

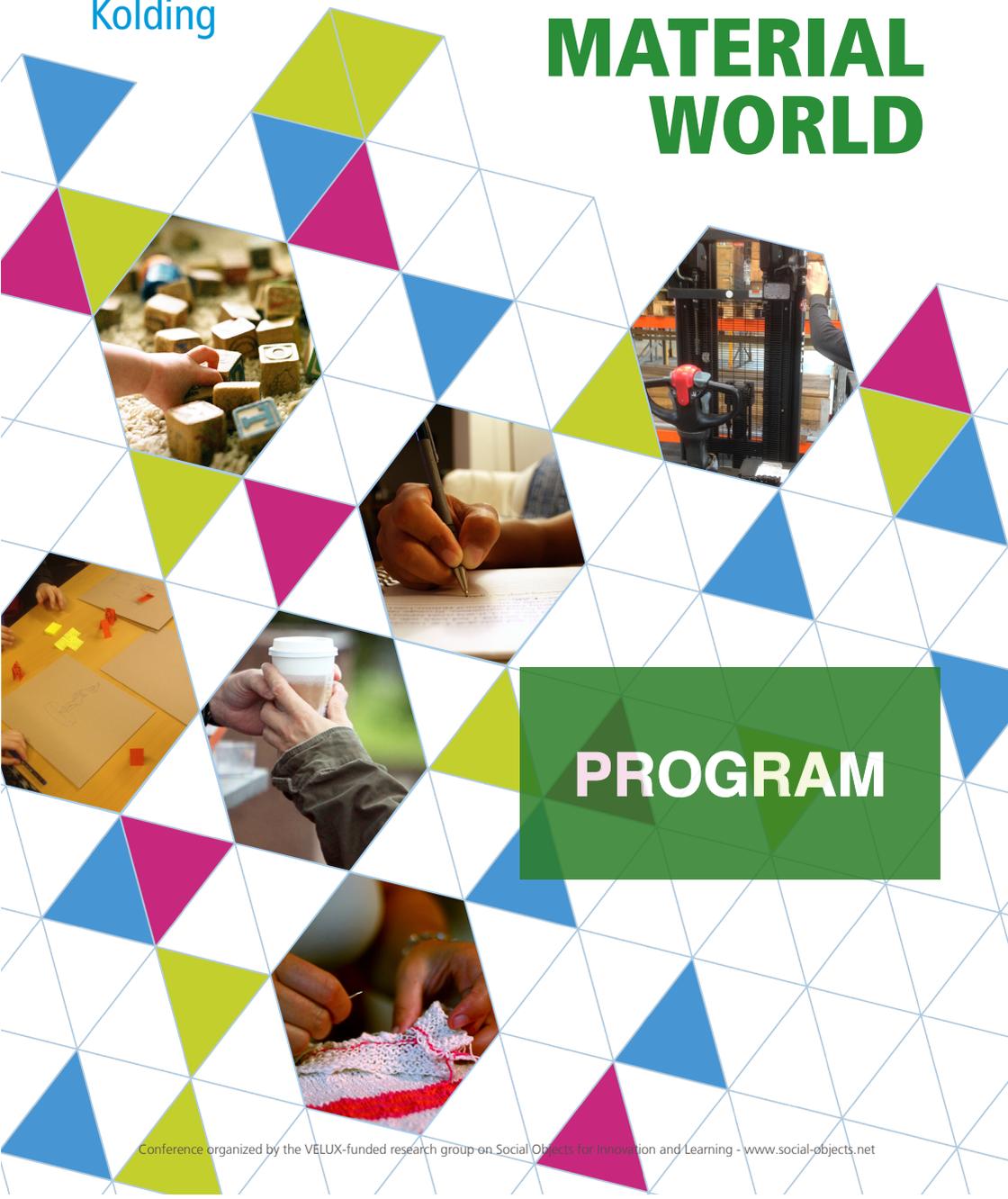


UNIVERSITY OF SOUTHERN DENMARK

August 4-7
University of
Southern Denmark
Kolding

**IEMCA International
Conference 2015**

LIVING THE MATERIAL WORLD



PROGRAM

IF YOU HAVE QUESTIONS

Please ask the conference staff in the green or the blue conference t-shirts or go to the main office on the 3rd floor, room 31.11.

CONFERENCE APP

This app has all the information about the conference and will be updated regularly to provide you with important information (e.g. public transportation changes).

You can download the app at: IEMCA2015.mobilelabs.sdu.dk

PANELS

Please note that the final order of papers in panels will be determined by the panel convenor. In the program they are listed in alphabetical order.

PAPER SESSIONS

Individual papers submitted to the conference have been organised under thematic headings by the organisers. These sessions have no predefined chair and the participants are encouraged to choose a chair from their midst. The sessions will follow a standard format for presentations: up to 20 minutes for presentation, followed by up to 10 minutes for discussion. Presenters are requested to follow these guidelines and the instructions of the chair-person, who is responsible for time-keeping.

DATA SESSIONS

There are several parallel data sessions on Thursday afternoon. You can find detailed information about the data sessions on page 14 in this booklet.

