range of stakeholding groups in the UK (n = 150) took part in a series of consultation exercises to discuss and agree best practice. Participants included people with dementia, family members, speech and language therapists, communication scholars, psycho-geriatricians, care home workers and managers, nurses and nurse trainers, and psychiatrists.

A three level framework for the toolkit, the Dementia Toolkit for effective Communication (DEMTEC), was agreed. Level 1 is a statement of foundational beliefs and principles underlying a person-centred and empowering approach to communication with people with dementia, guided by the Communicative Predicament of Aging Model and the Communication Enhancement Model (Barker & Giles, 1986; Hummert et al, 1998; Ryan et al 1986, 1995). Based on this, Level 2 of the toolkit indexes ten components of effective communication: mindfulness and empathy, non-verbal communication, and environmental considerations. Each of these Level 2 components consists of a definition, a rationale detailing its relevance, and a list of specific strategies and considerations for optimising communication. Level 3 consists of practical and individualised advice on actual communication with people at various stages of dementia. We also outline a regime for empirically testing the efficacy of DEMTEC in different contexts, and for its use as the basis for training. Application of the toolkit will facilitate, first, a cost-effective enhancement of the quality of life for people with dementia. Greater agency, empowerment and reinforcement of identity for individual sufferers and enhanced and relationships with carers. Secondly, it will enable the establishment of a comprehensive national and international benchmark for effective communication with people with dementia which is empirically testable and adaptable to different settings and to individual needs.

Session 4: Health, Counselling and Wellness
Saturday, 1:30-3 pm, Parallel Session 1

13. Positive communication: New directions in the practice of health communication and wellness

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Drawing from the field of Positive Psychology, the Communication discipline is positioned well to begin exploring the links between positive communication and health and wellness. Positive communication emphasizes the role of communication in what Aristotle called *eudemonia*, or happiness. But, positive communication goes beyond just being “happy.” It creates a space for thriving and flourishing – important concepts when considering health and wellness. In the health field, the focus on treatment (over prevention) and “where it hurts” (over “what feels good”) is well documented. The focus on *treatment* or even *maintenance* of good health leaves room for *enhancing* health. Positive communication in health settings allows for a focus on what makes people feel good, what drives people to invest in good health behaviors, and what inspires people to live fully within the parameters of their personal health and life stories. Positive communication in health contexts is more than just “bedside manner” or compliance gaining. It is a philosophical approach to healthcare and caring that allows interactants to focus on what is going right with the body/mind as well as where care and treatment are needed. It embodies respect, responsibility, higher purpose, and meaning. This presentation will use the tenets of positive psychology (Seligman, 2002; Seligman, & Csikszentmihalyi, 2000) to explore the potential of positive communication in health settings. In particular, it will propose an approach to health care encounters that uses optimism to promote health and longevity, uses intake

interviews that help healthcare professionals identify signature strengths (Seligman, 2002) and includes questions about hope, love, joy, and vitality, and encourages feelings of enrichment and empowerment. This presentation proposes investing in health as potential and not as pathology through positive communication.

14. A study of skilful relating in cancer care network teams

Hazel Harden (presenter)¹ and Simon E. Locke²

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In this study the ability of participants in cancer care network teams to use skilful relating was analysed. Seven network teams meetings were recorded monthly for 8-12 months. Interactions between team members were coded for the sequence and source of turn taking and behaviour type. As well as analysing speaker turns, the interactions were coded for proportions of positive, negative, asks and gives behaviours. Teams were then categorised by their demonstrated ability to generate creative adaptive solutions.

The analysis of the meeting was done using new speech processing software and through the manual coding of the interactions. The use of the speech processing software in conjunction with the manual coding significantly reduced the time taken to code 1 minute of video. The different teams were characterised depending on the different patterns of interaction throughout the meeting. For example, for team 1, 4% of interactions were coded as GIVES SUGGESTION compared to 15% and 14% in Teams 2 and 3. It was noticed that in building a service improvement goal, Team 1 had less ability to generate creative adaptive solutions. From our initial analysis, teams capable of generating creative adaptive solutions showed more ordered and distributed turn taking; participants more frequently gave suggestions and positive reinforcement; and disagreement was counter-balanced by positivity which coincided with suggestion giving. These differences suggest that it may be possible to identify the presence of skilful relating in networks by analysing team communication.

15. Evaluating effective veterinary student-client communication using Communication Accommodation Theory

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Effective veterinarian-client communication has recently been highlighted as a topic of great interest to the veterinary profession and a competency in need of improvement. However scant research has been done evaluating effective veterinary-client communication. This study examined client's perceptions of satisfying and effective communication by veterinary students, using communication accommodation theory (CAT) as a theoretical framework. Fourteen final year veterinary students participated in an intensive three week consultation and communication skills workshop. One hundred and twelve consultations were evaluated by simulated clients using open-ended questions, 19 items measuring CAT strategies and four outcome measures (compliance, effectiveness, satisfaction, intention to return). The results suggest that positive discourse management, emotional expression, and interpretability are all associated with higher levels of satisfaction, intention of compliance and return. In particular emotional expression was found to be highly predictive of satisfying consultations. These findings are in line research into physician-patient communication and suggest that these strategies are fundamental to satisfying and effective veterinarian-client communication. Furthermore CAT is a useful theory to evaluate and teach effective communication skills to veterinary students.

16. Extending Client-Centred Support: Counsellors' proposals to shift from email to telephone counselling

Jessica Harris¹, Susan Danby (presenter)², Carly W. Butler³ and Michael Emmison¹

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The availability and use of online mental health care information, support and counselling has increased dramatically over the last decade. While there has been limited research into the processes and outcomes of online counselling recent studies suggest that alternative counselling modalities may be more effective for some clients. Moreover, a number of counsellors who provide email counselling services at Kids Helpline, a national counselling service that offers free online and telephone counselling for young people up to the age of 25, report concerns that the written modality may inhibit the formation of warm, supportive and effective counselling relationships with their clients. As a consequence, online counsellors at Kids Helpline frequently propose a shift in the modality of their counselling relationships, from email to telephone counselling.

In this paper we examine the approaches used by counsellors to frame a proposed move from email to telephone counselling. Using tools from ethnomethodology and conversation analysis, this paper analyses the multi-layered strategies evident within the proposals made by counsellors within the Kids Helpline email counselling service. The data corpus consists of over 100 emails, 100 chat logs, and 50 phone calls collected from Kids Helpline. In particular, we focus on how the counsellors use address terms and indirect requests to negotiate the potentially delicate task of asking a client to change the trajectory of their counselling relationship, without placing that relationship in jeopardy. By enabling their clients to make this choice, the communicative strategies used by these counsellors may be seen to embody the Kids Helpline philosophies of 'client-centred' support and 'empowerment'.

Communication and Models of Maternity Care

Thursday, 1:30-3 pm, Parallel Session 1

Organisers: Cindy Gallois and Bernadette Watson

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This symposium presents several projects undertaken by the Queensland Centre for Mothers and Babies, which began in 2009 with funding from Queensland Health. The mission of the centre is *working towards consumer-focussed maternity care that is integrated, evidence based and provides optimal choices for women in Queensland*. This is a translational research centre, and a central part of its mission involves understanding and enhancing communication in this strongly intergroup and contested arena. Communication in this context may be interpersonal or intergroup: between women who are pregnant or giving birth and their health carer providers, as well as among different groups of care providers, including obstetricians, midwives, and general practitioners. It may also be mass-mediated, including the role of printed resources and the internet in informing women about their choices and in promoting optimal choice in decision-making, as well as in promoting collaboration among care providers.

We will begin with a brief overview of the Centre, presented by Cindy Gallois. We will then present four papers on core communication activities undertaken by the Centre in

2009-2010, including development and evaluation of resources and two surveys exploring perceptions of communication (among other areas). Finally, Bernadette Watson will lead a discussion of the larger language and communication issues around maternity care.

1. Do world views collide? Maternity care providers' attitudes towards birth and collaboration

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Collaboration between maternity care providers is widely recognised as an essential component of successful care delivery. The benefits claimed for collaborative practice include increased client satisfaction; improved access to care; improved safety, quality and efficiency in service delivery; lower caesarean section rates; increased work satisfaction for staff; and more effective resource allocation. In submissions to the 2008 national maternity services review, there were 68 references to 'collaboration' in the submission by The Royal Australian and New Zealand College of Obstetricians and Gynaecologists (RANZCOG) and 35 references in the submission by the Australian College of Midwives (ACM). The meaning of 'collaboration', however, appears to be interpreted differently by the two carer groups. Indeed, the definition of collaboration appears to be problematic and contested across maternity carers worldwide.

The Queensland Centre for Mothers and Babies has undertaken extensive consultation with key stakeholders as part of a work plan to assist in the reform of maternity services in Queensland. This presentation reports on the results of a state-wide survey exploring the attitudes and beliefs of midwives, obstetricians and GPs around collaboration, birth and each other. Findings will provide a basis on which to identify a shared definition of collaboration in this sector as well as shared goals in providing care for women and babies, as well as to acknowledge differences in attitudes and beliefs between individuals and groups. Finally, we will discuss the impact of model of care on the definition and functioning of collaboration.

2. Listening for change: The *Having a Baby in Queensland* survey

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Implementation of the *Having a Baby in Queensland* survey is central to the work of the Queensland Centre for Mothers and Babies. The survey aims to inform maternity care quality improvement efforts at the facility and State level, monitor changes in maternity care over time, determine predictors of consumer satisfaction with care, examine associations between maternity care experiences and health outcomes, and provide feedback to maternity care consumers for informed decision-making. A key issue is quality of communication between consumers and health care providers, as well as consumers' evaluation of the resources available to them for information and decision-making.

