

# American And Japanese Business Discourse A Comparison Of Interactional Styles

American and Japanese Business Discourse  
A Comparison of Interactional Styles  
Praeger  
Handbook of Business  
Discourse  
Edinburgh University Press

A magnum opus in the now vast domain of discourse studies, whose history, methods, and subdomains nobody knows as well as Robert de Beugrande. No other book in the humanities and social sciences today integrates such encyclopedic knowledge into a thoroughly transdisciplinary, international, intercultural, and critical program. For all advanced students of discourse, this book should be their major mentor, guide, and compendium of research. -Teun A. van Dijk, University of Amsterdam and Editor of the journals Text and Discourse and Society - Professor de Beugrande has been one of the most influential scholars in text linguistics since he helped to found it as a discipline. He commands a large panorama of knowledge and brings this learning to bear on a variety of topics, giving fresh insights and new dimensions. In his latest book, he ranges over linguistic, educational, and cultural disciplines in order to synthesize an important framework within which text and discourse can be understood in new ways. -John Sinclair, Birmingham University and Editor-in-Chief of Collins COBUILD English Language Dictionary

Routledge Introductions to Applied Linguistics is a series of introductory level textbooks covering the core topics in Applied Linguistics, primarily designed for those beginning postgraduate studies, or taking an introductory MA course as well as advanced undergraduates. Titles in the series are also

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ideal for language professionals returning to academic study. The books take an innovative 'practice-to-theory' approach, with a 'back-to-front' structure. This leads the reader from real-world problems and issues, through a discussion of intervention and how to engage with these concerns, before finally relating these practical issues to theoretical foundations. Additional features include tasks with commentaries, a glossary of key terms, and an annotated further reading section. Exploring Professional Communication provides an accessible overview of the vast field of communication in professional contexts from an applied linguistics perspective. It explores the nature of professional communication by discussing various fundamental topics relevant for an understanding of this area. The book is divided into eight chapters, each dealing with a specific area of professional communication, such as genres of professional communication, identities in the workplace, and key issues of gender, leadership and culture. Although the book's main approach to professional communication is an applied linguistics one, it also draws on insights from a range of other disciplines. Throughout, Stephanie Schnurr takes an interactive approach that is reflected in the numerous examples of authentic discourse data, from a variety of written and spoken contexts. Exploring Professional Communication is critical reading for postgraduate and upper undergraduate students of applied linguistics and communication studies.

The papers in this volume examine strategies for language acquisition and language teaching, focusing on applications of the strategic interaction method.

As an increasing number of people travel overseas each year for tourism or business, they are likely to be involved in some form of communication with people of different language and cultural background. In such situations, Americans often

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experience difficulty in communicating with non-Americans because of language barrier as well as cultural differences. In addition to language and culture differences, one aspect of intercultural communication that is often overlooked and yet vitally important is the role of nonverbal factors plays in achieving effective communication. The purpose of this study is, first, to learn the importance of nonverbal communication and what factors that are likely to affect the course of effective and successful communication with people of different cultures. Second, this study focuses on the effect of such nonverbal factors that are present and likely to affect the communication process in the business setting between American business people and Japanese counterparts. The implication of this study is that it is important to know the different non-verbal communication factors that are present in the business setting between Japan and the U.S. in order to achieve sufficient communication in intercultural business setting.

Communities are composed of connected individuals. The communication that exists within, about, and between these communities is at the heart of Communication Yearbook 28. This book draws from the broad range encompassed by the communication discipline to review literature that has something to say about community and what the communication discipline has to contribute to understanding this human connection. Offering state-of-the-art research, Communication Yearbook 28 presents: \*an influence model addressing the most basic level of community--the personal relationship; \*the literature on romantic and parent-child relationships at a distance; \*community in terms of those working at home and telecommuting, running home-based businesses, and participating in online communities; \*the communicative venue for community building and fragmentation; \*social capital and tolerance; \*the literature on

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collaboration, examining this communicative performance in community groups; \*community as a foundation for the study of public relations theory and practice; \*the visual images of community and what they suggest about these communities to those looking in from the outside; \*the role new technology plays in maintaining community; and \*community contexts. This book is an important reference on current research for scholars and students in the social sciences.