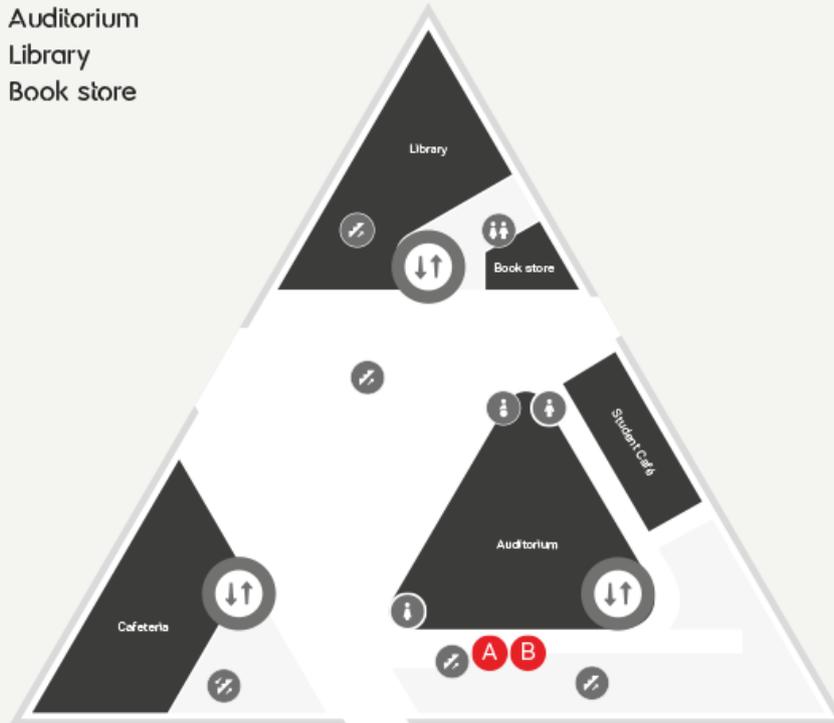
MATERIAL STATIONS

The program committee has prepared a number of material work stations in the building. We hope you will make use of them. The guidance for each material activity is given on a poster at each station. The LEGO bricks you will find in your conference bag are intended to be used at one of these material activities.

CAMPUS KOLDING FLOOR PLAN

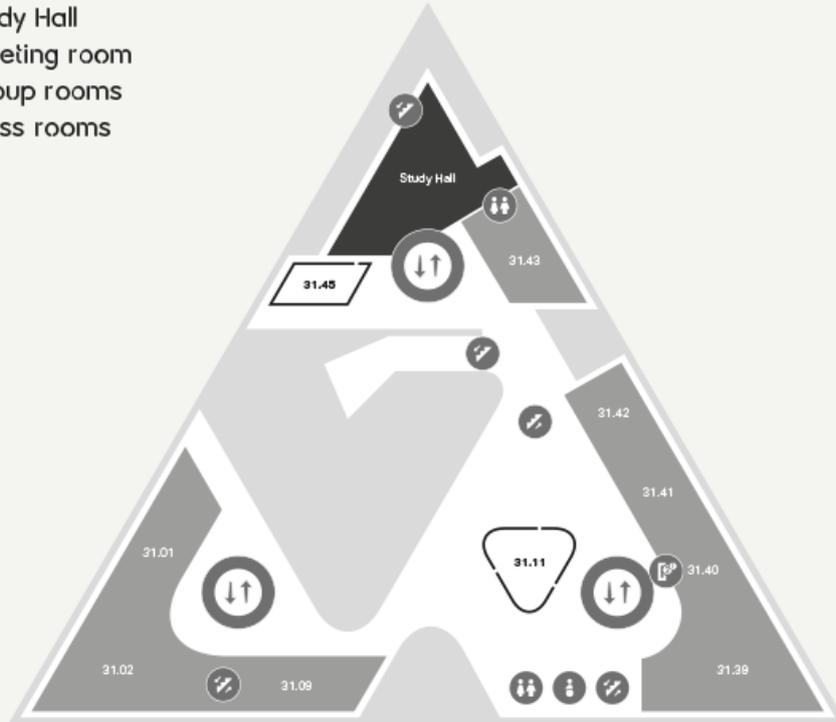
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Auditorium
Library
Book store



