



# **Contracting Participation Out of Union Culture:**

## **Patterns of Modality and Interactional Moves in a Labour Contract Settlement**

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Amendments to the Thesis *Contracting participation out of union culture: Patterns of modality and interactional moves in a labour contract settlement.*

Spelling errors and reformulations.

Maurice Ward

The thesis should be read with the following amendments:

Spelling corrections given here are for the pages, sections and lines indicated in the main text. The contextual sentence or clause is given in italics. Reformulations are given with page, section and line numbers.

**Page 22, Section 1.2, paragraph 3 line 2**                      rationale -  
*So the rationale for research within the critical paradigm they say, following Calhoun (1995) "is to contribute to an awareness of what is, how it came to be, and what it might become."*

**Page 22 Section 1.2 paragraph 3 line 10ff**                      Pocock says  
a theory of mobilisation of a union must focus on two things: firstly workers acquiring a consciousness of oppression, and secondly on activists who realize a response to this that builds collectivism. This ideological tool promotes

**P 23 Section 1.2 line 5**

realize -

*Within a union context change to union discourse implicitly demands commensurate change in how the organisation builds its identity, how it realizes and reproduces itself.*

**Page 23 Section 1.2 line 5 ff**

If members

can be encouraged or allowed to share in the discursual aspects of unionism in a real sense fundamental change to the organisation should follow.

**P31 Section 2.2.3 line 4 ff**

Hall *et al.*

(1997) investigate how professional discourse narratives within groups legitimate are controlled by professionals rather than lay persons, often by providing a version of an event that justifies the intervention of the professional or the institution. Despite this there is little research on how groups use discourse to exercise power and control over their members nor of the inequalities this can create (Mumby and Clair 1997: 183-185) and none specifically on trade unions.

**Page 32 Section 2.2.5 line 12 ff**

In a follow

up study Ward has shown how the spatial layout of a union meeting taken together with the exclusive use of deictic pronouns by union negotiators exclude base members from the decision making processes of a union meeting. The spatial layout of the

meeting acted intertextually with a report by union negotiators to provide an exclusive interpretation of the pronoun “we” and this lead to a breach of interpersonal relations between the union negotiators and the membership they are attempting to mobilise around a contract settlement.

**Page 39 Section 2.3.4 line 3** principal -  
The first covers territory-driven unions whose “principal orientation is towards securing maximum coverage of members through interactions with employers, tribunals and/or the state” (Pectz 1998: 16),

**Page 40 Section 2.4.1 line 11ff** An important distinction that Sacks *et al.* propose is that turn taking is context free and this conflicts with aspects of Discourse Analysis, again rooted in Marxism, noted in the section on ideology below where the claim is that all aspects of speaker interaction is constrained by the social context it is derived from (Eggins and Martin 1997: 259-262).

**Page 48 Footnote 14** principles -  
Saussure is traditionally referred to as a structuralist but to be more consistent with the framework being presented here it would be better to ascribe the term ‘syntagmatic’ to the principles underpinning his approach.

**Page 54 Section 2.4.3.3 line 12** behavioural -

In the fuzzy hinterland between Material and Mental are Behavioural processes that externally realise inner consciousness and psychological states.

**Page 62 Section 2.4.4.3 line 22 ff** A second speaker is likely to be ideationally and grammatical constrained by the forms and content used by a speaker making an opening move, taking up the same material and employing elliptical clauses to referentially link into the interaction: “the respondent accepts being positioned as a respondent and accepts to negotiate the other’s proposition” (Eggins and Slade 1997: 200).

**Page 77 Section 3.1.2 line 1 ff**

Tomlin *et al.* (1997: 100) note three principal methods of discourse analysis: introspection, a method which is limited by misconstrued intuitions; the text counting method, which offers real data evidence but is limited by heuristic restraint and often shows an inadequate relationship between statistical method and theoretical frame; the experimental method which offers controlled investigation and clear evidence but is highly restrained and difficult to construct in the complexity of real social interaction.

**Page 77 Section 3.1.2 line 10** principal -

Introspection of data based on approaches outlined below and

complemented with the distancing abstraction that corpus analysis provides are the principal methods employed here.

**Page 102 Section 3.3.4** discernible -  
where pattern are discernible there is no certainty they will realise particular interactions between participants (Schiffrin 1988: 272).

**Page 109 Section 3.3.9** unwieldy -  
Large compilations of texts are unwieldy unless they can be methodically filed in digital form, suitably annotated for source, authorship, topic, level of formality, relevant contextual data, and text type (Kennedy 1998: 76).

**Page 122 Section 4.2.2.5** obfuscation –  
His demand for clarification in turn 03 prompts Steve to add to his obfuscation by elaborating on his previous clause adjunct of time rather than the subject or complement which congruent cooperative talk might have suggested.

**Page 374 Section 8.6.4 line 6 ff** There is an  
assumption in the union movement that settling a labour contract is an opportunity to involve members of the union at a work site in the life of the union and to build the union around the negotiating process. Union leaders and organisers assume that their base members' self-interest in protecting their wages and conditions will motivate them to take part in the process of achieving a contract settlement and in the process become

involved in, and more committed to the union. It is also assumed that members will take responsibility for at least some of the discourse of 'doing union'.

A further assumption among union leaders is that if the negotiation process breaks down the members will be called upon to take action in the production process by reducing or withdrawing their labour in some way. In this present case members might be expected to slow down or halt bread production in the factory if called upon to do so. Indeed stop work meetings of the kind included in the data are real, participatory action by members of the union in that production is stopped and profits reduced. Given the planned and highly restricted nature of the meeting, however, both real impact on the production process and its symbolic impact are minimal.





**Page 45 Section 2.4.3 line 1 ff** Amendment

SFG will be used in this report to analyse the textual data because it best integrates with a critical social approach to language "incorporating both the dialectic between the semiotic ... and the non-semiotic social, between structure and action" (Chouliaraki and Fairclough 1999: 49-50.)

**Page 46 Section 2.4.3.1.1 line 5** Amendment

In English the Topical theme is the first semantic element, congruently representing the Participant, Circumstance or Process of the message and realised by the clause's Subject, Predicator, Complement or Circumstantial Adjunct (Halliday 1994: 44, Bloor and Bloor 1995: 71-73).

**Page 47 Section 2.4.3.1.1 line 12 ff.** Amendment

In an unmarked interrogative the Finite of the Predicator, here *do* and the Subject form the Theme so in this example the Theme is realised as:

Good,	Dave do	you	wanna – (add anything)
Textual Theme	Interpersonal Theme	Topical Theme	Rheme

**Page 47 Section 2.4.3.1.2 line 23 ff.** Note

Information structure: To clarify the Givenness and Newness of the example used a longer excerpt of the text is provided:

1-BH again [laughs] and um + got on to ah [00:30] + we <E>  
actually got onto + the southern um regional collective

2-ST yep

3-BH and ah they said they told us well we want to keep  
christchurch separate we 're not gonna become part of the  
collective ah we 're going to keep it separately we 're gonna  
keep it separate

4-ST what was john's response to that [murmur]

5-BH now hang on hang on [01:00] no no no no well i said  
well hang on - how you gonna stop us [laughs]

6-ST yeah [laughter]

7-BH we want to be part of that collective

8-ST yeah

9-BH and they came back with ah well that's fine so you get  
whatever we 're offering you now and then in a couple of months time  
you gonna ask us for well the next set of stuff and everybody else is  
going to expect to automatically rise to the highest common  
denominator

10-ST mm

11-BH And + there's a lot of ah [01:30] bit of heated debate  
about that

*from Corpus text D1.*

Note Here  
the union delegate Billy (BH) is reporting back to another  
delegate Steve (ST) about negotiations with the company on a  
collective contract, the *Southern Regional Collective*, covering  
more than one work site. Billy is keen to assert that the union

delegation has fulfilled its responsibilities during the negotiations by claiming strongly for the right to join the wider collective agreement. In Turns 1-6, in concert with Steve, Billy sets a context of confrontation with the company in his reporting. In turn 5 Billy reports the direct speech of a company negotiator, John, and then his own response to John. Turn 7, the excerpt analysed, is further reported speech from the meeting with the company and a further self-quotation by Billy. While it ‘reports’ on what ensued at the negotiations its prime thrust is to let Steve know that Billy has raised the union position with the company clearly and assertively.

we	want to part of that collective
Given	New

To review the analysis then, the deictic *we* refers back to the earlier deictic *we* in turn 1, to the union negotiators, which is further contextually set some minutes earlier at the beginning of Billy’s report to Steve. In this anaphoric reference it congruently realise a Given role (Halliday 1994: 296.) It further implies the union as a whole and particularly, at the time, to Billy and Steve as part of the union. The New part of the clause provides information that Steve is previously unaware of, that Billy has told the company of the union claim. Listening to the recorded

audio version of the text would also show the words *want* and *collective* are stressed by the speaker and phonologically delineate the new information (Halliday 1994: 297.) Steve is aware of the union claim, but the New in the excerpt discussed here tells him that this claim has been made at the negotiations. His demand for information is met by Billy's responses in turns 5 and 7 and elaborated on in turns 9 and 11.

**Page 50 Section 2.4.3.2.2**

Note The

Residue elements in the charts in this section are not fully labelled to allow for focus on the Mood element of the clauses. Complete labelling and analysis of the Residue element is done in the following section 2.4.3.2.3 on pages 52-53.

**Page 50 Section 2.4.3.2.2**

Amendment

<i>how</i>	<i>did</i>	<i>that</i>	<i>workout percentage wise?</i>
	Finite	Subject	
	Mood		
	Residue		

**Page 53 Section 2.4.3.2.3**

Amendment

The example given for conflation of predicate and finite is poor in that the verb ‘to be’ (like the verb ‘to have’) are unusual in that they strictly only have a finite (Halliday 1994: 79.) Where the experiential Event is realised in a single word the finite and the Event are fused (Halliday 1994: 196-97.) A better example from the corpus would be

you remember the shift changes from last when we went from four shifts to three, we followed what worked.

*from UC5 Exchange*

15

Here the finite and predicate are fused in the single words *remember, went, followed*. As Bloor and Bloor put it, “ a simple Verbal Group realizing the functions of Finite and Predicator...are said to be *fused* (Bloor and Bloor 1995: 41, emphasis in the original.)

**Page 54 Section 2.4.3.3 line 15**

Amendment

Halliday recognises the ambiguity of these divisions.

**Page 55 Section 2.4.3.3 line 1**

Amendment

The clause *if you’re the only one (ie) in the bull ring* is a hypotactic one, not a rank reduced one..

<i>if you're the only one (ie) in the bull ring</i>	<i>you</i>	<i>get</i>	<i>to those breakdowns</i>	<i>in a hurry</i>
circumstances	participant	process	circumstances	circumstances
clause of circumstance	pronoun	verbal group	prepositional phrase	prepositional phrase

**Page 58 Section 2.4.3.3.6 line 22 ff**

Amendment

**Existential Process**

This process is a representation of something happening or existing, typically realised by the verb to be:

there are some things we can do that don't involve capital expenditure

*from UC5*

*Exchange 19*

<i>there</i>	<i>are</i>	<i>some things we can do that don't involve capital expenditure</i>
	Existential process	Existent

**Page 61 Section 2.4.4.1 (*inter alia*)**

Note

**Truncation:** In this thesis the term truncation is widely used with a basic meaning of a turn (Sacks et al 1974) that is terminated before the full potential it has is realised but with

additional meaning that the termination is systemic for particular speakers in a given interaction. Truncation occurs when either the speaker cuts off his or her own turn or has his or her turn cut off by interruption of another speaker. In Section 2.4.1 the system of turn taking proposed by Sacks *et al.* (1974) is very briefly outlined. On page 41 attention is drawn to Sack's *et al.*'s point that where there are three or more speakers in a conversation the interaction tends to fracture and the system of turn taking tends to break down. It was noted on page 41 that this has ramifications for discussion of the present data as three of the four texts have more than two interactants and are widely 'fractured' in the sense that Sacks *et al.* refer to. At times to the point where speaker identification is impossible (see Section 3.2.15.6 for notation of this.) The competitive and adversarial nature of parts of the interaction between union and company speakers is exemplified in text UC5 Exchanges 4, and 55 and between union speakers in M1 Exchanges 35, 46, 56 and 57. Much of this can be described within what Sacks *et al.* term 'interruption' of one turn taker by another. However, at the end of section 2.4.1 of this thesis criticism of Sacks *et al.*'s paradigm is referred to and its failure to account for the organic nature of discourse is raised (Eggins and Slade 1997:31.) Eggins and Slade note that some speakers in an interaction, for example, are systemically cut off by either themselves or other speakers as they realise roles within text making. They use few declaratives and importantly here fewer full declaratives than speakers with more dominant social roles (Eggins and Slade 1997: 122.) A

distinction is drawn here between ellipsis and truncation; the former is principally a form of cohesion (Halliday 1994: 309 ff) and the latter, which is a form of role realisation. In this sense it would have been clearer to include it in the social role rather than Mood analysis sections of this thesis. Inspection of instances from the texts shows that truncation is not ellipsis but rather where a speaker voluntarily cuts his turn (self-truncation) or has it cut by another speaker (other-truncation). Self-truncation may be used as a turn holding device, as in the instance *so that's* shown here in context and is underlined –

contract expiring in august next year at that point in time we would hopefully have um reached agreement on combining ah the contract of this site with with the rest of the south island so that's that's our position [removes OHP slide.]

*from a CC*

*turn in M1 Exchange 10.*

Listening to the original tape of this text highlights the change of tone the speaker uses and the lengthening of the word *that's* to retain his speaking turn.

Alternately a speaker may self-truncate to allow another speaker a turn

TT: (...) over five year's worth [murmur] [18:30]



JL: i'd've sold mine to the ah + rest of the years when i  
retire

PT: yeah look just on that that point i mean

RE: they'll probably be retire you tomorrow [laughter]

*from M1 Exchange 34*

Here Phil Travers (PT) truncates his own turn to allow a member from the floor of the meeting speaking rights. Both these instances of self-truncation realise the power of a the speaker to bring others in and out of the interaction and participants such as Phil Travers have systemically high levels of self-truncation in their speech (See section 7.2.1.1 for further discussion of this point.) Other-truncation is conversely an indicator of powerlessness in an interaction and the following excerpt from UC5 at the transition between Exchange 48 and 49 shows an example Steve Tomlins is regularly marginalised in the interaction UC5

ST: [i] [2] \ running my mind around the plant [ii] and  
thinking of [iii] where we could we do without someone //

PT: [i] [to Billy] (...)

BH: [i] [to Phil] (...)

PT: [i] [to Billy] [3] \ (\ (...)/

ST: [i] [3] \ and ah // [08:30]

Phase 4 Exchange 49 Variation (2).

BH: [to Trevor] [i] you got a question [ii] that you wanted  
to ask on the variation haven't you

*from UC5*

*Exchanges 48 and 49*

Steve Tomlins (ST) first turn here is cut off by an inaudible aside between Phil (PT) and Billy (BH) and his second turn is truncated by Billy, who starts a new exchange with a Demand of another speaker. (See Table 5-3 Page 234 for a comparison of Steve Tomlins' other-truncations with the rest of the union speakers.)

**Page 61 Section 2.4.4.1**

Note

**Prefabricated Language:** This term is based on the concept Eggins and Slade (1997:122) use to describe the highly elliptical and content-less language of powerless speakers in an interaction who are systemically confined to "reacting to the turns of others using prefabricated linguistic expressions and not providing new material for negotiation" Eggins and Slade (1997:122.)

**Page 171 Section 4.3.2.10.1 line 5**

Amendment

Of course both text kinds are metaphorical and both are

interactional but the *constructional* variety is systemically used across the data to position listeners sympathetically towards a position taken or a position proposed (in itself a reconstruction) as a rationale. In practice as discussion of examples below will show constructional moves imply a causal link between their acceptance and the continued viability of the interaction and therefore are a part of the modality of the text (Martin 1992, cited in Rose 1997: 58)

Note For

further discussion on constructional text see Section 4.3.2.10 in full.

**Page 178 Section 4.3.3 line 7**

Amendment

His high use of non-finite clauses suggests a commitment to the CL-inter code as a regulative register (Christie 1997: 136) and his use of ellipsis to keep others focused on the institutional goals help realise his role as union discourse organiser.

**Page 197 Section 4.4.1.13.1 (*inter alia*)**

Note

Boundaries for clause complexes and moves in this thesis are assumed for analysis purposed to be the same with certain restraints. In section 4.4.1.1 an outline of how moves are defined is given and note is made on page 180, line 23, that data in embedded, projected and dependent clauses are counted as part of the main clause. For clarity it is noted here that this should be understood to be they are part of the clause complex. To allow for correlation of data annotation across Mood and social

analysis, the numbering of units for both clause complexes and moves is the same. This fuzziness is accounted for in the Mood analysis section by ignoring non-main clauses but for discussion purposes in the move analysis separate boundaries for dependent and other non-main clauses is given to where this helps clarify social purposes. It should be noted that moves are annotated with Arabic numerals and that Arabic numerals within parenthesis separately denote silences. Clauses within this paradigm are annotated with lower case roman numerals.

**Page 137 Section 4.3.1**

Note The

system network for Mood is designed to provide an analysis of the Mood of the four texts using the software Systemic Coder and is idiosyncratic to that purpose. It should not be confused with the networks for Mood described in classic texts such as Halliday and Matthessien 2004: 150, although the purely exchange aspects of the network correlate closely with these. For Systemic Coder to provide information on how the exchange process is modulated across each text, particularly for comparative purposes and syntagmatic purposes other information such as who speakers are, which sub-group they belong to within the interaction, which clause is which, what order in the text each clause comes in. Thus, for example, to derive a summary of the mood activities of the union negotiator Phil in a single text in comparisons to other union participants it is necessary to ascribe all the clauses he produces to him and systematically distinguish them from those produced by other speakers when inputting data into Systemic

Coder. To this end the system network used for Mood in this thesis necessarily includes a system Social Role to account at least for the two features it contains, *union* and *company*.<sup>1</sup> Each of these features has a system of its own to provide for the sub-groups of speakers. In the union case the four features of the system *Union* are *pt*, *bh*, *st*, and *tt*, to accommodate annotation of clauses produced by the four union participants respectively (see page 137.) As noted in section 3.3.7 page 107, the two networks used here are very large and not meaningfully graphically reproducible in the thesis. The Mood network has 23 systems and 51 features, and the social network has 35 systems and 164 features. In lieu of this, sections of each network are reproduced systematically in the relevant sections of the thesis<sup>2</sup> and the whole networks reproduced in tabular form in each of the tables produced in this thesis. It should also be repeated<sup>3</sup> that Systemic Coder allows for only a single feature in a network to be named in anyone way, thus some idiosyncratic uses of labels are required for delicate analysis. Thus the first feature in the Mood system

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<sup>1</sup> As noted in Section 3.3.7, in order for comparisons to be made across texts network systems and features must include any possible features that any of the four texts may produce in a given system. The social network system needs to provide for the speaker John Tree, a company negotiator, in the text M1 even though this speaker is not a participant in M1. He is a participant in the text UC5 and for the taxonomy to be exhaustive across texts a role space must be provided for him in the network. In practice, features that are not used in a given text analysis can be turned off.

<sup>2</sup> See, for example, section 4.3.1 page 137, 140, and 141

<sup>3</sup> See Section 3.3.7, page 107 for a fuller discussion of this point.

network is labelled *clause* and the first feature in the social system network is labelled *contract*. Neither of these labels is intended to have any functional meaning.

**Page 359 Section 8.3 line 26**

Note

Reference is made to Bernstein's terms 'classification' and 'framing.' Bernstein develops these concepts and how each may be weak or strong at some length (Bernstein 1990a: 21 ff.) The categories and practices of a discourse "regulated by the principles of a social division of labour and its internal relations" define its basis and the extent to which each discourse is distinguished from another is "the extent to which practices are specialised into categories" (Bernstein 1990a: 22-23.) Each category's specific characteristics are preserved by the extent to which it is insulated from other categories. "The stronger the insulation between categories, the stronger the boundary between one category and another the more defined the space that any category occupies and to which it is specialised (Bernstein 1990a: 23.) From this Bernstein defines classification as "the relations between categories, not what is classified" (Bernstein 1990a: 24.) He goes on to say these boundaries are, of necessity, constantly under ongoing defence, repair and clarification to ensure that insulation between categories is maintained (Bernstein 1990a: 24-26.) Strong classification then, is provided by strong insulation between categories and weak classification the result of weak demarcation of categories between discourses (Bernstein 1990a: 26, Bernstein 1990a: 34, Bernstein 1990b: 99.) Importantly for

this thesis it is argued that base members of the union are disempowered by weak classification between the discourses of contract negotiation and union organising. As Bernstein puts it, “*the distribution of power maintains itself essentially through the maintenance of the appropriate degree of insulation between the categories of the social division of labour*” Bernstein 1990b: 99, emphasis in the original.) Sections 8.4, 8.5, and 8.6 provide the details of this argument.

Bernstein uses the concept of framing to distinguish between various forms of social relations:

*“Framing stands in the same relation to the principles of communication as classification to the principles of the relations between categories. In the same way as relations between categories can be governed by weak or strong classification, so principles of communication can be governed by weak or strong framing... Principles of communication are to varying degrees acquired, explored, resisted, challenged, and their vicissitudes are particular to a principle”* (Bernstein 1990a: 36.)

He goes on to say that control is an ever present but varying form within communication principles and framing describes these variations. Where there is explicit regulation of this control through the interactional and locational principals that define a communicative context framing is said to be strong but where

these are implicit framing is said to be weak. (Bernstein 1990a: 36.)

**Page 359 Section 8.3 line 28**

Note

Reference is made on page 359 of the thesis to “boundaries or classifications” being weak or strong. It is possible to read the word *or* in this text as inclusive or exclusive. The intent is that it shall be read inclusively. It is not intended that the word *classification* be read as a gloss for the word *boundaries*.

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## **Abstract**

This thesis investigates how language and power interact to construct relationships within a trade union setting and whether or not the union discourse structures promote the participation of members in the organisation. Power is reproduced instantially in systemic ways across social interactions so investigating discourse foregrounds power relationships and the points at which changes in them might be realised should that be desirable.

Four texts from a labour contract settlement within a bread factory make up the research data. One records a meeting between the union negotiators and their company counterparts, a second records a meeting of the union negotiators only to appraise a previous meeting with the company and plan their response. The third records a union delegate reporting back to a member of the union and preparing her for a meeting of the whole branch on the contract negotiations. The last records this meeting of the union negotiators and 43 members from the factory.

Systemic Functional Linguistics (Halliday 1994) is used to analyse the Modality and the social moves of the four texts. Critical Discourse Analysis (Fairclough 1989) and Code (Bernstein 1990a) paradigms provide complementary understandings of the data. Both qualitative and quantitative computational analysis of the four texts is undertaken. How lexical and grammatical resources are used to position other participants, how interactants initiate topics of conversation and respond to the initiatives of others, how offers and demands realises institutional relations are investigated.

The analysis suggests the union prioritises a discourse that is successful in its interaction with the company but because of weak coding boundaries this style of interaction flows into other union interactions, and constrains members' ability to contribute. Consequently settling the labour contract seems to conflict with the union goals of increasing membership participation in branch affairs. Some alternative interaction frames are offered here but remain to be tested by the union.

The results of this thesis have immediate implications for unions and community based groups that wish to improve membership participation as well as wider implications for linguists, educators, social activists and those interested in democratic processes.



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I would like to acknowledge the use of Mick O'Donnell's analytical software *Systemic Coder* that made the analysis here possible. The Oxford University Press concordancing software *Wordsmith* was used to provide one set of data in Chapter 4

## **Declaration**

This thesis contains no material which has been accepted for the award of any other degree or diploma in any university or other tertiary institution and to the best of my knowledge and belief, contains no material previously published or written by another person, except where due reference is made, in the text of the thesis.

I give consent to this copy of my thesis, when deposited in the University library, being made available for photocopying and loan.

Maurice Ward.

December 2<sup>nd</sup> 2004

## List of Principal Abbreviations

BH	Billy Hall, (pseudonym) <sup>1</sup>
CL-inter	An interaction between company and union representatives such as UC5 <sup>2</sup>
CL-intra	An interaction between the members of the union negotiating party such as N3 <sup>3</sup>
CDA	Critical Discourse Analysis
D	Demand
DA	Discourse analysis
DD	Diane Dewars (pseudonym)
D5	Text of the union delegate and member interaction # 5 <sup>4</sup> (Appendix 3)
ECA	Employment Contracts Act, New Zealand, 1992
GF	Gavin French (pseudonym)
JT	John Tree (pseudonym)
M1	Text of the mass meeting of union members (Appendix 4)
NZCTU	New Zealand Council of Trade Unions
NDU	National Distribution Union
N3	Text of union negotiators' interaction # 3 (Appendix 2)
O	Offer
Ph	Phatic interaction
PT	Phil Travers, (pseudonym)
R	Rejection of an offer or a demand
SFG	Systemic Functional Grammar
SFL	Systemic Functional Linguistics
ST	Steve Tomlins (pseudonym)
TCU	Turn constructional units
TRP	Transition relevance place
T-stat	A measure of statistical significance
TT	Trevor Taite (pseudonym)
UC5	Text of union and company interaction # 5 (Appendix 1)
WO	Wayne O'Connell (pseudonym)

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<sup>1</sup> The first page of each appendix contains a full list of the pseudonyms for the participants and their abbreviations

<sup>2</sup> See Chapter 4.2

<sup>3</sup> See Chapter 4.2

<sup>4</sup> The number here, #5, is taken from numeration texts of this type within the broader corpus compiled by the writer from which the texts discussed in this thesis are taken. In the corpus there are four other texts of union/company interactions. See Chapter 3.3.6 and Table 3.1 for a fuller discussion of this.

## List of Principal Transcription Conventions<sup>5</sup>

XX:	Speaker identification (followed by the text of a speaker's utterance)
( )	Encloses an Arabic numeral and denotes a period of silence in seconds
[ ]	Encloses annotation of the text
[ii]	Encloses and a small Roman numeral and denotes a move number
+	A silence of less than one second
// \	Portion of an utterance that is overlapped by an interruption
/ \	Portion of an utterance that interrupts and overlaps an other utterance
(...)	Inaudible or incomprehensible speech
um	all hesitations that end in 'm' sounds
er	all hesitation sounds that do not end in 'm'
< >	Encloses tagging for computational purposes
UPPER CASE TEXT	Denotes a marked increase in volume

Note 1. To provide for computational tagging, conventional punctuation is not used in typing the texts in Appendices 1-4 unless meaning is obscured completely by its absence.<sup>6</sup>

Note 2. The deitic *we* in Appendix 4 is tagged in the corpus for wider purposes than are addressed in this thesis.

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<sup>5</sup> See Chapter 3.2.16 for a full description of the transcription conventions and annotations.

<sup>6</sup> See Chapter 3.2.16.3

## Thesis Overview

Chapter 1 establishes the need for research into the area of union discourse generally and for detailed analysis of particular instances of language as it realises the relationship inside a specific work place. It looks at the context of unionism in New Zealand and Australia at the close of the Twentieth Century and the need for union reform towards more membership participation and responsibility. It then places this within a broader context of a range of paradigms on union democracy before turning to the very local needs of the participants in the present research.

Chapter 2 introduces linguistic and political issues as well as the theoretical approaches that underpin the thesis and provides a framework within which the data is approached and a perspective for the conclusions that are reached from within the field of sociolinguistics. It looks briefly at the conversation analysis approach to turn taking and then to the major theoretical matrix of the thesis, systemic functional linguistics and how this is applied to discourse analysis and then turns to some specific approaches to the question of ideology and power.

Chapter 3 addresses the methodology used in the thesis, the use of qualitative approaches to the collection of data and discussion of how it realises meaning, both of these with the participants. It also looks at the systemic computational quantitative approach to the data that is used to provide information on the discourse patterns that are realised in the texts used to interpret the discourses discussed here. The chapter also introduces the software *Systemic Coder* that is used in the analysis.

Chapter 4 provides a broad hypothetical context for the four texts and then uses a qualitative approach to key aspects of the dominant text UC5, before turning to a quantitative analysis of this interaction between the union negotiators and the company negotiators. The framework for casual conversation analysis within the systemic functional paradigm that is defined by Eggins and Slade (1997) is introduced and taxonomy of modal and move analysis categories provided and these are applied to the text UC5

Chapter 5 the approach set out in Chapter 3 is then used to analyse and discuss the text N3, in the meeting between the union negotiators that is systemically linked to the meeting with the company negotiators. A comparison between the roles played by the union participants in UC5 and N3 is drawn from the statistical output of *Systemic Coder* for both texts and some interim conclusions about patterns of interaction and power relations within the group are suggested.

Chapter 6 applies a similar approach to the text D5, which is produced by an interaction between one of the union negotiators, Billy, and a base member of the union from the factory, Gaylene, and again comparison is drawn with the text UC5. In Chapter 7 the process is repeated for the text M1, from the stopwork meeting in which members of the union negotiating team report back to the base members about the progress in negotiations with management and proposals for the future of these. At each step interim conclusions are drawn about the patterns of relations between the unionists that will provide for global discussion of the data in Chapter 7.

Chapter 8 explores how a hierarchy of texts and weak classification of them (Bernstein 1990a) provides a material basis for the process of settling the labour contract to act as an impediment to membership participation in the union. It suggests that the dichotomous social relations the union negotiators use in their interaction with the company negotiators are carried over to their interactions among themselves and with members, and severely restricts effective democratic processes from developing. It also briefly addresses some possible re-articulations of the union discourses.

Chapter 9 concludes the thesis, attempting to draw together the various strands of ideas that have been raised and makes suggestions for some further areas for research.

## **1 Chapter 1: Introduction**

This thesis revolves around the analysis of discourse as an aspect of the realisation of unionism and in particular how language realises power within unions. This chapter establishes the need for research into the area generally and for detailed analysis of particular instances of language as it realises the relationship inside a specific work place. It will do this by looking at the context of unionism in New Zealand at the close of the Twentieth Century under highly repressive economic and legal conditions and briefly relate this to a parallel context in Australia. The need for union reform towards more membership participation and responsibility noted by various researchers will be raised in this framework.

### ***1.1 The Context of Union Reform.***

The Employment Contract Act 1992 redefined unionism and its role within capitalist society in New Zealand in a fundamental way and this section looks at how a deregulated labour market has profiled a long standing need for union reform towards greater membership participation over a long period. Key indicators such as union density show that while extra-organisational factors such as job losses account partially for union decline the movement itself is responsible for some of the distance between workers and what in theory ought to be their collective workplace authority in capitalist society. In the context of a broad call for increased devolution of power within unions both in New Zealand and other countries the research done to date is less than clear on the specifics of where and how this might be done at a local level.

#### **1.1.1 The Employments Contract Act – driving the need for membership participation in unions.**

The deregulation of the labour market in New Zealand and elsewhere has forced unions to radically review the very basis of their organisation and how they realise their objectives. Despite economic conditions that might be expected to foster base member interest in unionism the 1990's has seen massive declines in union density. This sub-section looks at research done in New Zealand and Australia on the need for union reform towards increased membership power and suggests that studies so far



have outlined the issues involved but have not adequately engaged a working class perspective nor yet investigated the matter at a fine grained level.

### **1.1.2 Research on the broad political and economic context of current unionism in New Zealand and Australia.**

When the Employment Contracts Act (ECA) was enacted in 1991 in New Zealand it was touted by monetarist advocates as introducing a level playing field into the labour market but in reality it was aggressively anti-worker and anti-union, tilting the balance of power overwhelmingly in employers' favour. Union density plummeted from approximately 40 % of the labour force to 21% between 1991 and 1996 (Kelsey 1997a: 257-262). Howells describes the changes under the ECA as the most radical in a century, decentralising bargaining, removing legal rights for union representatives, ending compulsory union membership and worker dependence on union membership. In place of these, individual contracts are legislatively favoured and employee representation reduced to contestable bargaining agency, and subsequently the process of settling a labour contract has been commodified. The outcome of this is a massive shift to Individual Contracts – 57% of the workforce by 1993 - and de-unionisation on a wide front. Howells notes after Scott (1996) the appeal to workers of dealing themselves with their employers in the climate of individual freedom the New Right ideology proselytise. He is careful to note the simplistic reductionism of such economic determinism but says that what is not in dispute is that morale in New Zealand unions had slumped in the face of an accumulation of labour laws, increased market competition, and rapid technological change. After Bloxall (1997: 23) he says for many workers now defence of their class interests seems more dependent on their individual efforts than on union help (Howells 1999: 94-97). Kelsey says the destruction of unions and work conditions were "the logical consequences of an ideology that celebrated the unfettered expansion of capital into the national, and the global, market place" and as a result union density plummeted (Kelsey, 1997a: 257-59). Clearly, the external forces of this anti-worker legislation and the broader economic deregulation that it attended under-pinned the plunge in union membership but factors within the union movement have contributed. Citing a 1993 New Zealand government select committee report into the ECA Kelsey notes that in the absence of

unions where workers conducted direct negotiations with employers they felt a sense of power. Given the constraint that only good employers participated in this aspect of the hearings (Kelsey1997a: 257-59) two deductions follow from this. Firstly that previous union negotiated contracts lacked a sense of membership control. Concomitantly it follows that unions aiming to retain or win workers' support in a deregulated environment need to address the issue of democratic voice in the bargaining discourse. Few unionists worthy of the nomenclature would deny such a principle but the practice of realising it within the present union framework is evidently fraught with difficulty. From a survey of union officials Howells notes full time organisers' increasing concern that members' expectations are inversely realistic to their deliverability, their own need to deal with issues such as right of worksite access and the difficulty of maintaining membership participation as workers themselves are forced to work longer hours more intensively. As one union organiser puts it " Employers have more power and are more aggressive," and another organiser fronts the reality of "negotiating and enforcing 60 contracts instead of one" (from Howells' data, 1999: 104).

Across the Tasman in Australia similar observations have been noted and some research indicates that half of those workers surveyed even feel that unions have too much power (Peetz 1998: 57). This suggests that there is a dichotomy between workers' view of themselves as the union and the union as an external or alien body. If workers perceived themselves as the union it would seem contradictory for them to apportion themselves too much power. Kelsey notes a protracted campaign by the right-wing state in New Zealand in the late 1980's and early 1990's for the same ideological position, the government accusing unions of using their bargaining power at the expense of the disadvantaged (Kelsey1997b: 174) and this discursal penetration of one genre by another is taken up in the literature (Fairclough 1992, Chouliaraki and Fairclough 1999) and in this thesis.

The way unions relate to their members is the single most important determinant of union propensity (Peetz 1997). Kelsey notes that "too often (unions) have failed to

involve their members in negotiations" (Kelsey 1997b: 193-4). The labour movement in New Zealand is now faced with rebuilding, and according to Peetz workers have positive union sympathy where the union delivers protection and benefits to members, "is responsive to members' wishes, possesses power at the work place and act cohesively and cooperatively with each other" (Peetz 1998: 12, see also Kelsey 1997a: 273, Pocock 2000a: 17-18).

Noting the historic relationship between unionism and the capitalist state Duncan says control at all costs has long been a feature of the union movement (Duncan 1999: 29) According to Kelsy the legacy of union incorporation into the state machinery with the introduction of the Industrial Relations and Conciliation Act at the end of the Nineteenth Century was a "dangerous degree of complacency and political and intellectual laziness" (Kelsey 1997a 235) that emasculated them. She notes that the neglect of base level members and a "preoccupation with the Labour Party" left a "politically sectarian, white, male dominated (hierarchy)" of union leadership powerless with the ending of compulsory union membership legislation in the early 1980's (Kelsy 1997a: 235) The concomitant failure to confront oppression induced a torpor in base members and a move to an organizing model of unionism is now critical. "(A)s long as unions continue to be weighted down by an oppressive burden of serving the needs of a still largely passive workforce, the first place union leaders will be tempted to look for change is from a Labour/Alliance government." Duncan (1999: 33, see also Kelsy 1997a: 235<sup>7</sup>). Chapter 8 below takes us this matter in relation to the data investigated in this thesis.

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<sup>7</sup> State control of the unions is part of the broader movement of state intervention in welfare, health, education that marks the Keynesian interventionist economic politics of the middle part of the Twentieth Century. The move towards a recidivist market force political economy that marks the last years of the millennium in international capitalism as it attempts to stall the long term decline in profits that followed the post WWII boom is also reflected in the current withdrawal of the state from negotiations between capital and labour and the commodification of bargaining processes that is reflected in some union structures but best exemplified in corporate industrial bargaining agencies.

Neither Peetz nor Kelsey address how democratisation is mediated in day-to-day practice but Pocock raises the matter of reforming union culture as one practical aspect of realizing a reinvigorated union movement. She notes that cultural change is difficult, risky and threatens current power holders. The literature, she says, is largely silent on the explicit definition and analysis of union power, and await(s) exploration and articulation. Union organization is shaped by the tensions between representational functions and bureaucratic forms, the former being a bottom up process and the latter a top down one but Pocock notes that membership participation can be a key resource in administrative reform and this central plank of the organizing model (Pocock 2000b: 3) of unionism needs analysis and understanding. To date neither unions themselves nor academics have addressed the question in a detailed manner (Pocock 2000b: 11.) analysis of union discourse and how it mediates union life at practical and ideological levels remains to be done. It is contended here that the extent to which union members are determining the course of union life through their discourse remains substantially unexplored.

### **1.1.3 Union Reform**

In New Zealand unions have taken an assertive approach to union reform particularly since the change of leadership at the top levels of the NZCTU and the re-unification of the peak union bodies, the NZCTU and the Trade Union Federation<sup>8</sup>. In a national study of the activities and attitudes of 143 full time paid union workers, including 17 from the union covered in this research, Howells (1999) has analysed how union organisers work in the roles of recruiting members, dealing with individual legal and industrial problems, and bargaining (Howells 1999: 1-4). What his work does by implication is suggest the whole area of research of specific relations between paid union workers and base members needs to be addressed. He notes for example, that full time union organisers have a heavy workload from which they prioritise member problems and routine office work, these followed by negotiations. They say they want

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<sup>8</sup> The Trade Union Federation (TUF) was formed in the wake of the collapse of CTU leadership surrounding the ECA at the beginning of the 1990's. It was composed of left leaning and member orientated union groups and importantly was affiliated to the New Labour Party (NLP), in contrast with NZCTU affiliation to the Labour Party. TUF never attracted more than a minority of unions just as the NLP failed to gain the support of a majority of workers but the TUF did act as a leading force in both highlighting the need for union reform and in assuring a place for the Alliance, of which NLP was the main faction, in the coalition centre-left government elected in New Zealand in late 1999.

to do the important political work of organising and agitation but the pragmatics of daily needs pre-empt their pursuing these goals (Howells 1999: 62-64). Changes welling up in the movement are towards more participatory unionism, the “evidence reflects a mood inside New Zealand trade unions that encourages a return to the basics of organisational effectiveness...” which is member orientated and locally focused (Howells 1999: 65-66). The task however is not straightforward and the evidence of Howells’ study suggests to this researcher that the approaches taken so far need to include more emphasis on the cultural matters raised by Pocock (2000a). Clearly there are cultural contradictions between union negotiators who must deal with the realities of contract settlement and union members who must deal with the realities of living with the outcomes of these same negotiations. He notes that in about half the cases union full time workers make claims in virtual isolation from the members and workplace delegates but that in most cases members have the right to fashion wage claims. Howells implies some dubiousness about how democratic this is in practice, union officials having very significant influence in the last instance (Howells 1999: 79-92).