This book examines the social organizational discourse of task-oriented business meetings in a Kuwaiti financial organization and an American non-profit trade organisation. Focusing primarily on the linguistic behaviours demonstrating agency and power of managers and staff members displayed during these meetings, the project is based on ethnographic data collected during eight months of fieldwork. The author examines the similarities and differences between the linguistic behaviours of both organizations, particularly relating to the production of collective “we,” “us,” and “our” utterances and directive speech acts issued to explore how managers and co-workers perform agency and power in meetings. This distinctive book will shed light into the influence of language on the actions and relationships of managers and co-workers in business meetings, and will be of interest to applied linguists and discourse analysts in the field of business discourse in addition to business professionals in management and finance.

Aims to bring together, present, and discuss what is known about work and organizations and their connection to broader economic change in Europe and America. This volume contains a range of theoretically informed essays, which give comprehensive coverage of changes in work, occupations, and organizations.

This innovative and interdisciplinary book on style

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shifting in Japanese brings together a wide range of perspectives and methodologies—including discourse analysis, sociolinguistics, cognitive linguistics, and functional linguistics—to look at a variety of types of style shifting in both spoken and written Japanese discourse. Though diverse in approach, the contributions all reflect the belief that language use is inextricably linked to both context and language structure in mutually constitutive relationships. Topics covered include shifting between "polite" and "plain" styles, the emergence of a "semi-polite" style, speakers' strategic use of gendered styles or regional dialects, shifting between different deictic expressions, and prosodic shifting. This careful and detailed examination advances our understanding of the complex phenomenon of style shifting not only in Japanese, but also more generally, and will be of interest to researchers and students in fields such as linguistics, linguistic anthropology, communication studies, and second language acquisition and teaching.

Discourse Perspectives in Organizational Communication brings together researchers from the social sciences and humanities to look at discourse and how it shapes organizations and their social actors. Unlike others in the field, this book assumes that language creates and constitutes reality, rather than simply mirroring or describing it. This collection illustrates the variety of organizational phenomena that might be studied and the range of epistemological and methodological approaches that might be used in discourse analysis techniques.

This comprehensive Handbook explores both traditional

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and contemporary interpretations of qualitative research in the workplace, examining a variety of foundational and innovative qualitative methodological approaches.

*Intercultural Discourse and Communication: The Essential Readings* is a collection of articles that discuss major theoretical approaches, case studies of cultural and sub-cultural contact from around the globe, issues of identity in 'bicultural' individuals, and the 'real world' implications of intercultural contact and conflict. Collects articles that describe and analyze discourse and communication in several channels, including spoken, written, and signed. Considers various group organizations such as culture/subculture, gender, race/ethnicity, social class, age, and region. Includes brief introductions to each section by the editors that explain main concepts. Contains discussion questions that enhance the book's value for courses.

A textbook for students in Japanese, communication, or international studies, assuming no previous background in Japanese language or culture. Donahue (Japanese studies, Nagoya Gakuin U., Japan) first surveys the perceptual barriers to communicating between Japan and North America, then examines the Japanese communication style, differences in discourse, and images of the Japanese in the mass media. Annotation copyrighted by Book News, Inc., Portland, OR

The concept of framing has been pivotal in research on social interaction among anthropologists, sociologists, psychologists, and linguists. This collection shows how the discourse analysis of frames can be applied to a range of social contexts. Tannen provides a seminal

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theoretical framework for conceptualizing the relationship between frames and schemas as well as a methodology for the discourse analysis of framing in interaction. Each chapter makes a unique theoretical contribution to frames theory while showing how discourse analysis can elucidate the linguistic means by which framing is accomplished in a particular interactional setting. Applied to such a wide range of contexts as a medical examination, psychotic discourse, gender differences in sermon performance, boys' "sportscasting" their own play, teasing among friends, a comparison of Japanese and American discussion groups, and sociolinguistic interviews, the discourse analysis of framing emerges here as a fruitful new avenue for interaction analysis. The Handbook of Business Discourse is the most comprehensive overview of the field to date. It offers an accessible and authoritative introduction to a range of historical, disciplinary, methodological and cultural perspectives on business discourse and addresses many of the pressing issues facing a growing, varied and increasingly international field of research. The collection also illustrates some of the challenges of defining and delimiting a relatively recent and eclectic field of studies, including debates on the very definition of 'business discourse'. Part One includes chapters on the origins, advances and features of business discourse in Europe, North America, Australia and New Zealand. Part Two covers methodological approaches such as mediated communication, corpus linguistics, organisational discourse, multimodality, race and management communication, and rhetorical analysis. Part Three

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moves on to look at disciplinary perspectives such as sociology, pragmatics, gender studies, intercultural communication, linguistic anthropology and business communication. Part Four looks at cultural perspectives across a range of geographical areas including Spain, Brazil, Japan, Korea, China and Vietnam. The concluding section reflects on future developments in Europe, North America and Asia.