3

Study Hall
Meeting room
Group rooms
Class rooms

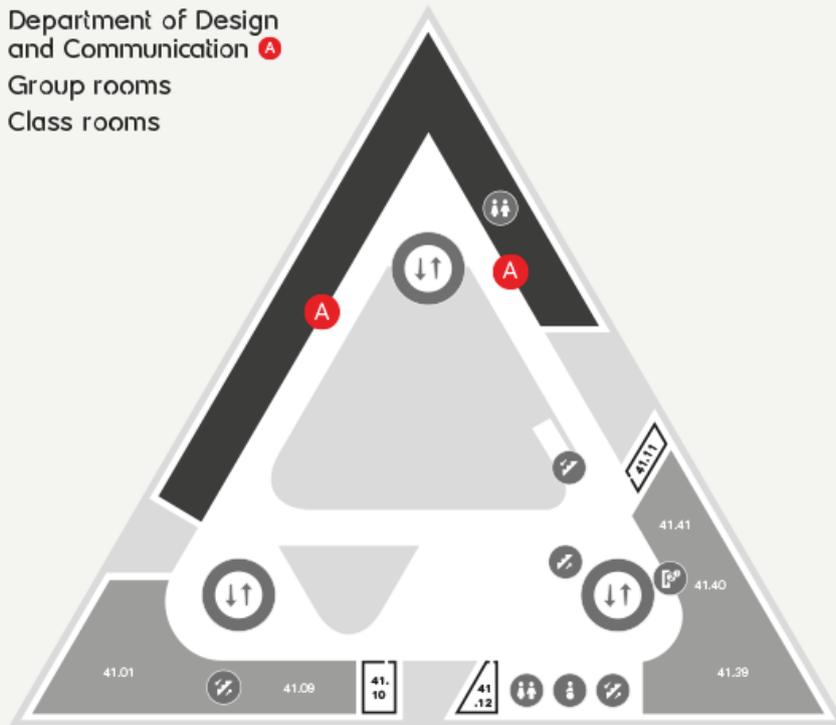


4

Department of Design
and Communication **A**

Group rooms

Class rooms



IEMCA 2015
Tuesday, August 4th. Day 1

09:00 - 11:00	Check-in desk / conference desk opens Foyer				
11:00 - 11:15	Welcome and opening Auditorium				
11:15 - 12:30	PLENARY TALK Eric Laurier, University of Edinburgh - When the breaching was over: Praxiologies of personal relationships Auditorium				
12:30 - 14:00	Lunch at Kolding Design School				
	INVITED PANEL THE EPISTEMICS OF EPISTEMICS Douglas Macbeth Auditorium	PANEL D MCA/MOBILITY Paul McIlvenny & Laura Bang Lindegaard Room 31.02	PANEL E MEDIATED BUSINESS Birte Asmuß & Sae Oshima Room 41.39	Paper Section Embodied instruction Room 31.01	Paper Section Text/Documents in interaction Room 41.40
14:00 - 14:30	<p>Douglas Macbeth Jonas Ivarsson Oskar Lindwall Gustav Lymer Michael Lynch Wendy Sherman Heckler Jean Wong</p> <p>Introduction to the Symposium, its history and aims</p> <p>The Epistemic Program and the recognizability of action</p> <p>Indexing Oh, animating transcript</p>	<p>Arnulf Deppermann Categorization for action: The relevance of membership categories for anticipatory driving</p> <p>Pentti Haddington & Eric Laurier Categorising mobile actions and mobile actors</p> <p>Lena Levin, Mathias Broth & Jakob Cromdal Showing where you're going: Teaching and learning self-categorisation in live traffic</p>	<p>Birte Asmuß Moral accountability of workplace practices</p> <p>Nicolai Busse Hansen Unilateral and asymmetric intersubjectivities in recruitment interviews: When mutual understanding is not the goal</p> <p>Henrik Ladegaard Johannesen On time: The situated accomplishment of a project schedule</p>	<p>Augustin Lefebvre Shared gesture in Aikido practice: Establishing a tactile intersubjectivity</p>	<p>David Monteiro Managing the activities of reporting and writing a report in social work appointments</p>
14:30 - 15:00	<p>The turn to information and cognition in the EP</p> <p>Data session: On collections</p> <p>Conclusion: From occasioned productions to formal structure</p> <p>Discussion</p>	<p>Christian Licoppe, Lisa Creno & Béatrice Cahour The baby smiled, the mommy sat: Membership categorization devices and seating arrangements in car-pooling situations</p> <p>Paul McIlvenny & Laura Bang Lindegaard Doing being an e-bike rider: Assembling agency, morality, technology and mobility in everyday practices</p> <p>Robin Smith The accomplishment of categories of movement: On doing being a pedestrian in 'Shared Space' intersections</p>	<p>Mie Femo Nielsen & Thomas Lehman Waaben Toft Interaction and spatiality: Designing and occasioning talk in an open office environment</p> <p>Zain Nizameddin The evolution of a smile: Managing laughter in beauty service encounters</p> <p>Sae Oshima & Birte Asmuß Lunch at work: Formal business in informal surroundings</p>	<p>Misao Okada What is a good or bad boxing move?: How a coach and a boxer embody professional knowledge in Japanese directive-compliance sequences</p>	<p>Vanessa Piccoli & Biagio Ursi 'Your card please': Business cards as material resources for talk-in-interaction ease</p>