#### **1.1.4 Reform and Democracy**

Recent studies on the situation of unions are unanimous on the need for a renewal of democracy within them (Pocock 2000a, 2000b, Peetz 1998) although no clear analysis of what realises democratic processes is apparent in the literature. Kelsy notes that from within the massively anti-union culture of the ECA in New Zealand the one positive outcome for unions has been clear indication that workers want to take at least some responsibility for organising the defence of their livelihoods. Howells’ work makes it clear that committed fulltime union workers are already stretched beyond their capacity by the demands of the present legislation for single site contracts and what ever their aspirations they have virtually no space to take on the urgent task of involving members in the process. The literature is further abundantly clear that there is a major dichotomy between present structures, methods of union work and implementing real change. This contradiction impedes base members and full time union workers from realising their collective objectives. "The false security of state patronage and strategic political alliances has been stripped away (and unions

need to be based on membership authority and) synergies, not desperation" (Kelsey1997a: 274).

## ***1.2 The Need for Research into the Language of Power inside Unions***

If union reform is to be successful according to Pocock (2000b) it must address the role of language in its cultural construction and this section looks at discourse as a key area for realising positive change towards member empowerment. Where language is currently an aspect of repression it may equally have a role in liberation and there is need to see how this might be done within worker collectivism.

The political, economic and legal environment a union finds itself in is over-determining (Pocock 2000b: 5-6). After Kelly (1998: 56-64) Pocock says a theory of mobilisation of a union must focus on workers acquiring a consciousness of oppression, and activists who realize a collectivist response to this. This ideological tool promotes group cohesion and identity, and Pocock identifies language as a key feature of it. After Allen (2000) she says symbols and stories, rituals and routines, are cultural artefacts that in part constitute unionism and are sources of both organisational rigidity and potential change Pocock (2000b: 5-7). She further notes the dominance of globalisation discourse can be successfully challenged within such a framework and argues after Levesques and Murray (2000) that research is a component of this (see also Strauss 2000, and Hyman 1997).

According to Chouliaraki and Fairclough (1999: 3-4) "Social forms are produced by people and can be changed by people." So the rationale for research within the critical paradigm they say, following Calhoun (1995) "is to contribute to an awareness of what is, how it came to be, and what it might become." The perspective brought to such a critical approach by Hodge and Kress takes up Pocock's challenge to make language a focus. In this paradigm resistance is about participants inserting themselves in a "forbidden semiotic role as communicators of subversive meaning" (Hodge and Kress 1988: 11). Following Voloshinov (1973: 21) they show that signs

are part of organised social intercourse, and cannot exist, as such, outside it. From this it follows that communication and the forms of communication may not be divorced from their material basis (Hodge and Kress 1988: 18). Within a union context change to union discourse implicitly demands commensurate change in how the organisation builds its identity, how it realises and reproduces itself. If members can be encouraged or allowed to share in the discursive aspects of unionism in real sense fundamental change to the organisation should follow. For this challenge to be taken up in a manner that is of practical value to the workers in the movement analysis will first need to substantiate Pocock's thesis that current union discourse is in practice disempowering base level members and further identify which specific discursive practices unions might address to engage their membership power more effectively. Initial steps in that research are undertaken in this thesis.

### ***1.3 The need for research in NDU and at the work place.***

It was clear that the full-time unionists in the NDU region being investigated were completely over-burdened by the massive number of contracts they were being forced to negotiate under the ECA and that the present culture and structures of unionism was unable to meet the needs of members adequately in the face of a range of company by company and broad class and state attacks on the wages and conditions of workers in the industries covered by the union. The earlier work by this researcher (Ward 1999, 2004a) had indicated that the language of union officials, was one factor responsible for alienating base members. While no specific connection was able to be made between language and union reform within any particular work site the union participants did feel that they needed to investigate any vehicle that offered an alternative paradigm to the present view of union culture. In particular union officials were keen to look at how language and analysis of it might better involve base members in taking more active roles within the movement. While they did not consider any single measure of reform would provide a complete solution to membership empowerment, they were clear that specific contributions based on a working class perspective of their culture would play a part in real change towards

worker empowerment. They welcomed the opportunity to engage the resources of academic research within this matrix.

#### ***1.4 Summary of Chapter 1***

Chapter 1 has shown that the current legislative and economic environment for workers in New Zealand demands a vital and dynamic workers' movement that is driven from the base. The work of Kelsy (1997) and Peetz (1998) among others shows the need for an organising model of unionism to be adopted that places members needs and responsibilities foremost. Pocock (2000b) notes that in the present climate the role of union culture and especially union language needs to be addressed if researchers and unionists alike are to understand how real change is to be implemented. The chapter noted that full time NDU union officials are concerned at their inability to meet members' needs within the present culture and welcomed the concept of investigating their discourse as one means of understanding how they might improve union efficacy.



## 2 Chapter 2: Literature Review

This chapter looks initially at the work done in the field in relation to language and the workplace, in particular aspects that address issues of power and unionism, and it then turns to paradigms used by sociolinguists in their attempts to understand and interpret the role of language as it realises power and the institutions that offer stability<sup>9</sup> to power relationships. The chapter provides an overview of studies undertaken in the field and then the tools that researchers have used to implement their studies. Section 2.1 reviews studies done on language in the workplace and then in 2.2 those that particularly focus on the language of unions and deduces that significant work remains to be done in the area. It addresses Marxist approaches to discourse analysis and suggests that the post-modernist paradigm fails to offer empowerment to workers. In section 2.3 research that has been done on democracy and participation inside union organisations is reviewed and a number of paradigms of union power discussed. Section 2.4 then turns to linguistic approaches that are used to analyse discourse, briefly addressing turn taking and pragmatics before describing Systemic Functional Grammar (SFG) tools in some depth. The three Hallidayan metafunctions of Ideation, Mood and Text are briefly addressed within the frame of some examples from the data. The section then turns to aspects of how Eggins and Slade (1997) have used the SFG paradigm to disclose social and speaking rights within casual conversation. The section then moves to research done on the application of SFG for analysis of text above the sentence level, that is, to discourse analysis and the questions of how language is used to realise power within social interactions, and briefly to the issue of using this analysis to empower the disadvantaged.

### ***2.1 Research on Language and Power in the Work Place in the Literature***

Work place discourse is overwhelmingly an exercise of power and those in positions of power determine what is appropriate in that discourse (Holmes *et al.* 1999).

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<sup>9</sup> See section 2.2.6 below on Marxism and discourse in the literature for discussion of stability in ideology and its linguistic realisation.

Considerable research has been done in analysis of language in the work place, predominantly using conversation analysis approaches and some using SFG tools and wider discursual practices, and this section briefly reviews some of this literature. It looks at the work done in the Conversation Analysis paradigm, particularly in New Zealand under the auspices of the *Work Place New Zealand* project from Victoria University in Wellington and then turns briefly to research in the work place within the Systemic Functional Grammar approach. Fuller discussion of these and other linguistic paradigms is undertaken in sections below. Initial attention here is directed to work place research by way of linking the thesis to the need for research described in Chapter 1.

### **2.1.1 Conversation Analysis Approaches to language in the workplace**

Conversation analysis has been used in a range of work and work related institutional settings, showing how economic, legal, and organisational contexts constrain and intermesh with people in their work place practices to construe social structures (Schegloff 1992). Much of this work differs from the present study in that it is largely focused on two interactants rather than meetings, with little reference to wider social contexts. Often it has been done in professional settings such as the health and clinical medicine fields (Bergman 1992, Heath 1992, Maynard 1992, Heritage and Sefi 1992,) courtroom contexts (Atkinson 1992, Drew 1992) and media related fields (Clayman 1992, Greatbatch 1992) or employee and employer interaction (Button 1992, Holmes 1998). In an educational work setting Richards notes that for teachers collegiality is sustained and reproduced at least in part through involving narratives exchanged in the staff room (Richards 1999: 170). Holt (1999) shows how reported speech is used by a telephone receptionist to intertextually invoke and instantiate institutional responsibility in the work place.

### **2.1.2 The work of Drew and Heritage**

Drew and Heritage (1992) raise some pertinent points for the present study of union language. Institutional interaction is constrained by the fact that at least one of the

interactants is goal orientated and the talk takes place within institutional contexts, especially public ones that imply certain topics, procedures, and relationships. In this setting lay participants are less informed and often vague about how the interaction is to be structured while professionals have a conversely informed and directed role. They give the example of a doctor cutting short patient attempts to give what the doctor evaluates as irrelevant medical details (Drew and Heritage 1992: 22-38) They further note this asymmetry is linked to the extra discursive roles, power and identities of the participants a point which they say is under investigated (Drew and Heritage 1992: 47-49. See also Milroy 1987: 42) and which is taken up in this thesis particularly in looking at how the division of labour under capitalist production is fuzzily reproduced as a division of labour in the structure of language in a manner Wittgenstein calls a "family resemblance" (Wittgenstein 1973). The concept of division of labour within union discourse is developed within the paradigm of privileging codes (Bernstein 1990a, 1990b) in drawing conclusions from the data used in this study.

### **2.1.3 Work Place New Zealand.**

In New Zealand Janet Holmes and the *Work Place New Zealand* research unit of the Department of Linguistics at Victoria University in Wellington has undertaken ethnographic studies of a variety of work places and contexts. Of concern to the present study is that the work context defines talk and the participants' social identity and further a complex interaction of talk and work relations crucially affects the organisation of groups such as unions within the work place (Holmes 1998: 3-7). Managerial power in the work place according to Holmes is interaction that managers use to get things done at work they do power with strategies such as setting agendas: *what I'd like to do is...* and summarizing progress: *So where are we at in terms of...* (Holmes 1998: 7, see also Holmes *et al.* 1999). What Holmes does not note however, is that at the same time such utterances are also constructing relations of capital and the complex derivative relations such as profits these engender. In an ethnographic study of some New Zealand teachers in a series of work place meetings, for example, Sollitt-Morris shows language is a key to the exercise of power by some workers over others. She concludes that repressive discourse in the staff meetings she studied

mediates unequal power by enacting compliance without giving the appearance of dominance and retaining solidarity by disguising the nature of social relationships between workers of differing status within a work place (Sollitt-Morris 1996: 450) but the anecdotal nature of the approach does not expose how the instantiations in her data are systemically linked to provide the culture of oppression she reveals and thus preclude using her research as a basis for change. For such analysis more holistic tools such as SFG and CDA are required.

#### **2.1.4 Systemic Functional Grammar Approaches to the language of work.**

Eggins and Slade (1997) use SFG analysis [see below] to investigate gossip as discourse in industrial settings more closely related to the present study and some of the analysis and methodologies they employ will be used and extended in this thesis. In the work environment people are often forced to interact with others they have no other connection with, and whose values may be at wide variance with their own. Talk at work then, is often about negotiating solidarity, especially around issues of public interest such as union contracts (Eggins and Slade 1997: 116-123). The departures from norms of behaviour that are the grist of gossip are entertaining as well as fronting group norms. Far from being a genre to be denigrated gossip is a vital link in building identity and friendship, especially in otherwise minimally cohesive groups such as the workplace (Eggins and Slade 1997: 283-84). After Halliday (1984, 1994) they say that casual conversation is a fundamental marker and constructor of social life and identities and that paradoxically the participants are practically unaware of these functions. The role of the analyst is to explore these systemic resources that regulate “the magic of everyday life” (Eggins and Slade 1997: 316. See also Caldas-Coulter 1993). SFL researchers have investigated work place language in institutional and scientific discourses (Christie and Martin 1997) and educational work related settings (Christie 1999). As with conversation analysis, researchers using the SFL framework have not investigated the language of unions and how it reflects and reproduces their part in capitalist society. Ward has provided some preliminary

work in the field of analysing union discourse (Ward 1999, 2004a, 2004b) and this thesis builds on and extends that work.

## ***2.2 Research on Union Language in the Literature***

In this section a review of the research done on issues raised in the previous sections shows that work done to date has provided a theoretical and academic basis for approaching language within unionism but as yet detailed work on implementing such study has barely commenced. Fairclough (1989) and others (Brown and Levinson 1987) note the *tu/vous* dyad as markers of power within class struggle and capital's increasing difficulty in legitimating its social control discursively at a range of social levels. Hull and Paull (2001) offer preliminary thoughts on how language helps build consciousness of collective power and Ward's (1999) work on the alienation of union leaders from base members through the use of nominalisation in their media releases is noted here. His study of the inclusive and exclusive uses of the deictic *we* (Ward 2004a) uses the same data from the stopwork meeting of workers in the bread factory as Chapter 6 of this study.

### **2.2.1 The struggle over symbols**

The struggle between capital and labour involves a dispute over symbols as well as economics, the powerful elite dominating both fields. Social realities may be obscured, for example, by portraying companies as familial institutions for purposes of profit (Mumby and Clair 1997: 182). The literature also notes language difficulties for Pacific Island workers in the New Zealand workplace (Kelsy 1997a: 266) and that trade unions are a theatre for ethnic minority struggles in general (Kelsy 1997b: 254) as well as for women's language struggles (Cameron 1990). Race and gender, according to Fairclough (1989), are significant factors in modern social relations but class struggle around the maximisation of profit is the fundamental determinant of relations in capitalist society. "Those who exercise power through language must constantly be involved in struggle with others to defend (or lose) their position" (Fairclough 1989: 34-35, see also Sonenscher 1984), and trade unions and their language are factors challenging this authority in capitalist society (Fairclough 1989:

194). Fairclough notes a tendency towards solidarity in the textual markers of power relations, for example in the *tu/vous* dyad, but says that while this shift may mark some concession to working class people as a result of long term class struggle it predominantly marks a cosmetic shift towards a more consent based domination in the face of increasing difficulties capital faces in legitimating its power (Fairclough 1989: 71-73).

### **2.2.2 Hull and Paull's study in language building worker collectivism**

In a study on the use of narrative writing as a source of empowerment for workers in West Oakland, California, where 55 percent of the population are 200 percent below the poverty line, Hull and Paull (2001) investigated how a conscious effort by dominated people to address language issues can contribute to building an identity that breaks with repression. Hull and Paull (2001) say that New Capitalism attempts to redefine the identity of workers in the workplace as individuals rather than as a collective. They note the role of language in the building of identity of individuals within the Bakhtinian paradigm, where power is making words their own from language that is half someone else's, where they populate others' words with their own meaning.

### **2.2.3 Discourse and collective consciousness**

Mumby and Clair (1997) define an organization as "a social collective, produced, reproduced and transformed through the ongoing, interdependent, and goal orientated communication practices of its members," (1997: 181) and note that discourse is the prime means by which members have a consciousness of their group and thus it creates the sense of coherence of members' perception of the organisation. Debate, myth, gossip, instruction and a host of other genres realise the structure of the group both internally and externally in relation to other groups (Mumby and Clair 1997: 181, see also Gunnarsson *et al.* 1997: 99). The main interaction between organisations and their membership<sup>10</sup> is often linguistic with conferences and meetings and personal

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<sup>10</sup> They note the same communicative processes are also the core of professional groups relationships with members of the broader community.

communication being pivotal (Gunnarsson *et al.* 1997: 1). Organisations are not unitary however, groups within them compete for power, at times calling upon working class consciousness of things like democracy to implement undemocratic practices. Hall *et al.* (1997) investigate how professional discourse narratives within groups legitimate control by professionals over lay persons, often by providing a version of an event that justifies the intervention of the professional or the institution but despite this there is little research on how groups use discourse to exercise power and control over their members nor of the inequalities this can create (Mumby and Clair 1997: 183-185) and none specifically on trade unions.

#### **2.2.4 Nominalization contributing to alienation in unions**

In a study of a sample of the leading trade union national federation in New Zealand, the New Zealand Council of Trade Unions, (CTU), media statements Ward (1999) shows the ideology of individualism reproduces an image of unions inappropriate to the democratic demands of base members. Ward's evidence from a broad swathe of NZCTU Media releases over a thirteen month investigation indicated that nominalization of collective processes into their representations was a dominant trend in NZCTU news releases of the period. Names of union officials and the positions they hold featured much more than base level workers taking responsibility for their work lives. This feature was complemented by the grammatical fronting of individuals so that reader interaction and identification were predominantly dialogic with union officials as Sayers (Halliday 1994) of projecting clauses. Analysis of four NZCTU 'Union News' articles further showed that where collectives were presented they were regularly reduced to the identity of a subsequent official as Sayer of the statement both immediately and intertextually. This trend was principally but by no means exclusively focused on peak level NZCTU leaders. Conversely workers were defocused as Modifiers and Adjuncts of their leaders' actions, and the reduction of key processes such as companies locking out workers or workers' involvement in decision making to nominalised *lockouts* and *stopwork meetings* has ideological causes and effects (Ward 1999).

Assuming Peetz's (1998: 16) paradigm that the survival of unions lies in their ability to democratise themselves, Ward suggests the political and ideological discourses that mediate union processes need to change from the projection of individualism to focus on the collective power of base membership. The changes involved are extensive and one of them is how unions mediate what they are linguistically. Ward points out that the focus in the NZCTU's *Union News* on officials rather than workers shows how the power of collectivism continues to be neutralised by its nominal reduction to a metaphor. He also analyses a news report of a strike in the United Kingdom by a socialist newspaper that indicates that different and empowering approaches to reporting union news are possible (Ward 1999).

### **2.2.5 Pronouns of Power**

In a follow up study Ward has shown how the spatial layout of a union meeting in conjunction with the exclusive use of deictic pronouns lead intertextually from a report by union negotiators to the exclusive interpretation of interpersonal relations between these union negotiators and the membership they are attempting to mobilise around a contract settlement. This subsequently leads to a systemic division between the two groups. Ward uses an SFL approach to his data in that work and a development of his methodology around the systemic computational software *Systemic Coder* is pursued here (Ward 2004a).

In Chapter 1.2 above the concept of discourse as a medium of change was introduced following the work of Hodge and Kress (1988). They note that conflict is systemic, that it can be contained, and even inverted systemically. The implication of this is that unions can counteract the dominant ideology by using language that challenges and destroys the dominant paradigm. Importantly as already noted within this matrix discourse must be seen within its dialectical relationship with its political and economic context. The next section on Marxist approaches to language and unionism addresses this matter in more detail.



## **2.2.6 Marxist Approaches to Discourse Analysis and Unionism**

This section briefly sketches out Marxist approaches to the dialectic of language and unionism. Within the Marxist tradition, unions have been historically defined by the language they have used as a complement to their role within the realisation of capitalist relations in society, economically and otherwise. It highlights particularly the work of Voloshinov (1973) because of both his impact on modern Marxism broadly and especially within the field of systemics. The section then turns to the highly influential postmodernist approach to discourse that precludes an understanding of Voloshinov's thesis that while systems are over-determining social forces they are instantially reproduced and thus open to change, even revolutionary change.

### **2.2.6.1 Marxism and discourse in the literature**

“The problem of descending from the world of thoughts to the actual world is turned into the problem of descending from language to life.”

Marx and Engels, *The German Ideology* (1845-46), cited in Palmer (1990: vii)

Marxism's materialist approaches to unionism embrace discourse analysis and recognise the materiality of texts because “language plays an important part in the politics of labor and the process of revolutionary transformation” (Palmer 1990: 214). Marx incessantly struggled to expose the constant efforts of capital to conceal its exercise of power through ideology but the practicalities of this concept within Marxism developed only slowly. Where Marx saw ideology as merely obfuscatory Lenin's thesis on the same virtually equated it with political consciousness and a potential weapon against capital as well as one against labour (Palmer 1990: 23). Paraphrasing Thompson (1963) Palmer says the early unions valued collectivism despite capitalist ideology, using discourse to empower themselves against repression: “The presence of community is thus the protective armour shielding the working class from the totality of assaults associated with exploitation...trade unions merged languages of mutuality and brotherhood just as craft processions articulated a

discourse of artisan producerism in their regalia, banners and slogans. Collectivist values survived” (Palmer 1990: 76).

When Russian linguists Bakhtin, Medvedev and Voloshinov took the matter up in the post-revolutionary Soviet Union of the late 1920s and 1930s Marxism and language studies began to take on a substantial theoretical form.<sup>11</sup> In his watershed publication *Marxism and the Philosophy of Language* Voloshinov (1973) says signs are refracted by class struggle:

"The very same thing that makes the ideological sign vital and mutable is also, however, that which makes it a refracting and distorting medium. The ruling class strives to impart a supraclass, eternal character to the ideological sign, to extinguish or drive inward the struggle between the social judgements which occur in it, to make the sign uni-accentual."

Voloshinov (1973: 23-24)

Importantly for this study Voloshinov saw language in Marxist terms as a dialectic between system and instance:

"Each individual creative act, each utterance, is idiosyncratic and unique, but each utterance contains elements identical with elements in other utterances of the given speech group. And it is precisely these factors - the phonetic, grammatical, and lexical factors, that are identical and therefore normative for all utterances - that insure the unity of a given language and its comprehension by the members of a given community."

Voloshinov (1973: 59)

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<sup>11</sup> Voloshinov's translators Matejka and Titunik in their introduction to the 1986 edition of the English publication of his 1929 classic "Marxism and the Philosophy of Language" go to some length to distance both Voloshinov and Bakhtin from Marxism but this paper adopts the position taken by Palmer (1990:11-12) that the dichotomy between Voloshinov and other Russian linguists and the Stalinist regime of the period is a struggle between Marxist scientists and an anti-Marxist repressive regime.

This approach informs the Systemic Functional Grammar that is used in this thesis for analysis of the language and the social division of labour in unionism that is taken up in below.

### **2.2.6.2 A postmodernist paradigm**

In the era of postmodernism (Callinicos 1989) much emphasis has been placed on discourse analysis as a tool of emancipation for groups dominated by capital such as unionists (Fairclough 1989, 1992, Chouliaraki and Fairclough 1999, Van Dijk 1997a, 1997b) but the dominant thread among leading theoreticians and academics such as Foucault (1977), Laclau and Mouffe (1985), and Ranciere' (1984) has been to reject Marxism and for the most part disconnect language from the material base and human agency. By 1975 and the publication of his *Discipline and Punishment* Foucault has moved to the point where he acknowledges, indeed proclaims, his construction of a given political event is a fiction devoid of any material base or human agency (Foucault 1977: 23). The Foucauldian restriction of power to the field of discourse precludes an ending to exploitation as class struggle is locked in a cycle of power, knowledge and discourse (Palmer 1990: 28, Fairclough 1992: 61, Mumby and Clair 1997: 182). Discourse as mediator of consensual power is posited in conflict with a primitive Marxist model of coercive power materially mediated (Fairclough 1992: 64, see also Callinicos 1989, Palmer 1999, Eagleton 1996). It is this framework that constrains the little work done on language and unions such as that of Burawoy (1982) who attempts to reduce work place struggle to that of signs devoid of any relationship to the division of labour that researchers in the Marxist paradigm foreground.

### **2.2.6.3 Contingent rather than mechanistic Marxism**

The acceptance of the discourse of co-option among labour leaders has been responsible for the submersion of worker and union interests at the highest levels in New Zealand (Kelsy 1997a, Gay and MacLean 1997) and in the United States, amongst other countries (Palmer 1990: 122). Marxists using a more dialectical approach have called for research that focuses on relationships between conditions of production, working class language (Sonenscher 1984) as well as language, and methods of resistance to oppression (Sewell 1980) but the literature offers little

specific analysis in the area. Avoiding a mechanistic Marxist approach and taking account of a continuum of events within processes that provide a context for language that need to be included in analysis of class struggle, this thesis will look at the practical and theoretical relations between the material base of unionism and the discourse that this both reflects and reproduces. It adopts the thesis that the primacy of economic base and a derived superstructure is an essential tenant of Marxism but one open to contingency rather than being rigid (Palmer 1990: 206-08).

Bernstein (1990 a, 1990b) takes a Marxist approach to discourse, predominantly in educational settings, and develops an extensive framework for investigating how the division of semiotic labour realises class relations instantially and generically in different contexts of interaction. His concepts are readily transferable to other workplace settings and his paradigm for the Coding of language is taken up in Chapter 8. Bernstein notes how the specific and general orientations to meaning-making influence the realisation of power in interactions and this concept informs the conclusions reached in this thesis.

### ***2.3 Research on Democracy and Union Power Structures in the Literature***

The previous chapter established the need for a shift towards devolution of union power and towards increased membership responsibility. This chapter so far has looked briefly at the role language might play in this change and this section turns to views within the literature of what more democratic unionism might mean. Taking a chronological review of the literature on union democracy within the British tradition of unions in particular, it follows the premises of Allen (1954) in the 1950's that volunteer groups like unions seem to intrinsically generate alienation of their membership. It then turns to Fosh's 1981 study of what motivates workers to be active within unions in the first place and then to Fosh's study with Heery (1990) at the end of the same decade on five paradigms for assessing how democratic workers' unions are. Peetz's (1998) more binary model is reviewed as an alternative perspective.

### **2.3.1 Allen's work in the 1950's**

Power within unions has attracted much research in the last half century, although little of this has focused on unions as discursal organisms. According to Allen, writing in 1954, unions are a systematic response to systematic repression and exploitation within the work place, an attempt to intervene in the work process to moderate the extremes of managerial practices that otherwise go unrestrained (Allen 1954: 14). Like other voluntary societies in capitalist society unions are marked by consensual processes and the ability of members to withdraw if they wish. They are virile in proportion to the participation of members and a healthy competition for leadership at all levels produces social responsibility but as with all voluntary organisations unions suffer from a lack of mass participation and responsibility is left to an elected few with the majority being merely subscribers (Allen 1954: 4-11, see also Fosh 1981: 1). Importantly Allen fails to account for the possibility of change in the constraints he acknowledges – that of struggle against bourgeois forms of organisation.

### **2.3.2 Fosh's research on participation in unionism**

For Fosh writing some 25 years after Allen, unionists' commitment to collectivism, intrinsic belief in the social as well as the economic merits of unionism based on class consciousness, and experiences of adversity in work and economic contexts were the main factors bonding the workers she surveyed to their unions (Fosh 1981:72-82). Unlike research into other voluntary groups there is a great deal of concern in the literature with the low level of participation in union life by the bulk of membership both from left perspectives concerned with the contribution union democracy plays within the broad historical development of capitalism and from the right perspective that subversive minorities could easily take control of an important sector of society (Fosh 1981: 1). Participation in unionism is viewed by some as extrinsically driven by extremists aiming to subvert society (Allen 1957) or workers seeking job satisfaction or promotion opportunities (Dean 1954), but Fosh notes the methodological and academic paucity of much of this type of research (Fosh 1981: 3-5). Other researchers (Goldstein 1952) suggest union participation is a way of deriving social identity, or is

determined by the place of workers in the division of labour (Sayles and Strauss 1967). Fosh says that union participation competes with family, sporting and other interests of workers and suggests an intrinsic motivation of altruistic belief in collectivism lies behind most union activists' participation in their organisation. She shows that members with low union interest are more motivated by personal gain and job protection interests than altruistic union activists (Fosh 1981: 31- 54, see also Peetz 1998: 19, Fiorito 1992; cited in Peetz 1998: 56, Howells 1999: 26-28) but does not show how this division occurs or that it may have roots in how unions organise themselves and the discourse they use to do this.

### **2.3.3 Paradigms of union power**

Writing with Heery some ten years on, Fosh (1990) says studies on issues of representativeness in unions are often part of class struggle and in the interests of politically disempowering them. They note the different models offer different opinions on the question of improving union democracy. The pluralism model favours a strong disciplining structure that can produce results from negotiations with employers by enforced solidarity. The political economist model favours centralism over local control and a subsumption of work place activism into the larger social frame. Marxist models of unionism conversely prioritise the participation of members and favour local activism over specialist roles, and attribute collective decision making with the potential to curb individualism and open routes to more permanent social changes in workers objective interests. Mass meetings, branch activities, and open voting are favoured over closed-door negotiation and postal ballots. Conservative models aim to strengthen individual rights and curb the power of unionism over its members by de-legitimising closed shops and picket lines and providing mechanisms for the non-activist and moderate members to control the union. Feminists models aim to feminise unions by making special provisions for women to fill functionary roles within unions, altering meeting forms that allow women to participate more, and by organising special women's fractions within unions to ensure their interests are protected.

#### **2.3.4 Peetz's continuum of union power**

Peetz (1998) offers an alternative but related analysis to that of Heery and Fosh proposing two paradigmatic union types in a continuum. The first covers territory-driven unions whose "principle orientation is towards securing maximum coverage of members through interactions with employers, tribunals and/or the state" (Peetz 1998: 16), and is a model that seems to include Heery and Fosh's (1990) political economy and conservative models. Peetz' member-driven unions that prioritise communication with base level workers and their organisation as well as internal democracy, merit principles and circulation of leadership cover the Marxist model and to a lesser extent the feminist one. He maintains member-driven unions are better able to survive major shifts in the political and economic matrices (Peetz 1998: 16).

### ***2.4 Linguistic Approaches in the Literature***

This section of Chapter 2 will give a brief overview of the sociolinguistic theories and some of the research related to these that provide a platform for this thesis. Attention is drawn to the principles of conversational turn taking as an economy of exchange between the participants in every day talk. It addresses the fact that the semiotic implements used in these exchanges are performative, not only do they signal things but they carry things out in the process. The principles of Systemic Functional Grammar are introduced as the major linguistic paradigm that shapes this thesis. This section then shows how Systemic Functional Grammar is used to elucidate how casual conversation constructs and maintains groups and it raises the issues of ideology and power as aspects of discourse at the broadest societal levels.

#### **2.4.1 Turn taking**

In the data collected and the accompanying analysis the question of speaker turns and implications these suggest for both interpersonal relations and the union as an organism has a considerable profile and the basis of this aspect of this report lies in

the work of conversation analysts Harvey Sacks, Ervine Schegloff and Gail Jefferson, particularly in the systemacity of turn taking they outline (Sacks *et al.*1974).

Turn taking, they note, is used for the ordering of moves in games, for allocating political office, for regulating traffic at intersections, for serving customers at business establishments, and for talking in interviews, meetings, debates, ceremonies, conversations and so on. These last they describe as speech exchange systems. The presence of turns suggests an economy of exchange, with turns for something valued and with means for allocating them, which affect their relative distribution as with economies. As will be shown in the sections on Systemic Functional Grammar and Marxism, the concepts of exchanges within an economy are crucial to the distribution of power within a group. An important distinction that Sacks *et al.* propose is that turn taking is context free and capable of being extraordinary context sensitive and this again conflicts with aspects of Discourse Analysis, again rooted in Marxism, noted in the section on ideology below where the claim is that all aspects of speaker interaction is constrained by the social context it is derived from (Eggins and Martin 1997: 259-262).

Conversation, according to Sacks *et al.* (1974), accommodates a wide range of situations and interactions in which persons in a variety of identities are operating; within it turn taking has both abstractness and a local particularity. Speaker change occurs on a basis of Turn Constructional Units (TCUs) grammatically complete utterances combined with prosodic and gestural features that create the potential for turns. TCU boundaries, marked by falling intonation, sentence completion and so on, create places where speaker change may take place. The ensuing transition relevance places (TRPs) are systemically directive but flexible. Overwhelmingly one party talks at a time as the system allocates single turns and all turns are coordinated. Occurrences of more than one speaker at a time are common but brief; the system encourages early starts and competition, and thus overlaps. That elements are optional encourages structured overlaps and participants can project TRPs and start once information content is conveyed. Transitions with no gap and no overlap are common and together with those with a slight gap or slight overlap make up the vast majority



of transitions. Turn order is variable rather than rigid, single turns are allocated instantially and each allocation provides for a fresh application of the rules so rules are locally controlled. Turn size, distribution and conversation length are unspecified but discourse structures affect particular events. What participants say is not specified in advance as there is no provision for content but speakers are constrained by sets of utterance types such as adjacency pairs (Levinson 1983). The number of parties can vary but the system favours a smaller number of participants. The rule set applies to two speakers, current and next and the turn order tends to select just prior to current speaker. With three speakers, say Sacks *et al.*, turn size tends to be smaller, and next turn is not guaranteed. With more speakers the conversation tends to fracture and four participants have to consciously hold the group together. Clearly this has ramifications for meeting size interactions and some of the data analysed here. Talk can be continuous or discontinuous. Repair mechanisms exist for turn taking errors. If two parties start talking together one will stop, interruptions attract complaints, and false starts apologies. Turns are valued: they are sought or avoided. Intrinsic motivation is identifiable in listening as the listener may be selected as next speaker; they need to be active and thus interactive in creating meaning. Again there is a marked difference within meeting contexts where the bulk of listeners seem to act more as over-hearers.

Criticism by Schiffrin (1985) of this turn-taking regime suggests that incoming turns are differently placed relative to prior turns depending on the semantic content of their initiating word: turns initiated with *but* are more likely to occur at non-transition relevance places than turns intimated with *or* or *and*. She also notes that the rules do not provide for informational content, indeed Sacks *et al.* specifically preclude this (Schiffrin 1988: 251-60). Tannin (1984: 31) finds differences in overlap in some ethnic groups as a reflection of cooperative involvement and enthusiasm that she calls a High Involvement Style. Eggins and Slade (1997: 31) note that the broader Conversation Analysis paradigm of which turn-taking is a key component, fails to account for “systematic analytical categories...(is) fragmentary and mechanistic” in its interpretation of conversation, and as indicated there is conflict with the system and

aspects of Discourse Analysis.<sup>12</sup> That language acts in an organic rather than mechanistic fashion is addressed in the following sections.

#### 2.4.2 Pragmatics

The work in Pragmatics of Austin (1962) and Searle (1969) and Grice (1975) that defines language as an action rather than just a symbolic medium helps define modern DA. Austin highlights the fact that any utterance is a force that has a social reality. The boss's utterance *you're fired* not only has lexico-grammatical form but also concretely implements the act of dismissing a worker from her job. Austin says that all utterances have some of this illocutionary force. Grice notes however that the meaning intended by the speaker is not necessarily encoded in the surface text and only knowledge of the circumstances of its utterance can provide this. He gives Maxims of communication as those of:

**Quality:** saying only what one believes to be true or evidenced.

**Quantity:** saying only what is necessary

**Manner:** speak briefly, in an orderly and unambiguous manner.

**Relevance:** Make your contribution relevant.

He notes that speakers make implicature by flagrant breaches that flout these principles to make meaning other than surface textually congruent ones. Instances from the data exemplify, in the first excerpt a union delegate is disagreeing with a company spokesperson over a contract claim:

BH: alright if that's fine please yourself

From D1

Here irony is invoked intonationally and prosodically to reverse superficial agreement, flouting the quality maxim. The second excerpt is a request for a copy of a union form at the stopwork meeting. It flouts the maxim of manner:

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<sup>12</sup> See Schegloff 1997 for a response to these criticisms.

DD: are there any spare purple pinky bits of paper?

From M1

Here politeness (Brown and Levison 1978) dictates an indirect request about whether or not any forms are not being used rather than a direct request that threatens face (Goffman 1972).

Critics of Grice's frame have suggested that Relevance alone can account for all of his maxims (Sperber and Wilson 1986). Pragmatics do not account for social context much beyond the local (van Dijk 1997a: 25-26) and it is the wider focus of language as an integral aspect of humans as social beings in Systemic Functional Grammar that is now addressed.

### **2.4.3 Systemic Functional Grammar**

This section of this chapter will look at Systemic Functional Grammar as exemplified in the work of M.A.K. Halliday drawing particularly on the 1994 second edition of his groundbreaking work *An Introduction to Functional Grammar*. It will of necessity be able to devote only a cursory reference to the key concepts of language as a functional instrument of our construct as social beings and the attendant concept of systemacity in language. Other references cited here offer more detailed analysis on various aspects of the grammar (Bloor and Bloor 1995, Christie 1997, 1999, Eggins and Martin 1997, Eggins and Slade 1997, Halliday 1978, 1979, 1984, 1993, 1994, Halliday and Hasan 1985, 2000, Halliday and Matthessien 1999, Hasan 2004, Kress and Hodge 1979, Martin 1992, 1994, 2000, Martin and Rose 2003, Toolan 1996, 1997, 1998, Ward 1998, 1999, 2000, 2003, 2004a, 2004b). At this point attention will be drawn to the Textual, Interpersonal and Ideational meta-functions of social interaction. The first of these deals with the concept of grammar as realizing the thematic and informational constructs. The second looks at the concept of grammar in the realization of an exchange of proposals and propositions and how these contiguously act as exchanges of roles between the participants in the Mood structure of language. The third meta-function referred to is the cline of Transitivity Processes

that describe and enact our experiences, allowing us to make sense of ourselves and our interaction with others.

The fundamental dichotomy between Twentieth Century theories of linguistics has been between those whose emphasis has been on the syntagmatic and thus grammatical aspect of language and those who have emphasised it as a system of relationships, that is paradigmatic, in processes of meaning making (Halliday 1994). Saussure's (1969) preferencing of *langue* over *parole*, and Chomsky's (1957) attention to generative grammar may be said to represent the former structuralist trend while Bakhtin's (1981) thesis of dialogism and Whorf's (1956) ethnological contextualisation of language in use might be viewed as examples of the latter socio-linguistic school.

Halliday's paradigm for analysing language is of the second trend and is based on the work done by earlier functional linguists including that of Firth (1968) and the Prague School and the semiotician Helmslev (1943) in addition to the broad school of semantics mentioned above. He describes it as a Systemic Functional Grammar (here after SFG) that interprets language as a "system of meanings" (Halliday 1994: xiv) that enables understanding and evaluation of texts on context, a grammar that allows one to determine how texts are functional in realising relations between interactants through paradigmatic and syntactic choices. Unlike the structuralists for whom each seme is treated in isolation, Halliday says the symbols we use in meaning making are holistic.

"It is not possible to point to each symbol as an isolate and ask what it means; the meaning is encoded in the wording as a whole. The choice of a particular item may mean one thing, its place in the syntagm another, and its internal organisation another. What the grammar does is to sort out all these possible variables and assign them to their specific semantic functions."

(Halliday 1994: xx)

SFG will be used in this report to analyse the textual data because it best integrates with a critical social approach to language "incorporating both the dialectic between the semiotic and the non-semiotic social, between structure and action" (Chouliaraki and Fairclough 1999: 49-50). To articulate this inter-connectedness with the social Halliday proposes that language be approached from three perspectives, three Meta-functions that enable the same human interaction to be taken apart, understood and in many senses re-assembled. He does this from both a theoretical and a practical sense, providing an understanding of how the interactants use their semiotic tools, how language is socially structured, and how we select different semantic and syntactic resources to achieve related but distinct goals. The Interpersonal, Textual and Ideational meta-functions of language are briefly outlined in the following section. Unless otherwise noted the principal concepts are based on Halliday 1994.

### 2.4.3.1 Textual Meta-function

Analysis of the Textual meta-function shows how a clause<sup>13</sup> is structured Thematically and Informationally. Speakers, say Bloor and Bloor (1995:65), organise their talk, sometimes carefully but more often spontaneously, to enable the listener to easily understand the message.

#### 2.4.3.1.1 *Thematic Structure*

One section of the clause, the Theme, "serves as the point of departure of the message," (Halliday 1994:37) indicating what the text is about, the remainder of the clause, the Rheme develops this. An excerpt from the data exemplifies this:

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<sup>13</sup> Halliday chooses the clause as a basic unit of analysis as it provides a core unit of text that is large enough to analyse comprehensively but small enough to avoid being unwieldy. In fact the same tools of analysis can be used in analysis of single lexical items (Halliday 1994: 18ff, and in passim; Sinclair 1991:104, 121) in dialogic pairs (Hasan in Halliday and Hasan 1989;) in narrative (Eggins and Slade 1997, Toolan 1988,1997) among other texts and has parallels in visual texts (Kress and Van Leeuwen 1996).

we want to be part of that collective

from D1

<i>we</i>	<i>want to part of that collective</i>
Theme	Rheme

That in an unmarked declarative clause the Theme is often the Subject is an accident of the English language as the clause and its structure are the realisation of the message rather than mechanically constructing message and meaning. Other languages may and do realise the same message in other structural forms. In English the Topical clause is the first semantic element, congruently representing the Participant, Circumstance or Process of the message and realised by either the clause's Subject, Predicator, Complement or Circumstantial Adjunct (Halliday 1994: 44, Bloor and Bloor 1995: 71-73).