This innovative volume presents an in-depth study of the language used by participants in business meetings. The cutting-edge research draws on the Cambridge and Nottingham Business English Corpus (CANBEC), a unique resource which brings together meetings of different types both within and between companies, involving speakers whose roles and responsibilities vary, and who represent a range of nationalities and first languages. Keywords, concordance lines and discourse analysis provide thorough insights into aspects such as the structural stages of meetings, participants' discursive practices, interpersonal language and creativity, and power and constraint. The author concludes by making practical suggestions for using these findings to inform the teaching of business English.

The Routledge Handbook of Language and Professional Communication provides a broad coverage of the key areas where language and professional communication intersect and gives a comprehensive account of the field. The four main sections of the Handbook cover: Approaches to Professional Communication Practice Acquisition of Professional Competence Views from the Professions This invaluable reference book incorporates not only an historical view of the field, but also looks to possible future

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developments. Contributions from international scholars and practitioners, focusing on specific issues, explore the major approaches to professional communication and bring into focus recent research. This is the first handbook of language and professional communication to account for both pedagogic and practitioner perspectives and as such is an essential reference for postgraduate students and those researching and working in the areas of applied linguistics and professional communication.

A comprehensive look at the customary differences between humor in Japan and the West, providing cultural examples and illustrative terminology in the original Japanese.

This book investigates how Japanese participants accommodate to and make use of genre-specific characteristics to make stories tellable, create interpersonal involvement, negotiate responsibility, and show their personal selves. The analyses of storytelling in casual conversation, animation narratives, television talk shows, survey interviews, and large university lectures focus on

participation/participatory framework, topical coherence, involvement, knowledge, the story recipient's role, prosody and nonverbal behavior. Story tellers across genre are shown to use linguistic/paralinguistic (prosody, reported speech, style shifting, demonstratives, repetition, ellipsis, co-construction, connectives, final particles, onomatopoeia) and nonverbal (gesture, gaze, head nodding) devices to involve their recipients, and recipients also use a multiple of devices (laughter, repetition, responsive forms, posture changes) to shape the development of the stories. Nonverbal behavior proves to be a rich resource and constitutive feature of storytelling across genre. The analyses also shed new light on grammar across genre (ellipsis, demonstratives, clause combining), and illustrate a variety of methods for studying genre."

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The Routledge Handbook of Discourse Analysis covers the major approaches to discourse analysis from Critical Discourse Analysis to Multimodal Discourse Analysis and their applications in key educational and institutional settings. Divided into six sections: Approaches to DA, Approaches to Spoken Discourse, Genres and Practices, Educational Applications, Institutional Applications, and Identity, Culture and Discourse

In compiling articles from eighteen professionals in the field of science and technical communication, this unique collection updates readers on the evolving theory, teaching, and practice within the field. A framework is provided on the direction practitioners and academicians can focus their research or application on. Extensive discussions are provided on the management of the dynamic growth in international and intercultural communication in technical and scientific disciplines. Emphasis is also placed on understanding the issues and training for effectiveness. Writing Business: Genres, Media and Discourses offers an analysis of the genres and functions of written discourse in the business context, involving a variety of modes of communication. The evolution of new forms of writing is a key focus of this collection and is only partly attributable to the ever increasing application of technology at work. Alongside machine-mediated texts such as electronic mail and computer-generated correspondence, the contextualised analyses of both traditional genres such as facsimiles and direct mailing, and of lesser studied texts such as invitations for bids, contracts, business magazines and ceremonial speeches, reveal a rich complexity in the forms of communication evolved by organisations and the individuals who work within them, in response to the demands of the social, organisational and cultural contexts in which they operate. This rich textual variation is matched by a discussion of a

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range of methodological approaches to the development of business writing skills, including rhetorical analysis, organisational communication analysis, social constructionism, genre analysis and survey and experimental methods. Using authentic data and benefiting from a fresh, interdisciplinary approach, the volume will be of interest to students and researchers of business communication, Language for Specific Purposes (LSP), English for Specific Purposes (ESP), and sociolinguistics.