15:00 - 15:30	Invited Panel continued	Panel D continued	Panel E continued	Ajit Singh 'If that would be a wall' – Imagination and embodiment within coach-athlete interaction	Christopher Leyland & Tim Greer Physical artifacts and 'pre- enactment' in team-teacher planning discussions
15:30 - 16:00	15:30 - 16:00 Coffee Break			Giolo Fele Thick description and football actions	Kimmo Svinhufvud & Terhi Korkiakangas Documents, movement and learning: The openings of student counselling sessions
16:00 - 16:30	Invited Panel continued	Panel D continued	Panel E continued	16:00 - 16:30 Coffee Break	
16:30 - 17:00				Paper Section Space and joint attention Room 31.01	Paper Section Devices in co-present communication Room 41.40
				Dimitra Christidou Isolating the private from the public: Accounting for co-presence in the museum	Bettina Stetten Paasch On the phone: Effects of mobile phone use on clinical practices
17:00 - 17:30				Ron Korenaga, Tomoko Endo, Ippei Mori, Akio Tomita, Yoko Morimoto, Hideki Nishio & Asako Ohara Design of house architecture and its relation to family interaction: The case of the Japanese koagari floor	Sanna Raudaskoski & Eerik Mantere Sticky Smart Phone - When a smart phone catches the attention of a parent
17:30 - 18:00				Paper Section Counselling Room 31.01	Hiroki Maeda Responding to the Intercom - A study of nurses at work in an emergency room
				Louise Bradley Reassurance as an interactional practice	
18:00 - 18:30				Ana Ostermann & Minéia Frezza 'I was planning on having another child, but that plan depended on the test results': An interactional analysis of the role of genetic testing in reproductive genetic counselling	Marie Tanner Texts as material resources in the organization of learning in classroom desk-interaction
18:30 - 20:00	Reception Foyer				

IEMCA 2015
Wednesday, August 5th. Day 2

08:45 - 10:00	PLENARY TALK Kenneth Liberman, University of Oregon and University of Southern Denmark - Studying objectivation practices Auditorium						
10:00 - 10:30	Coffee Break						
10:30 - 11:00	PANEL K TRACKING CHANGE ACROSS TIME Simona Pekarek-Doehler & Fritjof Sahlström Room 41.39	PANEL J REGISTERING THE MATERIAL WORLD Jakob Steensig Room 41.40	Paper Section Aesthetics Room 31.39	PANEL N MEMBERSHIP CATEGORISATION ANALYSIS Richard Fitzgerald, William Housley & Sean Rintel Auditorium	Paper Section Doctor-patient consultation Room 31.02	Paper Section Embodied turn and sequence Room 31.01	Paper Section Classroom interaction Room 41.01
11:00 - 11:30	Evelyne Berger & Simona Pekarek-Doehler Tracking the development of second language interactional competence: A longitudinal study of practices for closing down storytellings	Heike Baldauf-Quilliatre Between noticing and assessing; pf / f in French interactions Jakob Steensig, Trine Heinemann & Caroline Grønkjær Inviting others to share experience of the material world. Resources for – and the accountability of – doing environmental noticings Data session: Registering the material world	Lucia Ruggerone & Neil Jenkins Tales of ordinary beauty: Respecifying taste in everyday material settings	Susan Danby Texting and other activities: The social and moral orders of young children and teachers Bryn Evans & Richard Fitzgerald Category and sequence as embodied action: Basketball coaching Sally Hester & David Francis Steve Hester on the problem of culturalism	Søren Beck Nielsen "Call me if you get worse": General practice closures revisited	Susanna Karlsson The coordination and timing of body, grammar and prosody in lists in conversational Swedish	Leila Kääntä, Gabriele Kasper & Arja Piirainen-Marsh The role of the material ecology in teacher's definitions in CLIL physics classes
11:30 - 12:00	Hanh Nguyen Developing interactional competence in the material world of the pharmacy patient consultation Fritjof Sahlström & Marie Tanner Epistemic topicalizations as resources for cohesion and change in learning trajectories Guðrún Theodórsdóttir & Søren Wind Eskildsen L2 learning in the wild Discussant: John Hellerman	Shinichiro Sakai A walk in the park: Exploring 'photoscapes' of tourist photography Jörg Fuhrmann Building 'objects of desire' – Workplace studies and reflections in the world of architects	William Housley Revisiting doing data: The case of collaborative coding practices Edward Reynolds The analysis of bodies in the course of powerlifting: Description and bodies as courses of action	Christel Tarber The doctor's computer as a patient resource for bringing up potentially relevant and delicate material	Leah Wingard The role of temporality in assessing blood sugar levels and recommending treatments in the diabetic visit	Nynke van Schepen The embodied projection of turn continuation in public talk	Nadja Tadic, Elizabeth Reddington & Hansun Zhang Waring Responding to student initiatives and challenges in the language classroom Ricardo Moutinho Teacher and students jointly building power relations and negotiating decisions through the use of many semiotic resources in a foreign language class
12:00 - 12:30			Paper Section Military talk Room 31.39	Sean Rintel Technological affordances as categorical resources in video-mediated communication: From particularity to omnirelevance	Paper Section Objects in the operating theatre Room 31.02	Anne-Sylvie Horlacher From hand to hand: The apprentice's passing the mirror to the hairdresser in final assessing sequences	Ulrich von Wedelstaedt From talking to babbling, from beeping to alarming - Observations on intercorporeal shifts in anesthesia prior to surgical intervention
			Michael Mair, Chris Elsey, Paul V. Smith & Patrick G. Watson Caught in the act: Combat operations, viral videos and the (political) work of representation				Motoko Igarashi & Takeshi Hiramoto 'Formal' replies as constructed in a classroom interactional order