In the large ongoing survey, approximately 15,000 maternity care consumers from across Queensland will be sampled every two years; their experiences during pregnancy, birth and the post-birth period will be assessed retrospectively at three months postpartum. Participants can complete the survey on paper, via telephone, or on the internet, and proactive completion by consumers not sampled will be encouraged. Comparable but tailored data collection will be conducted with special populations of consumers (Aboriginal and Torres Strait Islander women, rural and remote women, culturally and linguistically diverse women, and those birthing out-of-hospital) in alternate years.

A large-scale pilot version of the survey was sent to approximately 2300 women in October, 2009. Pilot results will be presented, including women's reports of care practices,

informed choice in care decisions, quality of communication and satisfaction with it, quality of care, and maternal and infant health outcomes. These results indicate relatively positive experiences of communication with health care providers and inter-carer communication during labour and birth care. Women reported somewhat poorer communication and feelings of being in control during pregnancy and postnatal periods, and more frequently reported receiving conflicting advice from carers in their pregnancy and postnatal care. The impact of these results on the ongoing survey, along with implications for communication between consumers and caregivers during pregnancy, birth, and the post-birth period, are discussed.

3. The *Having a Baby in Queensland* website: Techniques for effective online communication of pregnancy, birth, and postnatal health information

Aleena M Wojcieszek (presenter), Rachel Thompson, Cindy Gallois and Yvette D Miller
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A recent review of maternity care in Queensland (Hirst, 2005) identified that women and their families lack sufficient information about what to expect during pregnancy, labour and birth and the early post birth period, and they receive ambiguous or conflicting messages regarding their maternity care options. The role of the internet in providing health information and supporting individuals to take an active role in health-related decision-making has grown dramatically over recent years. Such growth is particularly true of perinatal health, with myriad online resources providing information on pregnancy, labour, birth and the post-birth period. Existing websites have been developed by diverse groups (e.g., government, non-government and commercial organisations), and vary widely in both the quality and accessibility of information. The objective of the *Having a Baby in Queensland* website, developed by the Queensland Centre for Mothers and Babies (QCMB), is to provide maternity care consumers with a trustworthy, impartial, and comprehensible evidence-base to inform their maternity care decision-making. Queensland is a very large state, with a relatively small and geographically dispersed population. Attempts to effectively communicate maternity health care information on a statewide level must therefore cater to diverse cultural and SES groups, women with variable health literacy and statistical numeracy, and women with diverse values, needs and preferences related to pregnancy and birth.

This paper outlines the formative research underlying the development of the *Having a Baby in Queensland* website and, in particular, *The Queensland Birthplace Guide* ('Birthplace'), a core component of the website. Birthplace is an interactive planning tool designed to support women's preparation for, and decision-making about, where they birth. Birthplace will provide a directory of all maternity facilities in Queensland and will report facility-specific information on maternity services and policies and practices, alongside data on intervention rates, outcomes and women's satisfaction with care, collected through a large survey of birthing women in Queensland. First, we summarise techniques for aiding information comprehension by maximising the credibility of website content (e.g., referencing information sources, maximising the currency of information, and avoiding advertising). Second, we summarise techniques for effective communication of statistical evidence (e.g., framing statistics in a balanced manner, contextualising statistics, representing statistics in graphical, pictorial, and written form, and minimising the potential for 'information overload'). Usability testing of Birthplace will also be discussed.

4. The *Having a Baby in Queensland* book: Developing a resource delivered in early pregnancy to promote informed choice in maternity care

Constanze A Schulz, Rachel Thompson (presenter), Aleena Wojcieszek, Rachelle Jones and Yvette D Miller

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The provision of transparent, objective and evidence-based information for women and their families is critical to ensure that women feel able to make informed choices during pregnancy, birth and the post-birth period. Currently Queensland has no standardised maternity care information resource for consumers. The existing resources often reflect the values and views of the publisher, or only represent the choices available in a particular area or facility. Queensland Health commissioned The Queensland Centre for Mothers and Babies (QCMB) to develop a universal, written information resource, the *Having a Baby in Queensland* book, to be disseminated to pregnant women across the State to fill such gaps in information provision.

To be effective the new maternity care resource must provide information in such a way as to increase consumer knowledge; enable women to take a more active role in the decision making process; facilitate consumers to make informed choices that are aligned with their own value system; enable women to effectively communicate their preferences to their health care providers; and ultimately increase their overall satisfaction with maternity care. Principles of effective design and language communication demand that the book be concise, engaging and equally accessible to women with a wide range of educational backgrounds. In order to achieve these goals we undertook literature searches of existing pregnancy information materials with a particular emphasis on studies of efficacy of specific materials. This included literature searches of best practice in effective communication of health information. We also developed a consultation strategy to ascertain what consumers would want from the book and associated website. In addition we developed and implemented a strategy to engage key stakeholders in the State and NGO sectors.

The consultation process has identified a wide range of information needs important to maternity care consumers. These include maternity ‘model of care’ options, and options for ante-natal investigations, tests and procedures. The challenge now is to identify effective methods of communication that go beyond improved consumer knowledge about available choices and enhance women’s participation in informed decision-making around their maternity care. The development of the *Having a Baby in Queensland* book serves as a practical example for the implementation of health communication principles into the clinical environment.

IALSP Task Force Report: Endangered Languages

Friday, 10:45 am-12:15 pm, Parallel Session 2

Co-Chairs: Peter Austin and Itesh Sachdev

School of Oriental and African Studies (SOAS), University of London, UK

Discussant: Bernadette Watson

Over the past 50 years there have been significant changes occurring in the world’s language ecology – although roughly 7,000 languages are spoken on earth today, 96% of the world’s population currently speaks just 4% of the world’s languages. That is, the world’s linguistic diversity is in the hands (and mouths) of a fraction of its population, and that diversity and vitality is being threatened as communities are rapidly shifting from small languages to the few dominant tongues which are perceived to have economic, political, social and personal power. The existence of this shift has been noted by linguists and sociologists since the early 1990’s and although factors such as ‘language attitudes’ have been identified as contributing to shift, there has so far been little research into what this means in theory and practice, and how it operates across the diverse language communities of the world. Also, although various individual attempts have been made to ‘revitalise’ languages (eg. Maori, Hawaiian) there has been little comparative research to identify

effective policies and practices that can bolster linguistic vitality and support threatened languages. This symposium will take a multidisciplinary approach to explore the forces behind language endangerment and what can be done to respond to them at various levels, and to increase language vitality within communities.

1. Ideologies of revitalisation of endangered languages

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Language revitalisation refers to efforts to recover and develop linguistic (and cultural) expertise and skills when languages are in the process of being lost as speakers shift to larger and politically, economically and socially more dominant languages. Revitalisation can take many forms, from attempts to reintroduce the language as a spoken tongue with a range of contemporary functions, to teaching a few emblematic symbolic expressions that can be brought out on special occasions to demonstrate political and social identity or associations. Revitalisation methods are similarly diverse (ranging from so-called 'master-apprentice' programmes to models derived from foreign language teaching). In this paper I discuss some of the ideological grounding and rationale presented by different stakeholders for language revitalisation, with a focus on case studies of current projects currently being carried out in eastern Australia (especially the Gamilaraay-Yuwaalaraay language programme of north-east New South Wales). I will also discuss the political and attitudinal framework within which these attempts at revitalisation are taking place and critically examine some of their outcomes.

2. Preventing communities from committing linguistic genocide

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Various socio-economic factors serve as driving forces for the decay and loss of most heritage languages used by the tribals in India. These factors result in bringing about an inferiority complex among the users of these languages who have already developed a negative attitude towards retaining their languages and hence are happy to forget them. This process of self-proclaimed linguistic genocide has already been witnessed in many tribal communities of India. A most disturbing phenomenon is the incidence of mass *hara-kiri* of mother tongues in Central India. Kurux, the Dravidian language, and other Munda languages except Santhali are excellent examples of this phenomenon. To overcome this, the author proposes a change in the structure of pre-school education [known as *aanganvadi* 'kindergarten'] in villages and small towns, so as to impart basic education of indigenous knowledge-bases in various mother tongues. A similar policy can also be adopted in areas where languages are breathing their last such as in the Andaman Islands. The proposal has the potentiality to generate not only economic benefits which will arrest further decay of the tribal languages but can also bring about a change in the attitude of the tribals concerning their heritage languages. It will provide a sense of dignity to the languages and help in their sustenance and survival. This may also ensure stopping the process of submerging identities and the depleting linguistic diversity at the national level.

3. Language planning for endangered languages: Majority and minority perspectives

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Raising the profile and prestige of minority languages is a pre-requisite for the success of language planning measures aimed at revitalisation; however, the literature is full of cases where public education about the value of linguistic diversity and language maintenance has been omitted from language planning, with detrimental results. In addition many studies of minority language revitalisation focus on attitudes and perceptions of minority, but not majority, group members. This paper discusses the implications of these issues, and presents research into majority and minority attitudes towards the endangered indigenous vernacular of Guernsey, Channel Islands. The research used a multi-methodological approach (questionnaire and interview) to obtain attitudinal data from a representative sample of the population that included politicians and civil servants (209 participants). The findings suggested a shift in language ideology away from the post-second world war 'culture of modernisation' and monolingual ideal, towards recognition of the value of linguistic heritage. Public opinion in Guernsey now seems to support the maintenance of the indigenous language variety, which has recently been translated into official support. Challenges to this useful beginning towards revitalisation are discussed in terms of developing a cohesive strategy with reference to combining the efforts of voluntary groups and the government.

4. Vitality of indigenous languages: Some considerations from Canada and Bolivia

Itesh Sachdev¹ (presenter), Denise Y Arnold², and Juan De Dios Yapita²

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The focus of this paper is on the vitality of indigenous languages in Canada and Bolivia. The demographic vitality of indigenous peoples vis-à-vis non-indigenous peoples in these two countries differs vastly - majority in Bolivia; substantial minority in Canada. Moreover, there is also considerable diversity amongst indigenous languages and their speakers within these countries. Regardless of such complexities in terms of indigenous language contexts and competences, it is clear that colonisation has left a strong and enduring legacy of language endangerment in these contexts. This paper explores some of these issues from a social psychological perspective, and illustrates the arguments with empirical data in the form of attitudes, perceptions and identifications. Overall, the data suggest that the linguistic survival of indigenous peoples is linked to self-determined categorizations in their appropriate sociostructural and temporal contexts.

