

Subject card

Subject name and code	Methods and tools for spoken language analysis, PG_00166562						
Field of study	German Studies						
Date of commencement of studies	October 2025		Academic year of realisation of subject		2026/2027		
Education level	Master's studies		Subject group		Obligatory subject group in the field of study Optional subject group Subject group related to scientific research in the field of study		
Mode of study	full-time studies		Mode of delivery		at the university		
Year of study	2		Language of instruction		Polish		
Semester of study	4		ECTS credits		3.0		
Learning profile	academic		Assessment form				
Conducting unit							
Name and surname of lecturer (lecturers)	Subject supervisor		dr Monika Szafrńska				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	0.0	30.0	0.0	0.0	0.0	30
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	30		4.0		41.0	75
Subject objectives	The aim is to familiarise students with conversation analysis as a research method derived from social research, which has been successfully implemented into linguistic research. They'll learn the assumptions of the method and the methods of transcription of audio or video recordings and carry out a research project.In addition to demonstrating the ability to transcribe conversational recordings on their own, students will acquire knowledge of the specifics of spoken language (e.g. business telephone conversations, often in an intercultural context), speech act theory, linguistic politeness.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[FGMU2_U06] Has an in-depth ability to produce a variety of written works and oral speeches in German.	The student has in-depth ability to create oral presentations in German on the subject of classes (presenting the results of own research attempts, e.g. project work).	[SU2] presentation/project/paper/report [SU6] demonstration of practical skills
	[FGMU2_U04] Correctly applies the known scientific terminology in German, accurately defines the terms of literary and linguistic studies and the phenomena of the chosen specialization, i.e.: translation studies, or language teaching or communication in business and economy.	Students correctly apply the learned scientific terminology in the field of pragmatics (intercultural), conversational analysis, intercultural communication (including in business) in German and accurately define the concepts in this area.	[SU4] test/exam - oral or written [SU8] observation of student's independent or team work
	[FGMU2_U08] Has the basic ability to translate selected types of texts from German into Polish and from Polish into German, or the ability to prepare and carry out teaching tasks, or to communicate in an enterprise and business.	Learning into the analysis of communication problems that can arise, for example, from linguistic interference, the student acquires the basic ability to translate selected concepts and linguistic structures occurring e. g. in a business telephone conversation.	[SU3] text preparation/written work [SU4] test/exam - oral or written [SU8] observation of student's independent or team work
	[FGMU2_K03] Is able to appropriately determine priorities for realization of a task defined by one self or others, on the basis of analysis of situations and problems, formulates proposals for solutions.	The student prepares to complete the task (project, paper, presentation, etc.) by planning individual stages of its implementation and defining priorities. Analyzes work at each stage, draws conclusions and formulates proposals for solutions to possible problems.	[SK2] presentation/project/paper/report [SK5] implementation of a problem task
	[FGMU2_U10] Is able to interact with others in a team framework and manage the work of the team.	By working on a research project, the student interacts with other members of the project group, takes on specific roles, including team leader, and carries out the tasks assigned to him/her.	[SU2] presentation/project/paper/report
	[FGMU2_W06] Knows in detail contemporary achievements, research centres and schools in the field of linguistics, understands their historical and cultural conditions and development tendencies.	The student knows in detail the contemporary achievements, centers and research schools in the field of (intercultural) pragmatics, business (tele)communication research and conversation analysis, understands their historical and cultural conditions and development trends.	[SW4] test/exam - oral or written [SW1] oral statement/conversation/discussion [SW2] presentation/project/paper/report
	[FGMU2_W12] Knows and understands the relationship between language formation and changes in culture and society; has an in-depth knowledge of complex nature of language and its importance in cognitive processes.	The student knows and understands the relationship between language, its complex nature and changes in culture and society, as well as the problems/misunderstandings that can arise from the confluence of different cultural identities in dialogue.	[SW4] test/exam - oral or written [SW1] oral statement/conversation/discussion [SW2] presentation/project/paper/report [SW5] implementation of a problem task
	[FGMU2_K01] Has an in-depth awareness of the level of their knowledge and skills, is able to critically evaluate the received contents, as well as apply their knowledge in solving cognitive and practical problems.	The student has an in-depth awareness of the level of his/her knowledge and skills and is able to critically evaluate the received content as well as apply his/her knowledge in solving the chosen research problem. Gives other students constructive criticism.	[SK1] oral statement/conversation/discussion [SK2] presentation/project/paper/report [SK8] observation of student's independent or team work
	[FGMU2_U02] Uses the acquired research skills, draws conclusions, elaborates and presents results in the field of literary studies or linguistics, is able to use and integrate knowledge from several scientific disciplines.	The student has developed research skills in the field of conversation analysis, draws conclusions, develops and presents the results of his own research attempts in the field of intercultural pragmatics and analysis of spoken language, especially telephone business conversations, is able to use and integrate previously acquired knowledge from other scientific disciplines.	[SU1] oral statement/conversation/discussion [SU2] presentation/project/paper/report [SU5] implementation of a problem task