The example above instances Subject as theme, the next extract Circumstantial Adjunct as theme:

we need our organisers, without them we're lost

from D1

<i>without them</i>	<i>we're lost</i>
Theme	Rheme

The next excerpt exemplifies Complement as Theme:

the performance targets, just to give you an idea of what they are about

from M1

The grammar of spoken text carries much of the semantic load that in written text is borne by lexis (Halliday 1994:350) and here the complement of the hypotactic clause is thematised by splitting it from its subject and predicator and placing it in front of

the dominant clause. This highly metaphoric construction allows the speaker to highlight what in context are a focal point of negotiation between the union and the company. More congruently it would read ‘just to give you an idea of what the performance targets are about.’

A clause may also have Themes that front textual organisation, Textual Theme, and Interpersonal themes that focus attention on the relational aspects of the interactants. All of these may occur in one clause as instanced by:

Good, dave, do you wanna - got anything you'd like to add?

from M1

In an unmarked interrogative the Finite of the Predicator, here *do* and the Subject form the Theme so in this example the Theme is realised as:

<i>Good,</i>	<i>Dave</i>	<i>do you</i>	<i>wanna - (add anything)</i>
Textual Theme	Interpersonal Theme	Topical Theme	Rheme

Here the continuative *Good* ties the text back to the previous speaker, the vocative *Dave* focuses on, and selects the next speaker (see Turn Taking above) and the semantic or Topical Theme is realised in *do you*. The Rheme is simplified in the analysis to clarify its semantic function. Theme then is everything up to and including the first element that functions in transitivity (see below).

#### 2.4.3.1.2 Information Structure

The Information Structure of a clause draws attention to what is ‘shared’ by the participants, the Given, and then focuses on New information that the speaker congruently assumes the listener is unaware of. In spoken English what is Given is largely contextual and often realised in proper nouns or pronouns that refer to the

interactants (Bloor and Bloor 1995:66 –69). The excerpt from the data previously cited instantiates this:

we want to be part of that collective

from D1

<i>we</i>	<i>want to part of that collective</i>
Given	New

From this it can be seen that congruently in a declarative clause Given and Theme are contiguous as are Rheme and New.

#### 2.4.3.2 **Interpersonal Meta-function.**

Russian Linguists Voloshinov and Bakhtin first drew a marked philosophical line with the Structuralist<sup>14</sup> School of Saussure in describing language as only realisable in a social context where it could be dialogically realised ( Voloshinov 1973, Bakhtin 1986). SFG characterises the Interpersonal Meta-function of text as ‘clause as message’ where the grammatical system of mood realises speech as commodity that is either being ‘given’ or ‘demanded’ by a participant. Where the only thing being exchanged is information Halliday defines the process as a Proposition, and where it is contingent with an exchange of goods or services, a Proposal. Interaction then, is about speakers receiving or demanding some response from another person. In this sense the process realises roles for each of the interactants and contiguously imbues the language with functional meaning.

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<sup>14</sup> Saussure is traditionally referred to as a structuralist but to be more consistent with the framework being presented here it would be better to ascribe the term ‘syntagmatic’ to the principals underpinning his approach.



### 2.4.3.2.1 *Clause as Message*

	Proposal	Proposition
Commodity exchange	goods and services	information
Role in exchange		
Giving	'offer' – - <i>got anything you'd like to add?</i>	'statement' – <i>we want to be part of that collective</i>
Demanding	'command' – <i>all those in favour please raise one hand</i>	'question' – <i>how did that work out at percentage wise?</i>

(after Halliday 1994:69)

In a propositional exchange the commodities are highly negotiable, having in this regard the fundamental elements of ideology (Voloshinov 1973), again this aspect of union talk is key to this analysis. As Halliday puts it,

“(T)he clause (is) something that can be affirmed or denied, and also doubted, contradicted, insisted upon, accepted with reservation, qualified, tempered, regretted and so on...so by interpreting the structure of statements and questions we can gain a general understanding of the clause in its exchange function” (Halliday 1994:70).

### 2.4.3.2.2 Mood Structure

The Mood structure of a clause is what realises this interpersonal action and it consists principally of the Subject and the Finite in a clause (Halliday 1994:32).

#### 2.4.3.2.2.1 Mood element

This Mood element is most easily recognised as that which the pronoun in a tag question identifies in a declarative clause, again the function here realising the structure rather than the reverse. The Finite element spacio-temporally delimits a proposition, relating it to its contextual speech event, thus making it arguable. Declarative Moods are congruently realised in Subject^Finite order and Interrogatives Finite^Subject. In either case the clausal elements that do not enter the Mood element are residual, not part of what is essentially ideological or arguable (Halliday 1994:70-75). Data examples instantiate this:

<i>we</i>	<i>want</i>	<i>to be part of that collective</i>
Subject	Finite	Residue
Mood		

In this declarative example Mood generates a Subject^Finite order. In the case of 'WH' interrogatives where the 'WH' element is Subject the order is also Subject^Finite:

<i>how</i>	<i>did</i>	<i>that workout percentage wise?</i>
Subj ect	Fin ite	Residue
Mood		

With a polar interrogative the order is reversed, in the corpus example the Mood is typically elided by reference to context, in this instance by a vocative addressing another participant, and with contiguous body language and ideational cohesion: ?

(have)	(you)	<i>Got anything you'd like to add?</i>
Finite	Subject	Residue
Mood		

Halliday notes in response moves the residue may be eliminated. In the data the response to the offer of a chance to speak at the stopwork meeting is further reduced to a polar adjunct, *No*, (expandable to 'no I haven't [got anything to add.]') (Halliday 1994:74)

<i>No</i>	( I	haven't	got anything to add)
Polar Adjunct	Subject	Finite	Residue
Mood			

The grammar provides for two syntactic means of arguing propositions. The first is by temporal reference to the instance of speaking, the second by "the speaker's judgment of the probabilities, or the obligations, involved in what he is saying," (Halliday 1994:75). The Finite then is realised in verb tense and Modality, as two successive turns from the corpus data exemplify this:

do we still have to sign the piece of paper or

from M1

<i>do</i>	<i>we</i>	<i>still</i>	<i>have</i>	<i>to sign the piece of paper</i>
Finite	Subject	Modal Adjunct	Modal	Residue
Mood				

oh yeah that's a different issue

from M1

<i>oh</i>	<i>yeah</i>	<i>that</i>	's	<i>A different issue</i>
Modal Adjunct	Polar Adjunct	Subject	Finite	Residue
Mood				

In the first utterance we can argue with the Finite *do*. The speaker in context here is suggesting that signing the union representation form may not be necessary and the next speaker asserts that that condition still exists. The second aspect of negotiation is realised in the Mood Modal *have* which functions in this instance to denote the speaker's assessment of the necessity and the obligation to sign. Again the respondent counters the query about necessity with a range of linguistic tools. The Modal adjunct *oh* acts to both link into the previous text and to cast doubt on the first speaker's ability to assess the situation. The polar adjunct directly opposes the ideational content of the first utterance, and the finite confirms the temporal relationship in its now-ness – the process of signing is not a future one, for example.

#### 2.4.3.2.3 *The Residue element*

The Residue of the Mood element consists of the Predicator, the Complement, and any Circumstantial Adjuncts. In the previous dialogic pair ( Sacks *et al.* 1974) the Residues analyse respectively as:

<i>to sign</i>	<i>the piece of paper</i>
Predicator	Complement

's	<i>A different issue</i>
Predicator	Complement

Note that in SFG the conjunction, in the first instance *or* is not included in clause analysis and in cases such as the second instance where the finite and the predicator are conflated the single lexical item is analysed from both aspects, that is, it functions in both Mood and Residue.

Halliday notes that imperative clauses are Proposals rather than Propositions and thus the system of Person is at variance with that of indicative clauses. Congruently in an exchange of goods or services the Subject is implicitly the addressee, realised linguistically in the second person personal pronoun *you* (Halliday 1994: 87). From the data an example is:

if you're the only one in the bullring you get to those breakdowns in a hurry. don't, run but walk very fast.

from M1

(you)	<i>don't run</i>
Mood	Residue

(you)	<i>walk very fast</i>
Mood	Residue

Here the Subject and the Finite are omitted and the Predicate component only remains of the verb so SFG describes the imperative as Moodless.

### 2.4.3.3 Ideational Meta-function

Bloor (1997) bluntly refers to this meta-function as “who is doing what to who which way up,” and Halliday describes it as the clause as representation, how language “represents patterns of experience...goings on, happening, doing, sensing, meaning, and being and becoming” (Halliday 1994: 106). It does this by construing the world in manageable Transitivity Processes that realise the commodity exchanges discussed above, a grammatical metaphor for the demanding and giving of human interaction both material and semiotic. Halliday <sup>s</sup> say that we divide these into external and internal experiences and SFG labels these two base processes in their grammatical realisation as Material and Mental respectively. A third key process is that of identifying and classifying and the paradigm labels their realisation as the Relational process. In the fuzzy hinterland between Material and Mental are Behaviour processes that externally realise inner consciousness and psychological states. Verbal processes enact the saying and meaning, the purely semiotic exchange of commodities and that some things simply exist is realised in the Existential process. Halliday recognises the arbitrariness of these divisions. There are three components to the clause as representation that more formally realise Bloor’s (1997) idiomatic characterisation above, the *process* itself, that participants and the circumstances that are congruently realised in word classes of verb groups, noun groups and adverbial groups or prepositional phrases. A contrived clause from Halliday (Halliday 1994: 109) provides an example:

<i>The lion</i>	<i>chased</i>	<i>the tourist</i>	<i>lazily</i>	<i>through the bush</i>
participant	Process	Participant	Circumstance	circumstance
nominal group	verbal group	nominal group	adverbial group	prepositional phrase

Instances of this type from the corpus are rare as spoken text is invariably more complex grammatically as the following instance shows:

if you're the only one ie in the bullring you get to those breakdowns in a hurry.  
from M1

<i>if you're the only one (ie) in the bull ring</i>	<i>you</i>	<i>get</i>	<i>to those breakdowns</i>	<i>in a hurry</i>
circumstances	participant	process	circumstances	circumstances
rank reduced clause of circumstance	pronoun	verbal group	prepositional phrase	prepositional phrase

Without attempting full analysis here the process pattern of Halliday's example is clearly replicated, albeit in less classical form.

#### 2.4.3.3.1 *Material Processes*

In this type of process the Actor is the participant who is the logical subject extends some action – transitivity – sometimes directed at another participant, the Goal, each case is instanced in:

<i>the lion</i>	<i>sprang</i>
Actor	Process

<i>the lion</i>	<i>chased</i>	<i>the tourist</i>
Actor	Process	Goal

(Halliday 1994:109)

Material processes may also be abstract:

he destroyed buckets full of documents

from D1

<i>he</i>	<i>destroyed</i>	<i>buckets full of documents</i>
Actor	Process	Goal

### 2.4.3.3.2 *Mental Processes*

These require at least one participant to be human or human-like as the process is about sensing, usually implicating perception, affection or cognition and congruently realised in the simple present tense, and not the present continuous:

you wouldn't like it if they did that to you  
from M1

<i>you</i>	<i>wouldn't like</i>	<i>it</i>
Sensor	Process	Phenomenon

### 2.4.3.3.3 *Relational Processes*

Halliday (1994: 119) characterises these as realising *being* in the sense of identifying two separate entities or attributing some quality to an entity. These may intensive, circumstantial or possessive relationships:

mode type		
	attributive	identifying
intensive	<i>these guys are a bunch of bloody idiots</i>	<i>it's just your normal working day</i>
circumstantial	<i>we were right back at the beginning again</i>	<i>it's now april</i>
possessive	<i>we have different buildings</i>	<i>they are not competitors of ours</i>

from M1 and D1

### 2.4.3.3.4 *Behavioural Processes*

These are a fuzzy group of processes that are partially mental and partially material and include psychological and physical behaviour such as breathing, smiling and staring.



he was walking round with a permanent pressed grin on his face

from D1

<i>he</i>	<i>was walking</i>
Behaver	Process

Halliday notes that with the exception of the verb *watch* Behavioural processes congruently involve only one participant and are a common feature of fictional narrative.

#### 2.4.3.3.5 Verbal Processes

Verbal processes are highly semiotic. These involve a Sayer, which can be “anything that puts out a signal” (Halliday: 140) Verbiage, which is either the content of speech or the naming of this. Receiver is a participant to whom the Verbiage is directed. Examples from the text instantiate this:

i said “ oh by the way we have told um gavin that when he was adamant that the firm couldn't afford it and we told him flatly that the works is no way they're going to accept this one and a half or two percent....”

from D1

<i>I</i>	<i>said</i>	<i>oh by the way we have told um gavin that when...</i>
Sayer	Process	verbiage
projecting		projected clause
Paratactic clause relationship		

Again this excerpt of spoken text exhibits the highly embedded nature of spoken grammar, the analysis here by no means dealing with all of the rank reductions. Within the Verbiage is report of a further reported text:

<i>we</i>	<i>have told</i>	<i>gavin</i>	<i>that when he was adamant</i>
Sayer	Process	receiver	verbiage
Projecting clause			projected clause
hypotactic			clause relationship

Language is intrinsically metaphoric in that it uses semes to represent the commodity exchanges noted above and when a participant talks about talk they are metaphorising the process by another order, representing a representation (Halliday 1994: 250, Ward 1998). This double metaphorisation is realised in two ways each represented in the examples above. The first direct speech instance has two main clauses, the Sayer/Process one projecting the Verbiage in a paratactic (equal) relationship. The second reported speech excerpt has the projected clause in a hypotactic (subordinate) relationship (Halliday 1994: 142-45, 250 ff). These constructional variances will be shown to have critical importance for the analysis later in this report as the reported speech makes claim for the Sayer to be quoting the exact words of the original speaker and thus laying claim to power within the present context of re-instantiation:

we 'd take it and try and sell it to the blokes

from D1

#### 2.4.3.3.6 *Existential Process*

This process is a representation of something happening or existing, typically realised with the verb *be*:

-get me one of these forms tomorrow so i can sign it

-they've run out

from D1

<i>they</i>	<i>have run out</i>
Existent	Process

This section has looked at how the three main processes in SFG both focus "the

construction of reality, the enactment and negotiation of social relations and identities, and the construction of text" (Chouliaraki and Fairclough 1999:50) and are enacted contiguously by language. It has shown that speakers organise their texts to thematise certain parts of the content over others and relate new information to local context and what has been already said systematically. It has further shown how the text mediates interaction between participants by highlighting the temporal and modal aspects of the interaction in the Mood of the clause. Finally it has looked at how the commodity exchange that is social intercourse is realised with a range of distinct but overlapping transitivity processes that systemically represent and reproduce both the participants in roles and the experiences of life semiotically. The next section will look at the application of SFG in understanding casual conversation and so move towards SFG's application in this thesis.

#### **2.4.4 SFG Casual Conversation Analysis**

This thesis focuses on the institutional constraints on language and social interaction but a considerable proportion of the data used, even those sections in a meeting context, may be characterised as casual conversation and it now turns to the work of Eggins and Slade and their analysis of what they describe as a register that most fundamentally shapes our social identities. This section will look at their framework focusing on the mediation of the ideational meta-function. It then looks at the functional moves casual speakers use to negotiate solidarity and intimacy and the cultural roles for themselves.

People's chat is not idle but aimed at clarifying and extending their relationships with each other. The length of each speaker's turn and the focusing of dialogue denote a speaker's activities and a linguistic privileging that reflects a social reality. Speakers may, for instance, exploit longer chunks of conversation to see how much they share social positions. The grammar used in casual conversation is likewise socially instrumental. Questions offer the floor to another speaker for at least one turn and declarative statements are floor-holding devices that tend to preclude turn change (Eggins and Slade 1997:67-74).

#### **2.4.4.1 The Grammatical Features of Casual Talk**

Eggins and Slade (1997) say analysis needs to include an integrated approach to the social, textual and grammatical aspects, and this analysis turns now to the grammatical features outline in the SFG section above that they also employ in their study. They note, for example, that the Subject in casual conversation is “overwhelmingly a personal pronoun, most often *I* or *we*” (Eggins and Slade 1997:76) and that speakers expand on a previous comment by adding Circumstantial Adjuncts to get back into a conversation:

Brad Look. See that guy. He plays the double base.  
Fran Does he?  
Brad in the orchestra.

(adapted from Eggins and Slade’s data 1997: 84)

Because full polar interrogatives encode a social imbalance they are not typical openings to casual conversations among intimates as much information is already shared. The social refraction of the ambiguity of a tagged declarative both shares information and invites comment on its uncertainty. Exclamatives in casual talk typically encode a judgement by the speaker that tends to elicit agreement from other participants and may be used to maintain inequalities. They note too, that ellipsis in a response to a declarative statement tends to tie a second speaker to the position of a first and often signals the content is known and thus retrievable information that they share. Most minor clauses in casual talk “position the speaker as a compliant supporter of prior interaction” (Eggins and Slade 1997: 93). A lack of modalisation denotes the assertiveness and confidence of a participant (Eggins and Slade 1997: 84-112).

##### **2.4.4.1.1 An Ideological construct**

These grammatically simple patterns of everyday language mould the ideology of social construction at the micro-social level. They do this in the realisation of the

Ideational and Interpersonal meta-functions. Humour, for instance, say Eggins and Slade (1997), veils the assertion and reproduction of values and positions in dialogue and thus makes the participants less accountable. They note that in the work environment people are often forced to interact with others they have no other connection with, and whose values may be at wide variance with their own. Talk at work then, is often about negotiating solidarity, especially around issues of public interest. Speakers who give information by way of declarative clauses and full interrogatives (i.e. Halliday's Propositions) are central to discourse and those who produce truncated declaratives and partial or no interrogatives are peripheral and dependent. Those who use prefabricated language fail to produce new information for negotiation and remain socially marginalized participants within the current genre, a speaker without group solidarity (Eggins and Slade 1997: 113-23).

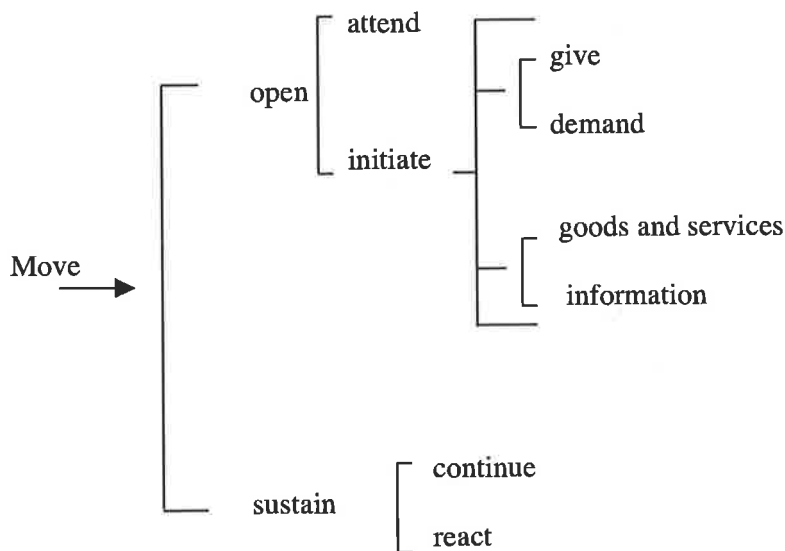
#### **2.4.4.2 The Lexical Features of Casual Talk**

Like grammar, lexis has a role in realising casual conversation (Eggins and Slade 1997: 124-68, after Martin 1994). Eggins and Slade say that interpersonal semantics are key aspects of relationships between people and are mediated significantly by lexical choice. This process helps determine solidarity and distance as "the choice of one word rather than another expresses interactants' personal attitudes towards each other (and) their judgments of the acceptability, normality or appeal of each other's behaviour and beliefs" (Eggins and Slade 1997:124). They note appraisal, amplification, involvement and humour as crucial elements of this meaning making. Clearly appraisal (White 1999) is an important aspect of how speakers modify their contributions to an interaction but it is not analysed here.

#### **2.4.4.3 Functional Moves in Casual Conversation**

Analysis of casual conversation, say Eggins and Slade, must go beyond the topical semantic and grammatical resources interactants use to describe the functions they are engaged in – questioning, challenging, supporting and so on, to understand their activity as they negotiate solidarity and intimacy and the cultural roles this reproduces. They say Halliday's SFG model describes the moves of talk exhaustively, relates them

to grammatical classes and provides a framework of choice to reflect context, as well as a rich description of the meanings the sum of this produces (Eggins and Slade 1997: 177-79). They describe a systemic model of speech functions for casual conversation based on the SFG paradigm of commodity exchange that positions both speaker and potential respondent. The basic moves choices are outlined here but space constrains description of the details the model offers:



(after Eggins and Slade 1997: 192-93)

Opening moves initiate talk and indicate control of interaction, sustaining moves are either the same speaker continuing to negotiate the same proposition, or another speaker taking on the role of dialogic construction by responding. The latter's text is liable to be ideationally and grammatical reactive to the former, taking up the same material and employing elliptical clauses to referentially link into the interaction: "the respondent accepts being positioned as a respondent and accepts to negotiate the other's proposition" (Eggins and Slade 1997: 200). Analysis of speaker turns, their functions and the number of clauses within these subtly but concretely shows how speakers view themselves and their roles in the interaction and reflects the relations of power as they are constructed dynamically within the discourse. This question is taken up again in Chapter 4 below.

### **2.4.5 Discourse Analysis**

The approaches and tools of discourse analysis are used extensively in this report and this section looks at its philosophical basis, its early connections with pragmatics and then complementing the SFG frame already described looks at context particularly in the broad socio-political sense and then at the issues of ideology and power which might be paraphrased in SFG terms as part of the broad interpersonal meta-function. Finally this section opens up the question of practical implementation of discourse analysis.

Linguistic paradigms that prioritise the paradigmatic over the syntagmatic<sup>15</sup>, social practice over theoretical abstraction have a long historical tradition and in the Twentieth Century the work of Bakhtin on dialogism and genre (1986) and Voloshinov on ideology (1973) that of Malinowski (1923) and Whorf (1956) on language as culture, provide the theoretical and practical underpinning of modern Discourse Analysis (DA) and its social action sub-branch Critical Discourse Analysis (CDA) that inform this report.

#### **2.4.5.1 Context: Beyond the sentence**

Van Dijk says the concept of discourse is fuzzy but involves an integrated description of the dialectic between belief and interaction, language use and social context both for particular instances and at a general theoretical level (Van Dijk 1997a: 4). Discourse analysis, takes the concept of illocutionary force and investigates the order and form of language at local and broad levels as it realizes meaning and social function (van Dijk 1997a: 7, 14). It investigates natural spoken and written language in socio-cultural context and respects the participants' view of these constructs, accounting for sequence and function. It thus analyses discourse theoretically at various dimensions, accounting for rule governed use, interactional strategy and social cognition (van Dijk 1997a: 29–31).

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<sup>15</sup> See the section on SFG above.

Language users show scant regard for analysts attempting to delimit their interaction and drawing on a vastly complex resource, create discourses that are appropriate in form and content to what ever activity they are engaged in (McCarthy and Carter 1994: 19). The fuzziness of discourse that Van Dijk refers to is manifest in the literature as a range of meanings including any form of talk or writing, through talk that is “meshed together,” to broad linguistic practices (Potter and Wetherell 1987) but there is consensus that focus of DA should be beyond the sentence (Brown 1987: 205, Schiffrin 1988: 253, Pomerantz and Fehr 1997: 66 -70) so while analysis of it needs to “decode fragments on the basis of discourse expectations, beliefs, focusing strategies, and other pragmatic knowledge as well as syntactic and lexical information” (Kennedy 1998: 233,) DA studies the organisation of language above the clause level, in social context (Stubbs 1983,) encompassing “all that is socially and culturally worked in and through language whether the focus is single word utterance....or a complex corpus" (Grillo 1989: 19). Van Dijk notes context features such as time, place, relative positions of speakers, and the physical setting are key aspects of discursal relationships. The dominance of teachers at the front of a classroom instantiates, and props such as uniforms and instruments such as judges’ gowns and gavels are both instrumental and have structuring effects on court room relations over time. Conversely set speech acts such opening meetings are structuring and empowering. Actions such as raising hands in voting are also part of accomplishing discourse. Van Dijk also notes local, interactional and societal contexts that are not readily delimited, being instantially negotiated, are simultaneously influential and influenced by each act of discourse, and made relevant by the participants’ interaction. (Van Dijk 1997b: 11-16). Making meaning and engaging in interaction is not inherent in text but a function of text in context (Stubbs 1996: 206), as Holt points out "tearing a piece of discourse from its original habitat and recontextualising it within a new network of relations cannot but interfere with its effect" (Holt 1999: 508). The process of interaction is understood by the participants in terms of how they evaluate each utterance according to the situation and what has happened up to that instant. A kind of "*post hoc* sorting of what has gone before...(in which) accumulated contextually derived information and the socially determined beliefs and conventions of a speech community to realise discourse" (Toolan 1996: 5-



6, see also Hodge and Kress 1988: 12). Each of these instantiating discourses creates and reflects a separate community that requires specific analysis (Fairclough 1989: 16, Frazer and Cameron 1989: 33, Swales 1990: 24, Eggins and Slade 1997: 190-214). Potter and Wetherell say “(c)ategorisation is an important and pervasive part of people’s discourse...people are taken to be members of relatively enduring social categories, and *in virtue of their category membership* inferences are made from the attributes of individuals to the attributes of the rest of the category” (Potter and Wetherell 1987: 112, emphasis in the original). They note that this is not a naturally occurring phenomenon but rather a “ complex and subtle *social accomplishment*” (Potter and Wetherell 1987: 112, emphasis in the original). Fairclough notes however that communities and their discourses are neither dislocated from other social forces nor in themselves naturally constructed. He notes, for example, the pervasive trend in modern consumer society to construe individual experiences in isolation rather than as instances in a social discourse, a matrix that neatly invites advertising and consumerism to purport to fill this alienation of individuals by inviting them to join others in the consumption process, “ these ersatz communities (being) offered as alternatives to real ones” (Fairclough 1989: 201). How such dislocations are realised is the subject of the next section.

#### **2.4.5.2 Power and ideology**

Mumby and Clair define discourse analysis as the investigation of texts, the power struggles they represent and the wider social contexts these both create and reproduce (Mumby and Clair 1997: 183-85), and this theme is taken up widely in the literature in aspects of lexico-grammatical realisation (Stubbs 1983, 1996: 60, Fairclough 1989, Iragaray 1990, Caldas-Coultard 1993: 203, Garver 1996: 145, Leitner 1993: 76, Chilton and Schaffner 1997, Cumming and Ono 1997: 128). Van Dijk notes that talk often engages in political action in the broad sense of the word so analysis of language structure and its social aspects are integral. Stubbs notes the interconnection of the grammatical with the ideological saying many aspects of discourse are signalled on the surface but there are various levels of abstraction in underlying speech acts that are not revealed by surface discourse analysis. For example questions from the floor at a meeting or industrial negotiations are essentially challenges to a previous speaker’s position and authority (Stubbs 1983). This theme is taken up more generally below.

Discourse, then, is a source of power relations, and “constitutes who people are as thinking, experiencing social actors” (Mumby and Clair 1997: 184). Discourse analysis investigates texts to reveal the power struggles they represent and the wider social contexts these both create and reproduce because, importantly for this study, power within groups is often disguised by ideological organisation narratives that “impart organisational rules...(and) control” (Mumby and Clair 1997: 185). Analysis of language at micro and macro levels of discourse is necessary as lower levels realise higher structures both linguistic and social. Analysts need, says van Dijk, to disclose the links between discourse and society by looking at discourse as action, context, power and ideology (van Dijk 1997b: 7-11). Having looked cursorily at discourse as action and context this thesis now turns to the questions of power and ideology.

#### **2.4.5.2.1 Ideology**

The question of ideology and the attendant one of power are central to the present research in so far as both are reflected in its objectives and methodology therefore some attention will be given to it here and in other sections as the data demands. As with the division in the literature over linguistic theoretical approaches, perspectives on ideology are divergent, again reflecting wider philosophical dichotomies although the two tendencies by no means neatly map onto each other. Views on ideology range from the classical Marxist one of a false consciousness produced by a dominant class to legitimate its power over a dominated class (Marx and Engels 1966a: 17-19,) and the postmodernist antithesis of this reflected in the writing of Foucault (1980) that posits ideology as primarily semiotic, social subjects and knowledge being functions of discourse in social change.<sup>16</sup> In between these poles theoreticians and researchers form a cline of opinions. In the Marxist tradition are Gramsci’s concept of hegemony (Gramsci 1971), Althusser and Balibar’s frame of ideology as social practice (Althusser and Balibar 1970) and Habermas’s concept of ideology as force relatively independent of the economic base (Habermas 1987). In the post-modernist tradition

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<sup>16</sup> Fairclough points out that Foucault in fact specifically rejects of the concept of ideology per se because of his approach to relativism which holds that critiques of power and knowledge can not be done external to the discourse matrix.

Baudrillard (1983, 1988) and Lyotard (1990) see the detached nature of signs as making them and the ideology they frame impermeable to practical action (Chouliaraki and Fairclough 1999: 27). Bourdieu (1977) and Giddens (1991) say that practices are reflexive in that they continually generate discursive representations of themselves that are a component of social struggle. Clearly this dichotomy has implications for the present research and for discourse analysis as a frame work and the matter will be taken up again in analysis of the data.

As already noted, discourse analysts take various views from this philosophical cline and to a greater or lesser extent eclectically choose aspects of it that seem appropriate to them but Marxist or Marxian constructs have a strong following among discourse analysts. Morris says after Bakhtin (1986) that Marxism offers a view of discourse that unifies form and content, relating a complex of ideological superstructure and economic base. Thus context generates genre and genre produces and reproduces ideas (Morris 1994: 10). Fairclough says that in capitalist society ideologically shaped power relations define discourses, and discourses in turn ensure these social matrices are continued or at times changed (Fairclough 1989). While for the feminist Cameron "language (can) be seen as a carrier of ideas and assumptions which become, through their constant re-enactment in discourses, so familiar and conventional we miss their significance...sexism is not merely reflected but acted out and thus reinforced in a thousand banal encounters" (Cameron 1990: 14). Grillo (1989: 15) notes Pateman's (1980) thesis of repressive discourse where a socially empowered speaker can use meaningless utterances to enhance her point and the powerless listeners convince themselves their failure to understand is their own inadequacy. He notes in a clearly Marxist tenor that "Most cases in which words are supposed to have power turnout to be situations in which people have power" (Grillo 1989: 15). Burawoy (1982) shows clear links between the use of ideology and its discursal expression in the economic exploitation of factory workers, a theme taken up in the work of Hodge and Kress who say discourse is the "social process in which text is embedded while text is the concrete material object produced by discourse" (Hodge and Kress 1988: 6). Other discourse analysts lend weight to the argument for ideology as being primarily semiotically constructed saying it is the continuous reinforcement, through the

massive repetition and consistency in discourse, that is required to construct and maintain social reality. And in order to specify the linguistic mechanisms of the system which has this power, “we need grammar as a tool of analysis...to identify the linguistic mechanisms which convey ideologies” (Stubbs 1996: 92).

For Van Dijk (1997b) ideology is a monitor discourse users engage to exercise power and domination. He notes the classic Marxist definition of ideology as the imposition of a false consciousness but says this reduces dominated groups to dupes and denies their ability to “develop their own ideologies of resistance...it is theoretically more interesting to develop a general notion of ideology that can be applied to any kind of social analysis” (Van Dijk 1997b: 25-26).<sup>17</sup> Although taking a more traditional Marxist approach Eggins and Martin concur partially with Van Dijk and say that ideology and its underpinning power relations are often opaque and ideological relations are often but not exclusively misrepresentations and analysis can only discover this by understanding how texts are interpreted and what social effects they have (Eggins and Martin 1997: 259-262). They go on to say ideology articulates certain representations of reality, “specially the collective identities of groups and communities” (Eggins and Martin 1997: 276) and these connections are indirect often realised in bringing together other discourses in new ways to legitimate changes in social forces that would otherwise be in dangerous tension for the powerful, suggesting power sharing where in practice there is none, or objectiveness where there is vested interest (Eggins and Martin 1997: 276-78). Fairclough (1989: 198) distinguishes *strategic* discourse, aimed at an ideological goal and *communicative* discourse that lacks such motivation, noting however these are artificial polarities that mark a cline in reality. Following Marx and Engels, Kress *et al.* (1997) say that ideology is defined for the recipients and their reconstruction of the semiotic complex

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<sup>17</sup> There are two problems with this – first that somehow dominated groups can be free of their domination, even temporarily to establish their own ‘ideology’. Second that resistance needs to have a consciousness that is removed from the struggle. In sum this concept is the contest of symbols in isolation from material forces. In practice resistance to the material aspect and the ideological are integral, workers building an understanding of capitalism from reflecting on their struggle against its effects and eventually against it as a set of production relations. Confusing this consciousness with the qualitatively different and diametrically opposed realisation of exploitative ideology seems to serve no purpose. Indeed it is counterproductive to define the two as sharing anything other than external realisations such as semiotic signs.

is limited by context. Thus where an interactant's communication potentials are more constrained than those of others they are denied participation in full participation process, remaining predominantly shaped by the dominant powers in their life, constrained to "making meanings through the means of making meaning developed by others – precisely those who dominate (their) world" (Kress *et al.* 1997: 270). It is this perspective that is adopted in this thesis, retaining the basic Marxist concept that ideology is a key component of class domination that is principally concrete in nature.

#### **2.4.5.2.2 Power**

Power, says van Dijk (197b), is control of one group over another to realise the wishes and needs of the dominant over the dominated. He says although social power aims to control material resources such as money or jobs or symbolic resources such as education or status, in modern society it tends to be less coercive and more mental, often semiotically realised. Suggestions from the powerful, he notes, are enough to realise commands, and that negative consequences of refusal while sometimes explicit are more often implicit. Hegemonic power is that which is naturalised so that without suggestion or command the dominated fulfil the needs of the dominant, even at cost to their own needs or freedom of action, as though this process was normal: "This may happen through education, information campaigns, propaganda, the media, and many other forms of public discourse" (Van Dijk 1997b: 19). Access to and control over these resources is an aspect of power realisation, in meetings for instance, the control of context such as defining who will speak, for how long and on what topic is discussed is part of power relations (Van Dijk 1997b: 17-25). Power is neither simple nor inherently bad (Fairclough 1992). It may be distributed within and across groups and is normally a distributive relationship between contesting groups neither having absolute power, but this complexity does not negate the massive inequalities of power that realise modern capitalist society. Some power such as parental authority and that of elected officials is both legitimate and yet open to abuse, the latter being a violation of the entrusted rights or denial of proper access to resources (Van Dijk 1997b: 25-26). Bernstein (1990a) agrees with Van Dijk's contention that power is a distributive mechanism within society and the class relations that ensue in a society of dominators and dominated are transmitted constantly. For him this is achieved through distinctive

forms of communication and ideology is constituted through the positioning of one class by another, one person and another in how they relate to each other. "Ideology is not so much a content as a mode of relation for the realising of contents" (Bernstein 1990a: 14). From this Bernstein proposes that there are some forms of communication, elaborated codes, that have privileged meanings and others (restricted codes) that lack this element, and this paradigm is taken up again in Chapter 8 to help discuss the data results of this thesis.

### **2.4.5.3 Critical Discourse Analysis and empowerment**

De Beaugrande (1997: 58-59) characterises modern capitalism as in a crisis of materials that generates wasteful exploitation of natural resources, a crisis of knowledge, and communication that locks critical information in specialised ontologies that few understand. The resultant isolation generates alienation and senseless violence. He says a programmatic opposition to capitalist ideology is required and discourse analysts have a responsibility to demystify it. Discourse relations are not immutable but rather are subject to control and change according to social power over them, and thus as each instance of language realises the struggle for power relations "it is worth struggling over" (Fairclough and Wodak 1997: 272- 73) and it is to that aspect of language this thesis now turns.

The struggle against oppression cannot be reduced to language analysis and seeing through the ideological aspects of discourse is but a first step to changing it. Fairclough recognises "social emancipation is about tangible matters such as unemployment, housing...the distribution of wealth, and removing the economic system from the ravages and whims of private interest and profit (Fairclough 1989: 233 -35). However language does have a crucial role to play and language of power like other resources may be invested in retaining or, like feminist discourse, at changing social structures (Frazer and Cameron 1989: 38). Given the particular nature of ideology and power and their linguistic components outlined above language researchers have a contribution to make towards the empowerment of people such as the workers who the present data is linked with. As Caldas-Coultard puts it: "The concern of critical discourse is to identify, discuss and expose misinterpretations and

discrimination in discourse as a tool for social change" (Caldas-Coulter 1993: 197; de Beaugrande 1997: 58,) and this theme is taken up by Frazer and Cameron:

"researchers must attend to structures which deprive some people of the opportunity to speak in particular ways, and to the concrete practices whereby people learn, or else are prevented from learning, in the ways of talking that will empower and liberate them."

(Frazer and Cameron 1989: 38)

The literature is less detailed on the specifics of how this might be carried out and one criticism of discourse analysis is its disconnection from practical struggles (Chouliaraki and Fairclough 1999, Martin 2000: 25). However, the evidence is, particularly from feminist struggles, that critiquing discourse is empowering. Groups of girls trained in group discussion aimed at expression and listening skills, self-disclosure and critical analysis enabled them to discuss social issues they had previously been bewildered by (Frazer and Cameron 1989: 35). Participants in social practices have social roles as 'subject' both in the sense that they are shaped by that role and simultaneously the executor of it. In these capacities they are restrained by the former but may creatively choose from the paradigmatic range of combinations of discourse types the changing context of the role demands. In a review of CDA theory and practice Chouliaraki and Fairclough (1999) say that a key issue facing researchers in language wishing to contribute to social empowerment is to analyse how discourse is articulated both within itself instantially and with other social forces. The issue of empowerment is taken up here not just within the analysis of the texts, but also in how the research is conducted and the section on quantitative analysis in Chapter 3 addresses this matter further.

This section has outlined a view of discourse as clearly integral to broad societal constructs that are reflected systemically if not always directly to the surface structure of language. It has looked at language as a performative social force in the light of the concepts of researchers such as Austin (1962) and Grice(1975). Moving beyond the limitations of their concepts it has shown that who speakers are, where talk takes

place, what concepts interactants bring to their interaction defines the meanings they realise. Equally the multiple roles they enact and communities they belong to are instantiated by their talk, and this discursal complex is both local and societal in its realisation of power relations. The cline of views interpellated by Marxist and post-modernist philosophies on the related issues of ideology and power have been traversed and a position in the Marxist frame adopted. Finally this section has turned to the matter of how discourse analysis might have application in practice to social empowerment and while the literature is limited here it offers positive direction.

## ***2.5 Summary of the Literature Review***

This chapter has reviewed the literature on research into unions and their discourse as an aspect of realising their culture. It has shown that while there has been considerable study undertaken into unionism and democracy as well as research done in analysing the language of the work place, particularly within the Conversation Analysis and SFG paradigms there has been little done at the work place level of unionism to show how workers are discursively empowered or disempowered in practice nor to indicate a direction that might be taken to realise practical changes in union culture where this is needed. The chapter has looked at discourse analysis, that is, text above the sentence level, and the questions of how language is used to realise power within social interactions, and briefly to the issue of using this analysis to empower the disadvantaged, and the Critical Discourse Analysis Paradigm. The work of Drew and Heritage (1992) and others on the discursal exercise of institutional power indicates that the division of labour that is a broad social manifestation of capitalist formations is constructed instantially in the work place. Eggins and Slade's (1997) studies further indicate that discursal genre such as gossip at work has a vital role in providing group identity and binding workers organisationally in an otherwise alienating social frame. Fairclough and others note that capital exercises its power discursively and that trade unions and their language are factors challenging this authority but the literature is spare in details of how unionists might do this in practice. The work of Ward (1999, 2003) notes nominalizations and the grammatical fronting of union officials in NZCTU media releases as a source of base member alienation. In a further study he



shows that the exclusive use of deictic pronouns can intertextually create the ground for the alienation of base members in union discourse (Ward 2004a, 2004b).