Inaugural Symposium of the Asian Association of Social Psychology: Foreign language and language use in China, Japan, India and S. Korea

Friday, 2:30-4 pm, Parallel Session 2

Organizer: Sik Hung Ng

<http://www.asiansocialpsych.org/> and <http://www.ialsp.org/>

As part of the international collaboration between the Asian Association of Social Psychology (AASP) and the International Association of Language and Social Psychology (IALSP), each Association will sponsor an invited symposium at the partner's international conference. IALSP's inaugural symposium was presented at the 8th Biennial Conference of AASP held in Indian in 2009. The six papers in the present AASP's inaugural symposium will focus on foreign language and on language use in four Asian countries. Social

psychological and cognitive issues of foreign language are examined in two papers, one covering the professional identity of teachers of English in China and another testing the foreign language effect among Japanese. The third paper traces developmental changes in the first language of infancy (touch), along with a fourth paper that makes use of conversation analysis as a clinical tool. Both papers are about India. The fifth paper develops a psychological model of two mental chambers based on a comparative cultural analysis of linguistic practice in South Korea. In the final paper, the rationale and results of a social psychological analysis of media discourse on globalization in China will be presented. The six papers, though eclectic to a certain extent, serve to indicate the range of research at the interface between language and social psychology conducted in and about Asia. It is hoped that they will provide a platform at ICLASP12 for further intellectual and social exchange between the two Associations. Their respective websites are:

1. The professional identity of teachers of English as a foreign language (EFL) in China

Anping He (presenter), Xiaoyan Zhu, and Jieyi Tang
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There are more than one million EFL teachers in Mainland China. This number will increase further as China continues to modernize and to meet the demands for English language education. Guangdong, a southern province just north of Hong Kong SAR, has played a pioneering and leading role in the development of EFL education as well as the training of EFL teachers. As future progress of EFL education for the nation as a whole will benefit from an understanding of the Guangdong experience, a major inter-disciplinary research project based in the province has received national funding to document and analyze the experience. The present paper will focus on teachers' professional identity and the role it plays in EFL education of the country. So far, narrative data have been collected from in-depth interviews of the province's nine most senior and experienced EFL professors, augmented by survey data from 669 middle aged college/university EFL teachers. The results will be presented with reference to Giddens' (1984 and 1991) theory on modernity and self-identity and covers four aspects: 1) social cultural background, 2) historical change, 3) speciality of foreign language teaching discipline, and 4) personal quality.

2. Foreign language side effect: Temporary decline of intellectual ability during foreign language processing

Yohtaro Takano (presenter)
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The foreign language side effect refers to temporary decline of thinking ability while an unskilled foreign language is being used. It is not foreign language processing difficulty per se, but its interference with concurrent non-linguistic information processing. It was first demonstrated in dual-task experiments (Takano & Noda, 1993, 1995) as deteriorated performance in a thinking task, which used no foreign language at all, when a concurrently conducted verbal task was presented in a foreign rather than native language. In these experiments, the thinking tasks were non-verbal. When they are accompanied by substantial internal language, however, the similarity effect found in past attention studies predicts that internal native language will interfere with external native language more strongly than external foreign language, and that the foreign language side effect may be cancelled out or even overridden. In the present experiments, we used thinking tasks that should be most likely accompanied by internal native language (e.g., syllogistic reasoning), and found that the foreign language side effect was observed nevertheless.

3. Touch – the first language of infancy: An Indian study

Priyanka Agrawal (presenter) and Rukmini Bhaya Nair

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Non-verbal means of communication include body movements, facial expressions and tactile behaviour. Amongst these, the sense of touch is the only sensory organ that is fully developed at birth. The skin that covers the entire surface of the body constitutes by far the largest of the sensory organs. Consequently, it plays a primary role in the survival of the newborn and contributes significantly to emotional and physical development in childhood. The sucking reflex, for example, is a tactile behaviour that is key to experimentally understanding very young infants' preferences for a particular stimulus over others. Touch is also used as a tool to soothe infants during surgical procedures and to stimulate alertness in infants during experiments. However, in contrast to this growing body of clinical literature on touch therapy and other treatments, there is a noticeable dearth of literature on touch as far as the normal population is concerned. The present study traces the changing role of touch as language acquisition takes place in just such a population. The sample consists of longitudinal videotapes of 20 Indian mother-child dyads. This pioneering study in the Indian context shows how patterns of touch behaviour vary systematically with age and radically change their functions as the child acquires a verbal repertoire. As part of our research, we have also developed a coding system for touch that will allow researchers to 'objectively' assess the various important functions of touch – which is arguably, across every culture, the first language that every human infant acquires and one that remains a communicative mainstay throughout the life course.

4. Detecting non epileptic seizures: Conversational analysis as a clinical research tool

Shweta Sharma (presenter) and Rukmini Bhaya Nair

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Non-epileptic seizures, commonly known as 'pseudo-seizure', remain the most difficult of psychiatric cases to diagnose and distinguish from true epileptic seizure. This study attempts to delineate the differences in speech patterns between three groups: a) persons diagnosed with dissociative convulsions; b) individuals with epilepsy; and c) a control group. Ten people in each group were interviewed, and rigorous conversational analytic (CA) methods of coding and transcription were utilized to analyse various linguistic features that would distinguish the discourse of these groups. Results show marked differences in patterns of speech between non-epileptic seizure and epileptic patients relating to length of turns, elaboration of explanations, overlaps, repairs, etc. This research highlights the importance of linguistic markers and their implications for 'case-history taking' during clinical interviews. It indicates that CA may be an assessment tool with great potential to illuminate linguistic differences between clinical groups of disorders - in this particular case between epileptics and people diagnosed with non-epileptic seizures.

5. Eating at the cursing Grandma's Eatery: Psychology of two mental chambers

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An unusual eatery became a place of national attention when the President-elect of South Korea revisited it after winning the election. The eatery is unusual not for its special

menu but for its serving grandma who keeps yelling and cursing at the flock of visitors, among them the presidential candidate. People do not mind being cursed if it is not out of malign intention. This peculiar phenomenon indicates that what is important in interpersonal interactions is not the behavior per se but the mind. In order to test this reasoning, we conducted a study employing a vignette that described a target person's relationship with the parents. The target was described to have caring mind or no caring mind and to show caring behavior or no caring behavior (thus a 2 x 2 factorial design). A total of 196 college students rated the target on several trait measures. It showed that the symposium at ICLASP12, to be held in Brisbane, Australia mind factor exerts greater effect size than the behavior factor, supporting the reasoning. In close relationships, people infer mind (how the partner regard themselves) from the behavior; people react to this mind state. Based on a comparative cultural analysis of linguistic practice in Korean and in English, a psychological model of two mental chambers (Han & Choi, 2008) was proposed. Psychological science, influenced by the long tradition of behaviorism, has targeted mainly the understanding of *things* chamber, but has neglected largely the *maum* chamber. *Maum*, the Korean vernacular of mind, carries the meaning of caring concern toward the partner in close interpersonal context. It plays a key role for the working of relationalism (Ho, 1998). The model indicates how the local mind is inextricably linked to the global mind.

6. Media discourse on globalization in China: A social psychological analysis

Sik Hung Ng (presenter), Jiawen Ye, and Chin-Chuan Lee

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China's economic liberalization reforms and quest for global status have raised concerns over ideological inconsistencies (the adoption of market economy is discrepant from China's avowed belief in socialism) and image problems (the world that China wants to embrace perceives her as a menace). Official media discourse makes frequent reference to globalization and uses it to manage the inconsistencies and to bolster China's global image. These discursive functions, though related to media discourse's meaning-making functions, are sufficiently distinct from the latter to merit their own analysis. The present paper provides a theoretical discussion of the functions from the social psychological perspectives of self-consistency, social identity, and stereotyping with illustrative examples from an analysis of relevant articles published in the *People's Daily* between 1996 and 2006.

Symposium: New Directions in Identity Studies, A Roundtable Discussion Exploring Identities in Intergroup Communication, Language, Culture, and Globalization

Organizer and Moderator: Margaret Pitts

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This interactive panel and roundtable discussion brings together some of the foremost scholars in the area of language, communication, and identity with the purpose of engaging in a discussion centered on the organizing topic, *New Directions in Identity Studies*. Presenters have prepared "talking points" based on their current theorizing and application of identity on a range of organizing themes listed below. Each presenter will deliver an orienting response to one or several of the organizing themes at the beginning of the session followed by questions from both the moderator and the audience. Presentations will vary from current research to an overview of identity research. The interactive nature of this panel will allow presenters and audience members to discuss and recommend future directions for identity studies and research.

This symposium brings together scholars whose work acknowledges the dynamic nature of language, culture, and identity. Identity is the undercurrent in every interaction. Yet, because of the complexities inherent in language and communication, it is singularly difficult to locate and investigate. Participants in this symposium have devoted much of their scholarship to investigating and theorizing about identities-in-action from multiple perspectives and across numerous contexts. At the center of their work are the discursive practices that shape identity, closet identity, and allow for the negotiation and transformation of identity. A range of language and identity theories will be addressed including linguistic intergroup bias, communication accommodation theory, communication theory of identity, cultural contracts theory, adaptation theory of intercultural personhood, and social identity theory.