12:30 - 14:00	Lunch						
14:00 - 14:30	PANEL I L2 IN THE WILD Søren Wind Eskildsen & Gabriele Kasper Room 41.39	PANEL B TECHNOLOGIES TO PARTICIPATE Antonia L. Krummheuer & Gitte Rasmussen Room 41.40	PANEL F SCREENS IN INTERACTION Alexandra Weilenmann & Barry Brown Room 31.39	Panel N continued Robin Smith Revisiting the observer's maxim: Categorization and perception in action	Paper Section Learning in clinical settings Room 31.02	Ulrika Bennerstedt Assessment at work: Establishing joint access to assessables of games-in-development	Gert van der Westhuizen & Annatjie J. M. Pretorius Identifying learning trouble in learning talk
	Søren Wind Eskildsen Language encounters and L2 learning outcomes: Talking about reading materials	Ina Hörmeier Aspects of temporality and sequentiality in the use of electronic communication aids	Mathias Broth Accomplishing the invisibility of camera-work in TV-production	Elizabeth Stokoe On prospective and retrospective categorization: The systematics of categorical analysis	Malene Kjær How do newcomers learn to use an object? Nursing students encounter with patients and objects in clinical practice	Tine Larsen & Jakob Steensig Training to operate complex medical technology: Procedural pre-performance commentaries in patient education programs for self-management of chronic disease	Florence Oloff Embodied receipts of pre-emptive completions
John Hellermann & Steven Thorne Wayfinding for learning in the wild	Antonia L. Krummheuer & Pirkko Raudaskoski Getting mobile with a walking-help	Christian Licoppe & Maud Verdier Screen-mediated accountabilities: Orienting towards on screen visibility in a courtroom setting with video link	Discussant: Richard Fitzgerald	Paper Section Requests Room 31.01	Rein Ove Sikveland & Elizabeth Stokoe Handling requests at a window sales company		
14:30 - 15:00	Sangki Kim & Gabriele Kasper From workplace to instruction, and back: Instructional intervention in a service encounter practice	Camilla Lindholm & Tuula Tykkyläinen "It's more than eating, it's a social situation" – Video analysis and professional vision in dementia care	Stuart Reeves, Christian Greiffenhagen & Mark Perry Performing camera work in public settings			Alexandra Weilenmann, Barry Brown & Thomas Hillman "Reading" social media screens: How looking at pictures is socially organized	Paper Section Requests Room 31.01
15:00 - 15:30	Arja Piirainen-Marsh & Niina Lilja Smartphones as objects to learn and think with	Yoshifumi Mizukawa Shared knowledge and collaborative work of "Kuchi-moji (ban)": Assisted social interaction of persons with ALS and their assistants	Niklas Norén Resumptive repetition as a family of methods used by conversation partners to AAC aided participants	15:30 - 16:00 Coffee Break	Paper Section Requests Room 31.01		
15:30 - 16:00	Basar Önal & Brendon Clark Inscription and scripts: Designing new material practices for L2 instruction and L2 learning in the wild	Gitte Rasmussen The use of artifacts for communicative purposes in atypical interaction: Participatory possibilities and constraints	Discussant: Johannes Wagner			15:30 - 16:00 Coffee Break	Paper Section Requests Room 31.01

16:00 - 16:30	Coffee Break			Panel N continued	<p>Anca Sterie Making requests through 'reporting' formats during telephone calls between nurses and doctors at the hospital</p>	<p>Paper Section Simulated clinical interaction Room 41.01</p>
16:30 - 17:00	Panel I continued	<p>Panel B continued Christina Samuelsson, Anna Ekström & Ulrika Ferm Using tablet computers in interaction with a woman with Alzheimer's disease: The role and impact of varying knowledge</p>	Panel F continued			<p>Satomi Kuroshima & Juri Yamashita Formulating simulations: Describing the objects and actions in simulated medical settings</p>
17:00 - 17:30					<p>Alan Zemel Representation, reference and intersubjective alignment in online chats between librarians and patrons</p>	