Significantly for the present thesis the Marxist Voloshinov (1973) saw language as a dialectic between system and instance and thus open to change. Thus for workers empowerment lies at least partially in a consciousness of how their identity is constructed by the language they use. For research such as the present thesis this raises the issue of close analysis of how workers interact in their unions and what the outcomes of this are.

This chapter has also reviewed the sociolinguistic theories and research of practitioners in linguistic areas relevant to this thesis. It has introduced the concepts of systematic turn taking in conversation and of language as a performative process within the paradigm of pragmatics. It has outlined the main principles of SFG and then indicated how researchers have applied these to the fields of casual conversation analysis and discourse analysis.

Sacks *et al.*'s (1974) constructional and turn allocational components were described in conjunction with their rules for turn taking that defines an orderly exchange and interchange of discourse. Grice's pragmatic maxims alluded to a view of language as a material force in social interaction. The Ideational, Interpersonal and Textual meta-functions of Halliday's (1994) SFG paradigm was then addressed, extending language analysis to the wider social frames and a systemic view of grammar as realization of a network of semantic connections that realize an exchange of material and semiotic commodities while contiguously mediating the roles and identities of the participants together with the text itself. The section then turned to the study casual conversation analysis as outlined by Slade and Eggins (1997) within the SFG framework, and particular attention was drawn to the linguistic tools for building relationships and identity.

The literature shows that the institutional culture of unionism is well discussed from a number of perspectives that betray the interests of the researchers. This thesis adopts

one from within the Marxist paradigm that hopes to contribute to empowerment of members of these working class organisations. To do this it adopts an SFG approach to language on the basis that it accesses locally and discursively the instantial actions of unionists as they are realised in their language. It provides tools for understanding what reproduces union culture and thus the points of articulation at which relations of power within unions can be rearticulated should the participants desire such change.

## **3 Chapter 3: Methodology**

### ***3.1 Introduction***

This chapter describes the methodology used in collecting data, the people involved with this aspect of the research and their relationships with the participant unionists. It will discuss how two broad methods are brought together to re-represent the discourse processes being investigated in a way that analysis can produce outcomes to benefit the workers by empowering them with useful perceptions of what is happening to their movement in the course of settling their work contract. Significantly it will describe how this same empowering process is simultaneously made the focus of the research process itself. It will further show how the practice of collecting data, far from being an empirical process is open to the discourses it investigates and is in turn constrained by them.

#### **3.1.1 Philosophical underpinnings**

The philosophical basis that informs the methodology in this thesis is that reflected in Chapter 1 and based on the complementary analytical tools of Marxism in its historical sense (Marx and Engels 1966 a, 1966b, Gramsci 1971), and its modern sense (Hobsbawm 1997) and the application of its principles in a practical as well as theoretical frame to language analysis (Voloshinov 1973, Callinicos 1989, Palmer 1990). This latter is in sharp contrast to the recent reliance on post-modernism as a basis to linguistic and wider matrices of thinking (Foucault 1980, Baudrillard 1983, Irigaray 1990). Without contradiction this platform extracts from post-modernist methods elements that enhance Marxism's dialectal materialist paradigm (Fairclough 1988, 1989, 1992, Guber and Lincoln 1989). The methods of data collection and approaches to the participants in the research likewise reflect a belief that praxis is the determining element of discourse (Voloshinov 1973, Sinclair 1991) and social semiotic approaches based on the inspection of language in use is of maximum benefit to both the researcher and the researched, particularly if the objective is to empower those repressed in capitalist society (Halliday 1978, Potter and Wetherell 1987, Kress *et al.* 1997, Stubbs 1997, Chouliaraki and Fairclough 1999, Pocock 2000b). Milroy

(1987: 100) critiquing Marxist based methodologies notes that they are more likely to produce terminologies and metaphors that find their rationale in the frame of people's relationships to the production processes, and cites Sankoff and Laberge (1978: 241) and their notion of a *linguistic market*. Clearly this is evident in Halliday's paradigm of language as an *exchange of commodities* (Halliday 1976, 1994). Milroy (1987) notes that whatever the outcomes of these perspective the nature of class and how language relates to social structure needs to be brought out into the open and discussed, and this openness is addressed here. Due recognition must also be accorded to the researcher's etic views and values as these too are part of the process. Any pretence that they will not enter into the research is ludicrous and rather concrete recognition of it needs to be included in the process and report. It is not a bias but one of the constructs that make up the entity of the process (Candlin 1997: xiv, Guba and Lincoln 1987: 211). The class interests and background of the writer then are foregrounded in the methodology employed in this paper. This part of the chapter will look at the options available to the field worker when choosing a work paradigm and how these both effect and are affected by the data. It looks at how quantitative and qualitative research, if they are considerate of the participants, may foreground significant aspects of discourse by providing data the researcher and researched can use to further their interests.

### 3.1.2 Complementary methods

*“depending on our analytic purpose, we sometimes need to look at the woods and sometimes at the trees; and the weakness of one method can be complemented by the strengths of another.”*

*Potter and Wetherell 1987:57*

Hudson (1966) says that in the real world research is frequently a muddled affair and pretending otherwise is a disservice to both the academic community and the wider society it hopes to benefit. This thesis attempts to variously focus and defocus aspects of the data in concert with Potter and Wetherell's metaphor in both its collection and

analysis of data. Tomlin *et al.* (1997: 100) note three principal methods of discourse analysis: introspection, a which is method is limited by misconstrued intuitions; the text counting method, which offers real data evidence but is limited by heuristic restraint and often shows an inadequate relationship between statistical method and theoretical frame; the experimental method which offers controlled investigation and clear evidence but is highly restrained and difficult to construct in the complexity of real social interaction. The experimental approach, famously reported in the work of Labov, is noted below but not used in this report. Introspection of data based on approaches outlined below and complemented with the distancing abstraction that corpus analysis provides are the principle methods employed here. There is a need to balance local with macro, ethnographic and interactional approaches that explain rather than simply describe social phenomena and the literature holds that a multifaceted method is the richest (Candlin 1997: xii). It is not assumed however that triangulation of the data by such an approach has fixed the data so that it may be viewed unerringly. This last issue is taken up in more detail below.

### **3.1.3 Overview of Methods**

The literature notes a range of language research methods including random sampling (Labov 1972a), ethnographic observations (Goffman 1972, Frazer and Cameron 1989) questionnaires, unstructured interviews, participant commentary, self reporting, diary studies and analysis of tape and video (Drew and Heritage 1992), corpus analysis (Sinclair 1987, 1991), social semiotic analysis (Halliday 1978, Halliday and Hasan 1985), discourse as part of other paradigms such as economics and politics (Chouliaraki and Fairclough 1999) and a range of holistic approaches. Chapter 2 has looked in more detail at the applicability of some of these to this thesis but critiques of some of their methodological implications are briefly reviewed here. Labov's sampling method that focuses language patterns explicitly makes it possible to describe the language of all users of a genre (Milroy 1987:17) but as a quantitative method addressing a small population it skews results and by selecting speakers Labov further introduced a bias (Romaine 1980). According to Cameron (1992:7-9 after Whorf 1956) ethnographic methodology fails to account for the linguistic construction of people's, including the researcher's, perceptions of their

circumstances. Interviews are very contrived forms of language events in which power relations manifest as turn taking rights, topic control are unequal, and grammatical form is formal and generic and thus unlikely to disclose anything about other genre (Milroy 1987:41-42<sup>18</sup>). Similarly questionnaires are restricted to investigation of a very limited amount of language and any social information deducted from them of a highly restricted nature (Milroy 1987:75). Surveys ask respondents to fit their answers into a highly confined regime then assume attitudes are fixed with people rather than dependent on social context (Potter and Wetherell 1987: 43). Guba and Lincoln (1989:36-38) reject the positivist pseudo-scientific model as largely committed to decontextualised quantitative data that is “coercive” in its authoritarianism, excluding alternative views of data. It is “putatively value free ... reliev(ing) the evaluator of any moral responsibility” (Guba and Lincoln 1989: 38).

## ***3.2 Qualitative Aspects of the methodology***

### **3.2.1 Introduction to qualitative methods**

This section will investigate briefly the apparent contradictions the researcher faces when acknowledging that the data they have collected both impinges on what the participants are doing and in turn alters their behaviour, distorting discourse processes in a way that would not happen in the absence of the researcher. It then looks at how this very contradiction might be inverted and made to contribute to the goal of empowering the unionists. It also discusses issues of protecting the rights of the participants in the data collection process and how this varies with different sections of the research in response to other objectives. This section then discusses the data collectors and an emic approach to their role in the research as an empowering process. It then turns to the physical process of taping conversations and meetings

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<sup>18</sup> Guba and Lincoln (1989:151) P 151ff describe the negotiation of the research construction with participants as based on a series of shared and progressive interviews with the participants in order to ascertain their views. The interview process itself is a construction as Guba and Lincoln acknowledge. The limitations of interviews are highlighted in Potter and Wetherell's thesis that discourse analysis is about investigating the construction and use of *language* as a component of relationships between participants (Potter and Wetherell 1987) and it is that paradigm that informs this report. It is not immediately concerned with the participant's re-construction of the issues but rather how their language constructs and re-constructs.

and the need to make field notes that enable recorded data to be usefully re-contextualised as analysable computer semes without pretending these 're-enact' the original discourse. In the course of this the transcription methods employed are outlined and a regime of notation given.

### **3.2.2 Observer participant**

In this report the researchers are not assumed to be distant from either the participants in the analysis nor from the discourse processes they are involved in. According to Grillo (1989:20) language research methods need emic and etic approaches that balance "structure and construction, actor and observer, and their interplay." They must provide a distance from the entire and unobservable entity of discourse by removing elements of it from its context and process these. Contiguously it needs to ensure that reflection and insights into these extracted elements are done in constant reference to the relationships and meaning making the original producers intended and invoked. Mumby and Clair (1997:185) note the value of observer-participant study and close textual analysis in this regard. After Blom and Gumperz (1972), Milroy proposes participant observation where the researcher's distinction from the discourse is reduced by their joining the group and empathically participating in its activities as a methodology. She cites Burdon (1978) to the effect that as relationships with the participants develop barriers and non-peer type language recedes, but notes that just as with any human relationships differing contexts will generate differing moments in the researcher's distance or intimacy with the individuals in the group. Gumperz (1982) says that use of insider code reduces social distance and Milroy notes that "persons accepted as insiders are more likely to be able to participate in group activities and have access to types of language different from those observable to outsiders" (Milroy 1987:62). The writer's years of experience in the union field and the genres of union mass meetings, conversational style agitational work and delegate meetings with individual and small groups of unionists, and extensive participation in union-company negotiations also gives him an intuitive understanding of texts and segments of text that otherwise may go unobserved. In the same manner the long association with a number of the other participants gives the writer insights into their specific and generic relationships with each other and how these might be

semantically realised in a particular discourse phase (Guba and Lincoln 1989: 173, Pratt 1989: 78). This constructivist method (Guba and Lincoln 1989: 46-48) necessitates forfeiting control over the process by the investigator and recognises uncertainty of outcomes and a cline of results that account better for local and changing phenomena, a dialectical processing of emic and etic constructs. The methodology used here then describes “the overall strategy for resolving the complete set of choices or options available to the enquirer” (Guba and Lincoln 1989:183).

### **3.2.3 An empowering approach**

One of the fundamental issues for the present research is that of empowering members of the union at both base and elected official member levels. If such an outcome was to be achieved it was held from the outset that a methodology which would front this issue should be adopted. Following a neo-Marxist position (Freire 1970) Guba and Lincoln label the pseudo-scientific model as oppressive and an instrument of the status quo (Guba and Lincoln 1989:65). Their approach to research is based on constructions that include the values of the participants and the researcher and are linked to the contexts they derive from. As such they may empower or disempower stakeholders in the groups concerned according to how the evaluation findings are presented. They also propose that rather than making the participants the object of research, evaluation needs to negotiate with, and outline directions for them to generate a commitment to that course of action that respects their dignity and integrity (Guba and Lincoln 1989:8-11). This dialectic needs to be complemented by a balance of qualitative and quantitative data and its processing. They describe such a methodology as a hermeneutic dialectic in the Hegelian sense:

“ hermeneutic because it is interpretive in character, and dialectic because it represents a comparison and contrast of divergent views with a view to achieving a higher level synthesis of them all.”

Guba and Lincoln 1989:149



### **3.2.4 Action research**

#### **3.2.4.1 A paradigm for empowering union members through the research process.**

It was noted in Chapter I that one of the purposes of this study was to work towards the empowerment of the unionists involved. The literature notes that historically the very reverse is often the outcome of research as we, the academic elite as a component of the capitalist power structures study them, the powerless (Kuhn 1962, Cameron 1992: 3, Gaventa and Cornwall 2001: 70-72, Reason and Bradbury 2001: 7-10). The questioning of this hegemonic paradigm raises issues about how academic knowledge such as this thesis is derived and about the power relationships just alluded to (Cameron 1992:5, Guba and Lincoln 1989:155). Legitimate power, including that of research, may be defined as “with others rather than over others” (Reason and Bradbury 2001:10) and it aims to transform social structures and to benefit the researched and the researcher, a process that is “delicate and not at all straight forward” (Cameron 1992:1).

#### **3.2.4.2 Limitations of practice**

With these concepts in mind the framing of a practice of research that would engage the other goals of the project, and the various and at times conflicting interests of the participants and the researchers as participants was developed. It was a framing that changed with the project and with the participants understanding of how it might work. Guba and Lincoln (1989:246) say that for the participants to have real authority in the process there must be equality of input from them and they need equal skills in bargaining what the outcomes must be. The reality is this is idealism and is self-evidentially unachievable. In practice the participants have uneven interests in the project and unequal skills in negotiating its goals and methods of implementation. As Guba and Lincoln (1989:203) note some participants will be at greater risk than others. In this report the union members are exposed in relation to their company and the union negotiators are exposed professionally, politically and in their employment. These factors are examples of why participants are likely to moderate their

involvement, including hedging their commitment to the design of the project. Initially the concept for the project was raised by the researcher with the regional secretary of the union. Both had been involved over some years in issues connected with the involvement of base members in the life of the union and with political struggles against the bureaucratisation of the movement. It seemed not unnatural to the writer that in an era of intensifying focus on the discourses of exploitation (Callinicos 1989, Chouliaraki and Fairclough 1999) that the union movement would benefit from focusing on how semiotic processes contributed to or impeded membership participation in the movement. The concept of analysing union talk was then taken to the local organisers who took it up enthusiastically. The willingness of the unionists to include the researchers in what were already hugely overburdened schedules might be one indicator of this. Indeed discussion about the need to get members more active and responsible was a motivating force for paid unionists' support of the project. Understandably their perspective was not academic and their voicing of the technicalities in a discourse sense was unfocused

### **3.2.4.3 Participative models**

Initial participative models according to Gaventa and Cornwall (2001:72) described power as a dichotomised "notion of: 'they' (structures, organisations, experts who) had power, and 'we' (the oppressed, grassroots, marginalized who) did not" and they say research aims to close the gap through "processes of knowledge production." A second model proposed that some knowledges such as that of experts received more attention than others such as that of laypersons and here empowerment meant mobilizing action to overcome this imbalance. A third model, related to Gramscian hegemony suggests that the powerful control the awareness of power imbalances through socialization, media, shaping public opinion and countering it involves consciousness raising, and developing popular knowledge. In the first model knowledge is a power resource, in the second power is active control of production of knowledge and in the third production of knowledge controls the agenda. After Foucault they propose knowledge as power and say there is no power without knowledge, no relationship is exclusive of power. They also note that this Foucauldian view "fail(s) to analyse broader sources of oppression" and so limits the action-

reflection base of participant driven research (Gaventa and Cornwall 2001: 73, see also Reason and Bradbury 2001: 6).

The writer's experience in the educational and union fields brought a relatively formed perspective on participant involvement but at the outset of the project the paradigm discussed in this section had not been so clearly enunciated and the principles Gaventa and Cornwall discuss were only brought to bear on the data collection in a focused manner midway through the data collection. They propose that participatory research posits knowledge as resource, action as the production of knowledge and consciousness as how this production changes the understanding of participants (Gaventa and Cornwall 2001: 74-75). Of particular importance in this regard is the fact that the union approval of the project and decision making about where data should be collected and initially the process was driven from the top of the organisation. The members in the factories who later became participants did discuss the project as it affected them and significantly gave it their approval. It should be made clear however that they at no point initiated it nor had real control over either its direction or how the results would be used. There is a danger of giving the appearance of mass participation when in fact perpetuating current inequalities, replacing one set of dominators with another, and of the powerless simply echoing the powerful as a way of compliance (Freire 1970). While the present project aimed from the outset to produce knowledge that would help the unionists to improve their organising strength so that they might better confront capital it was not always optimally an action research one in the sense the literature currently defines it. Throughout however, it had an action-reflection motivation. As the data was collected and partially analysed the issues raised were taken back to the participants as often as was practical. This took two forms. At the early stages of the project in discussing with the unionists how they viewed what was happening at meetings and then later as on-going analysis of the data began to foreground some aspects these were taken back to the participants and discussed. On three occasions the data was taken to special meetings of the negotiators and they gave feedback on the analysis. They were also asked to suggest directions for further analysis of the data but this did not produce much of significance. In hindsight this reflects their sensible unwillingness to make foray in a

field they had little experience in and also high-lights the need for long term commitment by researchers in the field with a view to co-developing levels of understanding with the participants that will enable them to become self-reliant discourse analysts. The present project then must be seen as preliminary at best if it is to avoid the tokenism and replication of repression noted above and that Freire so pertinently addressed (Freire 1970). The participants did suggest further areas of research in new directions that they thought might be useful in a separate but related industry. This however was beyond the scope of the project.

### **3.2.5 Ethical standards**

If it is to avoid being exploitative and invasive of the participants' lives research needs to follow Labov's precept of serving the community, of acting as an advocate for the researched's interests, research for the subject (Cameron 1992: 13-15). In such a matrix data collection must follow ethical standards that at the minimum respect privacy and be obtained with the informed consent of the participants (Milroy 1987: 77, Guba and Lincoln 1989: 121-122, Kennedy 1998: 77-78). Surreptitious recording is an unacceptable practice, particularly because participants will grow to distrust the researcher(s) and long-term goals are jeopardised. Potter and Wetherell (1987) note the contradiction between surreptitious recording that minimalises participant modification of behaviour and the ethics of openness but say that full permission from all participants is essential. Milroy (1987:87-79) notes that as trust grows between researcher and researched candidacy is less of an issue and "the borderline between overt and covert recording can become blurred" for participant observers. Consent to collect data was acquired at several levels within the union to account for and respect both union structures and working class perceptions of democracy. At the structural level a notice of the intention to collect data and individual consent forms, both based on those used by the *Work Place New Zealand* group, were shown to the national and regional union management committees and at a further point to the worksite representatives and then distributed to the union members involved for signing (Guba and Lincoln 1989:191 -94). Milroy notes that researchers need to wipe tapes that the participants feel too sensitive about immediately a recording session is completed. Indeed investigators with long-term relationships with groups, as in the present case,

may find themselves with material they wish they did not have. As the recording equipment fades into the background following Labov's (1981: 33) guideline Milroy suggests that only material which would not become a public embarrassment to the participants and the group should be used. She notes the discipline wide consensus that "pseudonyms should be used for both personal and street names." Here corporate names and other names are changed because the reality is that in a small community like Christchurch in a limited size industry such as the one being analysed not a great deal of detective work is required, by people in the industry at least, to identify themselves and others (Milroy 1987: 87-91, see also Potter and Wetherell 1987: 162, Watts 1991: 11).

### **3.2.6 Data collection**

The data was collected from a bread factory between February and April 2000 and was later categorised into four distinct types that are set out in Table 3.1 below.

### **3.2.7 Collecting data from union participants**

At each point data collectors and union site delegates explained to individuals or small groups of unionists the nature of the research as a tool for academic investigation and to provide understanding of how democratic processes in their organisation are. At this point and when data was actually collected participants were advised that if they wished at any time tape recording would be stopped and if they so wished collected data would be erased and not included in the corpus. It was also pointed out to participants that academic research within capitalist society was in principle part of the capitalist state and open to use against workers in struggle but that this could be partially negated by their exploiting opportunities to use the data and its analysis for their own benefit. It is recognised here however, that the researcher's power within the union structures such as long standing personal and working relations with a number of the union officials helped engage a considerable element of goodwill that became a political pressure within the union groups that was difficult for individual members to resist.

### **3.2.8 Collecting data from company participants**

Data collection does not always proceed smoothly and access to some locations and settings is difficult (Milroy 1987: 81). In the case of the meetings which involved negotiations between the company and the union, the union participants took the request for data collection to the company so that it would be clear that the research was part of a union project and had no claim to be independent of wider processes.

### **3.2.9 Data collectors**

The data used in the corpus for this study was collected by three people. The data collected in the early phases of the field work was recorded by the present writer but work commitments outside of New Zealand meant he was not be able to continue as a direct participant and it was decided to involve another academic 'Gabrielle' and one of the union delegates 'Billy' as data collectors. Gabrielle was a postgraduate student from the sociology department in a local university and was keen to gain experience as a data collector. Billy was an enthusiastic supporter of the research project and had been involved with union discussions in the NDU on it from the time it moved into practice. Neither Billy nor Gabrielle were experienced in recording data so a training session was given outlining the principles of minimal interference in processes being recorded and optimum participant control over the collection of data. In practice the company decided not to allow Gabrielle on to the worksite so she was restricted to gathering data at the negotiations between the union delegates and the company representatives as well as the mass stopwork meeting. Interactions between the delegate, Billy, and members of the union that took place inside the factory were recorded by Billy himself. This method of data collection produced sections D1, D2, D3, D4, D5, and D6 of the corpus. It should be noted here that the workers' contract was not settled in this round of negotiations and a number of other events including the broadening of sections of the contract to bring them into line with relevant sections of union members doing similar work on other sites were later included. Significant changes to the labour legislation also came into effect between the period when the present data was collected and the contract was finally settled some nine months later. Changed legislative weighting was, for example, given to collective and

individual contracts and right of union official access to work places became easier and these changes together with the fact that the writer was unable to be in New Zealand at the time contract negotiations got underway again led to the decision to conclude field work prior to the initial goals being achieved. The time lapse and the changes noted seemed to define the close of one discourse and the commencement of another.

### **3.2.10 Observers' "Paradox"**

In theory good analysis focuses on records and documents of interaction of the participants among themselves rather than with the researcher, whose influence should be minimalised. Transcripts of ordinary verbal interaction, personal and official documents that the investigator has no part in producing are the grist of enquiry, variety of source often showing not uniformity but participants "undermining each other's versions" (Potter and Wetherell 1987: 162, see also Watts 1992:12). Observer paradox is a constant factor that is never entirely eradicable and again is best simply acknowledged (Cameron 1992: 6-7, Reason and Bradbury 2001:4-6). This report adopts such a realist perspective and accounts for a dialectical interaction between the researcher and the researched (Cameron 1992: 9-11). The following section discusses how this it is a planned part of both the data collection and its analysis.

### **3.2.11 Participant observers**

The interaction of the researcher with the researched, of data collection with contextual processes is reflective, that is, the participants are conscious of it and it becomes dialectically related to other processes such as the negotiation of the workers contract. In Watts' (1991) data remarks are frequently made about the recording process and that pattern is repeated in the material analysed here. In the present study the data collectors sat in the various groups and were visible to the participants. Apart from Billy they generally took no part in the proceedings where these were formal but from time to time were involved in informal gatherings when brought into the conversation by other participants. At points where the tape had to be changed all of the data collectors took on a relatively more profiled identity. In so far as he or she

did not say anything or very much in the discourse events, the data collector did not differ from some of the participants who also said little or nothing in the course of some events. As the data shows at each point the floor is held by one or two key interactants (Hayashii 1991). The data collected and analysed in this thesis is a range of material that primarily focuses on discourses external to the research. There are no direct questions and little immediate interaction between the researchers and the other participants that foreground the data collection per se. The objective was to be participant observers who were “ a part of the setting which he or she is studying” (Milroy 1987: 77), part of a close knit group that was relaxed about being recorded and produce high quality data and insights otherwise unobtainable (Milroy 1987: 78-79). It could not be claimed that the writer was involved in the negotiations directly as a member of the union team. In the period that he was recording data however, he was often part of the union team during lunch breaks and at other non-immediate reflections on the negotiation processes. At these points he was involved in union assessment of proceedings and what subsequent decisions might form the basis of progressing the negotiations. According to Watts the principles of ethnographic studies become increasingly less applicable as the participants of groups become more intimate, family settings being the most difficult to genuinely become a participant observer. The plethora of information gathering by a wide range of state and private institutions, both overtly and surreptitiously make participants more cynical and guarded. The best researchers can do is to design the data collection in concert with the participants and the context of situation (Watts 1991: 264). In this sense the writer as a researcher was concerned with maximising the gains for the unionists and union members, particularly those like Billy who helped collect data and then reflect on what it meant and how it might be interpreted, were enthusiastic researchers.

Prolonged exposure to a research site enables the researcher to build an in-depth understanding of the context and situation of the texts being recorded (Richards 1997: 146-47). In the present research the writer has little direct experience with the particular work site where some of the data was collected but many years of experience in parallel union work as well as extended relationships with the union negotiators. Gabrielle was completely new to the context but she collected data in



close consultation with Billy who had been a union member for over thirty years and had also had a closing working relationships with other members of the work site community as the union delegate and a co-worker. Data collected by various methods is useful and includes “workplace observation, informal contacts with participants, pre- and post recording briefings, follow-up interviews and contextual notes provided by the participants at the time of recording” (Holmes *et al.* 1999). Constant reflection on what is happening in data collection helps improve the quality of the process and empower the data collectors (Guba Lincoln 1989: 196-201) so after the writer left the immediate research site he remained in daily contact with the other researchers by phone and e-mail for the period of the data collection. Following some initial analysis of the data further face to face meetings with Billy were held and the recordings reviewed to confirm speakers and other details of the various meetings’ spatial layouts.

### **3.2.12 Recording the data**

Tape recorders fundamentally changed the paradigm within which language data collection is done in that they enable researchers to capture and replay aspects of a living discourse and replay it repeatedly and with defined accuracy for analysis (Richards 1997:144). The tape recorder shows the intricately structured nature of spontaneous language “particularly the information flow and the negotiation of personal space...the order of speech, its choreographic complexity as each moment becomes the point of departure for a further discursive move” (Halliday and Hasan 2000: 203-04). Video and computational recording and analysis are in many senses simply broadened and enriched extensions of this paradigmatic shift. The recorder used in this instance was a relatively unobtrusive ‘walkman’ type with lapel and micro tabletop microphones (Kennedy 1998:80). With any recording facilities however the researcher needs to be constantly aware that they have nothing more than a thin decontextualised slice of the original discourse to work with and thus any conclusions drawn from the best collected data can do little more than offer insights into social and wider processes. In a real sense recording becomes a metaphor for broad discourse in the same way Halliday notes that reported speech is a ‘twice cooked’ metaphor for direct speech (Halliday 1994: 253) and when tape transcripts are further extracted

from audio data and then reprocessed as digital semes further re-configured to interface with concordancing software in a computer the metaphorisation processes has removed the product by several orders from the original. In the final analysis the data only represents itself (Watts 1991: 263). What is important is what the researcher makes of these metaphors (Halliday and Hasan 2000: 207). Indeed the literature notes that the parameters the researcher brings to the study, in this writer's case for example, those of a Marxist unionist using SFG tools, help determine where a tape recorder is placed in a meeting, what angles a video camera is placed at, and which details accompanying notes thematise (Watts 1991:10 and *in passim*) As with other aspects of research the best approach is to acknowledge the research framework. Texts are open to many interpretations but respecting the unity of texts in its social context "recognise(s) their importance in the economy of the logonomic regimes which operate at the time" (Hodge and Kress 1988: 59).

If oral data is to be understood in its context it is useful to know something of the kinesic, paralinguistic, and proxemic communication that accompany it (Potter and Wetherell 1987). Video taping can provide comprehensive data, particularly on paralinguistic features and early discussions with the *Work Place New Zealand* researchers raised the question of using that mode to record the data here but as Watts (1991) notes while videos provide more data for analysis they are largely impractical for the solo participant-observer and are much more intrusive, often giving the illusion of recording more information, than audio equipment when in fact their viewing range is uni-directional and focused at one point and not recording a wide range of other equally important interactions and perspectives. The neutrality of the audio recording more than compensates for its limitations (Watts 1991: 16).

### **3.2.13 Field notes**

#### **3.2.13.1 Triangulation and its limits**

All methods have a source of error that cross methodology needs to reduce or eliminate. Researchers use different methods to cross check the same data or field,

they may as in the case of the present report employ quantitative and qualitative methods variously as well as collecting and compare accounts of what takes place in a particular discursal event (Stubbs 1983). According to Labov (1972b) “(T)he value of new data is directly proportional to the differences in methods used to collect it.” However the literature also notes caution needs to temper the conclusions deduced from ‘triangulation.’ Triangulation assumes there is an unchanging standard against which a phenomenon can be checked, but such a premise is fallacious (Potter and Wetherell 1987: 63). That two or more approaches produce related results is in itself a construction, and while that is not intrinsically negative and indeed may help to focus a perspective in the enquiry it is not the same as saying it proves something for all time (Guba and Lincoln 1989: 240). Indeed if method is to include triangulation at all it must focus on disclosing the “negotiated practices among the participant members” thus forging an alliance of the data, the participant resources and the scientific community (Candlin 1997: xiii). Holmes *et al.* (1999) say useful correlation of data can be achieved through “workplace observation, informal contacts with participants, pre- and post recording briefings, follow-up interviews and contextual notes provided by the participants at the time of recording” (373). Triangulation of data in the positivist sense alluded to above is not used in the present research. Instead field notes of the type Holmes *et al.* describe about the core data are used to provide more accurate understanding of the texts recorded. These notes for the present research fall into two categories, those pertaining to the collection of data by audiotape and those recorded by the writer on discussions with the participants about the material and the research processes in general.

### **3.2.13.2 Describing the recording process**

Of the three data collectors the present writer and Gabrielle methodically noted the place and time of recordings, the purpose of the gatherings on paper. Where these purposes were identified by the participants such as an informal gathering of union negotiators after a meeting with the company representatives that nomenclature is used to describe it. Where the informants themselves did not identify the event it was named by the data collector. Informal chat around a coffee machine between sessions with the company is an instance. Data collectors also noted the physical outlay of

events by drawing schematic plans of the placing of participants in relation to each other and the microphone. An example of this contributed to the schematic lay out of the stop work meeting in Chapter 7. Where it was not possible to accurately identify individual participants by name they were noted by their position in the gathering and given an alphanumerical identity. This again is instanced in the data collected at the stop work meeting where Gabrielle was unable to 'name' speakers from the floor. The subsequent loss of identity and de-personalisation is acknowledged here. The present writer and Gabrielle further hand wrote a partial transcript of the verbal interactions as they were being recorded. Each speaker was given a prior alphanumerical code and when they spoke their first few words were written down in long hand so that when the data was transcribed a high level of speaker identification<sup>19</sup> could be achieved. Additionally places where there were breaks in the recording process such as at the end of a cassette and its replacement with another were noted.

For the data collected by Billy a slightly lesser accuracy in speaker identification must be acknowledged. The section of data he collected was done while he went about his work as a factory employee and while he was talking with his fellow unionists informally about the progress of the contract settlement, these two roles sometimes but not always being contiguous. In his case he was unable to make written notes of the verbal processes as he had to prioritise his responsibilities as site delegate and additionally was constrained by the fact that most of the interactions he recorded were done in informal and standing positions that did not facilitate the writing of notes. Data collection for him was a very secondary process to organising the union members in the factory. Billy did record some information about the participants and commented verbally on contexts on the tapes themselves both before and after events but lack of training and pressure of other commitments prevented him from doing so consistently. For this material accuracy in identifying speakers was achieved by two different transcribers cross-correlating their scripts of the data and then referring unclear instances to the participants where this was possible. Again the potential for inaccuracies is acknowledged here.

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<sup>19</sup> As already noted, all participants have been given a pseudonym in this thesis to protect their identity.

### 3.2.14 Transcription

Potter and Wetherell say the importance of accurate transcripts cannot be underestimated. While they are extremely time consuming and laborious they “forc(e)...the transcriber to closely read a body of text,” (Potter and Wetherell 1987: 165) and struggling with it construct a new one from it. Kennedy (1998: 81-82) says detailed annotated transcription of spoken data typically takes 25 hours for each hour of recording and hundreds of hours of repeated listening and review are needed to analyse the material insightfully. Only the closest transcription and recording of all the aspects of discourse, including non-verbal and intuited elisions by the participants gives a complete understanding of discourse (Potter and Wetherell 1987: 13) and in the present data such information is included where it seems to elucidate important aspects of interactions but as noted below a minimalist approach is taken to annotation. The data was initially transcribed by a professional within the regime set out below. It was then re-transcribed by the writer and the two scripts collated, first after the two transcribers consulted and then where there seemed inconsistencies or logical or fluency errors the participants were asked to listen to sections of the tape and to give their interpretation of what they heard. Stubbs (1983) notes that any transcription is biased. Auditory hallucinations are a problem, the transcriber hearing something that is not in the data or not hearing what is there. By changing the medium from aural to visual one changes what is perceived. Comprehension, says Stubbs (1983), is a sampling procedure in which a lot of phonetic detail is irrelevant so the analysis faces the danger of foregrounding then analysing irrelevant things. For these reasons the writer did not accept all of the participants renditions of what they heard on the tapes and where material is unclear it was simply noted as such. Having noted that constraint repeated listening did provide much valuable detail and clearly the writer’s experience in the genre improved accuracy. This was particularly evident comparing the initial drafts from the professional transcriber and the writer.

The researcher needs an estrangement device to enable her to step back and observe. The systems management of conversation is very fast. The correcting of miscommunications is, as examples in the data exemplify, often difficult to observe. Listening repeatedly to recorded data helps and recoding and transcribing are in

themselves estrangement devices (Stubbs 1983, Potter and Wetherell 1987). Listening repeatedly also helps provide a distance from the material that can reveal insights into how the participants use the data. The balance of participant and professional transcription in the present research seems to have provided rich texts.

### **3.2.15 Methodology and notation**

It is important to put large amounts of data into manageable chunks that relate to the research question(s). At times what is of import may not be immediately recognisable and a cycle of analysis and coding will be necessary. Coding needs to be pragmatic and inclusive rather than attempting to force the material into preconceived theoretical outcomes. Frequency and deviance are both of interest and borderline cases need to be included at least initially (Potter and Wetherell 1987: 160-76). Following the format used in the *Wellington Corpus* and the *Language in the Workplace* research; samples of transcribed text are presented with minimum annotation. Although richer annotation of data is possible a minimalist approach is used here to reduce complications for the corpus analysis software. The regime set out here is after that described by Vine *et al.* (1999).

#### **3.2.15.1 Speaker Identification and turns**

Speakers are identified by two upper case Roman characters followed by a colon. These are normally the initials of the pseudonyms given to people in this report to protect their identities. These also mark the beginning of a speaker turn.

##### Extract 1

BH: (...)bakers just having a natter about how the meeting went  
from D1

Here 'BH' denotes the union delegate Billy Hall.

### 3.2.15.2 Character set

The characters used in the transcript are the Roman upper and lower case ones:

abcdefghijklmnopqrstuvwxyz

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Capitals are reserved for emphasis distinguished in the audio data as a marked increase in pitch and or volume: as

#### Excerpt 2:

ST: I'D HAVE GONE THERE

from D1

Here ST raises his voice markedly.

The following non-alphabetic characters are used to mark discourse features:

() [] ' : + / // \ \ -

Uses of these are described below.

### 3.2.15.3 Punctuation

No punctuation is used with the exceptions of the apostrophe (see Extract 4 below) and the question mark that is used only where intonation in the audio data is not clear in the transcribed version.

#### Extract 3

ST: with his pants down?

from D1

This punctuation regime allows the software to allocate a single function to characters such as the period that is conventionally multi-functional in English.

#### **3.2.15.4 Transcription comment**

Comment on paralinguistic and other features considered significant is enclosed within square brackets “[ ]”:

##### Extract 4

BH: [laughs]

ST: [quotes imaginary speech from John Tree]: hang on these guys are being reasonable + i'm looking like a cunt here:

Both: [laugh]

from D1

In Extract 4 BH's and ST's laughter is indicated and the fact that intonation and other features make it clear that he is inventing and or reporting speech from a person, John Tree, not present in the dialogue is also noted.

#### **3.2.15.5 Pauses**

Pauses are noted with the character + as in Extract 4 where ST hesitates after the word 'reasonable'. Vine *et al* (1999) increase the number of these characters in their data to denote longer pauses, allocating one character per second but this fineness of transcription is not used here.

#### **3.2.15.6 Inaudible or incomprehensible speech**

Inaudible or incomprehensible speech is denoted by (...)

##### Extract 5

ST: (...) yeah

from D1



Here in Extract 5 ST's says something prior to the word 'yeah' but it is not audible enough for sensible transcription.

### 3.2.15.7 Noises

All hesitations ending in 'm' sounds are denoted by "um" as at the end of BH's turn below:

#### Extract 6

BH: [laughs] there was another little twist I've gotta tell you [ya] + um

from D1

The "ya" in parenthesis here is annotated thus because all forms of 'you' are transcribed with the one lexeme but in this case it was particularly strong and annotated in case further investigation was deemed useful. Hesitations not ending in 'm' are denoted 'er' as instanced below:

#### Extract 6

BH: sounds pretty good because he reckoned he was shaking when he was up in the er smoko room

from D1

### 3.2.15.8 Overlaps and interruptions

Overlapped speech is not physically spaced in the transcript but marked with double slash lines leaning right in the current speaker turn (Sacks *et al.* 1974)<sup>20</sup> where the overlap begins and with a single slash leaning left where the interruption ends in that turn. New speaker overlap begins in the transcription with a single slash leaning right and ends with a double slash leaning left:

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<sup>20</sup> See chapter Chapter 2 on turn taking for details of the processes alluded to here.

### Extract 7

ST:     yeah and I actually thought that that particular meeting that     gavin //had come-\

BH:     /he would\ come back with it

from D1

In this excerpt BH interrupts ST at ST's words *had come* and the two speakers are speaking at the same time for a very short period until ST gives up his turn rights and allows BH to complete the sentence for him. BH's *he would* are spoken at the same time as ST's *had come* but his *come back with it* are said without competition from ST. One analysis of this is that the two speakers are building solidarity with each other (Sacks et al 1974) with co-operative narratives (Eggins and Slade 1997) and the notation attempts to provide for such analysis.

Where more than one overlap occurs in a single turn these are numbered. The fact that ST has given up his turn without "finishing" in Extract 7 is denoted with a hyphen. This notation is used for self and other interruption.

### **3.2.15.9 Tagging**

The transcribed text has been tagged and used with concordancing software to investigate lexico-grammatical patterns. Corpus concordance lines are presented to show the Key Word In Context with a minimum spread of four lexical items co-text (Sinclair 1987, Kennedy 1998). Tags are denoted by < > brackets.

### Extract 8

BH:     well we <E> suggested that they pay the blokes two percent

from D1

In this extract the lexical item “we” is tagged and this annotation allows the concordancing software to identify certain functional and relational features that are discussed more fully in the analysis section of this report.