	Course outcome	Subject outcome	Method of verification
	[FGMU2_U09] Is able to undertake autonomous actions to develop his/her language and research skills; is able to guide others in doing so.	The student, through teamwork on the presentation/reference/project, takes autonomous action to develop his individual abilities, but also acquires the ability to work in a team in various roles or take on the role of a team leader who indicates the direction of further research.	[SU2] presentation/project/paper/report [SU5] implementation of a problem task [SU8] observation of student's independent or team work
	[FGMU2_W03] Knows and understands at an extended level German terminology and the theory and methodology in the field of linguistics in German.	The student knows and understands at an extended level the terminology in German, as well as the theory and methodology of such linguistic issues as conversational analysis, intercultural communication, speech act theory, communication strategies, linguistic politeness.	[SW4] test/exam - oral or written [SW2] presentation/project/paper/report
Subject contents	Topics covered in the class will include: 1) Features of spoken language 2) Conversational analysis as a research method 3) Preparation of the material to be analysed: transcription of audio recordings with the help of suitable programs (e.g. FOLKER, EXMERAaLDA) 5) Introduction to speech act theory 6) Intercultural communication - possible communication problems 7) Formulation of directive speech acts and linguistic politeness as communication strategies The second part of the class will be devoted to the preparation of a project. The students select a selected recording (business telephone calls / TV debates etc.) for analysis, transcribe it according to the standardised notation used, using appropriate computer programmes. The analysis of the recording may be directed at various aspects (depending on the interests of the project group): the participants in the conversation as representatives of certain social, cultural, ethnic groups, subcultures, strategies of exerting influence, taking control, social statuses, manipulation, demonstration of power, cultural differences, strategies of formulating directive speech acts in an intercultural perspective, etc.		
Prerequisites and co-requisites	A level of language competence appropriate to the curriculum content in the earlier semesters that will enable the intended learning outcomes to be achieved.		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Partial assessments (tests/ performance of tasks or exercises in class/activity)	51.0%	50.0%
	evaluation of the final term paper (project/presentation)	51.0%	50.0%

Recommended reading	Basic literature	Literature to be used depending on the chosen project topic and focus of the analysis: Atkinson, Maxwell J.; Heritage John (Hrsg.) (1984): Structures of social action: studies in conversation analysis. Cambridge University Press and Editions. Cambridge. Austin, John Langshaw (1975): How to do things with words. Oxford University Press. New York. Becker-Mrotzek, Michael; Brünner, Gisela (1992): Angewandte Gesprächsforschung: Ziele Methoden Probleme. [In:] Fiehler, Reinhard; Sucharowski, Wolfgang (Hrsg.): Kommunikationsberatung und Kommunikationstraining. Anwendungsfelder der Diskursforschung. Westdeutscher Verlag. Opladen. S. 12 - 23. Birk, Andrea (2011): Konversationale Implikaturen. Ein linguistisches Instrument zur Analyse interkultureller Missverständnisse. [W:] Földes, Csaba (Hrsg.): Interkulturelle Linguistik im Aufbruch. Das Verhältnis von Theorie, Empirie und Methode. = Beiträge zur interkulturellen Germanistik Bd. 3. Narr Verlag. Tübingen. S. 1- 12. Bolten, Jürgen (2006): Interkulturowa kompetencja. Poznań: Wydawnictwo Naukowe UAM. Bonacchi, Silvia (2010): Pragmatische und soziokulturelle Funktionen der sprachlichen Höflichkeit, [W:] Komunikacja Specjalistyczna 3, 2010, 52-64 Bonacchi, Silvia (2011): Höflichkeitsausdrücke und anthropozentrische Linguistik. Seria: Języki. Kultury. Teksty. Wiedza. Wydawnictwo Euro- Edukacja. Warszawa. (otwarty dostęp https://www.researchgate.net/publication/236980128_Hoflichkeitsausdrucke_und_antropozentrische_Linguistik) Bonacchi, Silvia (2013): (Un)Höflichkeit. Eine kulturologische Analyse Deutsch Italienisch Polnisch. Warschauer Studien zur Germanistik und zur Angewandten Linguistik. Bd. 13. Peter Lang Edition. Frankfurt am Main, Berlin, Bern, Bruxelles, New York, Oxford, Wien. Brinker, Klaus; Sager, Sven Frederik (1989): Linguistische Gesprächsanalyse: eine Einführung. Schmidt Berlin. Brinker Klaus (Hg.) (2001): Text- und Gesprächslinguistik: ein internationales Handbuch zeitgenössischer Forschung = Linguistics of text and conversations : an international handbook of contemporary research. Hbd. 2. Walter de Gruyter. Berlin ; New York. Brown, Penelope; Levinson Stephen (1987): Politeness: Some universals in language usage. Cambridge University Press. Cambridge. Brünner, Gisela (2001): Gespräche in der Wirtschaft. [In:] Brinker, Klaus; Antos, Gerd; Heinemann, Wolfgang; Sager, Sven F. (Hrsg.): Text- und Gesprächslinguistik. Ein internationales Handbuch zeitgenössischer Forschung. 2. Halbband 'Gesprächslinguistik'. De Gruyter. Berlin. S. 1526-1540. Bublitz, Wolfram (2001): Englische Pragmatik. Eine Einführung. Erich Schmidt Verlag. Berlin. Deppermann, Arnulf (2008): Gespräche analysieren. Eine Einführung. VS Verlag für Sozialwissenschaften. Wiesbaden. Deppermann, Arnulf; Hartung, Martin (2011) (Hg.): Gesprächsforschung. http://www.gespraechsforschung-ozs.de/heft2011/heft2011.html (artykuły i książki w otwartym dostępie)
---------------------	------------------	--