IEMCA 2015
Thursday, August 6th. Day 3

08:45 - 10:00	PLENARY TALK Aug Nishizaka, Chiba University - The structuring of the body in interaction Auditorium						
10:00 - 10:30	Coffee Break						
	PANEL G WORKING WITH, AND AGAINST, MATERIALS Philippe Sormani Auditorium	PANEL L LIVING THE MATERIAL WORLD Michael Mair, David Martin & Patrick G. Watson Room 31.02	PANEL H SITUATEDNESS OF HUMAN-ROBOT-INTERACTION Karola Pitsch Room 41.01	PANEL M SOCIAL OBJECTS FOR INNOVATION AND LEARNING Kristian Mortensen & Maurice Neville Room 41.39	Paper Section Vision & order Room 31.01	Paper Section Children Room 31.39	Paper Section Person categorization Room 41.40
10:30 - 11:00	Andrew P. Carlin Reading reviews: On corpus status and 'admissible accounts' of relevance Clemens Eisenmann & Robert Mitchell Ethnomethodology's body: Making moves in Taijiquan and Yoga research practice	Silke Gülder Does culture matter? Heterogeneous transformations of animals into scientific objects Karine Lan The materiality of offshore call centre work	Mayumi Bono, Augustin Lefebvre, Masato Komuro & Chiho Sunakawa Creating conversation on stage: A report on fieldwork with the robot/android-human theater Kerstin Fischer, Lars C. Jensen, Franziska Kirstein & Justus Piater Organizing a joint workspace: Collaborating with and without gaze as a social cue	Agnese Caglio, Tine Larsen & Johannes Wagner Breaching embodied routines - Redesign as a means to visible skills for the manual use of objects Dennis Day, Kristian Mortensen & Spencer Hazel Driving and seeing: Forklift drivers at work	Sylvie Grosjean & Luc Bonneville "Seeing physical evidence" during a land surveying project: A situated, embodied and instrumented activity	Catherine E. Brouwer Ratifying unsolicited displays of insights	Jack Bilmes Investigations into the taxonomical analysis of talk
11:00 - 11:30	Nozomi Ikeya, Dave Randall, Shinichiro Sakai & Yuuki Hara The practical management of materiality of objects under a working division of labor Yaël Kreplak Discovering a "perspicuous setting": Describing artworks as praxeological objects Philippe Sormani Why bother? Self-instruction, video analysis, and 'analogies of practice'	Michael Mair Deflationary tendencies: Ethnomethodology and materiality David Martin Workers' material understandings and experiences of globalised digital work Patrick G. Watson Official versions, material evidence and the plausibility of science-based public policy	Raphaela Gehle, Karola Pitsch, Timo Dankert & Sebastian Wrede Signaling trouble: Effects of a robot's unexpected reactions in robot-to-group interactions Keiko Ikeda, Keiichi Yamazaki, Akiko Yamazaki & Michita Imai I'm with you: Supporting elderly persons' collaborative activities with a wearable robotic avatar	Jeanette Landgrebe & Maurice Neville Embodying an object: Negotiating varying perspectives to fit a professional dance dress	Ruth Ayass Doing waiting	Justin Canty "This person only shares certain information with everyone": Dealing with challenges of access in designing research for investigating online bullying in children's accounts of using social media	Hiroaki Izumi Searching for stroke family caregivers
11:30 - 12:00	Philippe Sormani Why bother? Self-instruction, video analysis, and 'analogies of practice'	Patrick G. Watson Official versions, material evidence and the plausibility of science-based public policy	Keiko Ikeda, Keiichi Yamazaki, Akiko Yamazaki & Michita Imai I'm with you: Supporting elderly persons' collaborative activities with a wearable robotic avatar	Jeanette Landgrebe & Maurice Neville Embodying an object: Negotiating varying perspectives to fit a professional dance dress	Raúl Sánchez García & Kenneth Liberman Turn-allocation in the surfing lineup	Brooke Scriven The social organisation of a young child's telephone conversation in pretend play with digital technologies	Sachie Tsuruta The psychiatrists' logic of diagnosis in the care of gender identity disorder
12:00 - 12:30	Ignaz Strebelt & Alain Bovet Repairing twice (or more): A self-instruction perspective on the repetition of repair actions		Karola Pitsch Experimenting with responsiveness: Towards an interactional account of referential practices in Human-Robot-Interaction		Götz Hoeppe On Topic and Resource in Digital Astronomical Practice		Mareike Barmeyer Doing being local at the Lakeside Lounge

12:30 - 14:00	Lunch (Steering committee meeting)						
	Panel G continued	Panel L continued	Panel H continued Akiko Yamazaki, Keiichi Yamazaki, Keiko Ikeda & Yoshinori Kobayashi Investigation of human multiparty interaction during robotic wheelchair operations	Paper Section Interactional linguistics Room 41.39	Paper Section cont. Vision & order Room 31.01	Paper Section Technology mediated communication Room 31.39	Paper Section cont. Person categorization Room 41.40
14:00 - 14:30				Jung Yun Choi A Korean deictic term <i>ilhkye</i> (like this) as a resource for the organization of attention and action during embodied activities	Hiroimichi Hosoma, Hideyuki Ichikawa, Sachiyo Azuma, Masao Maruyama, Syunsuke Takeda, Sachiko Yokota, Yukari Sugiyura, How the festival float realized the emergence of the interaction at the edge of a traditional Japanese festival	Don Bysouth & Keiko Ikeda Epistemic displays in technologically mediated cross-cultural interactions	Roslyn Rowen Social media as a tool for social category ascription in interaction
14:30 - 15:00				Theodossia-Soula Pavlidou Indexing places, indexing identities: εδῶ ('here') in Greek talk-in-interaction	Adam Brandt & Alan Firth Material-haggling in the material world of a bangkok bazaar	Jean Wong Interactional know- how in storytelling: A look at L1-L2 phone conversation	Sophie Schäfer Categorization in parliament debates: Us vs them?!
15:00 - 15:30				Room 31.01	Room 31.39	Jan Schank Establishing reference in and through computer game classification reports	
				Chloé Mondémé Respecifying "joint attention"	Magnus Hamann Dealing with repetitive topic introduction		
15:30 - 16:00			Louise Tranekjær Laughables as a resource for orienting to and handling deviance				
16:00 - 16:30	Coffee Break						
16:30 - 18:00	Parallel data sessions (More information on page 14 in the program booklet)						
19:00 - 23:00	Conference Dinner						