### **3.2.16 Analysis – from theory to practice**

The analyst cannot avoid struggling with the data reading it over and listening to it repeatedly, anticipating false starts and non-productive hypothesis that leave too much unexplained. “There is no mechanical procedure for producing findings from an archive of transcript” (Potter and Wetherell 1987: 168). The aim of analysis is not to produce a definitive and unified summary of what seems to fit the researcher’s thesis, “reconstructing it in ways that make sense to us” (Potter and Wetherell 1987: 168) but to identify what is “fragmentary and contradictory” so that one can understand the function and consequence of a text. Only then can the researcher begin to form hypothesis, attempt to describe how different texts are generated by and regenerate different contexts. Following Mulkey and Gilbert (1982) Potter and Wetherell say the results will do no more than justify one’s own prejudices (Potter and Wetherell 1987). Chapter 4 applies these matters to the data that forms the basis of this thesis.

### **3.2.17 Qualitative analysis as empowering**

This section of the chapter has looked at how a qualitative approach to data collection that takes into account the goals of helping the participants to achieve their aspirations needs to be empowering in itself not just in any outcomes it may provide the participants with by way of a report. It has discussed the role of the participant observer and described how the writer and two other people involved directly as researchers were further part of the union processes aimed at winning a work contract at the factory they are employed in. The section has also described the data collection, the equipment used in this process and its limitations. It has taken up the matter of supporting the taped data with field notes and of acknowledging the need for these to enable an organic interpretation of the audio material without pretence of validation.

Finally it has described the notation used so that the material could be further used in quantitative analysis and it is to this the chapter now turns.

### ***3.3 Quantitative Aspects of the Methodology***

#### **3.3.1 Introduction to the quantitative aspects**

This section of the chapter takes up the second method used to approach the data and provides a springboard into the next chapter where the data is analysed. Here the issues of bringing like senses – be these single lexical items or syntactic patterns – from the corpus of data together so that relations among the participants may be focused in particular ways are addressed through computational corpus analysis. The section assumes that the intuitions of the researcher on their own fail to provide adequate understanding of data and that better global and local perception of how text is used by discourse participants may be gleaned from complementary quantitative compilation of the material under investigation. It also discusses how the corpus of data is constructed and the rationale for choosing the data that forms the basis of this report. It further looks at the software used in the analysis and how the data was formatted to provide a minimal yet useful re-representation of the original discourse as a computer database.

#### **3.3.2 Computational corpus analysis**

When Labov began collecting data systematically in New York department stores in the early 1970's he 'revolutionised' the process of language data collection towards a methodology that emphasised observation of instances of data systematically collected, of language in use rather than that contrived by the intuition of the linguistic 'expert' (Labov 1972a). The revolutionary nature of Labov's work must be seen in the context of the dominance of the so-called cognitive linguistics of the era and its rejection of the quantitative studies that the Prague School and other functional linguists undertook in the 1930s in favour of 'expertise'. The limitations of his creative approach however are quickly apparent: in his classic study Labov examined

one instance of one item of phonetic change across social groups – the distribution of the vocular-R. To investigate living language of a more complex nature with such an approach is patently out of the question. Syntactic analysis of natural language is extremely difficult, for example, as without the artificial restraints of Labov's questionnaire type research it is not possible to "set up situations" that produce the target language (Milroy 1987: 150-55). The data used in this report is a series of whole texts spread across a massively broader time scale than Labov's single 'sound item' yet the philosophical and methodological approach that underpin his research also inform this research. To that end SFG and CDA paradigms are used to investigate language as a social semiotic but one criticism of SFG is that current practices are orientated towards system rather than instantiation (Chouliaraki and Fairclough 1999: 143). CDA is also criticised for not evidencing its claims in sufficient detail, a deficit that it is suggested may be resolved by combining these disciplines with the insights of computational corpus analysis (Stubbs 1997: 112).

### **3.3.3 Corpora in research**

Just five years before Labov's famous experiment a less hailed but equally far reaching break through in linguistics was made by Francis and Kucera of Brown University in the USA when they compiled the first modern computer corpora (DATE). It was a paradigm shift in that it enabled qualitative and quantitative aspects of investigation to be undertaken simultaneously. Grammatical syntagms or lexical items from actual language use could now be seen in their local context or extracted and viewed generically in concert with other comparable excerpts. The corpus analysis approach is not a paradigm for understanding language but rather a systematic way of analysing it and is intimately connected to the systemacity of Hallidayan SFG (Bloor and Bloor 1995: 251, Kennedy 1998: 7-9, Mair 1991: 80) because it studies how language constitutes the social order (Stubbs 1995:61). However there is a strong theoretical aspect to it in that paradigms such as SFG characterise language in a similar manner to a relational data base, dividing it up into systemically related sections (Knowles, G. 1996:50-51). Corpus analysis brings a powerful tool to the theoretical investigations of living language by allowing the quantitative analysis of texts and their grammatical systems that is instantially based

(Sinclair 1991: 14, Halliday 1993: 1-10, Svartvik 1996: 1, Kennedy 1998: 1). Halliday notes that if we are to inquire into patterns that are genre distributed such a methodology is vital and “the finer, more delicate our categories become the less frequently each instance will occur...it will require a large sample...to yield sufficiently large number of occurrences” (Halliday 1993: 10, see also Kennedy 1998: 272). Purpose constructed corpora, however, particularly for those focused at discursal level analysis may usefully be less than 100,000 words (Short *et al.* 1996: 110-11). If we are to let the data speak for itself rather than second guess how it might realise meaning we need the qualitative and quantitative facilities of instantiation that concordance lines realise and the sample breadth that corpus analysis provides (Milroy 1987: 4, Guber and Lincoln 1989: 235, Sinclair 1991: 39, Coulter 1993: 91, Stubbs 1996: 152-52, Chouliaraki and Fairclough 1999: 155),

### **3.3.4 Corpus and discourse analysis**

Equally however corpora and the information they provide stand in danger of being socially and culturally uni-dimensional and abstract unless complemented by qualitative approaches such as discourse analysis (Grillo 1989: 19, Mair 1991: 80, Chouliaraki and Fairclough 1999: 154) and where pattern are discernable there is no certainty they will realise particular interactions between participants (Schiffrin 1988: 272). Neither does computational methodology remove the researcher’s bias from text analysis. “It is evident that intuition is involved at several stages: which feature to study, how delicately to code, how to interpret the findings.” (Stubbs 1996: 70; see also Sinclair 1991: 36, Kennedy 1998: 2-4). Indeed the patterns of language, be they local or text wide, are not contained in the corpus or the software used to analyse it but rather in the relationships between the users and their use of the vehicle to mediate life’s tasks (Crystal 1985: 102). Additionally corpus material and its analysis is dependent on the social insights that discourse analysis provides to give it contextual vitality, in short, it is not a stand alone tool (Grillo 1989: 19). As Thomas and Wilson (1996: 106) put it, their corpus did not tell them anything they had not already derived from discourse analysis but that it quickly revealed the instantiations in a collated form that otherwise would have been impossible to obtain. For the present study corpus analysis’ system and instance dialectic of language is additionally useful

in that it provides a symbiotic relationship to the Marxist political economy paradigm that is also used in this thesis and demands both system and instance for its vitality (see Chapters 1 and 2).

### **3.3.5 Constructing the corpus**

The corpus analysis begins says Sinclair (1991: 13) with the construction of the corpus itself. The present one is specialised in so far as it is designed for a particular purpose (Kennedy 1998: 19). The initial objective was to build a corpus of the transcriptions of the data collected from the taped union meetings, informal gatherings and discussions and conversations between delegates and members. The objective of getting a range of texts from across the union talk genre was limited by availability of material, the opportunity to collect it in context and a preference for using complete texts rather than samples (Short *et al.*1996: 113, Kennedy 1998: 61 see also Milroy 1978: 70 on obtaining a range of data which will allow interpretation). Whole texts are open to a wider range of linguistic study, particularly of collocation which requires a large corpora to secure evidence for statistical treatment (Sinclair 1991: 19) but as Kennedy notes spoken corpora are more difficult to compile because of the time and effort involved in transcription (Kennedy 1998: 20). The high cost of compiling spoken corpora means clear and justifiable goals and parameters need to be established before commencement (Kennedy 1998: 70). Additionally, for the present research, the process of deciding which data would be relevant was a developmental one made in concert with the participants to the extent that they decided the material ought to contain at least some interactions with general members and between delegates and members (see section 2 above). This constructivist approach was constantly open to participants in-put and remained undefined in positivist terms for most of the project (Guba and Lincoln 1989: 188). The material used here was eventually chosen because it represents the social and language integration aspirations of the group (Johnson 1994: 212).

### 3.3.6 The corpus data

Potter and Wetherell (1987) say that sample size delineates discourse analysis from more traditional methods used in fields such as psychology as there is no patterned method and no generic sample size. Success depends not on size but what is done with the sample. “There is not discourse equivalent to feeding results into a computer and then making sense of a limited pattern.” (Potter and Wetherell 1987:161) In some cases a fine-grained analysis of a single text is often just as productive as anything, in others extensive sampling is needed. The base corpus consisted of the texts in Table 3.1:

Table 3-1 Corpus Data

Meeting Type	Date	Place	Time	Text	Word Count
Union Negotiators	17/02/00	Bread Factory	0:03:35	N1	1,174
Union/Company	17/02/00	Bread Factory	0:48:20	UC1	13,069
Union Negotiators	17/02/00	Bread Factory	0:07:00	N2	2,720
Union/Company	17/02/00	Bread Factory	0:10:35	UC2	3,765
Union/Company	17/02/00	Bread Factory	0:36:00	UC3	11,751
Union/Company	17/03/00	Bread Factory	0:51:35	UC4	14,471
Union Negotiators	17/03/00	Bread Factory	0:39:55	N3	13,602
Union/Company	17/03/00	Bread Factory	0:30:20	UC5	10,654
Delegate/Member	15/04/00	Bread Factory	0:14:25	D1	4,145
Delegate/Member	15/04/00	Bread Factory	0:05:35	D2	1,238
Delegate/Member	15/04/00	Bread Factory	0:06:45	D3	1,444
Delegate/Member	15/04/00	Bread Factory	0:06:50	D4	2,122
Delegate/Member	15/04/00	Bread Factory	0:08:10	D5	2,505
Delegate/Member	15/04/00	Bread Factory	0:14:00	D6	4,578
Union Negotiators	17/04/00	Union Office	0:41:00	N4	15,300
Stopwork	18/04/00	Bread Factory	0:34:55	M1	10,521
Totals			5:59:00		113,059

The first column in the table shows the type of meeting:

**Union/Company** denotes a meeting between the union and company negotiators.

**Negotiators** denotes a meeting of only the union negotiators.



**Delegate/Member** denotes a meeting between the delegate Billy and one or more NDU Base members.

**Stopwork** denotes the mass meeting of NDU members and the union negotiators.

The second column gives the date of the recording, the third the place of the recording, and column four gives the running time of the tape in hours, minutes and seconds. The fifth column gives the title that is used in this report for the transcription of the tape and the sixth and last column gives an approximate word count for the text. This count includes the annotations in the text so is about 10% above an actual count of the data only. The orange coloured texts UC5, N3, D5 and M1 are the texts that are analysed in detail in Chapters 4,5,6, and 7 respectively.

### **3.3.7 The software**

*Systemic Coder* enables text in corpus to be coded according to user-determined categories by organising features into a hierarchical network and then prompting the researcher to select relevant codings. These coding can then be statistically analysed with built in statistical descriptive and comparative statistical programmes. The corpus segments and categories can be filtered according to their features and displayed in tabulated form as tagged text. This allows for review of a limited selection of text, and subsets of combinations of features that provide examples or all samples of a given text-type to check a hypothesis. Sub-corpora can then be saved under new headings for further processing. Descriptive statistics can provide a global counting of a given feature in relation to all other features of the corpus or a local counting for its likely occurrence within a given system. In the texts discussed here for example it is possible to select between clauses that have been split modal/non-modal and then filter these for a given speaker. More delicate filtering may reveal whether the speaker uses modality or modulation and whether he does this in one phase of a text and not in another. Comparative statistics are limited to binary systems within a given system or sub-corpus or across two texts that may wish to be compared. This latter feature is used extensively in this analysis to allow for comparison of features of a given speaker's utterances in two different interactions. Chapter 6, for example, investigates

the demands for goods and services in Billy's interaction with base union member Gaylene and then make a comparison with his demands for goods and services in the interaction with the interaction between the union negotiators and the company negotiators. *Systemic Coder* allows for a hierarchical regime of increasingly delicate analysis and by separating out more delicate combinations of features more finely nuanced analysis is possible, allowing for fluctuations in interactant roles and relationships between interactants as a discourse develops over time. Statistical results are produced as either local or global percentages and two indicators of their statistical significance given ( in this study all statistics are given globally). Firstly each entry is assigned between 0 and 3 "+" signs.

0 indicates no significant difference.

+ indicates significance at the 90% level (10% chance of error).

++ indicates significance at the 95% level (5% chance of error).

+++ indicates significance at the 98% level (2% chance of error).

This establishes how probable it is that the results are repeatable.

Secondly T-Stats are provided for each result. These again indicate reliability, higher T-stats being an indicator of increasing significance, and are used in this analysis not because they provide mathematical proof of any given feature's absolute reliability but because they provide a simple of why of highlighting more extreme trends in some of the data. Put simply, they give a bigger range of colour to the results than the "+" system. The practice of inputting data readily exposes the arbitrary nature of categorising text and the reality of the semiotic nature of statistic as a whole. On many occasions it was difficult to decide if a given move was, for instance, an elaboration, an extension or an enhancement of a previous one. Or was it a combination of all three? Add to this the fact that the corpus consists of written transcription of a recorded audio text with no assistance from, say, visual co text. To then pretend to fine grained statistical interpretation would be ridiculous at least.

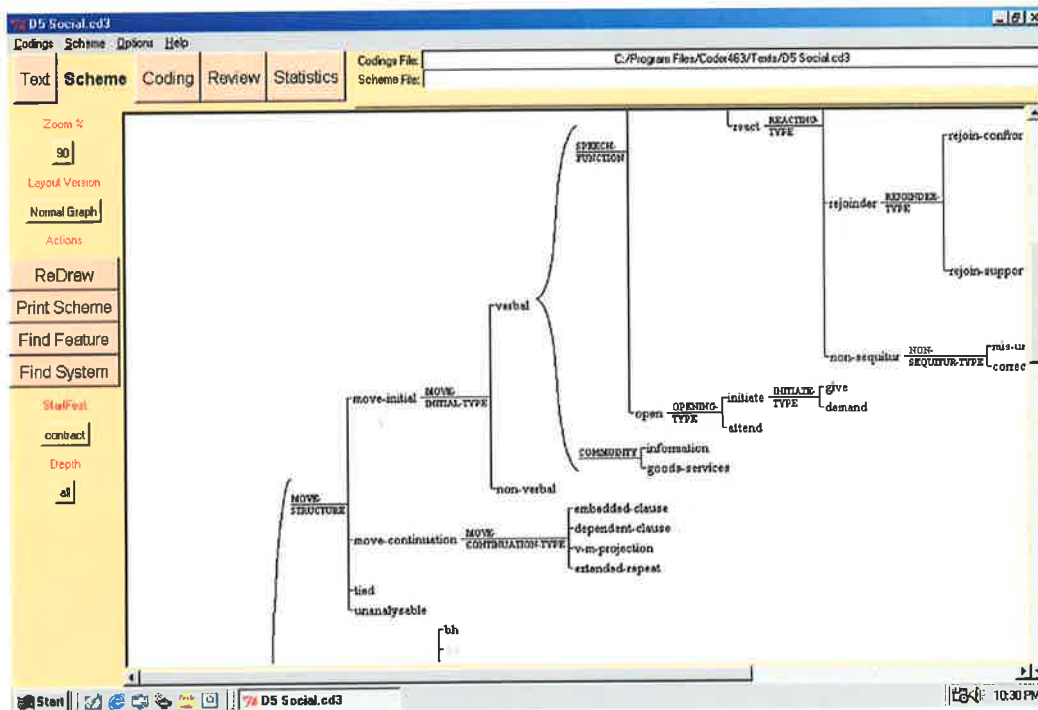
To prepare each of the four texts discussed here they are first converted to plain text files and imported into *Systemic Coder*. There are five features in the software: Text

Interface for segmenting and editing the text, Scheme Interface for creating and modifying the desired scheme, or hierarchical taxonomy, a Coder Interface for coding the segments of text, a Review Interface for selecting subsets of text and a Statistical Interface for performing the statistical operations described above.

Schemes can be created from scratch or copied from another analysis. In this investigation the two schemes, one for social moves and one for modality, were developed on the first text and then applied to the other three texts. As it became apparent that one of the texts required a feature that had not been originally included, the scheme was modified and reapplied to earlier texts where necessary so that the four texts could be readily compared. The process, as noted, is a very arbitrary one but as it must be exhaustive it forces the inputer to have a well considered understanding of why they have chosen certain features and systems, and how these relate to the practice of the discourse. As with transcription, coding the texts provides an invaluable interface with them for the researcher. *Systemic Coder* provides for two types of categories of codings, systems and features, in an exhaustive network. Systems are interdependent choice points which have three parts: a system name, features which are the alternatives from which one chooses, and an entry condition, which is the feature or complex of features which forms the context within which a choice becomes relevant. The picture copied from the screen output given in Figure 3-1 *Systemic Coder Scheme Interface Example* is part of the network used to analyse the social rights of participants in the four texts. Systems drawn with curly brackets such as 'verbal' are simultaneous and in this case both of its features SPEECH FUNCTION and COMMODITY must be chosen. Systems such as MOVE-INITIAL-TYPE are drawn with square brackets and are exclusive, that is, only one of its features, 'verbal' or 'non-verbal' can be chosen. Both of the networks developed and used here are complex and extensive, the one for social analysis for instance has 35 systems with 164 features and, like the modality network, cannot be meaningfully displayed here. Breakdowns of the component parts of each are given in later chapters and discussed as appropriate. Features and schemes can be temporarily turned off for analysis purposes. In the texts N3, D5 and M1, for example, the company participants were not required in the scheme and were filtered out to expedite coding and later analysis.

Copied PDF picture files from the computer screen are used as tables extensively throughout this report. Statistical outputs have been used tables in other cases. The notes in this section are based on the User's Guide for *Systemic Coder* (O'Donnell 2002).

**Figure 3-1 Systemic Coder Scheme Interface Example**



### 3.3.8 The hardware

Two computers were used in processing the data, initially a Sony Viao PCG-XR1E with 250 megabytes of random access memory (RAM), a 500-megahertz central processor, and 8 gigabytes of hard disk memory and latterly a Macintosh *iBook* with a 600-megahertz processor and 384 megabytes of SD Random Access Memory and 13 gigabytes of hard disk memory. The Sony machine has a Japanese operating system and proved unable to adequately interface with the English analysis software causing many delays in early processing. *Systemic Coder* is not designed for Macintosh computers but by embedding it in the cross-formatting software *Virtual PC* it could be used in the *iBook*.

### **3.3.9 Data formatting**

Large compilations of texts are unwieldily unless they can be methodically filed in digital form, suitably annotated for source, authorship, topic, level of formality, relevant contextual data, and text type (Kennedy 1998: 76). This section looks at the compilation and formatting of the corpus in digital form. As noted in Chapter 1 *Work Place New Zealand* research unit of the Department of Linguistics at Victoria University in Wellington has undertaken ethnographic studies of a variety of work places and contexts. As a part of that and complementary research for the *International Corpus of English* section on New Zealand English a substantial corpus of written and spoken language has been compiled at Victoria University (Kennedy 1998: 38, Holmes 1998). It was envisaged at an early part of this investigation that the present research might be able to become part of the wider corpus of data collected in the work place by the *Work Place New Zealand* project or at least provide an SFG complement to a small section of it. To this end and because of the proven reliability of the framework, this research is informed by and, as has been possible, employed the data formatting and transcription methods used by that group of researchers for this section. As the work progressed the realities of working in relative isolation from the *Work Place New Zealand* group and within a SFG rather than a Conversation Analysis paradigm together with making adjustments for local particularities of the data and the participants (see Chapter 2) have meant the present corpus is somewhat removed from the *Work Place New Zealand* model.

### **3.3.10 Quantitative analysis as enriching**

This section of the chapter has looked at how corpus analysis of data using computer techniques can highlight certain aspects of the data that the researcher may be aware of but is unable to focus on because of the broadness and complexity of whole texts. It has discussed the role of corpus approaches to text particularly in complementing SFG in its ability to provide both systemic and instantial perspectives on how the participants are realising their social relationships, or at least how these are reflected and reproduced textually. It has then discussed the selection of data chosen for

analysis and briefly described the sections of the text that make up the corpus. The section then addressed the matters of software and hardware required to process the data and finally turned to the formatting of the data transcribed from the audiotapes into further distanced form that would allow a computational analysis to proceed.

### ***3.4 Summary of Methodology Chapter***

The issue of how research is undertaken and particularly of how the researcher relates to the researched cannot be abstracted from the research data and the conclusions that are drawn from it. In concert with a writers such Candlin (1997) and Guba and Lincoln (1987) this report notes the interest of the researcher and the fact that any method of data collection, any method of data analysis is intrinsically a construction and that further with researchers such as Cameron (1992) realities such as economic and social relationships exist independently of their observation. The researcher then makes a choice to foreground or defocus aspects according to their goals. The research this thesis covers has from the outset been consciously committed to an acknowledged interest, that of empowering unionist in their struggle with capital. In taking such a clear perspective it has chosen two methodologies that reflect and realise that purpose in themselves.

The chapter has attempted to describe a qualitative approach to the collection of data that has involved the researchers as participants and the unionists in having defining if at times less than ideal input into the gaols and methods used to collect it. It has described the way recordings were made and how the corpus of audio data was represented as computer data where possible taking account of the participants' interpretation of what was happening. It has looked at how this computational metaphor might then be usefully manipulated to highlight aspects of the relationships within union discourse so that the participants could better engage with their employers in the settlement of their contract of employment.

## **4 Chapter 4: UC5: a CL-inter Institutional Text Analysis**

### ***4.1 Introduction***

This chapter begins with a proposed broad structure for the negotiation of a labour contract so that the texts to be discussed are provided within a discursive framework and a set of relationships with each other. After Ward (2004b) it is assumed that the text UC5 consists of a cycle of seven phases, phases of offers and demands alternating with phases of rejection intermittently interspersed with phases of phatic interaction. The first section then turns to a qualitative analysis of key exchanges in the first three phases drawing out locally how the roles of the speakers are realised and how the unionists position themselves and each other in the process of moving the interaction towards a successful conclusion. The section concludes that different roles are foregrounded in each phase and evolving institutional demands realise changing relationships among the unionists.

The second section of the chapter uses both the phase framework and the qualitative discussion of the first section to move to broader quantitative analysis of the Mood of the Text UC5. The systemic network for the Mood analysis is introduced and explanation of the various levels of delicacy of description outlined. A range of tables for Mood in the text produced by the software *Systemic Coder* are then discussed, beginning at the broad level of reflecting how the whole interaction including the company representatives, progresses to provide overarching relationships between the participants. Attention then moves to the unionists and in particular to the role of discourse organiser. A particular form of modality, constructional clauses, is discussed and a summary of unionist participants' use of modality provided.

The third section of the chapter repeats the previous one but this time for the social moves the speakers make in the process of making discursive offers and demands of each other. Again a network of moves is provided and a taxonomy of categories discussed. The broad picture for all interactants is outlined in a series of tables and

increasingly delicate analysis applied. Again the discussion then turns to the unionists' part in the interaction UC5 looking at how they exercise control over each other in their effort to realise progress in the contract negotiation process.

## 4.2 Negotiation Discourse Structures

The following structures are proposed as an interim genre structure for the settlement of a labour contract at the bread factory and will be discussed in part only in this paper<sup>21</sup> and are presented here simply to provide a contextual frame for the discussion that follows. The regime is based on the writer's experience in the union movement and contract settlement, discussion with the participants, and additionally from the nodal points that the corpus indicates for such a paradigm. The structures are provided here to contextualise the data under discussion and to show how it contributes to this broader structure. There is a cline of formality in the types of interactions that manifests itself in the texts at various levels and to some extent the distinctions made are artificial, but nonetheless useful. The inseting of interaction titles indicates its inclusion in the interaction immediately above and interactions to the right are 'finer' than those to the left. Thus, for instance, an inter-party meeting is part of a claim discussion that in turn is part of a negotiation round.

### Formal

Contract settlement	<b>C</b>
Negotiation rounds	<b>Rd</b>
Claim discussions	
Inter-party	<b>CL-inter<sup>22</sup></b>
Phatic interaction	<b>Ph</b>
Offer/Demand <sup>23</sup>	<b>O/D</b>
Rejection of Offer/Demand	<b>R</b>
exchanges	

<sup>21</sup> The material in section 1 of this chapter was first presented to the Australian Systemic Functional Linguistics Association National Conference in Adelaide 2003 and parts of it published in Ward (2004b).

<sup>22</sup> The corpus contains five texts of this type, which the main text discussed in this paper, UC5, exemplifies.

<sup>23</sup> Most examples in the data are in fact counter offers.



moves (social units)  
*clauses* (grammatical units)

Intra-party **CL-intra<sup>24</sup>**

**Informal**

Incidental negotiator meetings **INi**

One to one inter-party discussions **IO**  
- Informal meetings  
- telephone calls

**Intra-party interactions (union)**

Negotiator meetings

Delegate / member meetings **DM<sup>25</sup>**  
report from delegate  
questions and comments from member  
discussion of non-contract issues  
request for supportive action

Negotiator / membership meetings **MM<sup>26</sup>**  
Non-site meetings  
Stopwork site meetings  
(Company representative presentation)  
Negotiators' report back  
Negotiator presented resolution  
Membership discussion of resolution  
(Modification of the resolution)  
Voting

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<sup>24</sup> The corpus contains four texts of this type, recorded as the union negotiators discussed their responses to immediately prior discussions with the company negotiators.

<sup>25</sup> The corpus contains six examples of this type of text.

<sup>26</sup> The corpus includes one instance of this text type.

### Extra-party interactions

### ExI

Engagement of allied parties ( local and national union organisations, Council of Trades Unions, parliamentary parties etc.)

Engagement of community allies (sympathetic community groups, academics)

Engagement of antagonistic parties (news media, parliamentary parties etc.)

### Structure

The structure of the negotiations is then proposed as:

$$C = [Rd=[CL-inter^{\wedge}Cl-extra]^n]^n[*IO*(Ini)*(DM)*(MM)*(ExI)]^n$$

In this formulation  $\wedge$  denotes sequential links,  $*$  denote random links, and  $^n$  denotes repetition.  $[]$  denote obligatory elements and  $()$  denote optional elements. From this is can be seen that a minimal contract consists of a series of inter- party meetings alternating with intra-party meetings and random instances of one-to-one informal meetings between the key negotiators, here referred to as the discourse organizers because of their responsibility to ensure the process is progressed and completed (Drew and Heritage 1992). A contract can be settled in extreme cases with little or no consultation with members.

### Inter-party Discussions.

The main text from the corpus investigated here, UC5, is an instance of one of the formal interactions between the negotiating parties. It is an instance of a CL-inter, which is a core component in a negotiation round, and is expressed as:

$$CL-inter = [ (Ph)^n \wedge O/D^{\wedge}R]^n$$

#### 4.2.1 UC5: a CL-inter example

This Chapter looks at the Phase structure of the CL-inter UC then the Mood aspect of it and finally its Social aspect. The first section dealing with phase aims shows that

UC fits the structure outlined above and thus provides a broad context for the relations of the participants as they instantiate this institutional element of settling a labour contract. It does this by inspecting some key exchanges of the first three phases of UC5 with a descriptive analysis of how participants interact at a very local level and highlighting markers of the genre. This provides a platform for discussing the second and third sections. Each of these in turn begins by investigating how the contract negotiators interact as a whole group and then moves to finer analysis of how the union negotiators realise relations among themselves within the institutional framework that is developed. Where the first section is qualitative the second and third sections rely more on quantitative analysis that is fleshed out with local examples

The chapter concludes that unionists' interactions within this CL-inter are both globally and locally defined by the roles they must fulfil within this bourgeois institution and in doing so they must subvert other union interests such as broad participation. The chapter thus contributes to realising the thesis of this report.

#### **4.2.2 Phases of UC5<sup>27</sup>**

This text UC5 is made up of seven phases, clusters of exchanges, which are discussed below. The phases instance an initial phatic one and then three cycles of rejection of the opposing party claims and offers/demands, unmarkedly in this case, modifications of previous positions. There is a further phatic exchange that breaks into this cycle.

Phase 1 Interpersonal orientation (tape recorder).

(Exchange 1)

Phase 2 The (union) rebuttal of the previous (company) offer - responses and concerns arising out of the previous (company) proposal.

(Exchanges 2-30)

Phase 3 Revised (union) offer.

(Exchanges 31-44)

Phase 4 Key impediment - individual variations.

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<sup>27</sup> This section is based on Ward 2004b.

- (Exchanges 45-51)
- Phase 5    Interpersonal aspect only (tape recorder).  
(Exchanges 52)
- Phase 6    Discoursal and Interpersonal Aspects of the revised (union) offer.  
(Exchanges 53-58)
- Phase 7    Recapitulating the (union) rebuttal (of Phase 2)  
(Exchanges 59-72)

UC5 then, can be re-defined to realise the formula proposed as:

UC5 CI-inter: Ph<sup>R</sup>O/D<sup>R</sup>Ph<sup>O</sup>D<sup>R</sup>

Investigation of the text in this section shows how the exchanges (Eggins and Slade 1997) are carefully sequenced by the participants to realise each phase, and how one phase provides the basis for the next. Phase 1 consists of one exchange and congruently provides a start to a CI-inter text. The first six exchanges are provided in full from the data, titles are added to provide guidance to the participants' purposes in each exchange.

#### 4.2.2.1    Phase 1 Exchange 1 *A Cracker of an Idea*

- 01 JT:    [laughing] we'll have to start doing that too turning up at the negotiations with a tape recorder and saying i'm doing some research [cross talk and laughter]
- 02 PT:    we'll have to was a great a cracker of an idea when someone suggested it and we thought shit we're gonna use this at all negotiations now [laughter cross talk] the problem is they expect we gotta pay the undergraduates to [cross talk and laughter] our credentials we gotta have these people come along [laughter] (3)

*from UC5 Phase 1, Exchange 1*

The orientation Phatic phase that *A Cracker of an Idea* realises in this opening exchange enables the participants to re-establish relations among themselves and foreground the fact that good inter-personal relations enable the negotiations to proceed smoothly. The phase is marked by greetings that in this data were completed before the recording began and by joke-telling and anecdotes that mark high levels of

interpersonal contact. How real these inter-personal bonds are is not analysed here but it is suggested that they are at least partially contrived and invoked as casual conversation genre markers (Eggins and Slade 1997: 265-66) to disguise and subvert the class conflict that the contract negotiations are based on (Fairclough 1988). It is an attempt to overcome the constraints of work relations.

#### 4.2.2.2 Phase 2 Exchange 2 *Acknowledgement*

(Continuation of PT turn)

look we've spent considerable time discussing your proposal um

02 JT: yeah

*from UC5 Exchange 2*

The second phase presages the union rejection of the claims made by the company at the previous CL-inter<sup>28</sup> and signals that the union side wishes to begin its argument while contiguously foregrounding the union party's acknowledgement of the spirit of good faith bargaining. The phase is marked by personal pronoun and vocative lexis and Perfect Present tenses, as well as the positive appraisal of the efforts made by the presenting party to give due regard to the claims it is about to reject. The phase functions in many respects at a discourse level like an interpersonal adjunct does at clause level, preceding the topical Subject. This pattern is occasionally repeated at a more local (exchange) level with particular topics where it again functions to foreground 'good faith' bargaining. That it is largely ritual is flagged here by the minimal response from the listening party. The phase also realises another aspect of the CL-inter discourse: a speaker turn may realise more than one exchange and in some cases such as the following one *This Site*, may not produce an immediate response from the opposing party. Congruently the claims presenter is given as much un-interrupted speaking time as he desires to make a rebuttal of the claims made previously by the opposing party, a practice perhaps mirroring the legal genre of the law courts that earlier contract negotiations in New Zealand imitated when they were bound by labour court proceedings and jurisdiction (Roth 1973).

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<sup>28</sup> UC4 in the corpus.

#### 4.2.2.3 Phase 2 Exchange 3 *This Site*

PT: 1[i] um + perhaps just before i get into that 2[ii] i mean there's a couple of interesting points [iii] that we thought about [iv] when you're talking about this particular site and and [v] the efficiency of it um and 3[vi] i must admit [vii] we're at some difficulty [viii] to know [ix] how how the company sees this site [x] in terms of making it more efficient um

*from UC5 Exchange 3*

This exchange develops the phase further by flagging the direction that the union rebuttal will take, in this case by addressing the claim made by the company that it could not meet the union demands for a wage increase, despite a 23% increase in profits, because the local factory was inefficient and well behind productivity targets. The exchange also realises other discursal features. Unlike the talk in casual conversation (Eggins and Slade 1997) the boundary between exchanges is often blurred by reference back to the topic of the previous exchange. One exchange becomes a springboard to the next one. This helps to overcome the 'monologic' nature of this stage of the phase. *This Site* also realises the CL-inter discourse marker of extensive modality prior to the foregrounding of the topic of the exchange.

The first clause refers back to the previous topic with a deictic pronoun and with the second the speaker makes an opening move that is almost ideationally empty and it is not until clause [v] that he makes it explicit that it is the company claim on efficiency that he will discuss and it takes until clause [x] for him to lexicalise his rejection of that claim. The apparently clumsy grammatical structure in clauses [ix] and [x] allow the speaker to avoid the more congruent how the company sees making the site more efficient. The exchange is realised, and with it this part of the Rejection phase, with extensive modal clauses and interpersonal adjuncts. Unmarkedly the subject of the clauses is the speaker realised in the deictic *I*, in this instance clauses [i], and [vi] and also by deictic reference to the claiming party with the pronoun *we*, here exemplified in clauses [iii] and [vii]. Of note is the fact that *I* is the subject of the projecting clause [vi] and *we* the subject of the dependent projected clause [vii]:

[vi] i must admit [vii] we're at some difficulty

*from UC5 Exchange 3*

The remaining clauses in the utterance are further embedded in this structure, making the speaker the grammatical focus of the exchange. This tendency is further lexically enhanced by the adjunct *I mean* that opens clause [ii].

#### 4.2.2.4 Phase 2 Exchange 4 *The Current Equipment*

(Continuation of PT turn)

1[i]one of the things is 2[ii] we we considered is the current equipment [iii]that is here 3[iv] how efficiently is that being used 4[v] i mean is it a 5[vi] is it running efficiently at the moment the current equipment [vii]that you have (2) 7[viii] because i mean clearly if it is [ix]if it's running close to its peak efficiency (1) 8[x] then what other reasons is the site not performing up to expectation 9[xi] and following that sort of line in terms of some of the suggestions [xii]that john made 10[xiii] in terms of about the issues [xiv]that he raised 11[xv] in terms of improving efficiency um and

*from UC5 Exchange 4*

Exchange 4 *The Current Equipment* moves the rebuttal from the general to the specific and the speaker reduces the amount of hedging he is doing and lexicalises the target of his rebuttal in the first clause of his opening move. He asks a number of rhetorical questions that he already knows the answers to and these will allow him to develop more detailed arguments in subsequent moves. The general reference to the points made by the company claims made in the previous CL-inter (UC4) identifies the inter-dependency of the discourse between the parties and the roles the speakers have as co-responsible participants in settling the contract. Specific lexical items such as *efficiency* and clusters such as *the site not performing up to expectation* are directly recoverable from that interaction, in particular from the utterances of the company discourse organiser. The vocative *John* further nominates the current company discourse organiser<sup>29</sup> and links Phil, the union discourse organiser to him in realising the union argument. The grammatical structure of the text consists of past tenses in

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<sup>29</sup> The company introduced a new discourse organiser in the previous claims round in an effort to revitalise their party's efforts. He is an outside consultant brought in over the heads of the other participants.

sections relating to the company argument and these are congruently main clauses that are then flagged as conditional in present tense dependant clauses. Thus the present union talk and the role of union discourse organiser are realised interdependently with the company's mirror participant. The two silences in the middle of this utterance are potential Transition Relevance Places (Sacks *et al.* 1974) but the participants recognise the genre demands the suspension of turn taking rights at this point and that the discourse organiser's initial contribution needs to be further developed if negotiation is to proceed and confrontation is to remain 'detached'.

#### 4.2.2.5 Phase 2 Exchange 5 *The Divider*

01 PT(turn continuation)

1[i]there's is the one [ii]that we have raised a couple of times 2[iii]well we raised both 3[iv]and steve's the one [v]that could probably determine all about it and 4[vi] that's the divider um and 5[vii]what effect that could have on efficiency

02 ST: 1[i]well i mean we've been hearing two weeks for the last six weeks 2[ii]it's two weeks away 3[iii]it's two weeks away

03 JT: 1[i] for what sorry

04 ST: 1[i] for six weeks

05 JT: 1[i] you mean

06 ST: 1[i] the divider head's two weeks away

07 JT: 1[i] the new one

08 ST: 1[i] i could have walked to auckland and [ii]brought it down on a wheel barrow by now

09 PT: 1[i] no it's not a new one

10 ST: 1[0] [laughs]

11 PT: 1[i] it's the one [ii] that's being

12 GF: 1[i] redone

13 PT: 1[i] up graded

14 WO: 1[i] well i DO know the answer to that

15 ST: 1[i] [laughs]

16 WO: 1[i]it's not sort of sitting there in a nice little box \ in auckland 2[ii] it needs / to be machined and 3[iii] it's getting machined and 4[iv] all those other bits and pieces [v]that need done to it and 5[vi] i means once that's completed 6[vii] well it's coming down asap

17 ST: 1[i] \ no no i realise that //

*from UC5 Exchange 5*



The fifth exchange *The Divider* marks a more detailed re-evaluation of the company image of the site as 'inefficient' and the end of the union's discourse organiser's opening presentation. It is he who signals this by nominating next speaker, union negotiator Steve Tomlins. This is a move the union party has planned in their previous CL-intra meeting, which has taken place immediately prior to the current interaction. The exchange is lexico-grammatically linked to the previous one in the opening moves by Phil with anaphoric reference and lexical items such as 'efficiency'. Phil's role as a discourse organiser is further realised in his careful hedging of his proposition, the deictic reference *one of these* in clause [i] is not lexically specified until clause [vi].

The union discourse organiser, Phil, has a number of reasons for bringing Steve into the process at this point. It realises his own power in the process to decide speaking rights and his authority within the union party. Steve is a production worker in the factory and as a site delegate for the union his evidence will bring the authority of practice in the actual production process together with the support of other workers in his capacity as their elected representative. In this respect Phil positions the company party to negate the union construction of events with equally authoritative evidence. Introducing Steve as a negotiator further realises union democracy in the process by binding a site member into the construction of the contract. In a real sense it empowers Phil by introducing elaboration of the points he has made in previous exchanges that he himself is unable to provide as an outsider to the production process. In social terms Phil's role is enhanced by his positioning another participant to realise an aspect of it he cannot realise himself. Viewed from an inverse perspective the delegate, Steve, might be construed to be realising his argument by appending it to Phil's skilled presentation but the social power to do this is not his.

Steve's first contribution to this exchange marks a change in grammar tense to the Present Simple and Present Continuous as he describes the current situation in the factory and some Perfective tenses as he details the results of this situation. This grammar is taken up by other participants as they contest Steve's assessment. The whole exchange is less modalised with one modulation of capability by Steve in turn 08 and this only for facetious evaluation. Company negotiator Wayne uses two further

modalisations of obligation to mitigate the absence of missing machine parts. Speaker turns are limited to more dialogic single clause moves and ellipsed declarative or minor clauses that realise rejoining or supportive moves. These realise and further construct the interdependency of the participants across party lines so that while partisan ideational positions are taken the participants implicitly understand that the process of arriving at a common construction of an image of the relations of production between the parties they represent demands cooperative interpersonal action among themselves. The verb processes are predominantly material as the participants discuss production and plant in the factory.