On the basis of the meticulous transcription/observation process of 'Conversation Analysis', this book observes recurrent patterns in sequences where Japanese speakers negotiate agreement and disagreement. It contributes to the growing body of research on 'interaction and grammar' by examining how linguistic resources are utilized for constructing turns and anticipating the upcoming course of interaction. More specifically, it focuses on the recurrent use of two structurally different types of connective expressions: clause-initial connectives and clause-final connective particles. The study examines the occurrences of these causal and contrastive markers with reference to their sequential environment and the resulting interaction. While the introductory chapters situate this approach in the current literature, the main analytical chapters investigate the ways in which 'delivery of agreement', 'delivery of disagreement', and 'pursuit for agreement' are performed with the use of the different types of connective expressions. As one of the earliest conversation analytic studies of Japanese, this book also addresses methodological issues concerning cross-linguistic, cross-cultural studies of human interaction. With a focus on intercultural communication between Japanese and Americans, this book describes how differing listening styles and conversational behaviours across cultures can negatively influence intercultural communication.

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Responding to the many calls for studies examining the teachability of listener responses in the language classroom, the author investigates whether listener responses would be a suitable target for instruction in the EFL/ESL classroom, and, if so, what instructional methods are best suited to teaching this elusive aspect of pragmatic competence. By addressing these issues, this book provides exciting and novel insights into various aspects of applied linguistics. By supplementing language data and questionnaires with retrospective and longitudinal research techniques, the author is able to present a much richer description and deeper understanding of how and why participants used listener responses in the manner they did. With the findings supporting an explicit approach to teaching listener responses, this book provides language practitioners with a direction in which to move forward. Beyond this practical application, this study sheds new light into such theoretical debates as the role of consciousness in language teaching (the Explicit vs. Implicit debate), the universality of Grice's theory of conversation and the potentially differing conceptualisations of politeness across cultures.

This volume focuses on the study of biomedical discussion session. It is part of a series of works which seek to provide a forum for the cross-fertilization of ideas from diverse disciplines that share a mutual interest in discourse - be it construction, computer simulation of natural language, spoken versus written discourse, or other related topics. A variety of approaches to the study of discourse are represented, including: sociolinguistics; psycholinguistics; ethnomethodology and the study of language;

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educational psychology; and computational linguistics.

The Routledge Handbook of World Englishes constitutes a comprehensive introduction to the study of World Englishes drawing on the expertise of leading authors within the field. The Handbook is structured in nine sections covering historical perspectives, core issues and topics and new debates which together provide a thorough overview of the field taking into account the new directions in which the discipline is heading. Among the key themes covered are the development of English as a lingua franca among speakers for whom English is a common but not first language, the parallel development of English as a medium of instruction in educational institutions throughout the world and the role of English as the international language of scholarship and scholarly publishing, as well as the development of 'computer-mediated' Englishes, including 'cyberprose'. The Handbook also includes a substantial introduction and conclusion from the editor. The Routledge Handbook of World Englishes is the ideal resource for postgraduate students of applied linguistics as well as those in related degrees such as applied English language and TESOL/TEFL.

This book provides the invaluable intercultural knowledge to help you make a deal, sell your product, or find a joint venture, no matter where your

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business takes you.

Featuring a collection of newly commissioned essays, edited by two leading scholars, this Handbook surveys the key research findings in the field of English for Specific Purposes (ESP). •

Provides a state-of-the-art overview of the origins and evolution, current research, and future directions in ESP • Features newly-commissioned

contributions from a global team of leading scholars

- Explores the history of ESP and current areas of research, including speaking, reading, writing, technology, and business, legal, and medical English
- Considers perspectives on ESP research such as genre, intercultural rhetoric, multimodality, English as a lingua franca and ethnography

This classified and annotated research bibliography is meant to serve as an introduction to the rich field of Japanese psycholinguistics, by providing an exhaustive inventory of what has been done in or about Japanese in a psycholinguistic sense. Thus, this volume captures the tradition of psycholinguistic research currently being pursued in Japan, its history and development over the past thirty years, and its current directions and research themes, as well as international research in modern psycholinguistics which targets the Japanese language as the focal point of empirical procedures or deductive analysis in psychology, linguistics, psycholinguistics, and cognitive science. The bibliography supports a broad