Organizing Themes: (1) Continued Development and Application of Identity Theories; (2) Methods for the Study of Identity Across Time; (3) Methods for the Study of Multiple Identities in Interaction; (4) Current Research; (5) Language and Identity, Transformation, Maintenance, and Loss; (6) Problems, Challenges, and Criticism

Participants and Orienting Topics:

1. Expression and suppression of intergroup prejudice: Re-examining the linguistic intergroup bias

Richard Clément, University of Ottawa, Canada, rclement@uottawa.ca

2. Identity in Health Care: Conflict, Negotiation, and Practice in a Contested Sector

Cindy Gallois, The University of Queensland, Australia, c.gallois@uq.edu.au

3. A Cultural Grounding Approach to Identity and Message Design/Adaptation

Michael Hecht, Pennsylvania State University, USA, mhecht@la.psu.edu

4. Identity Negotiations: Is there ever an even exchange?

Ron Jackson, University of Illinois at Urbana-Champaign, USA, identity@illinois.edu

5. Intercultural Personhood as an Adaptive Response to Globalization: Some Reflections

Young Yun Kim, University of Oklahoma, USA, youngkim@ou.edu

6. Gossip and Other Types of Everyday Talk in Identity Development in Intergroup Settings

Margaret Pitts, Old Dominion University, USA, mpitts@odu.edu

Paper Sessions

Ethnicity and Inter-Cultural Interactions 1: Discrimination and Identity **Thursday, 10:45 am - 12:15 pm, Parallel Session 2**

1. Implicit and explicit evaluations of national identity: The implications of accented speech and cultural representations

Sabrina Goh (presenter) and Tamar Murachver

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Attitudes towards accented speech have usually been assessed using self-reports and questionnaires. This allows the people evaluating the speech samples time to reflect on their responses, thus providing an explicit measure of attitudes. We wondered whether we could reliably measure implicit attitudes, and whether the implicit data would correspond to their explicit counterparts. Three studies were conducted using accented speech samples of New Zealand, Australian, British, and North American speakers. All studies included implicit and explicit measures of attitudes. The first study used a standard two-category Implicit Association Task (IAT) to evaluate implicit associations between solidarity and competence to the speech samples. In the second study, the IAT was replaced with the Go/No-Go Association Task (GNAT), where participants responded solely to target categories (e.g., *Australian + Friendly*) while distracter exemplars were present (e.g., *New Zealand + Not Friendly*). For the third study we decided to use the IAT again, but in a single target configuration (i.e., *New Zealand + Friendly* versus *Other Accent*). The methodological viability of all three implicit measures will be presented and discussed. A fourth study is underway using accented speech of speakers where English is a second language (i.e., French and Chinese speakers of English). The data from this study will include implicit and explicit evaluations of accented speech and cultural representations. The outcome of this study will also be presented.

2. ‘So you accuse your mother of being ugly and low-ranking’: Stereotypes and prejudice in Chinese students’ discourse about ‘the other’

Hans J. Ladegaard

Hong Kong Baptist University, Hong Kong

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When people in Hong Kong (HK) are asked to categorize themselves, research shows that they tend to prefer terms which allow them to express a HK identity, and avoid terms associated with Mainland China (MLC). This suggests that even 13 years after the handover, HK is still not comfortable with its new role as part of China. In the public discourse about MLC in HK, China is usually presented as ingroup, and the ‘one-country-one-people’-ideology is widely supported. In the private discourse, however, MLC is usually presented as outgroup. This paper addresses the schismatic relationship between HK and MLC. It compares two types of discursive data: informal group discussions about ‘the other’, and spontaneous online discussions where local and non-local students in an Intercultural Communication class discuss in- and outgroup perceptions of HK and MLC.

The findings suggest that the mode of communication has significant implications for the way we talk about ‘the other’. In the uncensored group discussions, we find no hedging or mitigation, but in the online discussion, a wide range of mitigation strategies (including emoticons) is used. The data also show that in both types of communication, HK students’

stereotypes of MLC are exceedingly negative, and that ML-students defend themselves by constructing counter-narratives about the rejected mother and her ungrateful child. Finally, the paper argues that only by addressing potentially painful issues, and verbalizing taboos in the strained relationship between HK and MLC, is it possible, over time, to reconcile the opposing discourses about ‘the other’.

3. Differences and similarities between the Hebrew revival and the reclamation, maintenance and empowerment of Aboriginal languages and cultures

Ghil’ad Zuckerman

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Although they too encountered hostility and animosity, the Hebrew revivalists had several advantages compared with Australian revivalists, e.g.:

- (1) **Documentation:** extensive – consider, for example, the Hebrew Bible and the Mishnah. Jews have been exposed to literary Hebrew throughout the generations, e.g. when praying in the synagogue.
- (2) **Prestige:** Hebrew was considered a prestigious language (as opposed to Yiddish, for instance).
- (3) **Uniqueness:** Jews from all over the globe only had Hebrew in common (Aramaic was not as prominent), whereas there are dozens of ‘sleeping’ Aboriginal languages and it would be hard to choose only one unifying tongue, unless one resorts to Aboriginal English. The revival of a single language is much more manageable than that of numerous tongues in varying states of disrepair.
- (4) **National self-determination:** revived Hebrew was aimed to be the language of an envisioned state.
- (5) **Lack of ownership:** Unlike in the case of Aboriginal languages (cf. Walsh 2002), anybody has the right to speak Hebrew without getting permission from the Jews.
- (6) **Easy borrowing:** Loanwords and foreign words are not considered theft. In fact, Eliezer Ben-Yehuda loved borrowing from Arabic, Aramaic and other Semitic languages.
- (7) **Lack of place restriction:** Hebrew could be and was revived all over the globe – consider Haim Leib Hazan’s coinage *mishkafáim* ‘glasses’ in 1890 in Grodno (see Zuckermann 2003: 1-4).

Nevertheless, this paper will demonstrate crucial lessons from the relatively successful Hebrew revival applicable to the reclamation, maintenance and empowerment of Aboriginal languages and cultures. ‘Language is power; let us have ours’, wrote Aboriginal politician Aden Ridgeway on 26 November 2009 in the Sydney Morning Herald.

4. Risk and responsibility: Justifying and disputing discrimination.

Brianne Hastie¹ and Suzanne Cosh (presenter)²

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While the majority of people agree that discrimination based on individual characteristics is wrong, there is a dearth of research on exactly how people understand a particular instance to be an example of (non)discrimination. This research examines a corpus of data (285 online posts) discussing differential pricing of health insurance by gender to see how this is constructed, and disputed, as an instance of discrimination. In particular, the focus here is on how women’s (and men’s) behaviour is alternately constructed as ‘risky’ or ‘responsible’ in order to support and resist claims that health insurance pricing disparities are justified. Women’s bodies are constructed as risky due to their biological differences from male bodies, however, this is disputed by arguments that women’s riskiness is incorrectly

defined, from both a biological and responsibility perspective. In turn, this makes possible constructions of men as risky, through their reproductive potential and their (other) irresponsible behaviour. This analysis suggests that straightforward claims about what is and what is not discrimination are difficult to make in practice due to the rhetorical nature of social life, where arguments can be undermined through different constructions of their key elements. Such insights into contestation of discrimination claims offer opportunities to discrimination opponents in advancing their cause.

Group Processes 1: Friendship and Attraction

Thursday, 10:45 am – 12:15 pm, Parallel Session 3

1. Language and social influence among women: A comparison of expectation states, self-categorization, and intrasexual competition theories

Scott A. Reid (presenter), Jinguang Zhang, Ryan Poland, Grace Anderson, Jessica Gasiorek, and Douglas Bonilla

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More physically attractive people are, on average, more persuasive than less physically attractive people. According to expectation states theory, physical attractiveness is a diffuse status characteristic and people with higher diffuse status characteristics are perceived as more competent (and therefore more influential) than people with lesser status characteristics. According to self-categorization theory, more physically attractive people exert greater social influence because they are perceived as more prototypical (i.e., representative) ingroup members. However, Darwin's sexual selection theory predicts the opposite. Physically attractive females would be *less* persuasive than less physically attractive females to the extent that such women are seen as sexual rivals. In Experiment 1, female college students ($N = 62$) listened to an audio recording of a tentative female speaker presenting a position on a controversial topic. The speaker's attractiveness (attractive/non-attractive) and availability (single/engaged) were manipulated, and her perceived ingroup prototypicality and competence were measured. Results showed a significant attractiveness by availability interaction effect on influence. A physically attractive single speaker was *least* influential among female participants. Consistent with the intrasexual competition model, this interaction remained significant after the speaker's perceived prototypicality and competence were controlled for. In Experiment 2, female college students ($N = 102$) listened to a female speaker whose language style (assertive/tentative) and mating style (promiscuous/conservative) were manipulated. There was a significant main effect of mating style on influence; the conservative speaker was more influential than the promiscuous speaker. This effect remained significant after the effects of perceived prototypicality and competence were controlled for.

2. Conflict in university flats

Kirsten Robertson (presenter) and Tamar Murachber

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This study examined students' experiences of conflict within a flatting context. Forty-four (20 male, 24 female) University of Otago Students took part. Twenty-two students lived in a mixed gender flat, 12 in an all-female flat, and 10 within in an all-male flat. Students' experiences of conflict were examined through questionnaires and in-depth semi-structured interviews. Students discussed areas of conflict, how the conflict developed, how they dealt with it, the effects of the conflict, and offered advice for future

flatters. Findings are being analysed as a function of the flattening context (mixed, all-male, all-female) and gender of participant. Analyses of content and language use are currently being conducted. Preliminary themes have revealed the following: conflict typically involved disputes over cleaning and money; conflict was more prevalent within flats that do not eat or socialise together; conflict was greatest when one flatmate behaved as if he or she was not part of the group; all-male flats experienced less conflict; males tended to deal with conflict more directly. Furthermore, males were described as using positive conflict resolution techniques. Females, on the other hand, were described as using negative conflict resolution techniques. Results will be discussed in relation to gender roles and gender stereotypes of emotion expression.

