

Contents

| | |
|---|-------------|
| <i>Preface</i> | <i>vii</i> |
| <i>Prologue</i> | <i>viii</i> |
| | |
| 1 GREETINGS! <i>Good mornings</i> | 1 |
| 2 IN THE BEGINNING . . . <i>Conversation cards</i> | 9 |
| 3 A THOUSAND YEARS OF CONVERSATION <i>Battle rapping</i> | 18 |
| 4 EXCHANGES <i>An unusual exchange</i> | 26 |
| 5 TAKING TURNS—OR NOT <i>Telephone turns</i> | 36 |
| 6 INTERRUPTING <i>One-sided turns</i> | 44 |
| 7 WHAT WE TALK ABOUT <i>Topical allusions</i> | 54 |
| 8 HOW WE TALK ABOUT IT <i>Enjoy!</i> | 67 |
| 9 TAKING IT EASY <i>Phone beginnings</i> | 79 |
| 10 STORY-TELLING <i>A thousand days</i> | 97 |
| 11 STYLISTIC OPTIONS <i>Hello, Dave</i> | 107 |

| | |
|--|------------|
| 12 THE VOCAL AND THE VISUAL | 121 |
| <i>Dickensian pauses</i> | |
| 13 CONVERSATION AS THEATRE | 130 |
| <i>Always a conversation</i> | |
| 14 ONLINE 'CONVERSATIONS' | 140 |
| <i>Online help</i> | |
| 15 CULTURAL CONVERSATIONS | 149 |
| <i>A case of cultural misunderstanding</i> | |
| 16 BREAKING THE RULES | 157 |
| <i>The father of it all</i> | |
| 17 DOES CONVERSATION CHANGE? | 167 |
| <i>New openings, reactions, and closings</i> | |
| 18 #ALMOST DONE | 181 |
| <i>Epilogue</i> | 191 |
| <i>Appendix: The football grounds conversation</i> | 193 |
| <i>References</i> | 197 |
| <i>Index</i> | 199 |