		Günthner, Susanne (2002): Höflichkeitspartikeln in der interkulturellen Kommunikation am Beispiel chinsisch-deutscher Interaktionen. [In:] Lüger, Heinz-Helmut (Hrsg.): Höflichkeitsstile. Peter Lang. Frankfurt am Main. S. 295-312. Hagemann, Jörg; Rolf, Eckard (2001): Sprechakttheorie für die Gesprächsforschung. [In:] Brinker, Klaus et al. (Hrsg.): Text- und Gesprächslinguistik. Ein internationales Handbuch zeitgenössischer Forschung. 2. Halbband 'Gesprächslinguistik'. De Gruyter. Berlin. S. 885-896. Hall, Edward Twitchell (2001): Poza kulturą. Wydawnictwo Naukowe PWN. Warszawa. Przeł. Elżbieta Goździak. Hausendorf, Haiko (2007): Gesprächs-/Konversationsanalyse. [In:] Straub, Jürgen; Weidemann, Arne; Weidemann, Doris (2007): Handbuch interkulturelle Kommunikation und Kompetenz Grundbegriffe Theorien Anwendungsfelder. Metzler. Stuttgart. S. 403-415. Henne, Helmut; Rehbock, Helmut (2001): Einführung in die Gesprächsanalyse. Walter de Gruyter. Berlin, New York. Heringer, Hans Jürgen (2017): Interkulturelle Kommunikation. Grundlagen und Konzepte. A. Francke Verlag. Tübingen. Hindelang, Götz (2010): Einführung in die Sprechakttheorie. Sprechakte, Äußerungsformen, Sprechaktsequenzen. (= Germanistische Arbeitshefte) De Gruyter. Berlin/New York. Hinnenkamp, Volker (1998): Mißverständnisse in Gesprächen : eine empirische Untersuchung im Rahmen der interpretativen Soziolinguistik. Westdeutscher Verlag. Opladen. Hofstede, Geert; Hofstede, Gert Jan; Minkov, Michael (2011): Kultury i organizacje: zaprogramowanie umysłu. Polskie Wydawnictwo Ekonomiczne. Warszawa. House, Juliane; Kasper, Gabriele (1981): Politeness markers in English and German. [In:] Coulmas (Hg.): Conversational routine: explorations in standardized communication situations and prepatterned speech. Mouton. The Hague. S. 157-185. Jefferson, Gail (2004): Glossary of transcript symbols with an introduction. [In:] Lerner, Gene (Hrsg.), Conversation Analysis. Studies from the first generation. Amsterdam: Benjamins, 13-31. Kalisz, Roman (1993a): Pragmatyka językowa. Wydawnictwo Uniwersytetu Gdańskiego. Gdańsk. Kantorczyk, Ursula (2008): Pragmatik von Aufforderungshandlungen im Deutschen. Print Group. Szczecin, Rostock. Kiesendahl, Jana (2011): Status und Kommunikation. Ein Vergleich von Sprechhandlungen in universitären E-Mails und Sprechstundengesprächen. Erich Schmidt Verlag. Berlin. Komorowska, Ewa (2008): Pragmatyka dyrektywnych aktów mowy w języku polskim. Print Group. Szczecin, Rostock. Levinson, Stephen C. (1994): Pragmatik. Ins Deutsche Übersetzt von Ursula Fries. Max Niemeyer Verlag. Tübingen. Liedtke, Frank (1997): Gesagt getan: Über illokutionäre Indikatoren. [In:] Rolf, E. (Hg.) (1997): Pragmatik, Implikaturen und Sprechakte (
--	--	--