Thus, unsubtle and autocratic communications that encourage partners to alter specific traits or behaviors are associated with perceived failure in short-term persuasion, but they appear to be successful in generating desired change in partners over the long-term. In contrast, reliance on soft and subtle regulation attempts to accomplish change is likely to maintain harmony and satisfaction in the short-term, but may ultimately fail to produce any real change. This research highlights that one mechanism through which communication strategies impact relationship outcomes is the extent to which engaged strategies are successful at generating desired relationship improvements. Associated Article: Overall, N.C., Fletcher, G. J. O., Simpson, J. A., & Sibley, C.G. (2009). Regulating partners in intimate relationships: The costs and benefits of different communication strategies. *Journal of Personality and Social Psychology*, 96, 620-639.

3. Menstrual cycle variation in women's attraction to the voices of symmetrical men

Brad Miles and Lucy Johnston (presenter)

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This research investigated the idea that human voices convey important biological and social information, and that listeners are sensitive to this information. Ratings of voice attractiveness have been found to correlate with variation in body symmetry, suggesting that the acoustic properties of voices may be a readily available marker of phenotypic and genotypic fitness. The present research extended this line of reasoning by examining whether the relationship between voice attractiveness and body symmetry varied as a function of female listeners' fertility. Thirty male speakers had their voices recorded counting from 1 to 10 in a neutral speaking voice. Left and right side measurements of seven anatomical traits (ear length, elbow width, wrist width, and the length of all fingers, excluding the thumb) were taken and an overall index of fluctuating asymmetry for each speaker. Normally ovulating women rated the attractiveness of these male voices once at high fertility and once at low fertility. Voice attractiveness ratings correlated with men's body symmetry at high fertility but not at low fertility. The observed shift in women's attraction to the voices of symmetrical men as a function of the menstrual cycle is consistent with the notion that women have an evolved sexual psychology that favors attraction to males who possess phenotypic markers of high genetic fitness during the most fertile phase of the menstrual cycle. This finding is consistent with a 'good genes' model of sexual selection.

4. Attitudes and perceptions of the first year drinking culture

Kirsten Robertson (Presenter) and Sarah Forbes

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Hazardous drinking by University students is a serious concern in New Zealand and internationally. This study examined second year student's reflections on their experiences

and perceptions of the first year drinking culture. To set the context for the study, findings on the extent and associated consequences of alcohol consumption in Residential Colleges will be presented. Participants were 22 female and 16 male second year students who took part in in-depth interviews discussing their expectations, behaviour, and perceptions of the first year drinking culture. Participants had all resided in a College of residence during their first year. They were informed of the study through a Residential email list and invited to take part on an interview about their experiences of the first year drinking culture. A content and language analysis is currently being completed. Preliminary themes revealed: pressure and expectations to drink; dismissive language regarding the negative consequences of drinking, positive perceptions associated with males drinking; negative perceptions of females drinking; negative perceptions of non-drinkers; concerns about safety of females; prevalence of physical violence. Language used to describe drinking will also be presented. Findings will be discussed in relation to gender stereotypes and perceptions of the student drinking culture.

Ethnicity and Inter-Cultural Interactions 2, Inter-Cultural Interactions Thursday, 1:15-3 pm, Parallel Session 2

1. Relative ingroup strength, personal network structure, and interethnic behavior: A study of interethnic communication among American college students

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The paper examines three of the key factors of interethnic communication identified in Kim's contextual theory of interethnic communication: (1) relative ingroup strength, (2) personal network structure, and (3) interethnic behavior. The analysis tests the interrelationships between these constructs, utilizing empirical quantitative and qualitative data obtained from a study of undergraduate students at a medium-size university in a south-central state of the United States. A total of 343 undergraduate students attending a university of a moderate-level ethnic diversity participated in this study. The analysis utilizes two data sets: (1) the numeric data collected between 2000 and 2002, from a questionnaire survey in which 236 undergraduate students participated; and (2) the data collected from one-on-one interviews with 107 undergraduate students conducted between 2000 and 2005.

Consistent with theoretical predictions, results show that: (1) individuals whose existing personal networks of daily contacts, casual friends and close friends are more ethnically integrated, are more associative toward ethnically dissimilar others in general; (2) individuals of the majority ethnic group tend to be less associative toward, have less daily contact and are less engaged in personal relationships, with members of minority ethnic groups; and (3) the negative theoretical relationship between the relative ingroup strength and associative behavior is stronger at more intimate levels of interethnic relationships. Based on a qualitative analysis of narrative responses to open-ended interview questions, the key research findings are illustrated with respect to two specific interviewees who differ in their respective levels of interethnic engagement.

2. Chinese sojourners' attitudes toward Americans: Exploring the effects of communication accommodation and contact quality

Yan Bing Zhang (presenter) and Makiko Imamura

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Intergroup communication research has gained attention since the 1990s due to a growing interest in understanding how contact with specific group members is associated with attitudes toward groups (Harwood, Giles, & Palomares, 2005). That said, a considerable amount of the contact research has focused on contact outcomes for members of majority or higher status groups with minimal attention devoted to members of minority or lower status groups (cf. Tropp, 2003). Examining contact outcomes for minority groups is especially critical because minority group members may perceive and define intergroup relations differently from the majority due to their lower status and more sensitivity to their group status (Tropp & Pettigrew, 2005b). Guided by the communication accommodation theory and the intergroup contact hypothesis, the authors examined the relationships among Chinese sojourners' ($N = 133$) perceived contact quality (i.e., closeness, satisfaction and solidarity) and communication accommodation of their most frequent American contact and their attitudes toward Americans as a whole. Results in general indicated contact quality between the Chinese sojourners and their most frequent American contact was positively associated with their perceptions of communication accommodation of that American individual. In addition, communication accommodation received from specific group members mediated the relationship between contact quality intergroup attitudes. Results were discussed in light of the communication accommodation theory, the contact hypothesis and prior literature in intergroup and intercultural communication.

3. Ethnocentrism and second language usage: Finding pieces to a puzzle

George Ray (presenter), Kimberly Neuendorf, Lingli Ying, and Evan Lieberman
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Ethnocentrism has been conceptualized as a cultural characteristic in anthropology, a group-oriented construct in sociology, an individual predisposition by researchers in psychology, and a pattern of interaction by scholars in communication. Accordingly, there are various definitions of ethnocentrism. However, most scholars agree that ethnocentrism essentially refers to one's worldview being rendered in terms of one's own cultural orientation and the tendency to view one's own culture as superior to all others. Research has identified a number of factors that are associated with ethnocentrism, including intercultural communication competence, intercultural sensitivity, individual personality traits, increased intergroup contact, and others. One issue that has received relatively little attention is second language usage and its relationship to ethnocentrism. The present study examines ethnocentrism and second language usage as well as a number of other variables including contact with people from different cultures, foreign travel, and consumption of mass media content related to foreign cultures. The participants were 205 undergraduate students at a Midwestern university in the United States. While it might be expected that competence in a second language would lead to lower ethnocentrism, this research finds that, on balance, more casual or entertainment-related experiences (e.g., watching foreign films, consuming ethnic foods) are more directly related to lower ethnocentrism. The paper discusses patterns among variables that relate to ethnocentrism and also examines a theoretical basis for these findings.

4. Accommodating deviance: Tibetan exiles in India

Howard Giles, Tenzin Dorjee, and Charles Choi (presenter)

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Among the most interesting social groups in today's world are diasporic ones, and these have, recently, attracted scholarly attention from various perspectives. Understandably, diaspora has meant different things to different people, yet it commonly refers to those who

have been forced to live in exile due to persecution in their homelands. Hence, they are people living in a new environment outside their land of origin, claiming emotional ties to a past migration history, language, religion, and customs, often experiencing a collective trauma about returning to “the old country”. From a social identity and communication perspective, these “strangers” while adapting to their new social-cultural environments also try to preserve their identity, culture and communication practices. This paper examines empirically for the first time how individuals – specifically 314 Tibetan exiles in India - communicate with different members of its diasporic community. Of interest to us in the diasporic situation at hand was whether accommodative-nonaccommodative behaviors might be shaped by how normatively or deviantly one’s interlocutor reflects aspects of Tibetan identity in their speech. Some of our theoretically hypotheses were supported, others, interestingly, were not. This study, in a previously unexplored and unique cultural context, is also important for the refinement of communication accommodation theory in two ways: first, little attention has been afforded what factors mediate individuals’ tendencies towards accommodative acts; second, notions of social deviance (i.e., pro- to anti-normativeness) have not been explored either.

Group Processes 2, Communication in Groups

Thursday, 1:15-3 pm, Parallel Session 3

1. Martin et al.’s Humor Styles Questionnaire: Personality measure or a means to assess how we use humour?

Angus McLachlan (presenter), H.M. Sanders, and J.E. McMahon

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Given that it has proved almost impossible to agree on a simple definition of what humour *is*, Martin et al.’s (2003) Humor Styles Questionnaire (HSQ), focussing on what people *did* with humour, appeared a significant development within the field of humour research. Unfortunately, the HSQ was conceived largely as a personality measure, making it difficult to employ the measure in explorations of how people can be humorous in different ways at different times, depending on their aims and the social context. Nonetheless, using the original measure and slight variations on it, data from several studies will be presented suggesting that people do vary in the sorts of humour they use and the circumstances in which they use this humour. More particularly, the four “styles” of humour that the HSQ assesses, affiliative, self-enhancing, aggressive and self-defeating, will be discussed in terms of how our mood clearly influences the forms of humour we deploy. At the same time, it will be argued that, as a personality measure, the HSQ, represents a lost opportunity to examine the manner in which we are able to use humour to encourage or discourage solidarity with others as well as increase or decrease our status. These variations in the way we use humour suggest that traditional definitions of humour have confused the content of the humorous exchange with how the humour is being used to foster a particular form of relationship between those involved.