IEMCA 2015
Friday, August 7th. Day 4

08:45 - 10:00	<p align="center">PLENARY TALK Trine Heinemann, University of Helsinki - On delayed perception of absent and present objects: The Danish change-of-state token ná.rh. Auditorium</p>				
10:00 - 10:30	<p align="center">Coffee Break</p>				
10:30 - 11:00	<p align="center">Paper Section Learning Room 41.39</p>	<p align="center">Paper Section Mobility Room 31.01</p>	<p align="center">Paper Section Objects in gaming Room 41.01</p>	<p align="center">Paper Section Atypical interaction Room 31.39</p>	<p align="center">Paper Section Creativity Room 41.40</p>
	<p align="center">Duane Kindt Co-constructing sequences in multiple modes: Ongoing alignment in conversation-for-learning interaction</p>	<p align="center">Annett Bochmann Objects and body movement at a refugee camp checkpoint</p>	<p align="center">Alain Bovet & Marc Relieu Approaching and touching the screen: Some material dimensions of participation in a serious game experiment</p>	<p align="center">Anna Ekström & Ali Reza Majlesi Directive sequences in interaction with people with dementia</p>	<p align="center">Spencer Hazel The enactment of objects in naturalistic theatre</p>
11:00 - 11:30	<p align="center">Patrick Sunnen, Béatrice Arend & Pierre Fixmer Doing co-constructing the learnable: How do cross-aged children multimodally co-construct the learnable in a joint activity</p>	<p align="center">Per Echeverri & Jörg Pareigis Doing public transport: Multimodality in multimodal settings</p>	<p align="center">Burak S. Tekin Embodied manipulations of consoles in video games</p>	<p align="center">Julie Bouchard Being understood in the workplace: Adults with speech impairments' use of repetition and spelling.</p>	<p align="center">Axel Schmidt The specific materiality of media worlds - projections and preparations in theatrical rehearsals</p>
11:30 - 12:00	<p align="center">Jacob Davidsen Inhabiting scale: 8-9 year old children's demonstration of their understanding of one meter through gestures and movement</p>	<p align="center">Elwys De Stefani Formulating instructions: First actions in driving school lessons</p>	<p align="center">Paper Section Discussions of money Room 41.01</p> <p align="center">Emily Hofstetter Using money to support requests for assistance at the constituency office of a Member of Parliament</p>	<p align="center">Rachel Chen Siew Yoong Repetitive behaviour of autistic individuals in interaction and engagement</p>	<p align="center">Felix Albrecht Doing creativity</p>
12:00 - 12:30	<p align="center">Paper Section Courtroom Room 41.39</p>	<p align="center">Maurice Neville Driving things: Knowing objects' place in the car</p>	<p align="center">Alan Firth & Andrea Whittle Strategic neutrality in commercial debt-collection interactions</p>	<p align="center">Paper Section Philosophical perspectives on EMCA Room 31.39</p>	
	<p align="center">Tomone Komiya Identities in deliberation</p>			<p align="center">John Rae The method of the Transcendental Argument: A Kantian feature of Conversation Analysis</p>	
12:30 - 13:00	<p align="center">Sandwich with lecture</p>				
13:00 - 14:00	<p align="center">CLOSING PLENARY TALK Lorenza Mondada, University of Basel and University of Helsinki - Interacting bodies in material environments: Challenges for reconsidering temporality and sequentality Foyer</p>				

PARALLEL DATA SESSIONS

Thursday, August 6th, 16:30 - 18:00

The number of participants at each data session is limited to 16. Please sign up for the data session you wish to participate in on the conference app.

TRANSITIONS WHEN HANDLING A PHONE CALL

Bettina Sletten Paasch, Aalborg University

Room: **31.43**

This data session will present data from a Ph.D.-study exploring how healthcare professionals use mobile phones in hospital practices. Informed by an Ethnomethodological perspective, the study takes as point of departure, situated social actions recorded in a Danish medical ward. Analysis is based on Conversation Analysis and related Interaction Analytic perspectives. In this data excerpt, a nurse is assisting a patient with personal hygiene as her mobile phone rings, and transitions to and from the two activities are exhibited.

THE “SEARCH FOR HELP” DURING HOSPITAL CONVERSATIONS BETWEEN NURSES AND DOCTORS

Anca Sterie, University of Fribourg

Room: **31.09**

The data session considers three conversations selected from a corpus of 130 audio-recorded telephone calls between nurses and doctors at a hospital in Switzerland. They display a nurse reaching, consecutively, to three different doctors in an attempt to bring one of them to see a patient in pain, and facing rejection from two of them. The data session will focus particularly on how the nurse changes the format of his request from one conversation to another.

‘A DIFFICULT CUSTOMER?’

Rein Ove Sikveland, Loughborough University

Room: **31.42**

The data session focuses on an extract taken from a UK call centre handling holiday booking enquiries. Customers choose amongst a range of UK-based resorts. We will join the call following the initial request, when the call taker initiates questions to further specify the booking (regarding type of room, membership status and travel insurance amongst other things), and next summarises the booking. The caller challenges the information given and how it is presented, highlighting potential problems in the way these calls (and perhaps call centre calls more generally) are being handled.