=Linguistische Berichte, Sonderheft 8/1997). Westdeutscher Verlag. Opladen, S. 180-213.

Luke, Kang Kwong; Pavlidou, Theodossia (2002): Telephone Calls: Unity and Diversity in Conversational Structure Across languages and cultures. Marcjanik Małgorzata (2007): Grzeczność w komunikacji językowej. Wydawnictwo Naukowe PWN. Warszawa.

Meibauer, Jörg (2001): Pragmatik. Eine Einführung. Stauffenburg Verlag. Tübingen.

Meyer, Karin (2007): Interkulturelle Pragmatik: Aufforderungen, Entschuldigungen und Beschwerden. Eine Untersuchung zur interkulturellen Sprechhandlungskompetenz deutscher Austauschschüler in den USA. Dissertation zur Erlangung des Grades der Doktorin der Philosophie bei der Fakultät für Geisteswissenschaften Departments Sprache, Literatur, Medien I und II der Universität Hamburg. (https://www.researchgate.net/publication/279647175_Interkulturelle_Pragmatik_Aufforderungen_Entschuldigungen_suchung_zur_interkulturellen_Sprechhandlungskompetenz_deutscher_A)

Moeschler, Jacques (1994): Das Genfer Modell der Gesprächsanalyse. [In:] Fritz, Gerd; Hundsnurscher, Franz (Hrsg.): Handbuch der Dialoganalyse. Niemeyer. Tübingen. S. 69-94.

Nothdurft, Werner; Reitemeier, Ulrich; Schröder, Peter (1994): Beratungsgespräche. Analyse asymmetrischer Dialoge. Gunter Narr Verlag. Tübingen.

Ogiermann, Eva (2009): Politeness and indirectness across cultures: A comparison of English, German, Polish and Russian requests. [In:] Journal of Politeness Research 5/2. S. 189-216.

Pallotti, Gabriele; Varcasia Cecilia (2008): Service telephone call openings: a comparative study on five European languages. Journal of Intercultural Communication 17. (online Journal? <http://www.immi.se/intercultural/abstracts/pallotti-abs.htm> [Zugriff: 2.03.2021])

Porila, Astrid; ten Thije, Jan D. (2007): Ämter und Behörden. [In:] Straub, Jürgen; Weidemann, Arne; Weidemann, Doris (2007): Handbuch interkulturelle Kommunikation und Kompetenz Grundbegriffe Theorien Anwendungsfelder. Metzler. Stuttgart. S. 687-699.

Prokop, Izabela (2010): Aspekty analizy pragmatolingwistycznej. Wydawnictwo Naukowe UAM. Poznań.

Ptaszek, Grzegorz (2009): Telefoniczna rozmowa handlowa. [In:] Kaszewski, Krzysztof; Ptasek Grzegorz (Hrsg.): W czym mogę pomóc? Zachowania komunikacyjnojęzykowe konsultantów i klientów call center. Wydawnictwo Naukowe Semper, Warszawa. S. 11-17.

Rosenberg, Katharina (2013): Interkulturelle Behördenkommunikation: Eine gesprächsanalytische Untersuchung zu Verständigungsproblemen zwischen Migranten und Behördenmitarbeitern in Berlin und Buenos Aires. De Gruyter. Berlin.

Sacks, Harvey; Schegloff, Emanuel; Jefferson, Gail (1974): A simplest systematics for the organisation of turn-taking in for conversation. Language 50(4), S.696-735

Schegloff, Emanuel A.; Sacks, Harvey (1973): Opening up closings. [In:] Semiotica vol. 8, issue 4. S. 289-327

Searle, John R. (1975): Indirect Speech Acts. [W:] Cole, Peter; Morgan, Jerry L. (ed.): Speech acts. = Seria: Syntax and semantics 3. Academic Press. New York. S. 59-82.