2. Social cognition in grammars – an ontological approach

Andrea Schalley

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I present work that is part of a current ARC Discovery Grant project, entitled “Social cognition and language: the design resources of grammatical diversity”, which carries out a

first systematic study of the diverse engineering solutions the world's languages have evolved for 'social cognition' – the capacity to represent and reason about agents and actions in our social universe, to interact with others by building a shared mental world, and to orient ourselves in social groups. Languages prioritise different aspects of social reality and hence their grammars vary immensely with regards to which social cognition categories they require their speakers to readily attend to and express. Examples – including from lesser-known and endangered languages – provide an overview of social cognition categories that are highlighted by different grammars. Their analysis and systematization lead to the development of a sophisticated model of linguistically relevant social cognition. The project results are being collated in a formal knowledge base, an ontology that is being developed as part of the project. The ontology includes information on the social cognition categories found across languages, on their ways of encoding (linguistic forms), the corresponding linguistic examples, as well as relevant language and society information. Using an ontology as representation paradigm and the resulting computational tool are expected to substantially support future research, as they provide structured, interrelated information, reasoning capabilities, and extensive searchability, while at the same time offering a rigorous model of social cognition. This new tool is demonstrated in its current state of development.

3. A status position theory

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A theory of interpersonal status competition within groups is outlined. The starting assumption is that people are motivated to acquire, maintain, and enhance status because status confers reproductive and extended fitness. The second assumption is that the fundamental bases of status are physical attractiveness, physical dominance, and competence in group normative activities. When people make social comparisons on the basis of these comparison dimensions they either can or cannot establish clarity about relative status. When relative status is unclear, people will self-enhance on the relevant dimension. For example, intrasexual competition typically leads women to compete through indirect aggression (e.g., spreading malicious gossip about sexual rivals), and men to compete through direct aggression (e.g., threats or physical violence). A first hypothesis is that status competition is typically localized—people are more likely to compete for status with similar others to clarify their status differences, and this is particularly likely to happen in contexts that prime mate competition. When relative status is clear, however, people make judgments about status positions with respect to a distribution of rewards or costs associated with those status positions. The same variables that drive identity management strategies in social identity theory, namely, legitimacy, stability, and permeability apply equally to status positions within groups where status positions are clearly defined. Given a status hierarchy that correlates status with rewards (e.g., salary), people judge legitimacy by the degree to which rewards are consistent with status level. Rewards higher or lower than the status position will be perceived as illegitimate. Because clear status position differences tend to decrease interpersonal competition, social hierarchies with relatively distant status positions will tend to be more stable than those with more closely packed positions. Finally, the permeability of status positions will vary with respect to an individual's complement of beauty, resource holding capacity, and competencies, and the degree to which these can be enhanced through adornments (e.g., make up, tattoos, equivocation). The status position theory generates novel predictions about interpersonal aggression, perceptions of justice, gossip, status striving in small groups, group cohesion, and social norms. The implications of the use of language (e.g., gossip and equivocation) will be described.

4. Status and small group communication

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Research shows that the more people contribute to group discussion, the more highly they rank in status. There are two major lacunae in this research. First, the association between participation and status has been established in interactive groups where non-independence of observations contaminates statistical tests. It will be valuable, therefore, to test this association in groups where the contributions of other group members is consistent for all participants. Second, we test a new theory of status negotiation which predicts that people compete for status and that achieved status has positive affective outcomes. It was predicted that greater participation would affect perceptions of deserved status, which in turn would predict positive affect, task interest, performance self-esteem, and group cohesion. The current study simulated group interaction in a computer-mediated group brainstorming task. All participants were assigned to a low status position prior to the brainstorming simulation (position 4 out of 5). The quantity of simulated group members contributions were kept consistent. The quantity of participants contributions were measured. As expected, the more ideas that participants contributed to the brainstorming task, the higher the status position they believed they deserved, the higher their positive affect, task-interest, performance self-esteem, and sense of group cohesion. Mediational tests confirmed that participants' sense of deserved status position fully mediated the effect of participation on these outcomes.

Group Processes 3, Groups in Organisation

Friday, 10:15 am-12:15 pm, Parallel Session 3

1. Exploring the social value of welfare service delivery

Claire M. Mason (presenter), Anneliese B. Spinks & Stefan A. Hajkowicz

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This study explores the social value delivered through Centrelink's welfare service systems using a social inclusion framework. Centrelink is the government agency responsible for delivering Australia's welfare programs and services and has approximately 6.8 million customers. Some of Centrelink's service delivery points are in remote areas where few other government services are available, meaning that Centrelink is often the first point of contact for disadvantaged and vulnerable groups. Therefore, the organisation is in a position to build trust and connect people with resources that can empower them beyond the value of a welfare payment, making its service delivery highly relevant for the Australian government's Social Inclusion agenda. Centrelink provides more intensive support for disadvantaged individuals through seven Place-Based Services trials. Although the trials are tailored to suit the different areas in which they are delivered, they generally involve intensive consultation with customers to understand their life-situation, connect them with relevant services and identify options via which they can improve their situation.

In this study, we will be exploring the effects customers have experienced as a result of Centrelink's service delivery, contrasting "mainstream" service delivery and the services offered through the Place-Based Services trials. Using interviews with Centrelink staff and customers, we will explore their perceptions of the way in which Centrelink service delivery improves customers' lives, and the behaviours and processes occurring within Centrelink that promote these outcomes. Theoretically, the study will be used to determine whether the

social value of welfare service delivery can be described in terms of social inclusion capabilities. We will also refer to communication accommodation theory as a means of understanding the processes through which this social value is achieved. Practically, the research will provide a platform for constructing more comprehensive and insightful performance metrics that move beyond transaction speed and accuracy.

2. Cascading organisational information: Ensuring the right amount of appropriate information is delivered at the right time.

Ann Rogerson

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Ensuring that organisational related information is communicated effectively and efficiently to individuals, teams and areas, presents challenges for leaders and managers, particularly in times of organisational change. This paper documents a communications process designed to deliver timely and appropriate levels of information throughout an organisation, using a cascade approach, which ensures that those who need the most information receive it, and that a sufficient level of information is delivered throughout the organisation in a timeframe designed to minimise gossip and the flow on effects of organisational grapevines.

This process requires planning, preparation and a high level of confidentiality by those involved in the process. If these aspects can be achieved and effectively implemented a supportive communications process can be effectively implemented. A consistent and complimentary organisational communications process builds trust with employees and supports future organisational communication initiatives. Through utilising an approach that respects the individuals most affected in times of change, ensuring that the organisation as a whole receives a sufficient level of detail to satisfy individual curiosity while supporting organisational vision and objectives, large scale change projects can be implemented in a manner that is supportive of all employees and aligns communication events with organisational visions and objectives.

3. “Playing the game”: Language use in young children’s social worlds

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It is commonly understood that children’s play is a context for social interactions and a site for language use. However, despite play being highly regarded and seen as integral for young children’s social development, even recent studies present children’s play as non-serious or trivial. The seriousness of what is at stake interactionally for children in social interactions, and the role of language in negotiating these matters is often overlooked. Using an ethnomethodological approach and conversation analysis, the study presented in this paper, investigates the talk and interaction of children in the social context of play. Children, aged 4-6 years, were video-recorded as they participated in their daily activities in the playground of a preparatory year setting in a Queensland school. Close examination of children’s playground talk shows that during play, matters of ownership of materials and ideas, and access to play spaces, are serious interactional affairs to which children negotiate and attend. Language becomes a key resource employed by children in the organisation of whose ideas for the game will be used, who can play, the play equipment used and where the game will be played. Data presented in this paper reveals how young children competently use language to manage their social encounters, and the strategic and pivotal nature of this talk. This study provides new understandings about the taken-for-granted activities of

“playing the game” in children social worlds, and offers exciting possibilities for the study of children’s games in the future.

4. The correlation of subordinate-leader intimacy and job satisfaction with organizational commitment

Laila Meiliyandrie (presenter) and Indah Wardani
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The objective of this research was to study the correlation of subordinate-leader intimacy and job satisfaction with organization commitment. A total respondent of this research 216 employees of Government Organization in Cilegon, Indonesia were selected to fill up the questionnaires. A set of questionnaire consist of self developed Intimacy Questionnaire, Porter and Smith’s *Organizational Commitment Questionnaire* (OCQ), *Minnesota Satisfaction Questionnaire* (MSQ) by Weiss, Dawis, England, and Lofquist, and respondents’ personal data was administered to the respondents. The data were analyzed by Person Correlation and Multiple Regression analysis of Statistical Package for Social Science (SPSS) version 12.0. The result showed that there were positive correlation between organization commitment and leader – subordinate intimacy, between organization commitment and job satisfaction, and between subordinate–leader intimacy and job satisfaction. Intimacy between leader and subordinate and Job Satisfaction were simultaneously contribute to the organization commitment. The research found that there was no correlation between demographic factors and all tested variables. As the leader and subordinate intimacy become closer and more satisfied employee, the organization commitment is proven to be higher.

Discourse and Language 1, Discourse Processes Friday, 2:30-4 pm, Parallel Session 3

1. Resolving problems in intimate relationships: The costs and benefits of different communication strategies

Nickola C. Overall¹ (presenter), Garth J.O. Fletcher² (presenter), Jeffrey A. Simpson³, and Chris G. Sibley¹

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This study tested the success of communication strategies used by relationship partners (N=61 romantic couples) who were videotaped while trying to produce desired changes in each other. We coded interaction behavior according to communications strategies that varied in valence (positive versus negative) and directness (direct versus indirect). To test the success of different communication strategies, we assessed perceptions of communication success immediately after the dyadic discussions and then measured actual change in targeted features at 3-month intervals during the following year. Consistent with prior research, when examining immediate post-discussion perceptions of success, stronger engagement of direct strategies (both positive and negative) was perceived as less successful in promoting desired improvement, whereas positive-indirect strategies were associated with higher immediate success. Strikingly, however, the reverse pattern emerged when analyzing the effects of strategy use during the following year. Across time, direct strategies produced greater change in targeted features, but indirect regulation strategies yielded little influence.