A clear indicator of how the mutual interdependence of the parties is realised surfaces in Steve's incongruent behaviour for much of the exchange. In turn 2 he uses the deictic *we* in an inclusive sense (Ward 2004a) that assumes all of the participants have information about the machine part. In practice John has little knowledge of it and Phil is aware only because of reported information from Billy and Steve. Steve's purpose here is to foreground an area that only those involved in the factory, that is, Gavin, Wayne, Billy and himself, are intimately familiar with. In the same turn 02 move 3, Steve uses an anaphoric referent *it* as a pronominal for the divider and John is unable to recover this as he has not been party to the prior union CL-inter meeting and has no knowledge of the details of current factory situations. His demand for clarification in turn 03 prompts Steve to add to his obfuscation by elaborating on his previous clause adjunct of time rather than the subject or complement which congruent cooperative talk might have suggested. John re-seeks clarification in turn 05 but again Steve is non-cooperative and in turn 06 responds with a noun phrase with a definite article denoting a known machine part (*the divider head*) which positions John to either pretend that he knows the item concerned or show his outsider-ness by again seeking clarification. In his position as current company discourse organiser he has little choice but to seek clarity, which he does in turn 07. In turn 08 Steve refuses to comply with John's demand for information and instead exploits the turn John has offered him by disparagingly evaluating company efforts to procure the part from its Auckland factory. In this process Steve demonstrates his personal dislike for John and

for consultants in general. As already noted, he contiguously foregrounds an area of discourse where he has personal authority.

As Human Relations Manager for the factory Gavin is normally the company discourse organiser in contract negotiations. Turns 9 to 13 demonstrate and realise the special relationship that contract settlement forges between the discourse organisers from the parties. In turn 09 Phil moves to return the interaction to a lower and more congruent level of interpersonal friction by offering John the information he demands in turn 07. In doing so he distances himself from Steve. Phil is immediately supported in this by Gavin who in turn 10 completes Phil's second and lexically specific second clause with a move that supports and elaborates that of his union counterpart. In turn 11 Phil returns the compliment by replicating Gavin's supportive move. Like Gavin's *redone*, Phil's clause is an ellipsed that is, reduced to a less pivotal, less negotiable predicate *upgraded*. Now that the interaction has been returned to a congruent form Wayne responds to Phil's original demand for information by offering to realise the congruent move of developing Phil's move with a supportive move of his own in turn 14. In turn 15 Steve laughs derisively, clearly doubting the credibility of Wayne's proposal to explain the non-arrival of the machine part for so long. Perhaps there is an under current of celebration too in this move in having forced Phil and Gavin to rescue John. The incongruity of his behaviour highlights the interdependency of the parties and the work done by the discourse organisers in achieving an outcome to the negotiations. In turn 16 Wayne proceeds to elaborate on the reasons for the non-arrival of the divider head, beginning in move 1 with a reposit to Steve's suggestion that the company was being negligent or incompetent by failing to deliver the machine part. In turn 17 Steve cuts in to Wayne's turn before he has completed his initial move and acknowledges the ideational validity of Wayne's claim. A tenable explanation for this is Steve's need for solidarity with Wayne as a factory insider, and one more familiar with production processes than John. It further indicates his separation from Phil who has just rebuked him by rescuing John. Steve needs an ally, albeit one from the company party. In this move he reduces the authority he initially claimed for the union argument and shows the weakness of not complying with congruent social roles. The outcome for the union's efforts to

reconstruct the company claims of worker responsibility for plant inefficiency in this exchange has been at least partially successful in that company negotiator Wayne has conceded the machine is delayed. This success is tempered by the need for Phil to 'rescue' John socially in the process and the foregrounding of interpersonal conflict among the union participants. In the balance Exchange 5 provides Phil with a base to initiate another exchange that will also act as a building block in the union refutation of company claims.

In their CI-intra meeting immediately prior to this interaction the union delegates have calculated a production cost of the non-arrival of the machine part discussed in Exchange 5 and in Exchange 6 they position the company to acknowledge this and if possible to corroborate their own under-informed calculations. This will allow the union to argue that the arrival of the machine part will improve productivity and provide savings that will be a potential source from which the company can meet their demands for a pay increase. As with the previous claim the union reconstruction of the company claim is done collaboratively but clearly under the leadership of Phil.

#### **4.2.2.6 Phase 2 Exchange 6 *Potential Savings***

- 01 PT: 1[i] what potential saving would that divider make (4) [whispered discussion among company representatives]
- 02 WO: 1[i] have to work it out (3) 2[ii] hearing what i'm hearing 3[iii] it would be
- 03 ST: 1[i] well you'd be looking
- 04 WO: 1[i] quite impressive
- 05 ST: 1[i] you'd be looking at twenty to twenty five pounds of dough press
- 06 PT: 1[i] so what does that mean steve 2[ii] tell us what it means
- 07 ST: 1[i] well i mean it's money money
- 08 PT: 1[i] well how much
- 09 ST: 1[i] you'd be talking about four and a half five doughs a day probably 2[ii] i dunno [iii] ten thousand buck a week (4)
- 10 WO: 1[i] four or five doughs a day (...) i'd say
- 11 TT: 1[i] i think [ii] paul worked it out 2[iii] it'd be about seven hundred kilos a day on average additional dough
- 12 BH: 1[i] what's that in doughs
- 13 TT: 1[i] three is it three of four

*from UC5 Exchange 6*

The opening move in Exchange 6 is made by the union organiser and is a demand for information that positions the company participants to respond, in particular the current company discourse organiser John. The ensuing silence of four seconds is in itself a tactical victory for the union party in that the information they are seeking is the same as that the company is claiming to have used to assess plant productivity in earlier negotiations but are now unable to provide, even though realistically neither party could be expected to provide every detail of their claims on demand. This kind of tactical positioning is a marker of the genre. In turn 02 Wayne moves to alleviate the pressure on the company party by offering information on the delay. It is clear to the participants that Gavin and Wayne are making calculations and that congruently this would be a move in response to Phil's demand. The function of Wayne's move then is to maintain and realise the 'good faith' relationship between the parties with an apology for the delay. After a further three seconds delay Wayne begins to offer a tentative figure in response to Phil's demand. In the momentary hesitation he makes Steve moves (turn 03) to provide the answer that union party has already calculated. This to demonstrate that the union party knows more about the cost of production losses than the company party and that he personally is a key source of information on production matters. Additionally his move here highlights the intensity that the union wants to project about members' frustration in the factory and their being blamed by the company in the contract negotiation for failing to reach production targets. In this move as in many others over the data Steve repeats Wayne's lexico-grammatical structure and phrasing realising the intimacy that years of co-involvement in the production process has built between the two men. Steve has an answer that he wishes to provide but cuts his contribution short in response to the tonal and body language (not described in the data) from Wayne. In turn 04 Wayne appends information to his previous turn as though he had not been interrupted by Steve, and in doing so refuses to acknowledge Steve's move and realises an aspect of his power in their over-all relationship as factory worker and factory manager. Wayne's contribution here however, is lexically empty and in turn 05 Steve, mirroring Wayne in his move structure and lexico-grammatical structure, provides an answer that Wayne is probably unable to provide and in doing so provides a response to Phil's demand at

the start of this exchange. Again reflecting his role in the relations of production and in this discourse he lexicalises his evaluation of the costs in terms of bread dough. In turn 06 Phil positions him to re-evaluate the costs in monetary terms for it is this lexicalisation that the union discourse organiser needs if he is to relate it to demands for wages. Phil's nomination of Steve with a vocative at the end of his first move in this turn ensures that the parties will negotiate information that the union wants to provide as the Given (Halliday 1994) in on going discussion. He emphasises this and his power in his second move with a re-formulation of his demand and a full imperative clause. Phil chooses the speaker and how that speaker will respond textually. Steve knows from the planning in the previous union CI-intra meeting that he needs to express the evaluation in money terms although he is uncertain about the exact costs he ventures a figure in turn 09 after further pressure from Phil in turn 08. In the next few moves the company and union participants who work in the factory conjecture on the costs, again evaluating in production process semantic values. In the exchange that follows (not shown here) Phil interrupts this flow of interaction and again attempts to force the group to evaluate in monetary terms.

Exchange 6 is marked by lexis from the production discourse and by modality as the parties attempt to construct an image that none of them are confident about and are unwilling to make unmitigated commitment to. Neither party is able to easily provide 'accurate' information in the terms that the union discourse organiser is demanding. The company participants are aware of the danger of definitive commitment to such a figure at this point and the union speakers simply do not have access to the company accounting processes. Phil has no absolute need for such levels of detail but he has provided himself with another concession from the company party and continues to press the point over the exchanges that follow. Despite the interpersonal and political costs to the development of a union orientated contract settlement in Exchange 5 Phil again calls on Steve as a production worker to realise details of the union evaluation of the company claims. In this exchange he is more specific in controlling Steve's response by forcing Steve to respond in terms Phil wants until Steve finally does so in turn 10 by providing a figure of 'ten thousand dollars a week' in lost production. Although the other participants, including unionists Trevor, Billy and Steve do not immediately take up this re-evaluation as the information they will argue, it has given

Phil grounds for his next opening move. Inspection of the data over the next few exchanges would show that Phil is able to establish a significant concession from the company participants in this manner.

#### 4.2.2.7 Transition

In Exchange 31 Phil moves to summarise the union re-evaluation of the claims previously put by the company and to open the next part of the C1-inter interaction. The exchange is a transition point in the process and marks the move to an Offer/Demand phase. Unfortunately the need to change the recording tape at this point has clipped the opening seconds from the speaker's first turn.

#### 4.2.2.8 Phase 3 Exchange 31 *Pay for Your Pay*

01 PT: 1[i] with in the discussion [ii] we're having and 2[iii] just listening to your presentation as to

02 JT: 1[i] yeah

03 PT: 1[i] as to 2[ii] what can the 3[iii] can the workers be expected to do 4[iv] to try and PAY for their pay increase you know 5[v] coz the way it's put across 6[vi] you gotta pay for your pay increase 7[vii] if if some of you inability to pay for it is not YOUR OWN 8[viii] well you're not gonna accept the company's position terribly readily 9[ix] are you

*from UC5 Exchange 31*

The first move Phil makes is not completely analysable because it is truncated in the recording process. However, this move, the next move in this turn and the first in turn 03 are lexically and grammatically vague. Grammatically they are dependent clauses that are not provided with congruent main clauses and thus remain unarguable. Lexically *discussion* and *presentation* in the current context of specific claims would need clarification to be further negotiated by the participants. In turn 02 John highlights this with his minor clause response. It functions dually as an acknowledgement of the current speaker's turn and it also realises the listening party role in contract negotiations of pressing the current speaker for logical support for an evaluation he or she has made by signalling that the listener is attentive to a line of

argument. This role is taken up again in the discussion of register moves in 4.4.1.13.3 Appending and Register Moves below. In a sense then turn 02 is a demand for clarification, but one that is well veiled. Phil's appending of his first move in turn 03 to his last in turn 01 helps to realise this. In this instance Phil is aware that he must specify, or give substance to his talk. John for his part is not more assertive because he is aware that Phil's hedging denotes the announcement of information important to the settling of the contract. It is move 3 in turn 03 before Phil specifies his demand with *(what) can the workers be expected to do?* In the context clause [iv] summarises the union claim that the workers are not responsible for inefficiencies in the production process and are powerless to correct them and further notes that they will be unfairly punished by the company claims for the privilege of being victims in the procedure. In move 5 he enhances this with a mitigating passive voice that allows him to avoid naming the company as the party responsible for making unreasonable demands. Modulation in the next move is attributed to a generic *you* but with a tone that mimics addressing a group of union members, perhaps at a mass stop work meeting in the factory. The pronoun then evokes the union negotiators having to report on the state of negotiation to their members and being obligated to say that the company had made them an 'unreasonable' offer. This move is a marker of this part of the discourse and is superficially a threat-as-bargaining-tactic. Interpersonally, and more importantly in this writer's assessment, it signals the need for the negotiating parties to not make demands on each other that they will not be able to sell to their respective electorates and thus impede the settlement of the contract. The matter is discussed further in 4.3.2.10 Projection Order below. Decisively, here it is the union discourse organiser who makes this move and it is made to John, his current counterpart in the company. The moves being made here are congruently the responsibility of these two participant roles.

Exchange 31 is marked with hedging realised in passive voices and dependent clauses of condition, some of these unattached to main clauses. Generic second person pronouns allow the speaker to hypothesise about the likely response of an absent third party, in this case the union members, to the current state of negotiations and thus foreground the cooperative responsibilities of the participants from both union and company to make a settlement but as turn 03 move 8 realises, it is the opposing party,



here the company, that is evaluated as principally responsible for the present impasse. Inspection of other parts of the corpus shows that company speakers are equally required to make such moves at comparable points<sup>30</sup>. Exchange 31 is only sensible in the context of Exchange 32 and others that follow it. Like the early exchanges in phase two it announces that the detailing of the phase will follow and there is need for a cooperative response from the listening party.

#### 4.2.2.9 Phase 3 Offers and demands

The interaction now turns to the other global level structure that realises the C1-inter text type, that of putting forward new, or as is more often the case, revised offers and demands to the opposing party. In the text UC5 this point is reached about halfway through the meeting.

#### 4.2.2.10 Phase 3 Exchange 32 *The Scale*

(PT turn continues)

1[i] so but in saying that i mean 2[ii] what you've presented to us 3[iii] um we find some value in the scale 4[iv] alright in that scale up probably 5[v] what we want to know [vi] is is um the current break down of the personnel numbers [vii] that sit on the scale at the moment 6[viii] so we need to know you know um [ix] how many people have we got 7[x] um how many assistant bakers 8[xi] how many bakers 9[xii] how many chief bakers (2) 10[xiii] coz that then makes some sense as to 11[xiv] [to Gavin] can you provide that straight off [xv] can you

02 GF: 1[i] oh

03 PT: 1[i] eh

04 GF: 1[i] i might be able to now (3)

05 PT: 1[i] okay now if if that scale 2[ii] um i'm talking about the new scale [iii] with the money already added to it 3[iv] we've gone 4[v] probably we had a bit of a debate about the bottom step 5[vi] because effectively that's a 6 [vii] it's a bit contrary to our positions in the past 7[viii] i suppose [ix] to accept a LOWER starting rate than [x] what is current in the contract 8[xi] but um clearly we're 9[xii] what that means to the company as opposed to 10[xiii] what sort of turn over you get and 11[xiv] how many employees would you expect maybe to be on that rate um 12[xv] i suppose another

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<sup>30</sup> Detailed analysis of this is not undertaken in this thesis.

question is [xvi] how many new employees would you EXPECT to start as ah as a new assistant baker (...) um

*from UC5 Exchange 32*

In Exchange 32 Phil makes the union’s first offer, the acceptance of a modified version of an offer made by the company in the previous Cl-inter, UC4, meeting earlier on the same day. He does this after a couple of moves that provide hedging and tags it with a substantial list of conditions under which the union would consider it in the moves that follow. Moves 5 to 9 itemise the information the union needs to give more consideration to the pay scale the company is offering. In this case Phil does not make them as an overt demand realised in a congruent imperative clause, but rather in a modulation of inclination with the union as metaphoric subject: [v] *What we want to know is...* (in clause [vi] elaborated as *what we need to know is* ) is agnately “tell us...”. Move 6 details the demand as a list of people and moves 7 and 8 elaborate the demand in more detail still, specifying job positions in the plant. Clauses [x], [xi] and [xii] are ellipsed and recoverable as repetitions of the demand : *What we need to know is how many chief bakers ...* etc. The ellipsis allows for what superficially may be taken as less mitigated demands in congruent imperative forms such as “How many chief bakers will be affected?”

This exchange, like those in the early parts of Phase 2, consists of large chunks of talk from the union discourse organiser Phil Travers. Unlike the previous phase however he is much less inclined to invite other participants from the union party to help him realise the details of it. Table 4-1 gives a comparison of the clauses contributed by union participants in phases 2 and 3 respectively:

**Table 4-1 Clauses for union speakers in Phase 2 and Phase 3**

Speaker	Phase 2	Phase 3
PT	210 (47%)	154 (91%)
BH	62 (14%)	15 (9%)
ST	162 (37%)	0 (0%)
TT	9 (2%)	1 (0%)
TOTALS:	445 (100%)	170 (100%)

In Exchange 32 turn 01 move 11, Phil addresses Gavin, his congruent company counterpart and makes a demand for information, information that will help him realise the union claim. In contrast to his use of vocatives for other participants Phil simply nominates Gavin with a deictic pronoun, indicating a level of intimacy between them that is realised in other forms throughout the data. Eye contact here suffices to initiate a dialogue. The exchange of minor clauses that constitutes turns 02 and 03 and the modulated offer from Gavin in turn 04 further realise a high level of understanding between these two participants.

In turn 05 Phil continues to hedge the union offer to accept the new pay scale with similar lexico-grammatical structures that he uses in turn 01. The circumstance of the negotiators in having to put the company claim to their members is again foregrounded in move 3, the hesitancy being expressed in the self-truncated clause [iv] *we've gone*. Moves 4 and 5 further function to foreground the union negotiators diffidence and only in move 6 does Phil lexicalise the ideational content of his message, and this in further mitigation of the evaluation *contrary to our past position* with the highly intimate *a bit* lexical choice. The use of a non-negotiable and subject-less non-finite *to accept* in Move 7[ix] provides distance and a tentativeness that realises the union negotiators' distance from the offer. Requests for information in moves 9, 10, 11, are left deliberately vague as what looks like a string of dependent clauses without a main clause are introduced without the falling end tone of unmarked non-polar interrogatives, grammatical fuzziness realising the speaker's need for maximum negotiability.

Exchange 32 then, is realised in careful modality by the major contributor, the union discourse organiser, Phil, with requests and offers of assistance from his congruent company counterpart, Gavin.

#### **4.2.2.11 Phase 3 Exchange 34 *The Ten Dollar Rate***

This exchange exemplifies another aspect of an Offer/Demand phase, the identification of a party's intent in the wording of a claim and how it might be interpreted.

- 01 GF: um i i guess there's a couple of fundamentals with that rate the first thing is  
 02 PT: which rate are we talking about  
 03 GF: the ten dollar rate  
 04 PT: yeah  
 05 GF: the first thing is it's lower than than where we're starting from at the moment  
 06 PT: yeah  
 07 GF: but in terms of that rate we're we're gonna say

*from UC5 Exchange 34*

In this exchange the turn taking is more dialogic and less hedged than that of Exchange 32 but still careful. The processes are unmarkedly relational to express interpretation and opinion (turns 01 and 05) and material to describe the parameters of the claim (turns 03, 05, and 07). In this exchange Gavin, is offering information to Phil on how the new pay scale will be implemented and he expands on this in the following exchange. These two participants and the current but marked company negotiator, John, dominate the whole of this phase.

Detailed analysis is not provided here but investigation of the data shows that Phase 4 is a more detailed rebuttal by the union party of an aspect of the company claims of plant inefficiency and Phase 7 repeats many of the points in Phase 2. Phase 6 recovers the ground of Phase 3 but in this second Offer/Demand stage the union discourse organiser plays a less dominant role, highlighting the revisive nature of this phase. There is a sense then of redundancy in the cycle of phases.

#### **4.2.2.12 Summary of the discussion on phase structure**

The purpose of this section has been to provide an outline of how the text UC5 instantiates the assumed structure of an intra-party meeting as part of a labour contract settlement as CL-inter = [(Ph)<sup>n</sup>O/D<sup>R</sup>]<sup>n</sup> and thus how each phase institutionally demands various contributions from each of the union participants. The discussion of the phase structure has by no means been exhaustive and any conclusions are acknowledged as being based on this limited investigation only. The focus has

alluded to the initial but critical first three phases and there has been no attempt to investigate the four 'redundant' phases that follow. The larger purpose of building a picture of the relationships among the participants, particularly the unionists, has been advanced in this process.

The first thing to note is that because UC5 is not the opening CL-inter in this contract process the opening Phatic phase is followed by a Rejection phase rather than an Offer/Demand one. Phase 1 can be seen as instantiating Phil Travers role as discourse organiser for the dominant party in this particular CL-inter, within the broader union discourse that of union advocate. He is responsible for invoking the institution of a CL-inter by foregrounding the interpersonal aspects and phatic relations. He must attempt to disguise the class conflict that contract settlements aim to temporarily reduce and over come the real constraints of work place relations. Immediately his central and dominating role within a CL-inter is initiated.

The first six exchanges in Phase 2 are discussed in some detail and further develop the image of Phil as the discourse organiser who is, as will be shown in the following two sections on Mood and Social-role, moving the interaction towards a conclusion with minimal conflict between the parties by maintaining the institutional morality of a CL-inter. Exchanges 2 and 3 develop the characteristic monologic nature of well modalised initial exchanges that grammatically centre the presenter of the Rejection in this phase. Exchange 4 extends the suspended turn taking rights that mark the genre and the rebuttal becomes more specific leading to invitations by the discourse organiser to other participants to speak, but only within the institutional frame he has invoked. In Exchange 5 the first evidence of breach of morality and its underlying personal and class conflicts surfaces and this is taken up in following sections. Generic links with previous CL-intras such as UC3 are evident as Phil and other union participants implement plans made there to position the company party. In this complex of processes his role of discourse organiser, which makes him responsible for the successful conclusion of this interaction, begins to override dissonant voices (Bahktin 1985, Halliday 1994) and changes of grammatical structure to less modalised forms reflect these tensions. The mutual dependency of the parties becomes evident as Gavin and Phil work across party lines to reduce conflict and move towards closure in

a process realised in grammatical interdependency. As will be shown in sections below Phil's opening interrogative in Exchange 6 is a marker of the phase and similarly Billy and Steve realise subservient institutional roles in providing Phil with crucial support. In Steve's case providing the evidence from production processes that Phil is removed from, and in Billy's case providing the discursual mechanisms that move the interaction towards successful closure, realises their respective subservience. The mirroring of lexico-grammatical structures between Wayne and Steve help realise the relationship that they have in the production process that enters into this CL-inter and as with the relationship between Gavin and Phil adds to the complexity of the group achieving a successful outcome. The majority of the participants are well versed in the rules of the genre and help Phil realise his authority providing the information he needs to re-construct the contract claims towards a settlement. A return to high levels of modality and material process verbs mark a more generic exchange aimed at disguising class contradictions at the end of Exchange 6.

Exchange 31 marks a transition from the Rejection stage in Phase 2 to an Offer/Demand stage in Phase 3 and it instantiates the dominant role of presenting party's discourse organiser, in UC5 Phil, in a CL-inter. It also introduces a form of modality that is taken up in the next two sections that invokes the institutional morality of not forcing opposing parties into untenable positions. There is a high level of hedging in the exchange that signals the modality, that is, the linguistic non-negotiability, of what is to follow in Phase 3. It functions to make offers that may be retracted or taken off the table with minimum loss of face (Levinson 1983) and demands that can be tabled with minimum loss of face to the company listeners. The conflict potential is minimised in this transition.

In Exchange 32, the initial one of Phase 3, Phil continues his highly modalised contributions and there is a return to the monologic discourse of the early part of Phase 2. He makes several crucial opening moves that offer or demand goods and services in this phase and these are central to the interaction and settlement of the contract. There are no such offers or demands in Phase 1 or 2. As Table 4-1 shows, a key marker of this phase is the lack of contributions from union negotiators other than their discourse organiser. While the quantitative analysis in the Mood and Social-role

sections that follow this do not give breakdowns by phase but inspection of the data in Exchange 32 and the ones that immediately follow it show Phil's utterances are well modalised. As is shown below he uses a range of metaphoric modality, interrogatives that function as demands, and high levels of redundant elaboration to focus a few simple demands and offers. In the process he instantiates a generic relationship with his counter-part Gavin who he relies on to ensure the company negotiators are disciplined to work towards closure of the interaction. Exchange 34 shows these two in less hedged and highly interdependent negotiation of meaning of the claim, in a sequence of probes and responses.

Again noting the fact that analysis of a single instance of a CL-inter is offered here, it is evident from the preceding discussion of the UC5 text that the assumed frame for a CL-inter, [(Ph) <sup>n</sup>O/D<sup>n</sup>R]<sup>n</sup>, is adequately realised to enable a cogent discussion of the relationships among the union negotiators within that matrix. How these relationships are instantiated across the whole text is taken up in the more quantitative analysis of the following sections on Mood and social moves in UC5.

### ***4.3 Analysis of UC 5 Mood***

Where analysis of the move structure in a text shows the social rights of participants, analysis of the Mood structures shows their speaking rights (Eggins and Slade 1997). There is a systemic relationship between the kinds of grammatical structures that speakers use and the relationships that they realise with each other within particular social institutions (Halliday 1994, Eggins and Slade 1997). By investigating the details of the CL-inter UC5 it will be possible to confirm the structures outlined for this form of interaction and to see how the participants, particularly the union participants relate to each other in their roles here. The approach taken here is to firstly look at the more global pattern of grammar structures used by the whole group, that is, both the company and the union participants taken together then to look at the interactions of the union participants only. The former investigation will provide an indication of the CL-inter frame and the latter the roles of unionist within that frame.

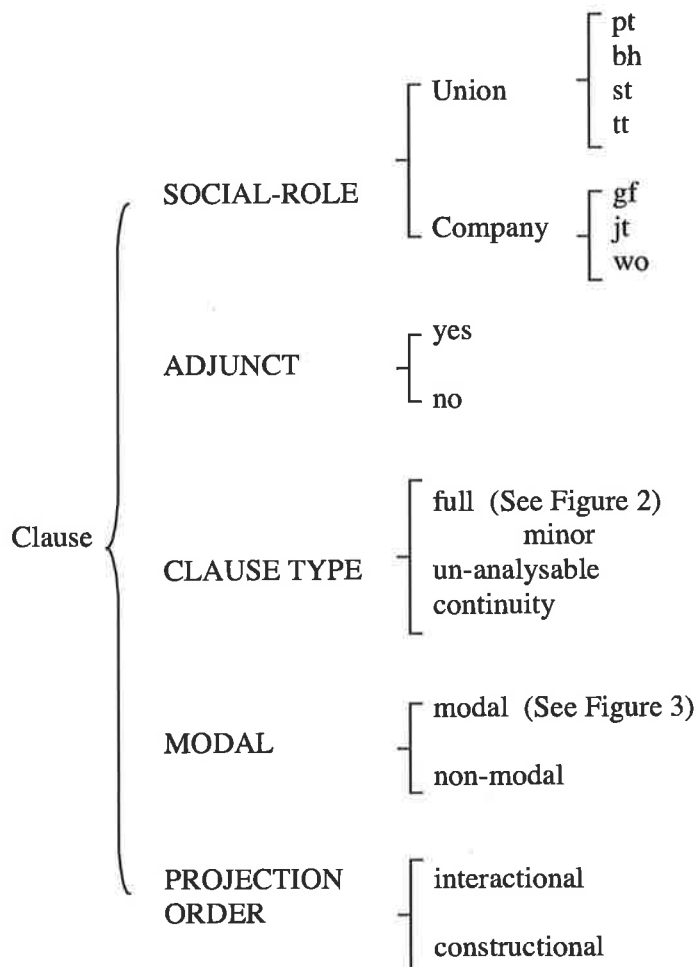
The data for the tables below are generated by Systemic Coder from the data input during the coding process. The data can not be directly exported to Macintosh computer applications and is either captured as a PDF file off the computer monitor or exported as a text-only file where it is able to be converted to Macintosh applications. The latter procedure is much more time consuming than the former so most of the tables that follow are PDF files and act as picture inserts in the text so the data in them is not able to be manipulated. The complete network of increasingly delicate analysis categories is too large to be meaningfully reproduced here but for purposes of discussion key sections of it are redrawn here.



### 4.3.1 The system network for Mood

The system network used in this analysis is based on those of Halliday (1994) and Eggins and Slade (1997) and the basic network for Mood is set out in Figure 4-1 below. There are two types of components, systems, all of which must be selected and are given in upper case, and *features* of a system one of which must be chosen. Systems define the network and features offer the choices within it. The network is exhaustive and becomes more delicate as it moves to the right<sup>31</sup>:

**Figure 4-1 Basic Network for Mood**



<sup>31</sup> See the section on Systemic Functional Grammar in Chapter 3 above for further discussion.

#### 4.3.1.1 Social Role

The system *social role* is the same as that described in the section on social moves below and allows for clauses to be ascribed to one of the seven interactants in the CL-inter UC5. The system *adjunct* indicates whether the clause contains an interpersonal adjunct other than a modal verb and is basically one of those that allow speakers to “express judgment regarding the relevance of the message” (Halliday 1994: 49). Together with the modal verbs these are the main systemic vehicles for congruent expression of Mood in the grammar<sup>32</sup>. Where these are present the feature *yes* is selected but no more delicate descriptor such as probability or typicalness is provided for.

#### 4.3.1.2 Clause

The system *clause-type* provides for more delicate description of how speakers integrate their utterances into those of previous speakers. Full clauses have a mood structure but minor clauses do not. Minor clauses therefore cannot be negotiated and are congruently responses to the turns of other participants “often by a first speaker getting back in for a second turn” (Eggins and Slade 1997: 94). It is suggested here that in more institutionalised interactions such as a CL-inter they also can provide for tracking the moves of respondents to interrogatives. The *clause-type* annotation also provides for clauses that are unanalysable, usually because of poor data quality, and for clauses that are truncated by meta-textual annotation of the data. These latter are described as *continuity* clauses and their values are accounted for in the clause immediately preceding them.

#### 4.3.1.3 Modal

The system *modal* allows for more delicate description of the Mood element of a clause by offering a choice as to whether or not a clause contains a modal verb element. This gives a speaker expression of his “judgement of the probabilities, or obligations, involved in what he is saying” (Halliday 1994: 75).

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<sup>32</sup> The analysis does not provide for appraisal, which describes modality at the lexical level, nor does it provide for metaphorical modalisation at the clause or phrasal level with the exception of the *constructional* form, which is discussed below.

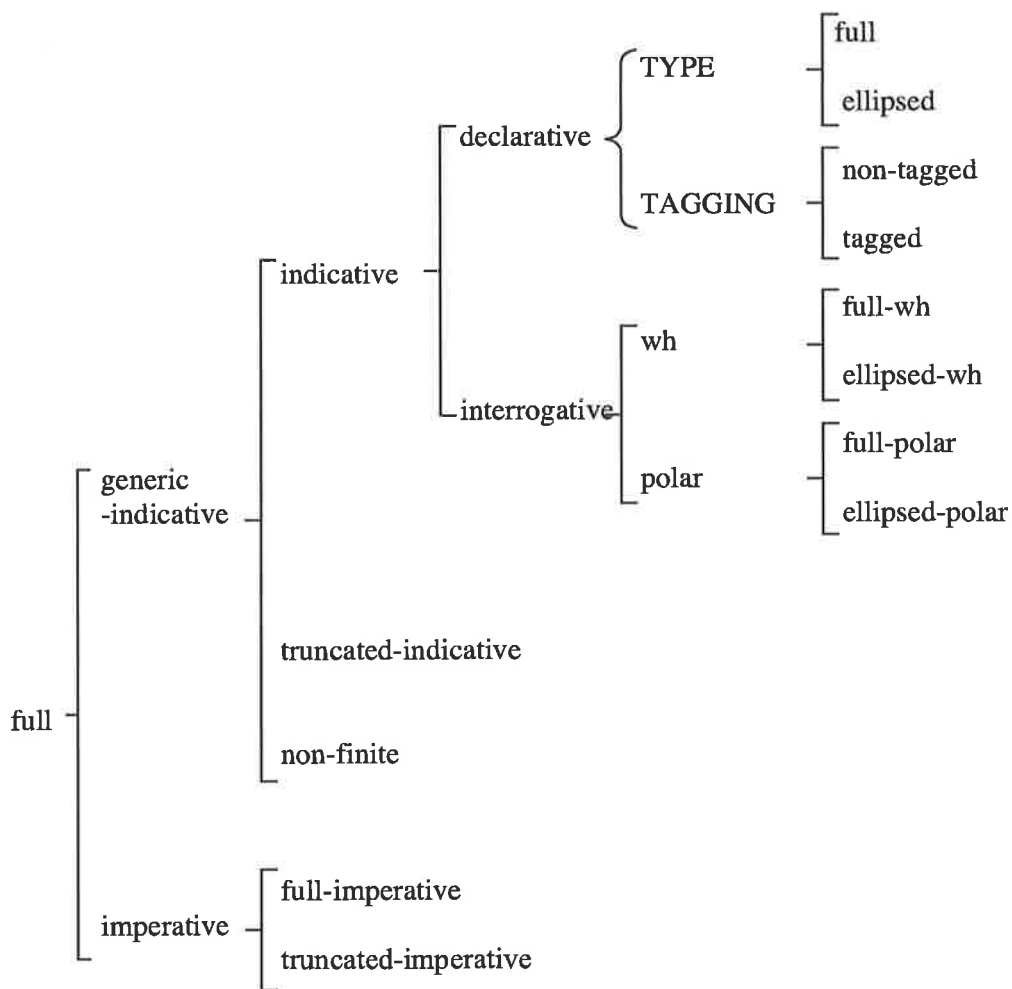
#### **4.3.1.4 Projection**

The system *projection order* is an analysis of the particular use of reported speech that allows the speaker to mitigate a contribution with a choice of verb tenses and prosodic features that are connected to narrative styles and play a part in realising power relations in the text UC5 and others in the data. The concept is discussed more fully below.

### 4.3.1.5 Full Clause

Full clauses are those with Subject and Finite elements that provide Mood, the negotiability of an utterance, and allow speakers to interact with each other using text as Exchange, to make offers and demands for both information and goods and services (Halliday 1994: 68ff). In the system they are more delicately analysed as Figure 4-2 describes:

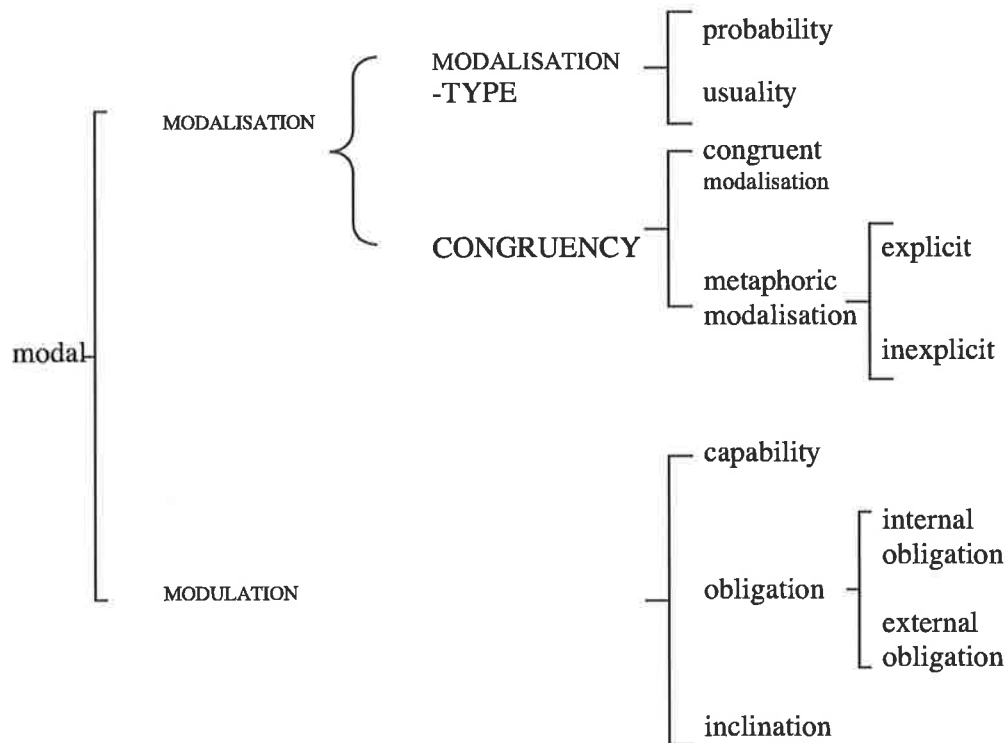
Figure 4-2 Full Clause



### 4.3.1.6 Modals

Figure 4-3 provides for more delicate description of the modal verbs. The items *modalisation-type* and *congruency* are systems that must both be selected:

**Figure 4-3 Network for Modals**



### 4.3.2 Mood in UC5

Table 4-2 provides a descriptive summary of the Mood of the CL-inter text UC5 and as the scheme excludes meta-textual data it covers the same ground as the Social UC5 analysis with a 'text' filter as described in the Social section below. Each cell shows the number of instances in each category, a percentage breakdown for any more delicate analysis together with the relevant number of instances and a T-Stat together with indication of the statistical significance of this. As noted in Chapter 3, one cross is significant at the 90 percentile, two crosses at the 95 percentile and three crosses at the 98 percentile.

**Table 4-2 Descriptive Summary of Mood UC5**

Comparative Statistics for file: C:/Program Files/Coder463/Texts/UC5c  
Mood.cd3.  
Data split on system: SOCIAL-ROLE  
Date: Thursday, March 25, 2004 9:50:15 AM  
Filter:  
Counting: Global

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Feature	union	company	N	TStat	Mean	N	TStat
UNION-TYPE			1027			742	
pt	48%	490	26.01+++	0%	0	26.01+++	
bh	16%	168	12.04+++	0%	0	12.04+++	
st	32%	330	18.73+++	0%	0	18.73+++	
tt	4%	39	5.41+++	0%	0	5.41+++	
COMPANY-TYPE			1027			742	
gf	0%	0	23.87+++	36%	265	23.87+++	
jt	0%	0	22.49+++	33%	245	22.49+++	
wo	0%	0	21.60+++	31%	232	21.60+++	
ADJUNCT			1027			742	
no	88%	905	0.90	89%	664	0.90	
yes	12%	121	0.83	11%	78	0.83	
CLAUSE-TYPE			1027			742	
full	93%	955	0.22	93%	688	0.22	
minor	5%	47	0.54	4%	30	0.54	
unanalysable	1%	10	1.43	2%	13	1.43	
continuity	1%	15	0.04	1%	11	0.04	
MOOD			1027			742	
generic-indicative	92%	942	2.15 ++	89%	658	2.15 ++	
imperative	1%	13	3.76+++	4%	30	3.76+++	
GENERIC-INDICATIVE-TYP			1027			742	
indicative	75%	773	2.43+++	70%	520	2.43+++	
truncated-indicativ	13%	138	0.47	13%	94	0.47	
non-finite	3%	31	3.00+++	6%	44	3.00+++	
INDICATIVE-TYPE			1027			742	
declarative	68%	700	0.22	68%	502	0.22	
interrogative	7%	73	4.42+++	2%	18	4.42+++	
DECLARATIVE-TYPE			1027			742	
full-declarative	58%	599	0.87	60%	448	0.87	
ellipsed-declarativ	10%	101	1.88 +	7%	54	1.88 +	
DECLARATIVE-TAGGING			1027			742	
non-tagged	67%	687	0.32	66%	491	0.32	

tagged		1%	13	0.39		1%	11	0.39	
-----									
INTERROGATIVE-TYPE			1027				742		
wh-question		5%	51	3.58+++		2%	13	3.58+++	
polar		2%	22	2.49+++		1%	5	2.49+++	
-----									
WH-QUESTION-TYPE			1027				742		
full-wh		4%	46	3.53+++		1%	11	3.53+++	
ellipsed-wh		0%	5	0.72		0%	2	0.72	
-----									
POLAR-TYPE			1027				742		
full-polar		2%	18	2.27 ++		1%	4	2.27 ++	
ellipsed-polar		0%	4	1.00		0%	1	1.00	
-----									
TRUNCATED-TYPE			1027				742		
self-truncated		10%	100	0.21		9%	70	0.21	
other-truncated		4%	38	0.53		3%	24	0.53	
-----									
IMPERATIVE-TYPE			1027				742		
full-imperative		1%	9	3.15+++		3%	21	3.15+++	
truncated-imperativ		0%	4	2.00 ++		1%	9	2.00 ++	
-----									
MODAL			1027				742		
non-modal		68%	694	1.03		65%	484	1.03	
modal		32%	333	1.03		35%	258	1.03	
-----									
MODAL-TYPE			1027				742		
modalisation		21%	214	0.71		22%	165	0.71	
modulation		12%	119	0.60		13%	93	0.60	
-----									
MODALISATION-TYPE			1027				742		
probability		19%	196	0.40		18%	136	0.40	
usuality		2%	18	2.79+++		4%	29	2.79+++	
-----									
MODALISATION-CONGRUENC			1027				742		
congruent-modalisa		15%	159	0.85		17%	126	0.85	
metaphoric-modalisa		5%	55	0.09		5%	39	0.09	
-----									
METAPHORIC-MODALISATIO			1027				742		
explicit-subject		4%	38	1.19		5%	36	1.19	
inexplicit-subject		2%	17	2.46+++		0%	3	2.46+++	
-----									
MODULATION-TYPE			1027				742		
capability		5%	48	0.30		5%	37	0.30	
obligation		5%	52	0.05		5%	38	0.05	
inclination		2%	19	0.83		2%	18	0.83	
-----									

OBLIGATION-TYPE		1027				742			
external-oblig		4%	43	0.54		5%	35	0.54	
internal-oblig		1%	9	1.19		0%	3	1.19	
-----									
PROJECTION-ORDER		1027				742			
interactional		97%	998	2.53+++		99%	734	2.53+++	
constructional		3%	28	2.43+++		1%	8	2.43+++	

Table 4-2 provides an overview of how the two groups in the CL-inter UC5 relate to each other. As noted, a cursory description of the interactions of the whole group, how the company and union participants relate within this social setting, provides some evidence to substantiate the CL-inter institution and from there the basis for an understanding of how the unionists realise the relationships among themselves as participants within a CL-inter frame.