Selting, Margaret et al. (2009): Gesprächsanalytisches Transkriptionssystem 2 (GAT 2). [In:] Gesprächsforschung - Online-Zeitschrift zur verbalen Interaktion 10 (2009), 353-402. www.gespraechsforschung-ozs.de

Sikora, Jan (2015): Gramatyka żądania. Uwagi na temat struktury wyrażen zawierających żądania. [In:] Lingwistyka Stosowana 15: 4/2015. S. 75-81. Spiegel, Carmen; Spranz-Fogasy, Thomas (2001): Aufbau und Abfolge von Gesprächsphasen. [In:] Brinker, Klaus et al. (Hrsg.): Text- und Gesprächslinguistik. Ein internationales Handbuch zeitgenössischer Forschung. 2. Halbband 'Gesprächslinguistik. De Gruyter. Berlin. S. 1241-1251. Staffeldt, Sven; Hagemann, Jörg (Hrsg.) (2014): Pragmatiktheorien. Analysen im Vergleich. Stauffenburg Verlag. ORT

Straub, Jürgen; Weidemann, Arne; Weidemann, Doris (2007): Handbuch interkulturelle Kommunikation und Kompetenz: Grundbegriffe, Theorien, Anwendungsfelder. Metzler. Stuttgart, Weimar.

Strawe; Olav, V. (2001): Beschäftigung in Call Centern Organisationsprobleme, Möglichkeiten der Servicebesserung und Perspektiven der Qualifizierung. [In:] Baethge, Martin (Hg.): Die große Hoffnung für das 21. Jahrhundert? Perspektiven und Strategien für die Entwicklung der Dienstleistungsbeschäftigung. Springer Fachmedien. Wiesbaden. S. 129-152.

Trysińska, Magdalena (2009): Ja mam takie pytanie, czyli sposoby rozpoczynania i kończenia rozmowy przez klientów call center. [In:] Kaszewski, Krzysztof; Ptaszek Grzegorz (Hrsg.): W czym mogę pomóc? Zachowania komunikacyjno językowe konsultantów i klientów call center. Wydawnictwo Naukowe Semper, Warszawa. S. 18-37.

Vater, Heinz (1994): Einführung in die Sprachwissenschaft. Wydawnictwo

Wagner, Klaus (2001): Pragmatik der deutschen Sprache. Peter Lang. Frankfurt a.M. Weigand, Edda (2003): Sprache als Dialog. Niemeyer. Tübingen. = Linguistische Arbeiten 204.

Wierzbicka, Anna (1985a): Different cultures, different languages, different speech acts. English vs. Polish. Journal of Pragmatics 9. S. 145 178. Wierzbicka, Anna (1985b): A semantic metalanguage for a cross-cultural comparison of speech acts and speech genres. Language in Society 14. S. 491 514.

Wierzbicka, Anna (1986): Analiza lingwistyczna aktów mowy jako potencjalny klucz do wiedzy o kulturze. [W:] Brodzka, Alina; Hopfinger, Maryla; Lalewicz, Janusz (red.): Problemy wiedzy o kulturze. Zakład narodowy im. Ossolińskich. Wrocław. S. 103-114.

Wierzbicka, Anna (1998): German cultural scripts: public signs as a key to social attitudes and cultural values. Discourse & Society 9 (2). S. 241-282.

Wierzbicka, Anna (1999): Język, umysł - kultura. Wydawnictwo Naukowe PWN. Warszawa.

Wierzbicka, Anna (2003): Cross-cultural pragmatics: the semantics of human interaction. Mouton de Gruyter. Berlin, New York. Wierzbicka, Anna (2007): Słowa klucze. Różne języki - różne kultury. Seria: Comunicare - historia i kultura. Wydawnictwa Uniwersytetu Warszawskiego. Warszawa.

		Wydawnictwo Uniwersyteckiego Instytutu Językowskiego (red.): Słownik. Lublin. S. 259-280.
	Supplementary literature	Spoken language corpora and online sources: FOLK http://agd.ids-mannheim.de/folk.shtml Dortmunder Chat-Korpus https://www.uni-due.de/germanistik/chatkorpus/ Datenbank für gesprochenes Deutsch (także inne oprócz FOLK: Mundsprachen, Umgangssprache, Wissenschaftssprache) https://dgd.ids-mannheim.de/dgd/pragdb.dgd_extern.welcome Gabler Wirtschaftslexikon: https://wirtschaftslexikon.gabler.de/
	eResources addresses	
Example issues/ example questions/ tasks being completed		
Work placement	Not applicable	

Document generated electronically. Does not require a seal or signature.