2. Making Meaning: Language and Mind in Understanding Narrative

Sky Marsen¹ (presenter), Gina Grimshaw¹, and Jan Lauwereyns²

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This paper discusses collaborative research between a literary linguist and two neuropsychologists, which examines the formal elements of written narrative that prompt readers to make inferences. Humans create stories to explain the world around them and to construct their personal and social identities. However, whether meaning is created by elements that are inherent to the text, or whether it is created by the reader through subjective processes, is a controversial topic. Using selected analysed examples, the paper describes and discusses three semantic aspects of narrative that are vital in constructing the world of the text: *focalisation*, the point of view from where an agent or action is presented, *presupposition*, the assumed knowledge on which agents and actions are constructed, and *modality*, the elements that signify the attitudes, values and beliefs of the narrator. The paper argues that readers' inferences and their responses to the text are influenced to a large extent by such aspects. After exploring these aspects through methods of discourse analysis, the paper will suggest some ways in which neuropsychological experimentation can assist in understanding reader response by examining readers' cognitive and neural responses while making inferences. Since narrative is widely considered to be a fundamental and universal human practice that channels socio-cultural values, this paper contributes to understanding how the construction and interpretation of story elements can reinforce or challenge accepted notions of causality, identity and agency.

3. Metonymy, storytelling, and the emergence of intimacy

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Researchers have found that the use of ornamented language emotionally binds the listener to the speaker. What is not known is whether different types of ornamented language achieve different levels of intimacy. In this social-psychological model of metonymy, I argue that the storyteller's use of creative metonymy, defined as "the novel fixation of reference for an existing expression" (Papafragou, 1996), cultivates intimacy between storyteller and listener, and to a greater degree than do other tropes. Creative metonyms require the listener to conceive of aspects of the world through the storyteller's newly-minted references, often in the absence of clear conceptual and pragmatic boundaries of usage. This exercise entails repeated attention to the cognitive and emotional particularities of the storyteller across the course of the story. I argue that this process resembles the infant's language acquisition process in which the infant internalizes the mother's cognitive and emotional approach to persons and things in the context of the interpersonal dyad. In both cases, the learner of the new expression trusts that the conceptual breadth and pragmatic affordances of the novel reference will be revealed over time. This trust cultivates intimacy as the listener seeks not simply to understand novel expressions but to appreciate the particularities of the individual who produces them. Other tropes may occasion, but do not require, a social-psychological reading: creative metaphor and irony are understood rapidly even in the absence of contextual information (Giora, 2003). A discussion of metonyms from well-known stories and preliminary findings from the researcher's pilot project support the model.

4. It's not what you say, but the way that you say it

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“He didn’t say so, but I could tell he was angry;” “She said she was, but she just didn’t sound happy”

It’s often not *what* but *how* somebody says something that guides judgments and behavior in social interactions. Even without relevant words being spoken we will likely, for example, act in a different way toward somebody who sounds angry than somebody who does not. Voice quality is an important means by which physical, psychological and social characteristics of speakers are conveyed. Even when the words spoken are neutral, or are in a foreign language, individuals are able to identify, for example, a speaker’s emotional state. Effective social interaction further requires perceivers to differentiate genuine from faked signals (e.g., between genuine specification of happiness and a simulation of such). Previous research in our laboratories has demonstrated that perceivers are sensitive to differences in genuine and posed facial expressions of emotion and that this sensitivity guides future interactions. We have extended this research to auditory specification of emotion since voice quality is often subject to intentional control – talkers try to convey or disguise specific attributes in order to create a particular impression with others. We will report findings demonstrating differences in voice pitch and intensity between genuine and posed expression and the sensitivity of perceivers to such differences. Implications for the unfolding of social interaction are considered. Directions for future research, including the interaction between emotion conveyed voice quality and in the words spoken, will be detailed.

**Discourse and Language 2, Discourse in Context
Saturday, 10:45 am-12:15 pm, Parallel Session 2**

1. A longitudinal, intonational analysis of forward- and backward-looking communicative functions in a collaborative task

Dr. Brian W. Horton

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The present study investigates how one prosodic parameter, intonational phrase boundaries, marks forward- and backward-looking communicative acts. The primary focus of the paper is the way that intonational phrases are used in communication management in a collaborative task. Twelve dyads (experts, novices, and mixed dyads) completed a collaborative photography project in three stages, with each stage representing a different photographic challenge (exposure, vibrancy of colors, illusion of motion). A verbatim transcript was produced and was then subjected to dialog act coding, based on the SWBD-DAMSL Annotation Manual. Over 1000 dialog acts were present in the data. Intonational phrase boundaries and pitch accents were labelled according to the ToBI specification for American English. Longitudinal logistic regression was used to analyse the data, with the intonational unit regressed onto the dialog acts (forward- and backward-looking, respectively). The time units for the longitudinal analyses were based on the photographic tasks. Results from the analyses revealed that speakers in the mixed condition (expert-novice) used increasingly more L-0L intonational phrases in conjunction with forward- and backward-looking acts over time, regardless of the experimental task. In the novice group, the L-H% phrase was used more over time in conjunction with backward-looking acts (e.g., agreement, acknowledgements). The results suggest that as speakers increase their interactions with others on a specific task, they may alter how they intonationally mark

information with their collaborator, depending on their pre-existing knowledge of a conceptual domain.

2. “An out of control bushfire”: Investigating metaphor use in email counselling on a children’s helpline

Susan Danby¹ (presenter), Michael Emmison², and Dr Carly W. Butler²

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Counsellors use the resource of metaphor to represent their clients’ experiences and to visually expand their thinking. However, this practice meets new challenges in online contexts as the asynchronous communication of email means that there is greater opportunity for miscommunication. This paper discusses a chain of emails between a counsellor and young client on the Australian Kids Helpline following the counsellor’s introduction of the metaphor of “an out of control bushfire” to describe the clients’ experiences. The data are drawn from a corpus of over 100 emails, 100 web chat and 50 audio-recorded phone calls collected from Kids Helpline. Drawing on ethnomethodology and conversation analysis methods, we examine the sequential organization involved in the counsellor’s use of metaphor, and what happens when there is ambiguity and misunderstanding by the client. A specific focus is on how the client and counsellor work to regain intersubjectivity through repair mechanisms. We show that the matter of ambiguity and repair in email counselling cannot be dealt with as it arises, as in telephone counselling. It is a matter to be returned to by both parties on an extended time. It takes a number of emails over several weeks to achieve a mutual understanding. This mode differs to face-to-face or phone counselling, where the client could immediately seek to repair the situation and the matter can be topicalised at the time of occurrence, with resolution within the one session. The asynchronous email modality enables and constrains particular therapeutic strategies, with implications for the ongoing work of counselling practices.

3. Constituting long-distance intimacy through practices for coping with network trouble in personal videoconferencing

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Couples in distance relationships are increasingly turning to Personal Videoconferencing (PV) to provide the richest possible long-distance interactional experience. However, network trouble--manifested as audio and video perturbations--is a common problem for couples using consumer-level internet connections. This paper illustrates how practices for coping with network trouble, be they technological manipulation, content-remedy, or treating trouble as non-disruptive, are often sites for constituting long-distance intimacy. In particular, two sets of coping/intimacy practices are discussed. First, some coping practices rely on the constitution of intimacy to succeed--without the proposal of intimacy, trouble might be insurmountable. Second, some coping practices explicitly account for how network trouble itself is relevant to the long-distance relationship. It is thus argued that couples' engagement with technological mediation reflexively constitutes and is constituted by long-distance intimacy.

4. The sociocultural landscape of English: The discursive constructions of attitudes toward English among Japanese undergraduates on a study English abroad program Akihiro Saito

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English as a global phenomenon has been discussed variably in recent scholarly literature. In parallel, research on ELT continues to abound. However, the scope of ELT research in the Japanese context has been focussed upon the teacher perspective of how pedagogical practices can best enhance learners' acquisition of the language. Meanwhile, the sociocultural landscape of ELT as subjective realities shared among learners themselves has been underexplored. This paper addresses this gap by tapping into attitudes toward the English language as discursive constructions emerging out of expository-type writing among Japanese undergraduates. The paper presents a discourse analysis of 32 participants' text about the sociocultural significances of English, from local to global level. Passages of the text elicited from the participants were coded into three theoretical categories of attitudes: positive, negative, and neutral (non-evaluative). An overarching theme that has been identified in each of these categories – English as resource, English as agitator, and English as ornament – is discussed.

The study holds, among others, pedagogical and methodological implications for ELT and ELT research. By tapping into language learners' views of English in their written discourse, the study enables itself to observe the consciousness that individuals bring with them through which sociocultural particularities of their learning context may be visualised. While psychometric attitude research confines individual attitudes within the researcher's theoretical framework as evaluations oriented to attitude objects, this discourse-analytic study demonstrates that evaluations and attitude objects are discursively intertwined, and the contemporary phenomenon of English is variably constructed therein.

Groups 4, Social Categories

Saturday, 10:45 am-12:15 pm, Parallel Session 3

1. Towards an international agenda: Gangs and intergroup communication

Erin K. Willer¹, Howard Giles², and Charles Choi² (presenter)

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With the ever-growing rise in gang activity in the USA, this issue has moved from what was once a local, or even national, problem to becoming a significant global concern, showing no signs of attrition. Local street gangs securing their territories have expanded their reach, making their ways across many borders, and embedding themselves into our social landscape as highly sophisticated, organized, and transnational entities. Consequently, the community's sense of civic safety and feelings of social well-being, in many cases, is dwindling. Recognizing this, the Los Angeles Police Department has responded with an officer-exchange program in El Salvador to quell gang activities across international borders.

There is a dearth of cross-disciplinary research on this topic, and especially within the language and communication sciences, let alone the highly relevant field of intergroup communication. In this vein, gangs are notorious for their intra- and intergroup communication practices through tattoos, dress, hand gestures, and graffiti as messages of intimidation and violence that promote anti-social and illegal messages and behaviors; and these are only surface structures. We, along with our collaborators, are embarking on a program of research, which we will briefly outline in this paper, as it heralds considerable promise when firmly rooted in current theory on intergroup relations and communication. In particular, the salience of a culturally-rich gang identity undoubtedly affects youths' perceptions of and beliefs in their accountability to civic involvement and responsibility.