#### 4.3.2.1 Union Type

The first two sections provide details of how the members of each group contribute clauses to the text and from the feature *union-type* it is immediately clear that almost half of all union clauses are contributed by Phil Travers (48%) and the next greatest contributor is Steve Tomlins (32%) followed by Billy Hall (16%) contributing half of Steve's number of clauses and one third of Phil's. Trevor Taite (4%) contributes less than ten percent of the number of clauses that Phil does. This bare fact is an early indicator of the key role that Phil plays in this instance of a CL-inter and contributes to an understanding of his role as a discourse-organiser within the institution, and that of the party that is reconstructing the claims in the cycle of CL-inters, in this case the union. More detailed discussion of this follows. The Feature *company-type* on the other hand shows a much more even distribution of clause among the three company participants. In this analysis it is assumed that this flows from both the institutional role of the company as the listening party in this instance of a CL-inter. Consequently their discourse organiser has a less profiled role than the union one.

#### 4.3.2.2 Adjuncts

The feature *adjunct* refers to clauses in the data that have interpersonal adjuncts as discussed above and these are modals that speakers use to express "their judgment



about the relevance of the text” (Halliday 1994: 49) and in this sense they contribute to the wider modality of the contributions participants make.

#### 4.3.2.2.1 Adjuncts and Indicatives

The data shows no significant difference in the parties’ use of adjuncts but it does show that they use them more in some circumstances than others, there is a significant difference between declaratives with adjuncts and interrogatives with adjuncts as Table 4-3, a further refinement of the data in Table 4-2 derived by filtering for *adjuncts* and *indicative-type*, shows:

**Table 4-3 Adjunct indicative-type**

Comparison for system: INDICATIVE-TYPE

Feature	no (N=1570)		yes (N=199)		Total	Lvl
	Mean	Stddv	Mean	Stddv		
declarative	0.669	0.471	0.759	0.429	2.548	+++
interrogative	0.056	0.230	0.015	0.122	2.468	+++

**Interpretation**

- \* Set1 (no) exhibits significantly lower use of the feature: *declarative* (66.94% vs. 75.88%).
- \* Set1 (no) exhibits significantly higher use of the feature: *interrogative* ( 5.61% vs. 1.51%).

This shows participants hedge their questions more than their declaratives.

### 4.3.2.2.2 Adjuncts and Wh-Interrogatives

This hedging is particularly evident with Wh questions for probes as shown in Table 4-4. Filtering Table 4-3 for interrogative-type provides this more delicate analysis:

**Table 4-4 Adjunct and interrogative-type**

UCInG 6.0

Codings: Scheme Options Help

Text Scheme Coding Review **Statistics** Codings File: C:/Program Files/Code452/Tests/UCInG Mood.cd3 Scheme File:

Type: Comparative [Sub] Display as: Individual System [Sub] [Go]

Counting: Global [Sub] System to split on: ADJUNCT [Sub] [Save Results]

Only use codings which match: [Sub]

Comparison for system: INTERROGATIVE-TYPE

Feature	no (N=1570)		yes (N=199)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
wh-question	0.040	0.196	0.005	0.071	2.501	+++
polar	0.016	0.125	0.010	0.100	0.636	

Interpretation

\* Set1 (no) exhibits significantly higher use of the feature: wh-question ( 4.01% vs. 0.50% ).

The use of the remaining features are not significantly different.

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Start [Taskbar icons] UCInG Mood.cd3 [Taskbar icons] 2:46 PM



#### 4.3.2.2.4 Adjuncts and Modals

As the data in Table 4-6 below shows there is a significant correlation between participants' use of adjuncts and other forms of hedging such as modality:

**Table 4-6 Adjunct and Modal**

The screenshot shows the UCSC Mood.cdf software interface. The main window displays a comparison for the system 'MODAL'. The comparison table is as follows:

Feature	no (N=1570)		yes (N=199)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
non-modal	0.738	0.440	0.095	0.295	20.053	+++
modal	0.262	0.440	0.905	0.295	20.053	+++

Below the table, the 'Interpretation' section contains the following text:

- \* Set1 (no) exhibits significantly higher use of the feature: *non-modal* (73.82% vs. 9.55%).
- \* Set1 (no) exhibits significantly lower use of the feature: *modal* (26.18% vs. 90.45%).

This modality is predominantly for modulation of congruent probability, that is, refined hedging. Of the 199 clauses with adjuncts 23 belong to Phil Travers and are of this type as instanced by clause 30 from the data:

PT: [i] um + perhaps just before ii get into that

#### 4.3.2.2.5 Union Discourse Organiser and Adjuncts

Phil is the highest user of this type of hedging. *Systemic Coder*, as noted elsewhere, is limited to processing binary systems so while it is not feasible to provide a direct correlation from the distribution of Phil's clauses and his systemic use of highly

modulated use of declaratives Tables 2,3,4,and 5 taken together with the instancing of clauses from Phil such as the one above provide solid evidence of him as a contributor who is carefully offering information to the group and in much higher amounts than any other participant. His role as discourse organiser, as the participant most responsible for seeing this interaction to a planned successful conclusion thus becomes more evident. While this analysis discusses only a single CL-inter the text UC5 instantiates the role of a discourse organiser in the CL-inter as an institution.

All of the union speakers approximate the mean of 40% of clauses realised in some form of hedging either with interpersonal adjuncts or congruent modals. Phil uses more probability modalisations to hedge claims and Steve uses twice as many modulations of obligation and capability, relatively, to describe and evaluate production processes. The underlined clause in the following example instantiates this:

*ST 1[i] \ and THEY'RE// the the things [ii] that we can't control*  
*from UC5 Exchange 18*

### 4.3.2.3 Mood

The *clause-type* feature in Table 4-2 shows that both union and company speakers use the same amount of full and minor clauses but the feature *mood* indicates how the social roles within a CL-inter are determined by which party is presenting their claims at the time. As table 4-7 shows there are 1600<sup>33</sup> indicative clauses in the text and 43 imperatives. As this particular meeting is focusing on the union reappraisal of the claims it is not surprising that the union participants make significantly more of the declarative clauses as they re-describe the proposed contract.

**Table 4-7 Social-role and Mood**

Comparison for system: SOCIAL-ROLE

Feature	generic-in(N=16)		imperative(N=43)		Tstat	Lvl
	Mean	Stdev	Mean	Stdev		
union	0.589	0.492	0.302	0.465	3.771	+++
company	0.411	0.492	0.698	0.465	3.771	+++

**Interpretation**

- \* Set1 (generic-indicative) exhibits significantly higher use of the feature: union (58.88% vs. 30.23%).
- \* Set1 (generic-indicative) exhibits significantly lower use of the feature: company (41.13% vs. 69.77%).

A break down of the parties' Mood use show that Steve is a significantly low user of Imperatives among the unionists, realising his lack of real authority in the group (Table 4-8 Mood – Union-type) and John is a significantly high user of Imperatives (Table 4-9 Mood – Company-type) for two reasons, firstly he must realise his

<sup>33</sup> The table is extracted directly from *Systemic Coder* which truncates data at two digits in this particular type of display as space demands, so the number of instances, N, is shown here as 16 rather than 1600. Other Coder Tables show the full counts where practical.

authority as company discourse organiser and secondly his relative lack of knowledge of the factory processes being discussed does not enable him to make significant contributions to that discussion which in turn reduces his ability to realise a role in constructing that dialogue through indicative clauses. In this regard he instantiates a variation (Hasan 2004) on the role of CL-inter discourse organiser and perhaps instantiates the role of a consultant in this position. Clearly he is an outsider' to aspects of the process and feels uncomfortable from time to time. As discussed in section *Phase 2 Exchange 5 The Divider* above, unionists such as Steve deliberately position John in this regard:

**Table 4-8 Mood and Union-type**

Comparison for system: UNION-TYPE

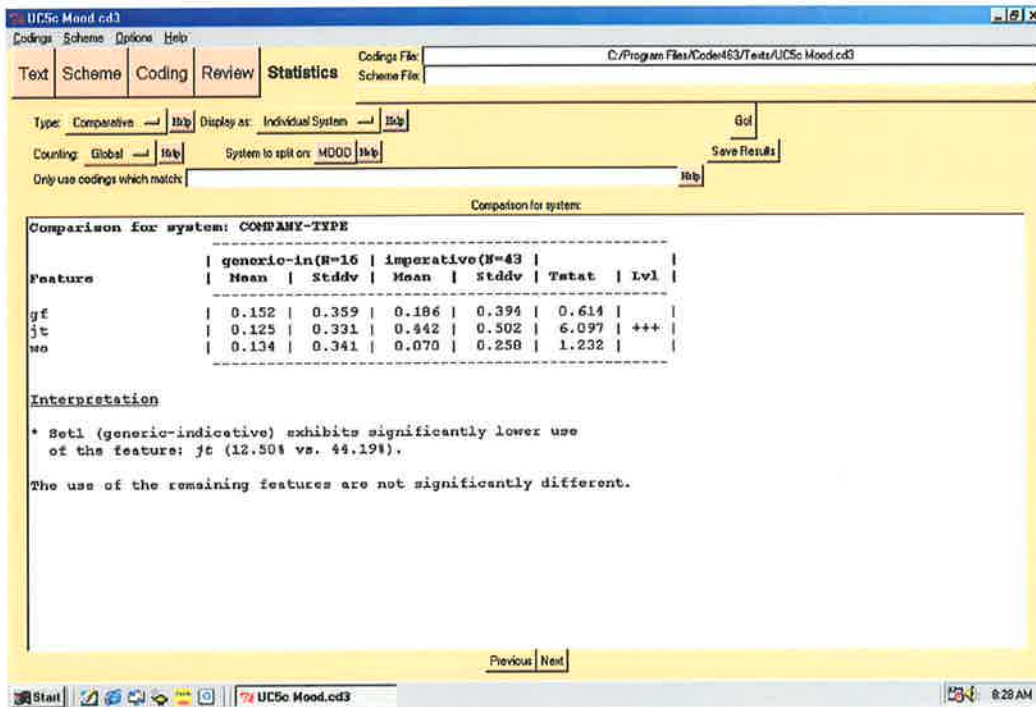
Feature	generic-in(N=16)		imperative(N=43)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
pt	0.277	0.448	0.163	0.374	1.656	+
bh	0.098	0.297	0.093	0.294	0.098	
st	0.192	0.394	0.047	0.213	2.410	+++
tt	0.022	0.148	0.000	0.000	0.994	

**Interpretation**

- \* Set1 (generic-indicative) exhibits significantly higher use of the feature: pt (27.69% vs. 16.28%).
- \* Set1 (generic-indicative) exhibits significantly higher use of the feature: st (19.19% vs. 4.65%).

The use of the remaining features are not significantly different.

**Table 4-9 Mood and Company-type**



There are few Imperatives in the union utterances, and none in crucial phases such as Phase 3, again suggesting careful and negotiable indicatives are preferred.



### 4.3.2.4 Generic Indicative

Table 4-10 addresses the information in the feature *generic-indicative* from Table 4-2 in more detail. It shows the union participants make a disproportionate use of full indicatives clauses as they set about carefully and fully describing production processes and their implications for the contract discussions in Phase 2 of UC5. Analysis of a CL-inter where the company was making their case would show an inverse relationship of indicative clause usage.

**Table 4-10 Social-role and Generic-indicative**

Comparison for system: **GENERIC-INDICATIVE-TYPE**

Feature	union(N=1027)		company(N=742)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
indicative	0.753	0.432	0.701	0.458	2.430	+++
truncated-indicative	0.134	0.341	0.127	0.333	0.472	
non-finite	0.030	0.171	0.059	0.236	3.005	+++

**Interpretation**

- \* Set1 (union) exhibits significantly higher use of the feature: *indicative* (75.27% vs. 70.08%).
- \* Set1 (union) exhibits significantly lower use of the feature: *non-finite* (3.02% vs. 5.93%).

The use of the remaining features are not significantly different.

#### 4.3.2.4.1 Non-finites

The highly significant difference between parties' use of non-finites shows a higher use of clause complexes by the company participants which may reflect their need to pack maximum rebuttal of points made by the unionists within the limited speaking role they have as the 'listening party' in a CL-inter in which the union conventionally is given the main speaking role to reconstruct the contract proposal and make their



### 4.3.2.5 Ellipsis

The feature *declarative-type* in Table 4-2 summarises the ratio of full to ellipsed declarative clauses. The union participants use somewhat significantly more ellipsed declaratives than their company counter parts (Table 4-11 Ellipsis and Social Role) and again Phil Travers is the predominant user of the union group (Table 4-12 Ellipsis and Union-type).

**Table 4-11 Ellipsis and Social Role**

UC5c Mood.cd3

Codings Scheme Options Help

Text Scheme Coding Review **Statistics** Codings File: C:/Program Files/Coder463/Text/UC5c Mood.cd3  
Scheme File:

Type: Comparative Help Display as: Individual System Help Get

Counting: Global Help System to split on: DECLARATIVE-TYPE Help Save Results

Only use codings which match: Help

Comparison for system:

Comparison for system: SOCIAL-ROLE

Feature	full-decla (N=10)		ellipsed-d (N=15)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
union	0.572	0.495	0.652	0.478	1.874	+
company	0.428	0.495	0.348	0.478	1.874	+

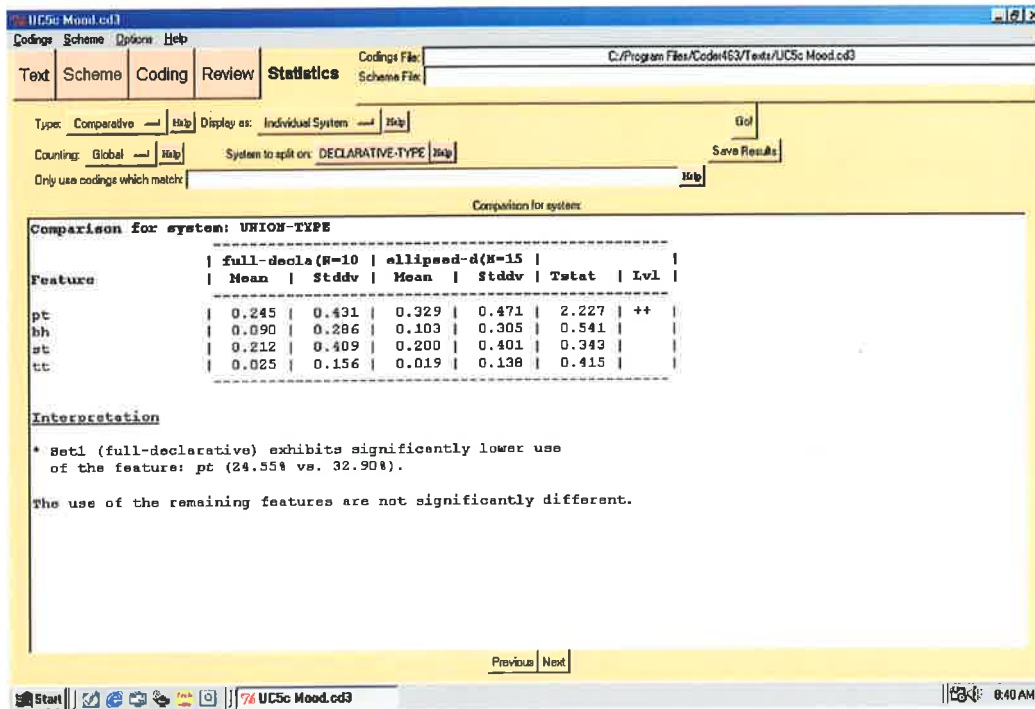
Interpretation

- \* Set1 (full-declarative) exhibits significantly lower use of the feature: union (57.21% vs. 65.16%).
- \* Set1 (full-declarative) exhibits significantly higher use of the feature: company (42.79% vs. 34.84%).

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**Table 4-12 Ellipsis and Union-type**



The instances of Phil’s ellipsed declaratives in Table 4-13 Extract from UC5 Mood Review *Ellipsed-declaratives and PT* show that he uses them to support and position other interactants, congruently other union speakers, as they provide the content information that Phil needs to substantiate the union case.

**Table 4-13 Extract from UC5 Mood Review *Ellipsed-declaratives and PT***

79	PT:	[i]	up graded
170	PT:	[i]	fifteen thousand a month
207	PT:	[i]	no
240	PT:	[i]	two hundred dollars a day
306	PT:	[i]	no

Often in the early part of the interaction exchanges are initiated with an interrogative from Phil to another unionist and then as that speaker provides information about factory process that support the direction Phil needs the interaction to proceed in, he is offered support from Phil. In cases where Phil deems Steve or Billy are wavering from this direction Phil offers a further interrogative as a clarifying probe (see the social analysis in section 4.3 below). When Phil is confident he has made the point he moves to his next point, again often opening the following exchange with an interrogative. Exchanges 6,7,10, and 11 in UC5 are examples.

#### **4.3.2.6 Tagging**

One aspect of power within groups is how speakers position each other to respond in particular ways (Schiffrin 1988) and congruently this is derived from the social function of the interaction (Halliday and Hasan 1985). An indicator of speakers' involving other participants is the level of tagging used in the interaction (Eggin and Slade 1997: 111). The feature *declarative-tagging* in Table 1 gives an overview of this aspect of the CL-inter text UC5. The data shows no significant difference between company and union speakers but it does show that some participants feel more responsible than others in ensuring that the interaction progresses by inviting others to agree with them. This then provides understanding of their social role within the group both as wielders of power and as those responsible for a successful outcome of the interaction. As Table 4-14 Tagging and Company-type below shows Wayne is significantly concerned with this and Gavin significantly unconcerned with the company speakers while Table 4-15 Tagging and Union-type below shows no significant difference between union speakers in this regard.

**Table 4-14 Tagging and Company-type**

UCSC Mood.cd3

Codings Scheme Options Help

Text Scheme Coding Review **Statistics** Coding File: C:/Program Files/Coder463/Tests/UCSC Mood.cd3  
Scheme File:

Type: Comparative Display as: Individual System Go!

Counting: Global System to split on: DECLARATIVE-TAGGING Save Results

Only use codings which match:

Comparison for system:

Comparison for system: **COMPANY-TYPE**

Feature	non-tagged (N=11)		tagged (N=24)		Tstat	Lvl
	Mean	Stdev	Mean	Stdev		
gf	0.159	0.366	0.000	0.000	2.126	++
it	0.115	0.319	0.042	0.204	1.116	
wo	0.143	0.351	0.417	0.504	3.740	+++

**Interpretation**

- \* Set1 (non-tagged) exhibits significantly higher use of the feature: gf (15.97% vs. 0.00%).
- \* Set1 (non-tagged) exhibits significantly lower use of the feature: wo (14.35% vs. 41.67%).

The use of the remaining features are not significantly different.

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**Table 4-15 Tagging and Union-type**

UCSC Mood.cd3

Codings Scheme Options Help

Text Scheme Coding Review **Statistics** Coding File: C:/Program Files/Coder463/Tests/UCSC Mood.cd3  
Scheme File:

Type: Comparative Display as: Individual System Go!

Counting: Global System to split on: DECLARATIVE-TAGGING Save Results

Only use codings which match:

Comparison for system:

Comparison for system: **UNION-TYPE**

Feature	non-tagged (N=11)		tagged (N=24)		Tstat	Lvl
	Mean	Stdev	Mean	Stdev		
pt	0.256	0.436	0.292	0.464	0.401	
bh	0.090	0.286	0.167	0.381	1.290	
at	0.213	0.410	0.083	0.282	1.544	
tt	0.025	0.155	0.000	0.000	0.778	

**Interpretation**

There are no significant differences between these sets.

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Company negotiator Wayne's use of declarative tagging is not disconnected from the restraints of a CL-inter. Instance 138 from a Coder Review filtered for *wo* and *declarative-tagging* exemplifies this:

138: it's gonna only be six hundred odd loaves a day isn't it

As this example shows in context, the tag question is not simply a disinterested invitation to participate. In this genre, it is an invitation to commit to a particular position, a partisan view of the topic under discussion, often an invitation to the speaker to abandon a view or construction that they have already committed to. It is a discursal tactic that both parties use to position their opponents, as the unmarked response to a tag question is agreement (Halliday 1994). In this regard Wayne shows his experience as a negotiator and his role in the interaction as foil to Steve as the unionist who provides details from the production process to support the union re-appraisal of the claim in the second phase of UC5. In this regard Wayne is less responsible for bringing the interaction to a conclusion and more responsible for extending negotiations until they favour the company.

### 4.3.2.7 Interrogatives

#### 4.3.2.7.1 Interrogatives and Social Role

The feature *indicative-type* in Table 4.2 shows that while both parties use a similar number of declarative clauses (68%) some the company negotiators have significantly less interrogatives (2%) than their union counterparts (7%) and this is re-displayed in Table 4-16 Indicative and Social-role:

**Table 4-16 Indicative and Social-role**

UCSc Mood.cd3

Codings Scheme Options Help

Text Scheme Coding Review **Statistics** Codings File: C:/Program Files/Code463/Tests/UCSc Mood.cd3  
Scheme File:

Type: Comparative Help Display as: Individual System Help

Counting: Global Help System to split on: SOCIAL-ROLE Help Save Results

Only use codings which match: Help

Comparison for system:

Comparison for system: INDICATIVE-TYPE

Feature	union(N=1027)		company(N=742)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
declarative	0.682	0.466	0.677	0.469	0.224	
interrogative	0.071	0.257	0.024	0.154	4.421	+++

Interpretation

\* Set1 (union) exhibits significantly higher use of the feature: *interrogative* ( 7.11% vs. 2.43%).

The use of the remaining features are not significantly different.

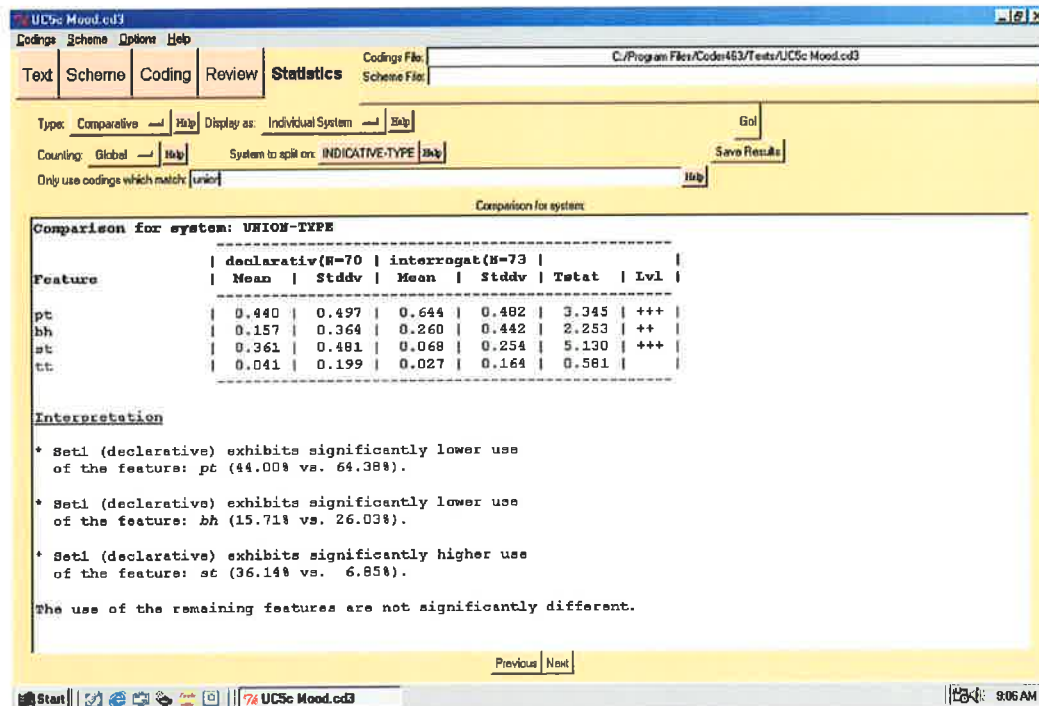
Previous Next

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Table 4-17 Interrogatives and Union-role gives a break down of the union participants and shows the dominant user of interrogatives is Phil with Steve being a highly significant non-user of this form:

**Table 4-17 Interrogatives and Union-role**



#### 4.3.2.7.2 Interrogatives and the Union Discourse Organiser

Text examples show that Phil uses interrogatives as a hedged form of expressing doubt about the case the company has already made in the previous CL-inter meeting as the instances in Table 4-18 Extract from Coder Review Filtered for *pt* and *interrogative* from the early part of the text demonstrate:

**Table 4-18 Extract from Coder Review Mood Filtered for *pt and interrogative I***

126	[i] so what's it worth in dollars
168	[iv] billy is that
171	[ii] is that a thousand odd dollars
195	[i] yeah what does it cost
236	[i] \ what do you reckon // gavin

Phil also uses interrogatives as a way of hedging offers the union makes in this CL interaction by probing how the company might realise the offer. In the sequential text examples in Table 4-19 Extract from Coder Review Mood Filtered for *pt and interrogative II* Phil needs to know to how many workers each category of pay increase will actually apply if any:

**Table 4-19 Extract from Coder Review Mood Filtered for *pt and interrogative II***

807	[ix] you know um how many people have we got
808	[x] um how many assistant bakers
809	[xi] how many bakers
810	[xii] how many chief bakers (2)

As Clause 168 in Table 4-17 shows Phil contiguously uses interrogatives to select other union speakers and bring them into the discussion as he sees the development of the interaction and the making of the union case demands. All of these uses of the interrogative help realise Phil's general power as an initiator and selector of both topic and speaker in the interaction and his role as a discourse organiser at a micro level.

#### **4.3.2.7.3 Interrogatives Controlling Negotiation**

Interrogatives fall into two categories, polar interrogatives that tend to constrain the responses that can be given and 'Wh'-interrogatives which tend to restrict responses less by "expressing the nature of missing information" (Halliday 1994: 46) and thus

opening up a wider scope for negotiation. The feature *interrogative-type* in Table 4-2 gives an overview of this in the text UC5. Not surprisingly the text instances a significantly higher ratio of WH (64) to polar (27) questions and as Table 4-20 Interrogative-type and Social-role shows both union and company speakers follow this pattern:

**Table 4-20 Interrogative-type and Social-role**

Comparison for system: SOCIAL-ROLE

Feature	wh-guestio (N=64)		polar (N=27)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
union	0.797	0.406	0.815	0.396	0.194	
company	0.203	0.406	0.185	0.396	0.194	

Interpretation  
There are no significant differences between these sets.

### 4.3.2.8 Truncation

Truncation of a speaker either self or by another participant is a marker of both the degree of planning a speaker puts into their contributions and their authority within the interaction (Eggs and Slade 1997: 111). Speakers who self-truncate contributions do so either to allow other speakers to contribute, which indicates that they feel powerful enough to allow others to contribute and confident that they can reassert themselves at a later point should it be necessary or that they are planning their contributions carefully. The feature *truncated-type* in Table 1 shows that both union and company participants either cut their utterances or had them cut by other

speakers in about the same proportions. There are 170<sup>34</sup> self-truncations and 62 other-truncations in Text UC5 indicating both a high level of careful speech and a low level of interrupting other participants. This latter marks a level of politeness and distance between the participants. These gross figures however hide a set of relationships that finer analysis reveals. Table 4-21 Truncate-type and Union-type shows that Phil significantly truncates himself rather than being cut off by other speakers whereas Billy and Steve are relatively more cut off by other speakers

**Table 4-21 Truncate-type and Union-type**

Comparison for system: UNION-TYPE

Feature	self-trunc(N=17)		other-trun(N=62)		Tstat	Lvl
	Mean	Stdev	Mean	Stdev		
pt	0.359	0.481	0.194	0.398	2.419	+++
bh	0.082	0.276	0.161	0.371	1.751	+
st	0.129	0.337	0.226	0.422	1.799	+
tt	0.018	0.132	0.032	0.178	0.676	

**Interpretation**

- \* Set1 (self-truncated) exhibits significantly higher use of the feature: pt (35.88% vs. 19.35%).
- \* Set1 (self-truncated) exhibits significantly lower use of the feature: bh (8.24% vs. 16.13%).
- \* Set1 (self-truncated) exhibits significantly lower use of the feature: st (12.94% vs. 22.58%).

The use of the remaining features are not significantly different.

The excerpt below gives an example of Phil self-truncating in clause [ii] of his first utterance here to allow Steve to take up his turn again:

<sup>34</sup> Coder truncates the figure at 2 digits in Table 18

ST: [i] i mean we make that every day [ii] and we don't have to (2) [iii] i mean that's just one of many things [iv] that's [1][v] \ that's [vi] that's just / [vii] i mean [2] \ the plant's FRAUGHT / with them

Phase 2 Exchange 14 Money (3) .

PT: [i] \ what do you reckon // gavin [ii] how much [2] [iii] \ it's your guess //

GF: [i] two hundred dollars a day (1)

*from UC5 Exchanges 13 and 14*

In this example Steve pauses in his clause [ii] for 2 seconds and Phil starts his utterance (first move Exchange 14) after Steve's hesitation but Steve then cuts in again and Phil stops speaking. He waits a further two seconds after his second clause to ensure Steve has finished his contribution.

Table 20 shows that of the union negotiators Phil is a markedly higher user of self-truncation (61 instances) and a lower rate of other-truncation (12 instances) than the other speakers. Conversely both Steve and Billy have their contributions significantly truncated by other speakers, indicating their lower status within the group.

The second type of self-truncation is where the speaker stops to rephrase and in Phil's case his self-truncation is part of his careful speech as he articulates the union rebuttal of the claims made by the company in the previous CL-inter<sup>35</sup> as the excerpt from Exchange 15 shows:

PT: [i] yeah [ii] but i'm trying to respond to john's analysis [iii] to start with was [iv] that this plant is not performing [v] it's one of two in the country [vi] that their looking at closely [vii] why why why isn't it performing [viii] + i mean we just high lighted [ix] that's [x] i mean there's at least a hundred buck a day in there [xi] i asked and

*from UC5 Exchange 15*

The underlined clauses are self-truncated and here Phil carefully chooses ideational and interpersonal content. Clause [iii] begins to expand on clause [ii] but is truncated

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<sup>35</sup> UC4 in the data

to allow for closer definition of it with a hypotactic qualification. Clause [viii] is truncated to allow Phil to foreground the money aspect of his argument, a re-occurring theme in clause [x], and clause [ix] seems to be a potential declarative that is modalised in clause [x]. Clause [xi] is truncated as Phil moves to open a new exchange having decided he has made his point here. Of note in the excerpt above is the pause in Phil's utterance after clause [vii] marked + and no other speaker takes this silence as a Transition Relevance Place ( Sacks *et al.* 1974) to be exploited.

Inspection of the data shows that of the 14 occasions that Steve is cut off by other speakers Phil is responsible four times, Billy five times, John and Wayne twice each and by cross talk from the group once. Steve is instanced here as being in sub-servient roles to his discourse organiser and head delegate, and to a lesser degree to his company production manager and the current company discourse organiser. In Billy's case his turns are truncated ten times by other speakers, three times in animated cross talk, twice by Wayne, once each by Gavin and John and three times by Steve. All three instances where Steve cuts him off are where both Billy and Steve are cooperatively building a re-construction of the factory processes and the interruptions by Steve are less aggressive than supportive. Detailed analysis of the company participants' self and other truncations are not provided here, but Gavin is a more careful speaker than his two colleagues.

## 4.3.2.9 Modality

### 4.3.2.9.1 Modality and Social-role

The feature *modal* in Table 4-2 shows that one third of the clauses all the participants use are modal and while no comparison with other texts is offered here this seems to indicate quite a careful interaction in which the participants hedge their offers and demands to reduce their negotiability and allow for alternative interpretations of their semantic constructions. Of the 1027 clauses uttered by unionists and the 742 uttered by the company negotiators, two thirds respectively were non-modal and a third embodied some form of interpersonal qualification. However, as the feature *modality* shows, again coarse figures reveal difference when more delicately processed. Table 4-22 Modality and Social-role shows the union participants use significantly less modulation of usuality than their company counterparts:

**Table 4-22 Modality and Social-role**

UCSe Mood.cd3

Codings Scheme Options Help

Text Scheme Coding Review Statistics

Codings File: C:/Program Files/Coder452/Tests/UCSe Mood.cd3

Scheme File:

Type: Comparative Display as: Individual System

Counting: Global System to split on: MODALISATION-TYPE

Only use codings which match:

Go Save Results

Comparison for system: SOCIAL-ROLE

Feature	probabilit(N=33)		usuality(N=47)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
union	0.590	0.493	0.383	0.491	2.703	+++
company	0.410	0.493	0.617	0.491	2.703	+++

Interpretation

- \* Set1 (probability) exhibits significantly higher use of the feature: union (59.04% vs. 38.30%).
- \* Set1 (probability) exhibits significantly lower use of the feature: company (40.96% vs. 61.70%).

Previous Next

Start | 7% UCSe Mood.cd3 | 9:25 AM

Finer yet analysis in Table 4-23 Modalisation-type and Union-type reveals that once again Phil is markedly at variance with his union colleagues by having significantly more modulations of probability in his clauses and inspection of the data shows that he does this in a patterned way contributing to the institutional structure of the CL-inter and his own role within it (Hasan 2004) as he moves the interaction towards closure:

**Table 4-23 Modalisation-type and Union-type**

The screenshot shows the UCIn for Windows software interface. The main window displays a comparison for system: UNION-TYPE. The table below summarizes the data presented in the interface.

Feature	probabilit(N=33)		usuality(N=47)		Total	Lvl
	Mean	Stddv	Mean	Stddv		
pt	0.301	0.459	0.043	0.204	3.803	+++
hh	0.063	0.244	0.085	0.282	0.564	
st	0.181	0.388	0.255	0.441	1.164	
tt	0.042	0.201	0.000	0.000	1.435	

**Interpretation**

\* Set1 (probability) exhibits significantly higher use of the feature: pt (30.12% vs. 4.26%).

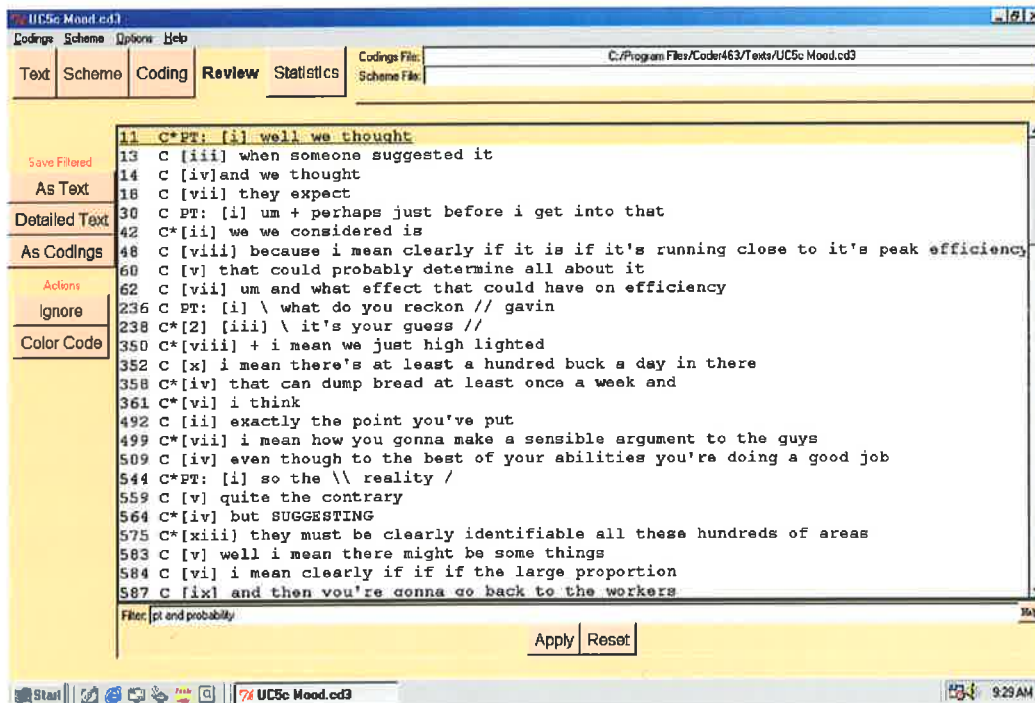
The use of the remaining features are not significantly different.



### 4.3.2.9.2 Modality to Appraise

There are 332<sup>36</sup> probability modal clauses and 47 usability modal clauses from the unionists and of these Phil has 100 and 2 of each respectively<sup>37</sup>. Table 4-24 Excerpts from UC5 Mood Review Filtered *pt* and *probability* shows that most of these come from his monologic turns where he is refuting the viability of earlier company construction of the contract and building the case for the union reconstruction in Phase 3 of UC5.

**Table 4-24 Excerpts from UC5 Mood Review Filtered *pt* and *probability***



The feature *metaphoric-modalisation* in Table 1 shows that the union has 17 instances of metaphoric-modals and many of these, including instances 11, 13,14, 18, 42, 236, 361, from Table 23 are from Phil. Again we can conclude that Phil both instantiates and is constrained by the institution within which he is realising a role.

<sup>36</sup> Again Coder truncates the figure at two digits.

<sup>37</sup> Extracted by filtering Table 22 for *pt*.

#### 4.3.2.10 Projection Order

The feature *projection-order* in Table 4-2 summarises an aspect of participant activity that is partially social and partially an aspect of Mood and it is discussed here because of the systemic nature of the grammatical structures that participants in the text UC5 use to realise it.

