In this course, you will examine interaction in a range of contemporary ‘institutional’ or work settings, including:

- emergency services (police/fire/ambulance work in connection with 911-calls)
- justice/law (jury deliberations, courtroom trials)
- health care/medicine (nurse/doctor-patient consultations in primary care)
- family-school interactions (between teachers/truancy officers and parents/caregivers)
- journalism (news interviews), and
- politics (political speeches and audience responses)

You will see how the work of society gets done through interaction by learning about state-of-the-art research in these areas and getting hands-on experience analyzing persons’ conduct in these settings. This course is designed to enable you to develop analytic skills in studying social interaction in institutions, using recorded data in the form of naturally occurring audio and video of interactions in these various settings.

This course makes taken-for-granted aspects of everyday social life visible, and therefore analyzable. Thus, through it, you will learn to see your own social world in a new way.

Required readings for the course include:

- Selections from the book:
  Paul Drew and John Heritage (Eds.). (1992). *Talk at work*. Cambridge University Press. *Available at Durham Book Exchange, 36 Main Street, Durham, NH, (603) 868-1297 and at the UNH Bookstore in the MUB [also on 3-hr reserve at Dimond Library]*

- Selected readings compiled in the **Course Pack/Reader**
  *Available at MUB Copy Center, Level 2 East, Durham, NH 03824, (603) 862-1984 Hours: Monday – Friday 9:00am – 4:30pm [also on 3-hr reserve at Dimond Library]*
The overall structure of the course and the required readings for each Unit are outlined on the following pages.

Course grades will be based on the following exercises and exams:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Date Assigned</th>
<th>Date Due</th>
<th>% of Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reaction Papers</td>
<td>Each Unit (see Reading List)</td>
<td>See Reading List</td>
<td>10%</td>
</tr>
<tr>
<td>Transcription Exercise</td>
<td>Wed 9/14</td>
<td>Wed 9/21</td>
<td>10%</td>
</tr>
<tr>
<td>In-class Quiz #1</td>
<td>Mon 9/26</td>
<td>Mon 9/26 in-class</td>
<td>10%</td>
</tr>
<tr>
<td>Take-home Exam #1</td>
<td>Wed 9/21</td>
<td>Mon 10/3</td>
<td>20%</td>
</tr>
<tr>
<td>In-class Quiz #2</td>
<td>Mon 10/24</td>
<td>Mon 10/24 in-class</td>
<td>10%</td>
</tr>
<tr>
<td>In-class Quiz #3</td>
<td>Mon 11/14</td>
<td>Mon 11/14 in-class</td>
<td>10%</td>
</tr>
<tr>
<td>Take-home Exam #2</td>
<td>Mon 12/5</td>
<td>Tues 12/13 12pm EST</td>
<td>30%</td>
</tr>
</tbody>
</table>

The nature of these assignments will be discussed in class.

All dates on this syllabus are tentative, and may need to be adjusted during the semester due to unforeseen circumstances. I will update the schedule at each class meeting as needed.

NOTE: Our class will not meet on the following days:
    Monday, August 29th [curtailed operations due to hurricane Irene]
    Monday, September 5th [Labor Day]
    Monday, October 10th [Fall Break Day] – class re-scheduled to meet on Tuesday October 11
    Wednesday, November 16th [NCA Conference]
    Wednesday, November 23rd [pre-Thanksgiving: “classes follow a Friday schedule”]
Class Policies

Please arrive to class on time. Set all cell phones and other electronic devices to ‘silent’, and do not send/receive text messages during class. Please do not audibly chew gum in class (my pet peeve).

Attendance: I expect you to be present at each and every class. I will keep track of attendance throughout the semester. It’s critical that you attend class regularly. Much of the material I will expect you to know and use in doing graded exercises and exams will come only from my lectures and our in-class discussions. I do not lecture ‘from the book.’ If you must miss a class, get the notes from a classmate – I can’t repeat lectures.

Complete reading assignments before class meetings.

If you need to miss class on the day of an exam or on the day an assignment is due, see me in advance. Legitimate reasons include official university activities, religious observances, and medical appointments that can’t be otherwise scheduled. You must get my permission in advance and make explicit alternative arrangements with me. If you are ill or have an emergency, notify me on my office voicemail (603-862-2362) before class meets that day. If this is impossible, get in touch with me as soon as you can. Be prepared to document the problem. Unexcused absences on in-class test/quiz dates will likely result in a zero for that test/quiz.

Do not assume that late work will be accepted. Assignments that are turned in late may suffer a grade reduction of one letter grade per day late.

Discussion of grades: When an evaluated assignment is returned to you, please take it home and read the comments I have made. If you have questions about the evaluation of your work after you have reviewed your assignment and my comments at home, set up an appointment with me to discuss your work. This appointment must be set up within one week of the return of the assignment.

Academic honesty: The University of New Hampshire’s Academic Honesty Policy will be strictly enforced. The University has a policy of zero tolerance for plagiarism. Plagiarism is the undocumented use of someone else’s ideas, words, or sentences. To present another’s work as one’s own, even if paraphrasing, is plagiarism. Doing so is a serious offense and will result in failure for that assignment and, most likely, for the course. If you are not sure about how to use certain materials, see me. All of the work you submit must be your own original work. Review UNH’s policy at http://www.unh.edu/student/rights/ It applies to all class work, including in-class and take-home work.

Special needs: The University is committed to providing students with documented disabilities equal access to all university programs and facilities. If you think you have a disability requiring accommodations, you must register with Disability Services for Students (DSS). Contact DSS at (603) 862-2607 (located in 201 Smith Hall, 3 Garrison Avenue). If you have received Accommodation Letters for this course from DSS, please provide me with that information privately, in my office, so that we can review those accommodations.
SYLLABUS

Unit 1: INTRODUCTION  
*Reaction to Unit 1 readings (and “#1 Party School”) due 9/12 11:59pm*


Unit 2: EMERGENCY SERVICE INTERACTIONS  
*Reaction to Unit 2 readings due 9/21 11:59pm*

i) Basic organization of 911-calls


ii) Gatekeeping


Jorg Bergmann. (n.d.). Moral accountability in citizen calls to fire departments. Unpublished manuscript. [Reader]

Unit 3: JUSTICE SYSTEM INTERACTIONS Reaction to Unit 3 readings due 10/3 11:59pm

i) Jury Deliberations

ii) Trial Examinations


Unit 4: MEDICAL INTERACTIONS Reaction to Unit 4 readings due 10/19 11:59pm

i) The Doctorability of Patients’ Problems


ii) Questioning Patients

iii) Medical Authority and Epistemics

Unit 5: FAMILY-SCHOOL INTERACTIONS Reaction to Unit 5 readings due 11/9 11:59pm


Danielle Pillet-Shore. (2010). On doing “being a good parent” in parent-teacher conferences. Manuscript undergoing journal review. [Reader]


Unit 6: POLITICAL INTERACTIONS Reaction to Unit 6 readings due 11/30 11:59pm

i) News Interviews


ii) Public Speaking and Audience Responses