## Contents

Acknowledgements			
Notes on Data and Transcription			
Part I: Describing Workplace Discourse			
1. What is Workplace Discourse?	3		
1.1 Introduction	3		
1.2 Workplace, institutional, professional and business discourse	5		
1.3 Communities of practice and discourse communities	7		
1.4 Approaches to analysing workplace discourse	9		
1.5 Where does workplace discourse occur?	12		
1.6 Workplace discourse in a changing world	16		
1.7 Outline of the book	16		
2. Workplace Genres: Activities and Texts in Workplace Discourse	18		
2.1 Introduction	18		
2.2 Recurring or widespread genres in the workplace	23		
2.3 The use of genres within organizations	36		
2.4 Conclusion	43		
3. What Can a Corpus Tell Us about Workplace Discourse?	45		
3.1 Introduction	45		
3.2 Overview of relevant corpora	45		
3.3 Lexico-grammar of the workplace	47		
3.4 Pragmatic features	57		
3.5 Corpus and genre	61		
3.6 Discussion and conclusion	66		
4. Working Together and Getting People to Do Things: Directives,			
Procedural Discourse and Training	70		
4.1 Introduction	70		
4.2 Previous studies of directives	71		
4.3 A corpus-informed study of procedural workplace discourse	74		
4.4 Directives in transactional and collaborative talk	76		

	4.5	Solidarity and involvement strategies in procedural talk	
		involving training	84
	4.6	Training, apprenticeship and workplace learning	90
	4.7	Conclusion	93
Pa	art II	: Issues and Applications in Workplace Discourse	
5.	Rel	ationships at Work: Relational Talk and Humour	97
	5.1	Introduction	97
	5.2	'Work' done through relational talk	99
	5.3	The role of relational talk within a community of practice	103
	5.4	Humour	108
	5.5	Humour and workplace culture	109
	5.6	Humour in the ABOT Corpus	111
	5.7	Conclusion	120
6.	Cor	mmunicating across Cultures: English as an International	
		nguage of Work	122
	6.1	Introduction	122
	6.2	English as a lingua franca	123
	6.3	English as an international language in business	125
	6.4	Relational language in lingua franca workplace and	
		business interactions	131
	6.5	English in the multi-ethnic workplace	139
	6.6	Discussion and conclusion	141
7.	App	plying Research: Teaching Workplace Discourse	145
		Introduction	145
	7.2	Research-based consultancy	145
	7.3	Training and teaching	146
	7.4	Using insights from research for teaching and teacher training	149
	7.5	Conclusion	159
A	Appendix I: Adhesive Labels		
205		dix II: Sample Activities	163
300	otes		167
R	eferen	aces	171
In	idex		187