Because there are compelling social benefits to gang membership, many youth are susceptible to gang appeals and hence, we are interested in the process of gang member recruitment and how to intervene in order to deter youth from joining gangs.

In this paper, and by means of a case study of Santa Barbara with its East- and West-side gang members, we will discuss some of the foregoing through concrete illustrations of gang activity and a recent law enforcement response to it. We will achieve this, in large part, by recourse to two models we have developed; one relating to the community at large, and the other pertaining to youth. We will dovetail between describing the constructs and pathways of these models, which will guide our empirical and interventionist work, and the messages found in this case study setting. Given the international dimensions of gang issues, we have been forging concrete links with researchers and practitioners in Barcelona to add a unique international dimension to our work. An important aim of this paper then is not only to introduce this important applied domain to the lens of the study of language and social psychology, but to see if we can intrigue potential ICLASP collaborators from Australasia (and elsewhere) - where different gang issues have their own peculiarities - to join our academic and intellectual quest so that we together might engage a more global task force on what is seen by many as a pervasive “social blight.”

2. Labelling Age Related Cohorts – Communicating similarities or reinforcing stereotypes?

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Defining groups of individuals by their year of birth and applying labels such as ‘*Generation Y*’ and ‘*Baby Boomers*’ is becoming commonplace. This paper reviews how researchers and statisticians have adopted this convention to describe segments of the population using a label related to a span of birth years. This approach raises a number of issues. Firstly, there is no widespread agreement as to which years belong to which label. This leads to misinterpretation of attributes where an individual labelled as ‘*Generation X*’ in one paper is defined as a ‘*Baby Boomer*’ in another, while personal perceptions of the years belonging to each label resulting in data being misread or misinterpreted. Secondly, widespread generalisations can occur inferring that all those born within that year span are similar in terms of thoughts, behaviours and actions due to being born in the same defined period of time. A third issue exists that there are no allowances for those born on cusps where one day can mean a person is classified as belonging to an older group in one study, and a younger cohort in the next. This paper argues that researchers should let the data determine the grouping of age related information and the use of age labels should be discouraged. Avoiding the use of age labels prevents the establishment and reinforcement of perceptual biases and use of stereotypes to predetermine behaviours based on the age labels themselves and not the individuals they are trying to represent.

3. Identity and athletes: A discursive analysis of sport psychology consultations

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Elite athletes are a unique social group, specifically vulnerable to experiencing certain psychopathology during and after their sporting careers. Within the field of sport psychology the concept of athlete identity has been extensively linked with a range of psychological and behavioural problems experienced by athletes including the development

of eating disorders, overtraining, and the development of depression or substance abuse in response to injuries, poor performance or career transition (Brewer, Van Raalte, & Linder, 1993). However, within this literature identity has been conceptualised as identification with, and adherence to, a social role and has typically operationalised and assessed through questionnaire approaches. The present study explores the notion of athlete identity within a discursive psychological framework, exploring the ways in which identities are worked up and accomplished within interaction. The data for investigation comprised sport psychology consultations with elite-athletes occurring within the context of a sport institute. The analysis explored patterns in the ways that notions of athlete identities were constructed and drawn upon within these interactions, and also examined the regulatory work that such constructions served to accomplish. Particularly of interest in analysis was the ways in which athletes accomplished ‘problem talk’, constructing and accounting for needing to see a sport psychologist, whilst simultaneously attending to their identity as athletes. The findings also provide insight into the typical difficulties reported by elite athletes by focusing on how notions of identity are drawn on in reports and treatment of such problems.

4. Components of Police-Civilian Encounters in the USA, Bulgaria, and Armenia

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Communication is an integral part of law enforcement and public safety. This paper considers the relationship between police and civilians as an intergroup process and examines the communication that determines the nature of the interaction. Starting with a review of research into attitudes toward police officers, the paper will then present a line of research that describes this interaction in various international contexts (i.e., Bulgaria and Armenia). Besides differences between nations, results revealed that for US participants, officer accommodativeness indirectly predicted civilian compliance through trust. For those in Bulgaria and Armenia, however, only direct relationships were found—between officer accommodation and civilian trust, and between accommodation and compliance. The paper then examines the role of police media portrayals and its influence on the general public. These inaccurate depictions often pressure both police and civilians to behave negatively during their interactions. This phenomenon will be examined through social categorization theory, and our own model incorporating the influence of media portrayals will explain the cyclical pattern which makes this particular intergroup relationship so difficult. The paper will conclude with an overview of strategies to improve police civilian relations (i.e., community policing).

New Media and Mass Communication

1:30-3 pm, Parallel Session (2)

1. What broadcasting can do to revitalize a threatened language

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The doyen of language revitalization scholars and advocates, Joshua Fishman, is sceptical about the role of media in maintaining a language. However in New Zealand, as in several other countries such as Wales and Ireland, the use of a threatened language in broadcasting has been a focus of language revitalization strategy and advocacy. In the 1980s and 1990s, cases were taken through the New Zealand courts to require the Government to

support the Māori language through its broadcasting stations and channels. As an expert witness for the Māori organizations taking the cases, I argued that the main reason for promoting use of the language on air was to increase its prestige, which would encourage its speakers to use it. The cases were lost, but the judgments required the Government to support the language through broadcasting. This resulted in the foundation of Māori Television, which began transmitting in 2004. Now surveys by the Maori Development Ministry/Te Puni Kokiri, together with census data, appear to show an increase in fluency in Māori. I examine the nature of these increases, and conclude that what they reveal is a growth in the status of the language, leading to a greater impetus to claim speakership. This shift correlates with the increased use of Māori in broadcasting. I conclude that broadcasting may have a role to play in the social psychology of language revitalization.

2. A system to make machine analysis of communication available and accessible to communications researchers and non-technologists.

William Billingsley (presenter), Marcus Watson, Andrew Smith, and Cindy Gallois
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Analysing a conversation or a communication episode is a central activity in many fields of research, and it is also a key research area in many technology-based fields. Artificial Intelligence, Natural Language Processing, and Human-Computer Interaction research groups have invented many different techniques for analysing computable aspects of human expression, such as co-occurrence patterns of words, facial gestures, and measures of voice quality. At present, these tools are used piecemeal by communications researchers in their work. The problem is that each tool adds information about a single aspect of the conversation (e.g., lexical analysis works only on the transcript and does not take into account behaviours like pause durations or the vocal stress and other voice qualities of the speakers). In addition, the tool a researcher is using risks being the main way that researcher's questions are framed, and thus the kinds of analysis and results the research will find.

We have developed computer software that can bring together many different machine analysis tools, allowing their outputs to be visualised together. In this package, analysis tools are integrated as plug-ins. When a researcher wishes to study a communication episode (e.g., video with transcript), the software automatically processes it through the analysis plug-ins. The user can then open the viewer to interact with visualisations of the different analyses, together with the video and transcript, on a common timeline. The system supports combined analysis, or plug-ins and visualisations can use the output of other plug-ins in their own analysis. For example, a visualisation might identify the main themes in a transcript, based on co-occurrences of words, and then allow visualisation of their association with the level of vocal stress at each time period. The software is designed to be extensible, and new analysis plug-ins, visualisations, workflows, and configuration templates can be added. In this paper, we demonstrate the software and discuss the development process, including challenges like the need to find common units of time that are meaningful to researchers. Our hope for the software is that it will make machine analysis of communication more readily accessible, and that it will enable a closer link between technology-based and behaviourally-based researchers into language and communication. We also hope to make communication analysis more accessible to non-research users in ways that will be meaningful to them. For example, doctors (who have only limited awareness of communication analysis techniques) want to understand more about their interactions with their patients, and this tool may allow more access to research findings and interventions for them.

3. Sense of community, social identity, and social support among Orcs, Elves, and Dwarves: A qualitative analysis of “World of Warcraft” based online social relationships.

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Massively-Multiplayer Online Games (MMOGs), online computer games in which thousands of players communicate in the same virtual space, are a rapidly growing social phenomenon. Previous research has shown that players form meaningful relationships with each other and that these relationships affect psychological wellbeing. Players ($N=17$) of the MMOG “World of Warcraft” (WoW) were interviewed about their experiences of the game and of their relationships with other players. Thematic analysis reveals that players experienced a WoW-based sense of community; players identified as WoW players and as members of WoW-based social groups; and players reported giving and receiving various forms of social support. The analysis also highlights the importance of more localised and structured in-game social groups known as “guilds” to WoW players. These findings assist in understanding how social relationships function in the unique context of communicating through MMOGs and their effects on players’ psychological wellbeing.

4. Facebook or face-to-face? Predicting young people’s use of new communication technologies

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The popularity of social networking sites (SNS) among young people in particular has grown exponentially, with little research examining the psychosocial variables influencing people’s engagement with this technology. A series of studies, comprising both qualitative and quantitative approaches, were conducted to understand the determinants of young people’s SNS (non) use. Study 1 ($N=69$) involved a qualitative exploration of why teenagers don’t use SNS. Study 2 ($N=201$) used a cross-sectional survey to test a personality approach to understanding high level SNS use among university students. Studies 3 ($N=160$) and 4 ($N=233$) employed prospective designs to examine high school and university students’ frequent SNS use from an extended theory of planned behaviour (TPB) perspective, incorporating additional constructs such as group norm and self-identity. The qualitative themes that emerged for adolescents’ non-use of SNS sites included time-wasting and preference for other communication mediums. The survey results indicated that personality factors offered only limited utility, with stronger evidence for the role of the extended TPB variables, in predicting young people’s frequent SNS use. These findings provide an initial understanding of the factors influencing engagement with what is emerging as a primary tool for young people’s socialisation.