‘THAT WOULD BE ABOUT THE BEST PRICE YOU COULD DO?’ – PERSUASION IN INTERACTION

Bogdana Huma, Loughborough University

Room: **31.40**

The data session shows a phone call to a UK construction company specialised in PVC windows and doors. The caller is a prospective customer. The call taker is a company employee. Early on in the interaction, the caller inquires about the cost of a conservatory and the call taker provides an approximate price. In turn, the caller attempts to test how negotiable the quote is. The data session will focus on the subsequent interaction in and through which conservatory prices and what they include is negotiated.

EXPLORING THE ECOLOGY OF AN IDEA – MATERIAL RESOURCES FOR COLLECTIVE CREATIVE THINKING

Johanne Bjørndahl, Aarhus University
Brandon Mells, UCLA

Room: **41.12**

In the data session, we will explore an interaction among 6 undergraduate students who took part in a social psychology experiment. The task, inspired by the workshop method LEGO serious play, was to build abstract concepts – such as Collaboration, out of LEGOs. Our primary analytic concerns center around the forms of practical reasoning participants rely on in order to think creatively together. We will explore this collaborative thinking not as an internal psychological process, but instead as public practice both embodied (e.g., gestural) and – perhaps most importantly – endogenously organized around the material resources through which the participants build and coordinate action. We will investigate collective creativity then through the distributed, embodied and material resources which serve as vessels for both cognition and action.

PROJECT TEAM MEETING UPDATE

Liv Otto Hassert, University of Copenhagen

Room: **31.45**

The data session focus on an extract from an IT project team meeting. The team is part of a large international IT organisation, and they are currently working on developing a new website for one of the company's customers. The meeting is recorded in Copenhagen and present in the room is five team members and the project managers. Also participating in the meeting via telephone from Ukraine is another team member. The team members are taking turns providing updates on their tasks.

EXTRACTING HONEY, EXTENDING TURNS: JOKING SEQUENCES IN ORDINARY GERMAN CONVERSATION

Florence Oloff, University of Zurich

Room: **41.40**

The data for this session show German friends working together on honey extraction while visiting a hobbyist beekeeper friend in North Germany. We will focus on the way in which the three to five participants, while operating the honey extractor and preparing frames, chat and co-construct short joking sequences based on different types of turn extensions. The data provide an interesting setting not only for analyzing joking/laughing sequences and syntactical resources for extending another speaker's turn in German, but also for looking at how the manual work of honey extraction, performed by laymen, is intertwined with ordinary talk. The data have been videotaped within my ongoing research project on co-constructive sequences in mundane conversations in Czech, French, and German, funded by the Swiss National Science Foundation (Ambizione).

MULTIMODAL STORYTELLING: PRESENTING A CHILDREN'S BOOK IN ENGLISH LINGUA FRANCA

Vanessa Piccoli, University of Lyon 2 & University of Bologna

Room: **31.01**

The data session features an 80 second sequence taken from a meeting between a Venezuelan and an Italian publisher; the interaction is part of an audiovisual corpus recorded during an international children's book fair. The aim of the meeting is for the Italian publisher to present his catalogue to the Venezuelan publisher and to possibly sell her the rights of some of his books. In the extract, the Italian publisher presents one particular book by narrating the story and simultaneously turning the pages and pointing at same relevant images.

INTERACTING WITH A CONVENTIONAL HUMANOID ROBOT

Hannah Pelikan, University of Osnabrück & Linköping University

Room: **31.41**

Investigating how humans interact with a conventional humanoid robot, 13 students' first meetings with a robot were filmed during a charade game with a Nao robot in English. Using two stable cameras, about 150 minutes of video material were collected. Participants were invited to play with the robot without any specific instructions. The data was transcribed verbally and visually following conventions established by Jefferson and Mondada. Possible topics to explore involve displays of the participants' initial assumptions about Nao's interactional competence in openings and participant orientations to the robot's evaluations of their actions during the game.

REPORTS FROM THE FUTURE: AR GAMES ON A MOBILE DIGITAL DEVICE

John Hellermann, Portland State University

Steve Thorne, Portland State University

Room: **41.10**

Three people are playing an AR game on a mobile digital device in which they are secret agents from the future sent back to the year 2015 to find examples of green technology on a university campus and make reports about that technology. In this excerpt, the participants report on bicycle parking and make 'the same' report three times because of a technical failure. We are interested in what how the participants organize the talk as a 'report' and how the report-like practices are done and repeated in each successive report.

(NON-)SECURING UNDERSTANDING: FALLIBILITY OF THE EMBODIED CONVERSATIONAL AGENT (ECA) AND USERS' STRATEGIES OF DEALING WITH IT

Antje Amrhein, University of Duisburg-Essen

Christiane Silke Opfermann, University of Duisburg-Essen

Karola Pitsch, University of Duisburg-Essen

Room: **41.11**

The aim of the interdisciplinary KOMPASS project is to develop a so-called 'socially cooperative' virtual assistant to help persons with cognitive impairments to autonomously maintain their daily routines. The embodied conversational agent's (ECA) task is to schedule – by using means of natural dialogue – the users' appointments also displayed in a timetable next to the ECA on the computer screen. Video-based user-studies reveal a set of problems, such as e.g. the entry of wrong appointments, the users' acceptance of false entries or moments when they abandon a repair under way. The data session will investigate the users' practices of dealing with the ECA's failures and discuss which communicative resources might be required to enable ECA and user to cooperate effectively.