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view of psycholinguistics, acknowledging that psycholinguistic research in how natural language is learned, produced, comprehended, stored, and recalled now reaches beyond its traditional roots in the two disciplines of psychology and linguistics. The interested scholar will thus find entries from the traditional core of psycholinguistic research on natural language, as well as entries from related areas which have either influence or been influenced by psycholinguistic work on Japanese. Every article, text, and edited volume listed in the bibliography is available through normal library channels, and is thus accessible to the scholar interested in what psycholinguistic research has been done in or on the Japanese language, in Japan and internationally. The annotations for each entry have been especially written for this bibliographic inventory, and with the linguist, psychologist, and psycholinguist specifically in mind. The authors' intention is to maximize the usefulness of such an inventory by preparing annotations for the interested reader who wishes to know not only what the article contains but where it fits in the research tradition.

Describes the role language plays in shaping institutional role identities, in accomplishing institutional tasks and activities, and in constituting associated knowledge and affective stances. In a lucid and insightful discussion, Yamada outlines the basic differences between Japanese and

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American English and analyzes a number of real-life business and social interactions in which these differences led to miscommunication. By understanding how and why each culture speaks in the way that it does, Yamada argues, we can learn to avoid frustrating and damaging failures of communication.

It has long been an assumption in the field of English as a foreign language that those who speak the language as natives pronounce the way it should be taught. Most influential figures in the field have been outsiders, and the subject has accordingly not been really defined as the teaching of English as a foreign language, but as the teaching of English to foreigners: quite a different thing. This book discusses the designing of programs for learning which will take the different kinds of foreign-ness into account.

Caged in Our Own Signs: A Book About Semiotics is a primer of semiotics, intended for general readers as well as communication majors. The first five chapters introduce the basic constructs, models, assumptions, frameworks for semiotic thinking, and other elements that underpin contemporary semiotics. This volume also provides the reader with semiotic methodology to analyze issues of postmodernism, of text semiotics, and of mass cultural semiotics. This book is written in such a way that the reader may easily apply the semiotic knowledge to the everyday conversation and discourse.

This book examines turn-taking in English and Japanese conversations and political news interviews to investigate the

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relationship between language and interaction.

This book investigates how participants in German business meetings collaborate to “talk” this speech exchange system into existence. Using the methodology of conversation analysis, the study describes how participants in meetings perform different social roles, specifically, focusing on ways in which the enactment of “doing-being-boss” and “doing-being-employee” depends upon a moment-by-moment collaboration between all participants. In its description of how participants enact these social roles through talk-in-interaction, the book also incorporates systematically embodied actions into the analysis of business meetings. Chapter Two situates this project within existing studies on business meetings, and introduces the research methodology of conversation analysis, while Chapter 3 examines all uses of the particle *ok* in German business meetings, arguing that certain uses of *ok* relate to enacting the social role of “doing-being-boss.” Chapter 4 then investigates the practice of how employees produce extended reports about ongoing projects. In discussing the social role of “doing-being-employee,” it compares the practice of story-telling in ordinary conversation to that of producing reports during German business meetings. Moreover, Chapter 5 problematizes the notion of pre-assigned social roles. Using the concept of zones of interactional transition, it discusses instances where employees question the role of the meeting facilitator, chairperson, and boss. In analyzing the interactional fallout in these examples, it offers additional evidence that social roles such as boss represent a social construct which depends on a constant co-construction of this role. Finally, the conclusion situates the study’s findings within the field of institutional talk.

It has become well recognized that affective dimensions of language constitute an integral part of the linguistic system.

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Japanese provides a prime example of the significance of emotivity as it has grammaticalized a wide variety of expressions to communicate affective information. The collected articles demonstrate the rich diversity of emotive communication in Japanese and analyze various expressions with theoretical perspectives that are often independent from Western models. This volume reflects the influence of traditional Japanese scholars for whom examining affective-relational aspects of language has long been a central concern. The authors are also influenced by more recent scholars in Japanese pragmatics such as Susumu Kuno, Akio Kamio, and Senko K. Maynard. They also draw on anthropological notions such as the inside vs. outside dichotomy that have been used to describe Japanese society.

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