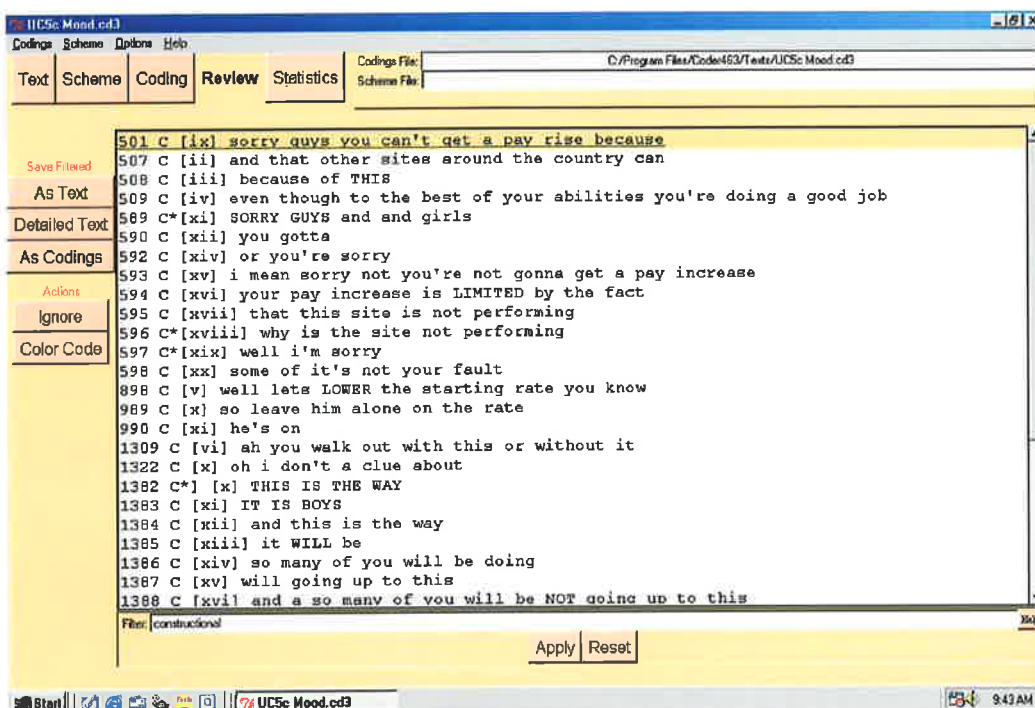
##### 4.3.2.10.1 Fuzzy Modality

Inspection of Table 4-25 Excerpts UC5 Mood Review Filtered for *constructional*, a sample of the constructional clauses shows that there is a high incidence of present tenses for dramatic reality, and of the deictic *you* together with intimate forms of address (*boys, girls*), and apologies (*sorry, even though*). A word count<sup>38</sup> of all constructional clauses shows there are 281 tokens (words) but only 141 types (different words) in UC5. Of these the negative polar marker *not* and the deictic *you* are the sixth most common (6 instances respectively), *sorry* and the continuative *well* are the ninth most frequent (5 instances respectively). The Deictic *I*, normally the most frequent deictic in conversation (Ward 1997) occurs only twice and then as parts of apologies. Modal markers of probability such as *will* (4 instances), *gonna* (3 instances), *going* (2 instances) and present simple tenses for future certainty (clauses 1382, 1383, 1384, 1385 in Table 24 instantiate) are congruent in this type of mitigating clause and taken together the constructional clauses form a type of modality particular to this institutional setting.

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<sup>38</sup> Derived from a *Wordsmith* analysis

**Table 4-25 Excerpts UC5 Mood Review Filtered for *constructional*.**



An important aspect of all of the texts in this study is their construction of events that take place outside the immediate realm of real interaction among the participants, particularly interaction with other people affected by the outcomes of the negotiations . The term *constructional* is used in contrast to other text that is delineated as *interactional*. Of course both text kinds are metaphorical and both are interactional but the *constructional* variety is systemically used across the data to position listeners sympathetically towards a position taken or a position proposed (in itself a reconstruction) as a rational and therefore part of the modality of the text (Martin 1992, cited in Rose 1997: 58)

#### 4.3.2.10.2 Construction and Tagging

A marker of the non-interactive sense of the constructional utterances is the fact that they have significantly less tag questions attached to them as Table 4-26 shows:

**Table 4-26 Projection-order and declarative tagging**

Comparison for system: DECLARATIVE-TAGGING

Feature	interactio (N=17)		constructi (N=36)		Tstat	Lvl
	Mean	Stdev	Mean	Stdev		
non-tagged	0.663	0.473	0.806	0.401	1.795	+
tagged	0.014	0.117	0.000	0.000	0.711	

**Interpretation**

\* Set1 (interactional) exhibits significantly lower use of the feature: *non-tagged* (66.30% vs. 80.56%).

The use of the remaining features are not significantly different.

#### 4.3.2.10.3 Imaginary dialogues as construction

These constructions take two forms, the first are reported dialogues in which unmarkedly the speaker was a participant and secondly in imaginary future dialogues with an absent interactant that again unmarkedly have the speaker as one of its protagonists. In the analysis done here the reported dialogues are separated out from other forms of reported speech by the predominant use of the present tense for theatrical reality (Toolan 1998).

#### 4.3.2.10.4 *Construction as a morality marker*

An example of the second type of construction from the text instantiates this:

PT: now it's those areas are things that are NOT something that the workers here can do well i mean there might be some things i mean clearly if if the large proportion (there's) NOTHING that the workers can achieve and then you're gonna go back to the workers and say SORRY GUYS and and girls you gotta or you're not gonna get a pay increase or you're sorry i mean sorry not you're not gonna get a pay increase your pay increase is LIMITED by the fact that this site is not performing why is the site not performing well i'm sorry some of it's not your fault

*from UC5 Exchange 24*

Here Phil is projecting an imaginary future report back to union membership (underlined text) as a means of rejecting a proposal from the company on the basis that he, as a participant in the contract process, is being asked to do something unreasonable and that participants should not make these kinds of demands on each other. In this sense he is foregrounding the cultural morality of 'good faith bargaining' that negotiators recognise that each negotiating party has a limited tenure from its constituency and breach of this limit will jeopardise the process. This is brought out again in Exchange 58 where Phil again foregrounds the morality but this time in a less theatrical sense in arguing support for his summary of the union claims in this CL-inter:

PT: well we think at least we're not gonna get screamed and yelled at and and verbal abuse at the alternative is that we really we we put your position to them as as it sits explain our current position to them in terms of negotiating in terms of our claim and seek direction.

*from UC5 Exchange 58*

#### 4.3.2.10.5 *Constructional exemplums*

Another aspect of the constructional form is that frequently it includes a story telling element to it. In the example from Exchange 24 above the form is that of a micro-exemplum which generically has a core structure of (Abstract)^(Orientation)^ Incident^ Interpretation^(Coda) (Eggins and Slade 1997: 268). In the text example

only the Incident and Interpretation elements are present and even then in marked form as the Interpretation is thematised, announcing that as a result of the Incident – poor performance at the work site – there would no pay increase, and it is not the imaginary unionists fault and it is unfortunate.

The text UC5 does not have the instances of reported speech as constructional modality that texts such as M1 does, and there again theatrical reality is used in mitigation of a stance taken. Further analysis is taken up in that part of this report

#### 4.3.2.10.6 Construction of the powerless

In the Text UC5 currently being discussed as indeed in the other texts, instances of this kind of construction are overwhelmingly produced by union participants as Table 4-27 Social-role and Projection-order shows:

**Table 4-27 Social-role and Projection - order**

Comparison for system: PROJECTION-ORDER

Feature	union(N=1027)		company(N=742)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
interactional	0.973	0.163	0.989	0.103	2.425	+++
constructional	0.027	0.163	0.011	0.103	2.425	+++

**Interpretation**

- \* Set1 (union) exhibits significantly lower use of the feature: *interactional* (97.27% vs. 98.92%).
- \* Set1 (union) exhibits significantly higher use of the feature: *constructional* (2.73% vs. 1.08%).

The use of constructional modality by the union participants seems to reflect their relative powerlessness in the negotiation process. Discussion with the union delegates

both before and after the data collection emphasised the relative weakness, in their assessment, of support for the union at the bread factory at the time of the contract negotiations. In foregrounding the negotiation process culture, they are emphasising both their commitment to the bourgeois legalistic process and their distance from their membership and other possible discourses of membership struggle such as mass action or membership agitation at other work places. This interpretation is indirectly supported by Table 4-28 Union-type and Projection-order which shows that the two unionists who take the role of ensuring that the negotiations proceed successfully as a process, Phil, the discourse organiser and Billy the head delegate, are also the two who overwhelmingly use the constructional projection:

**Table 4-28 Union-type and Projection-order**

Feature	interactio (N=17)		constructi (N=36)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
pt	0.274	0.446	0.444	0.504	2.270	++
bh	0.091	0.287	0.306	0.467	4.375	+++
st	0.190	0.393	0.000	0.000	2.908	+++
tt	0.022	0.146	0.028	0.167	0.236	

**Interpretation**

- \* Set1 (interactional) exhibits significantly lower use of the feature: pt (27.35% vs. 44.44%).
- \* Set1 (interactional) exhibits significantly lower use of the feature: bh (9.06% vs. 30.56%).
- \* Set1 (interactional) exhibits significantly higher use of the feature: st (19.04% vs. 0.00%).

The use of the remaining features are not significantly different.

In contrast, as Table 4-28 also shows, Steve is significantly a non-user of the constructional form and as analysis of other aspects of his participation shows, he is the least committed of the unionists to the negotiation process and its outcomes. This reflects the reality that while Steve will report back to members individually he also has a lesser role in more formal reporting at the mass stopwork meeting. This is an indication of how institutional roles are realised across text boundaries and is discussed again in Chapter 7 of this report.

The constructional aspect of the texts is taken up again in the section on Social roles below.

### 4.3.3 Mood and union participants

Table 4-29 brings together the Mood aspects of the unionists in the text UC5 and, in conjunction with the discussion above, allows some interim conclusions to be drawn about the relationships of the union members as they realise their roles in this example of a CL-inter. The institution of meeting with their company counterparts to progress the contract settlement places a number of constraints on the union negotiators as a group and as individuals. As negotiating party in this round they must foreground the reasons for rejecting the claims made by the company in the previous CL-inter 4 then reconstruct the claims to make them more likely to prove acceptable to both parties, including their own constituency. As individuals they have various roles that commit them to a greater or lesser extent to the process. The union as presenting party in UC5 has most speaking rights realised as declarative clauses as they describe production processes and reconstruct the contract claims. All of the union speakers use overwhelmingly full clauses that are indicative, suggesting there are relatively few times when they are simply acknowledging turns by other speakers or leaving propositions by other speakers un-negotiated. The CL-inter is marked by a high degree of modality that marks careful talk aimed at reducing conflict, that is, negotiability, and producing a resolution. The union party adds to this modality and marks its own weakness by appealing through 'constructional narratives' to the institutional morality of not positioning a party to do things that will overwhelmingly alienate it from its base.

**Table 4-29 Summary of Union-Type Modality in UC5**

Comparative Statistics for file: C:/Program Files/Coder463/Texts/UC5c Mood.cd3.  
Data split on system: UNION-TYPE  
Date: Sunday, March 28, 2004 1:49:24 PM  
Filter:  
Counting: Global



Feature	pt			bh			st			tt		
	Mean	N	TStat	Mean	N	TStat	Mean	N	TStat	Mean	N	TStat
SOCIAL-ROLE		490			168			330			39	
union	100%	490	0.00	100%	168	0.00	100%	330	0.00	100%	39	0.00
company	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
ADJUNCT		490			168			330			39	
no	88%	432	0.04	92%	155	1.82 +	86%	284	1.40	87%	34	0.19
yes	12%	58	0.05	8%	13	1.78 +	14%	45	1.27	13%	5	0.20
CLAUSE-TYPE		490			168			330			39	
full	92%	450	1.38	95%	160	1.25	94%	309	0.56	92%	36	0.17
minor	5%	26	1.07	3%	5	1.08	4%	14	0.35	5%	2	0.17
unanalysable	1%	7	1.42	0%	0	1.41	1%	2	0.83	3%	1	1.03
continuity	1%	7	0.08	2%	3	0.38	2%	5	0.10	0%	0	0.77
MOOD		490			168			330			39	
generic-indicative	90%	443	1.46	93%	156	0.58	93%	307	1.05	92%	36	0.13
imperative	1%	7	0.45	2%	4	1.41	1%	2	1.30	0%	0	0.72
GENERIC-INDICATIVE-TYP		490			168			330			39	
indicative	72%	355	2.00 ++	77%	129	0.50	78%	258	1.49	79%	31	0.62
truncated-indicativ	15%	73	1.31	14%	24	0.35	11%	36	1.64	13%	5	0.12
non-finite	3%	15	0.08	2%	3	1.02	4%	13	1.19	0%	0	1.12
INDICATIVE-TYPE		490			168			330			39	
declarative	63%	308	3.50+++	65%	110	0.82	77%	253	4.05+++	74%	29	0.85
interrogative	10%	47	2.97+++	11%	19	2.32 ++	2%	5	4.85+++	5%	2	0.49
DECLARATIVE-TYPE		490			168			330			39	
full-declarative	52%	257	3.67+++	56%	94	0.68	67%	222	4.03+++	67%	26	1.08
ellipsed-declarativ	10%	51	0.59	10%	16	0.15	9%	31	0.33	8%	3	0.46
DECLARATIVE-TAGGING		490			168			330			39	
non-tagged	61%	301	3.57+++	63%	106	1.14	76%	251	4.33+++	74%	29	1.01
tagged	1%	7	0.45	2%	4	1.41	1%	2	1.30	0%	0	0.72
INTERROGATIVE-TYPE		490			168			330			39	
wh-question	7%	33	2.50+++	7%	12	1.42	2%	5	3.52+++	3%	1	0.70
polar	3%	14	1.51	4%	7	1.98 ++	0%	0	3.28+++	3%	1	0.19
WH-QUESTION-TYPE		490			168			330			39	
full-wh	6%	28	1.83 +	7%	12	1.83 +	2%	5	3.17+++	3%	1	0.59
ellipsed-wh	1%	5	2.35+++	0%	0	0.99	0%	0	1.54	0%	0	0.44
POLAR-TYPE		490			168			330			39	
full-polar	2%	11	1.15	4%	6	1.97 +	0%	0	2.95+++	3%	1	0.39
ellipsed-polar	1%	3	1.09	1%	1	0.47	0%	0	1.38	0%	0	0.40
TRUNCATED-TYPE		490			168			330			39	
self-truncated	12%	61	2.81+++	8%	14	0.67	7%	22	2.29 ++	8%	3	0.44
other-truncated	2%	12	2.03 ++	6%	10	1.69 +	4%	14	0.63	5%	2	0.48
IMPERATIVE-TYPE		490			168			330			39	
full-imperative	1%	3	0.87	2%	4	2.29 ++	1%	2	0.64	0%	0	0.60
truncated-imperativ	1%	4	2.10 ++	0%	0	0.89	0%	0	1.38	0%	0	0.40
MODAL		490			168			330			39	
non-modal	67%	330	0.15	73%	122	1.53	66%	217	0.86	64%	25	0.47
modal	33%	160	0.15	27%	46	1.53	34%	113	0.86	36%	14	0.47
MODAL-TYPE		490			168			330			39	

modalisation	21%	102	0.02	15%	25	2.08	++	22%	73	0.70	36%	14	2.37+++		
modulation	12%	58	0.24	13%	21	0.40		12%	40	0.37	0%	0	2.31 ++		
-----															
MODALISATION-TYPE		490		168		330		39							
probability	20%	100	1.03	13%	21	2.38+++		18%	61	0.34	36%	14	2.73+++		
usuality	0%	2	3.15+++	2%	4	0.68		4%	12	3.18+++	0%	0	0.85		
-----															
MODALISATION-CONGRUENC		490		168		330		39							
congruent-modalisation	14%	68	1.36	12%	20	1.40		18%	61	1.83	+	26%	10	1.79	+
metaphoric-modalisation	7%	34	2.16 ++	3%	5	1.50		4%	12	1.68	+	10%	4	1.39	
-----															
METAPHORIC-MODALISATION		490		168		330		39							
explicit-subject	5%	26	2.61+++	2%	4	0.99		2%	5	2.56+++	8%	3	1.35		
inexplicit-subject	2%	8	0.05	1%	1	1.18		2%	7	0.80	3%	1	0.45		
-----															
MODULATION-TYPE		490		168		330		39							
capability	6%	27	1.21	4%	7	0.34		4%	14	0.45	0%	0	1.41		
obligation	4%	20	1.37	7%	11	0.96		6%	21	1.31	0%	0	1.47		
inclination	2%	11	0.90	2%	3	0.07		2%	5	0.55	0%	0	0.87		
-----															
OBLIGATION-TYPE		490		168		330		39							
external-obligation	3%	17	1.10	5%	9	0.83		5%	17	1.06	0%	0	1.33		
internal-obligation	1%	3	0.87	1%	2	0.48		1%	4	0.79	0%	0	0.60		
-----															
PROJECTION-ORDER		490		168		330		39							
interactional	97%	474	0.82	93%	157	3.20+++		100%	329	3.37+++	97%	38	0.10		
constructional	3%	16	1.01	7%	11	3.34+++		0%	0	3.71+++	3%	1	0.06		

#### 4.3.3.1 Union discourse organiser and clause types

Phil has markedly different clauses to his union colleagues in a number of areas. He provides 48% of all union clauses in UC5. He is thus the greatest user of declaratives and these have significantly higher proportions of interpersonal adjuncts and modal verbs than the declaratives of Billy, Steve and Trevor. Phil's modals are markedly of metaphoric modality within monologic utterances that realise the institution and his role within it. His high use of non-finite clauses suggests a commitment to the CL-inter code realised as a regulative role (Christie 1997: 136) and his use of ellipsis to keep others focused on the institutional goals help realise his role as union discourse organiser. Similarly his significant use of interrogatives, particularly the more open 'Wh' variety, allow him to select topic and speaker, elicit information about production processes from Billy and Steve, that will provide the ideational basis of his reconstruction of the claim in Phase 3 of UC5. 'Wh'-interrogatives provide Phil with another form of hedging as he makes offers and demands. His higher ratio of self-

truncation helps realise his powerful speaking rights in the group as he stops to engage Steve and other speakers in the process as he sees appropriate. Self-truncation also marks Phil's careful planning as he incorporates new information from other speakers into the CL-inter goals moment by moment.

#### **4.3.3.2 Two subservient roles**

That Steve is the second highest contributor is not a co-incidence. He is a markedly lower user of imperatives and interrogative and is regularly truncated in his speaking by Billy and Phil. Steve is also a significant non-user of the constructional clause that foregrounds the cultural morality of a CL-inter. At this point in the analysis it is possible to see early indicators of Steve as realising two functions within the interaction. First in the subservient role of provider of information about the production process for the union discourse organiser and secondly as a dissonant voice and marker of the conflict unionists find in their roles in realising the process itself.

#### **4.3.3.3 Supporting the discourse organiser**

Billy's role in this interaction is to support Phil and his clause structure does this by providing information in declaratives that supplement the work being done by Steve. Like Phil at times he controls Steve and Trevor with interrogatives and measured self- and other-truncations. Billy is the most significant contributor of constructional clauses and this marks his commitment to the process although as will be taken up below he is also uncomfortable with it at times. Billy then is a 'mid-player' in the process and this is brought out by his lack of profile in the clause structures he uses.

Trevor is notable for his very low number of clauses and this marks him as a newcomer to the institution and his role as a learner in the process.

The data shows that it is Phil who has the dominant linguistic rights in this interaction and this together with his relations with his fellow unionists can be shown to be culturally determined by the CL-inter framework and his role as the union discourse

organiser. These and other points made in this section are developed in the sections that follow.

## **4.4 UC5 Social Analysis**

### **4.4.1.1 Exchanges and Moves**

At a broad level it can be seen that Phil has the most number of turns of any speaker, union or company, but turns in themselves are not the best framework for understanding how interactants realise their social goals in institutional texts such as UC5. As already noted above in the section on qualitative aspects of UC5, for analysis purposes utterances are broken at exchange boundaries and in turns that cross from one exchange to another are termed *bridges*. Instances discussed here include the transitions from exchange 2 to 3 and exchange 3 to 4, all within a single turn by Phil. An exchange is defined as a topic taken up by the participants either by response or by allowing the current speaker to continue, congruently to make responses at a later point. Each exchange continues until a new one is taken up by the group. Phil initiates 25 of the 72 exchanges and 14 of these within his own turns. The next most prominent union participant is Steve who initiates 14 exchanges successfully but only four of these within his own turn, Billy initiates 10 exchanges, one within his own turn. Trevor has only 10 turns and initiates no exchanges. Moves are described by Martin (cited in Eggins and Slade 1997) as social units of talk which are largely delimited by the potential for other speakers to take a turn (Sacks, Schegloff *et al.* 1974). Often these coincide with clause boundaries but not usually where clauses are dependent (Eggins and Slade 1997). In this data embedded, projected and other dependent clauses are counted as part of the main clause where there is one. Opening moves mark exchange boundaries, initial moves are clause groups or fragments of talk that realise social functions independently. An example from the data instantiates this<sup>39</sup>:

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<sup>39</sup> Moves are annotated with arabic numerals, clauses with roman numerals.

(PT turn continues)

1[I] so but in saying that i mean 2[ii] what you've presented to us 3[iii] um we find some value in the scale

*from UC5 Exchange 32*

Move 1 sustains the talk that Phil has been doing in the previous exchange and is fragmentary in that he does not elaborate ideationally on his previous talk and it is doubtful that the following clause is a projection of this one, particularly as there is a slight pause and a change of tone between the two. Similarly move 2 is an initial move that is contextually vague and elaborates not so much grammatically or ideationally on previous talk but rather expresses again, that is elaborates on, Phil's hesitancy, his apparent unwillingness to acknowledge union acceptance of the company pay scale. Move 3 is an initiating move and an opening one. It offers the company acceptance of a claim they made in a previous interaction (under conditions that are extensively elaborated on) and it also opens a new area of interaction for the participants. Other participants' agreement with this realises Phil's centrality to the meeting and his social power within the institution.

#### **4.4.1.2 Description of the social categories of data.**

The categories of data are those that are inserted in the *Systemic Coder* interface Scheme. The Upper case text denotes a system, for example TEXT-TYPE in Table 4-30 (below) and lower case text denotes features of the system. Thus in Table 4-30 'text' and 'metatext' are features of TEXT-TYPE and coding consists of choosing one of these for every unit to be analysed.<sup>40</sup> The process is exhaustive and is based on that of Eggins and Slade (1997) and Halliday (1994). The data then describes a network of social relations with increasing delicacy of description and provides for an analysis linked to the Mood of the text. While this link is not mechanical it is dialectically systemic, with speech functions congruently being realised in specific grammatical forms. Sustaining moves, for example, are linked to opening moves by grammatical ellipsis and referencing, opinion is congruently expressed in modality and provides

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<sup>40</sup> There is no discussion of the meta-text in this report and analysis is provided as reference only.

the potential for negotiation where polar questions tend to limit the extent of interaction, Wh-questions tend to expand it. As Eggins and Slade(1997) note “degrees of power, affective involvement, contact and affiliation impact on these choices” (194).

#### 4.4.1.3 Network for social categories

The system network is schematically described in the various figures below, each one being part of the whole which is too complex to be usefully described en-masse here. Figure 4-4 describes the initial division between text and non-text annotation; square brackets are feature options of which one must be chosen and curly brackets describe system choices and a choice must be made from all the systems. In Figure 4-4 the feature *text* is followed by curly brackets that enclose the systems *move structure*, *social role* and *clause*. Having chosen the feature *text* each of the three systems that it includes must then be analysed in turn and selections made from their individual features. Delicacy increases from left to right. A partial analysis of an instance from the text exemplifies:

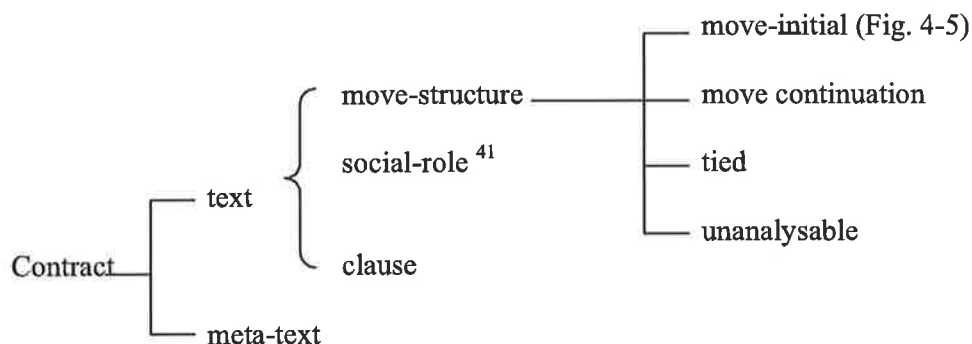
PT [i] look we've spent considerable time

*from UC5 Phase 2 Exchange 2*

FEATURES: i; PT; text/move-initial;

This tells us that from the clause system the item has been coded as a clause (i), from the social role system the item has been coded PT (one of the union participants, Phil Travers), and from the move-structure it has been coded as move-initial. In practice the utterance would be coded more delicately and discussion of this follows.

**Figure 4-4 Base Network for Social**



#### 4.4.1.4 MOVE-STRUCTURE

The units of transcribed data are described initially (see Figure 4-4) as either *text* or *meta-text* the latter being annotations such as elapsed tape time and exchange titles added by the transcriber. The text units are further sub-categorised for MOVE-STRUCTURE, that is whether they are initial moves in an utterance (*move-initial*) or not (*move-continue*). *Tied* moves are those that are interrupted in the transcription process by meta-text and so the second part of the move needs to be connected to its first part and not analysed separately. An instance from UC5 instantiates:

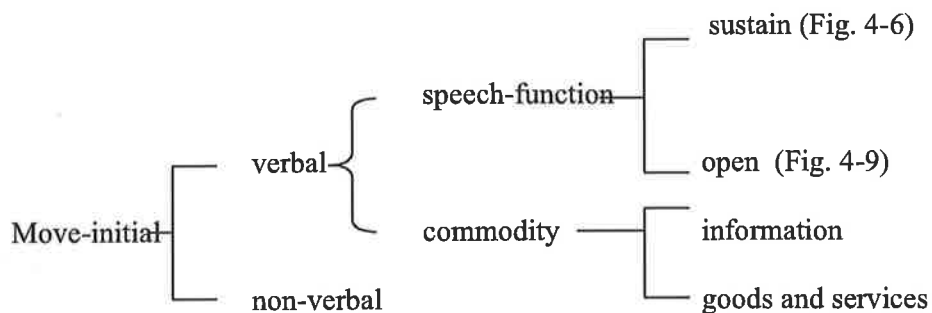
[x] three [13:30] [c] doughs a day

*from UC5 Exchange 13*

The annotation for time, [13:30], cuts move [x] in half and the second portion ‘doughs a day’ is tied back to the first part ‘three’ and the two parts analyse as a unit. One disadvantage of this annotation is that meta-text enters into global statistics and distorts some results although only marginally for the most part. This is compensated for in this analysis by filtering for *text* instances only. *Unanalysable* moves are self-explanatory.

<sup>41</sup> This denotes the roles and participants names within the various interactant groups and a network is not provided here.

**Figure 4-5 Move-initial Network**



#### **4.4.1.4.1 MOVE-INITIAL-TYPE**

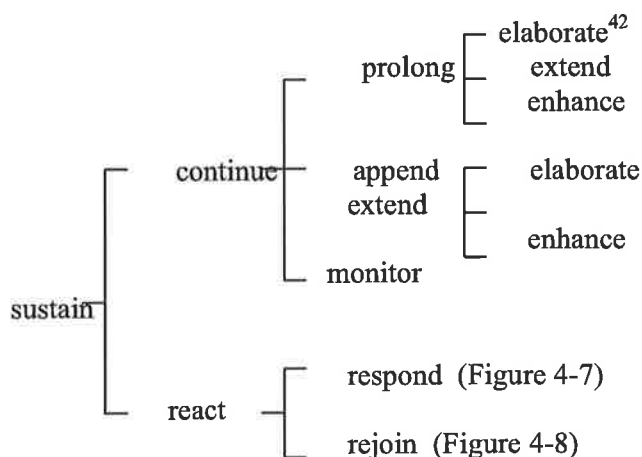
Initial moves (Figure 4-5) are further subdivided into verbal and non-verbal categories. Gestural and other prosodic features are not a prominent feature of this analysis and to some extent are inconsistently interpreted as part of the data input and outcomes. In some texts laughter is given weight as a move by the listening audience but generally not. Except for Steve Tomlin's most of the participants' moves are interpretable without reference to non-verbal interaction. Non-verbal moves then are largely accounted for in contradistinction to verbal moves in order to complete the taxonomy of moves.



#### 4.4.1.5 SPEECH-FUNCTION

Initial moves are then further categorised according to whether they continue the present exchange (*sustain*, Figure 4-6) or open a new exchange (*open*, Figure 4-9).

Figure 4-6 SUSTAIN-TYPE



#### 4.4.1.6 SUSTAIN-TYPE

*Sustaining* moves<sup>43</sup> (Figure 4-6) are further divided into those moves which the current speaker makes (*continue*) and those that another speaker makes (*react*). There are 1054 sustaining moves by speakers in the data compared to 71 opening moves. These fall into two categories, the first are *continuing* moves where a speaker makes a consecutive move within an utterance, and the second are *reacting* moves made in response to a prior move by another participant. The union speakers do not vary widely in this regard. About 40% of Phil's and Steve's moves and a little less for Billy and Trevor are made as further developments of moves they have already made, most often in elaboration, providing more detail or examples of previous moves. In the excerpt from Exchange 32 given above and reproduced again here Phil repeats the doubts and hedges of move 1 in move 2 and thus emphasises the importance he is placing on his opening in move 3:

<sup>42</sup> Terms in the schematic diagrams are simplified for drawing purposes. Terms in *Systemic Coder* must be exclusive so more elaborate ones are required.

<sup>43</sup> Sustaining moves are coded and analysed before opening moves as they are far more frequent in the data and are thus set as the default choice for the move-structure system.

(PT turn continues)

1[I] so but in saying that i mean 2[ii] what you've presented to us 3[iii] um we find some value in the scale

*from UC5 Exchange 32*

The second type of sustaining move is made in response to a move by another speaker and in this sense is congruently a reaction to being positioned by the previous speaker.

Instances from the data illustrate this:

- |        |  |
|--------|--|
| 11 PT: | 1[i] it's the one [ii] that's being    |
| 12 GF: | 1[i] redone                            |
| 13 PT: | 1[i] up graded                         |
| 14 WO: | 1[i] well i DO know the answer to that |
| 15 ST: | 1[i] [laughs]                          |

*from UC5 Exchange 5*

In turn 12 Gavin supports Phil in his offer of information and realises the bond between the two of them. Phil's move in turn 13 is a response to Gavin and further builds their relationship. Steve's laughter in turn 15 is a reaction to Wayne's claim that he can provide reliable information and dismissal of that claim

#### **4.4.1.7 CONTINUE-TYPE**

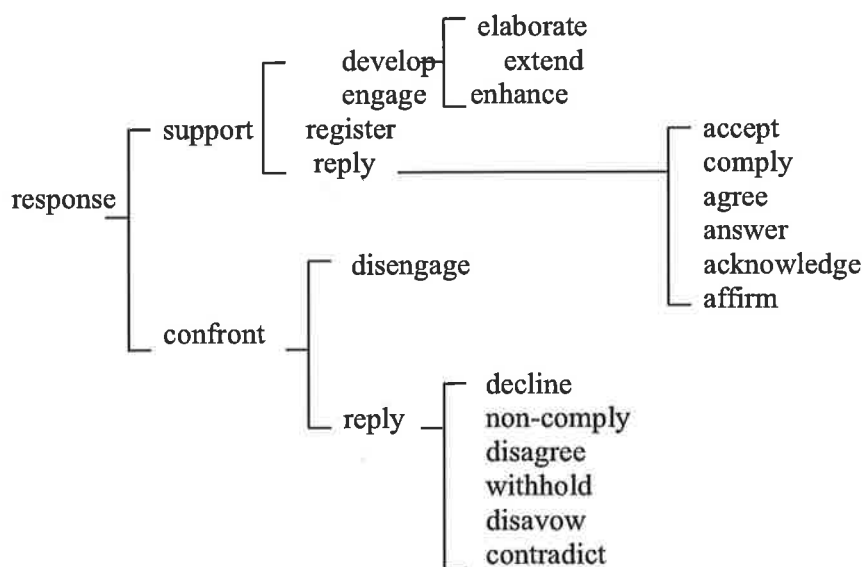
'Continue' moves (Figure 4-6) fall into one of three categories: those in which the current speaker continues their utterance in an un-interrupted flow (*c-prolong*), those in which a speaker takes up a previous turn as though un-interrupted (*c-append*), this unmarkedly after a register move by the previous speaker, and moves which the current speaker checks that his audience is following his moves (*c-monitor*). Each of these three categories are further analysed from one of three perspectives. First for whether they simply re-construct the previous move for purposes of clarity and over-semanticisation (*elaborating*). Elaborating moves often begin with conjunctive

continuatives such as ‘I mean.’ A second category of moves (*expand*) adds new information and unmarkedly begins with conjunctions of addition or variation such as *and*, *but* and *or*. The third category of move (*enhance*) qualifies previous moves and is unmarkedly connected to previous moves with logical conjunctions such as *so*, *because* and *therefore*.

#### 4.4.1.8 REACTING-TYPE

Moves made by another participant in reaction (Figure 4-6) are further divided into *responses* (Figure 4-7) which “move the exchange towards completion” (Eggins and Slade 1997: 200) and *rejoinders* (Figure 4-8) which “in some way prolong the exchange” (Eggins and Slade 1997: 200).

Figure 4-7 RESPOND-TYPE



##### 4.4.1.8.1 RESPOND-TYPE

Responses (Figure 4-7) may be either supportive (*res-support*) or confrontational (*res-confront*) and for the most part in the data the former predominates because moves that are confrontational tend to extend exchanges and therefore are annotated as reactions rather than responses.

#### 4.4.1.8.1.1 RES-SUPPORT-TYPE

Supportive responses need to be analysed for the way in which they move the exchange towards a conclusion and are annotated as *develop*, those which “indicate a very high level of acceptance of the previous speaker’s proposition” (Eggins and Slade 1997:202); *engage*, which “simply agree to the negotiation going ahead” and may be just attention getting (Eggins and Slade 1997: 204); *register*, which “carry the strong expectation that the immediately prior speaker will be the next speakers (Eggins and Slade 1997:204); and *reply*, which are “the most negotiatory of the responding moves” (Slade and Eggins 1997: 205). Developing responses may be further sub-categorised as elaborating, extending or enhancing just as continuing moves are.

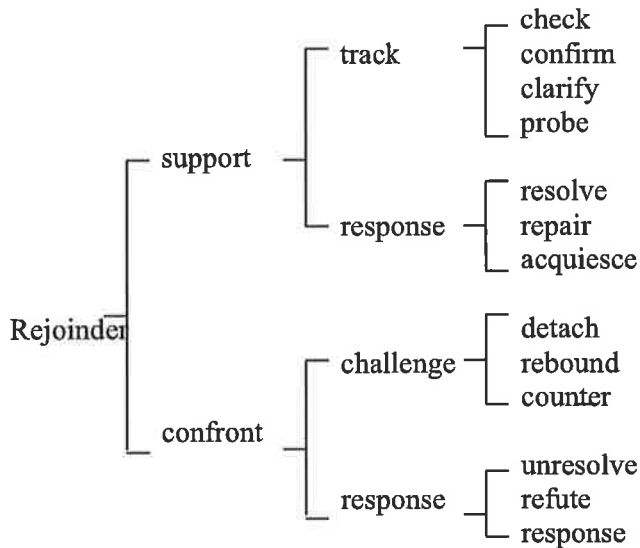
#### 4.4.1.8.1.1.1 RES-S-REPLY-TYPE

Replies are further sub-categorised according to the regime that Eggins and Slade (1997) suggest and where these are non-assertive they are *accept* moves. Where they are in response to commands they are unmarkedly *comply* moves; *agree* moves often are minor clauses that denote agreement; *answer* moves provide minimal and uncritical responses to interrogatives; *acknowledge* moves often offer simple agreement and in the data tend to have a conciliatory element; and *affirm* moves are regularly realised in the data with polar affirmatives. As Eggins and Slade (1997) note, replies principally realise relationships of subordination and dependence.

#### 4.4.1.8.1.1.2 RES--C-REPLY-TYPE

*Confronting replies* like *supporting replies* realise dependency relationships but are less deferential, forming a bridge with rejoinders in this sense. They suggest difference without offering any negotiable material encoding a “relatively weak forms of non-compliance” (Eggins and Slade 1997: 207). *Decline* moves refuse offers, *non-comply* moves unmarkedly respond to commands, *disagree* moves simply register a contrary position and are unmarkedly minor clauses, *withhold* moves are a form of disengagement, *disavow* moves are unmarkedly realised in *I don’t know* type responses, and *contradict* moves unmarkedly deny content in minor clauses.

**Figure 4-8 REJOINDER-TYPE**



#### 4.4.1.8.2 REJOINDER-TYPE

Reactions that extend the exchange, *rejoinders*, (Figure 4-8) are further sub-categorised into those that are supportive (*rejoin-support*) and those that reject the proposition of the previous speaker (*rejoin-confront*). Both types tend to have the function of either tracking what the previous speaker has said or of challenging their proposition (Eggins and Slade 1997: 207).

##### 4.4.1.8.2.1 REJOIN-CONFRONT-TYPE

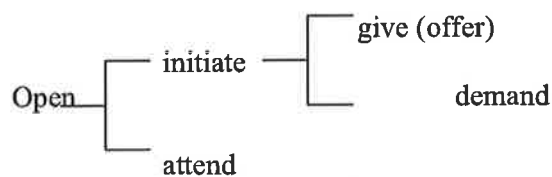
The confrontational type of rejoinder critically realises interpersonal relations and either directly challenges (*challenge*) the previous move by detaching from the interaction (*detach*), questions the truth or relevance of the previous move (*rebound*) or offers a different proposition (*counter*). It may also respond to a proposition by refusing to resolve contradictions (*unresolve*), by contradicting a challenge (*refute*) or by offering a further counter proposition (*re-challenge*). These last three moves congruently come in reaction to a confrontational move by the previous speaker and

are thus grouped together as REJOIN-CONFR-RESPONSE. They are key elements of the negotiation and re-negotiation of inter-personal relationships within a group.

#### 4.4.1.8.2.2 REJOIN-SUPPORT-TYPE

Rejoinders that confront the proposition of the previous speaker but suggest that there is potential for agreement, offering the possibility of negotiating relationships between the speakers that are new, yet aligned. They fall into two categories, track moves which check the content of a prior move (*check*) often realised with a polar interrogative, moves that verify what a speaker has heard (*confirm*), congruently realised with Wh-interrogatives, moves that seek more information about a previous move (*clarify*), and moves that make suggestions that need the previous speaker's confirmation to lead to a resolution (*probe*). The second category of supportive rejoinder is generally composed of moves that lead negotiations towards resolution by providing clarification to material that has become part of a conflictual relationship and they are often paired with a prior rejoinder. Of this type of supportive rejoinder, *resolve* moves provide clarification, *repair* moves allow the speaker to modify a previous move in closer alignment to the position of a speaker they are negotiating with, and *acquiesce* moves that concede to an opponent. Unlike the more dependent agreeing or acknowledging moves these have new informational content (Eggin and Slade 1997).

Figure 4-9 OPENING-TYPE



#### 4.4.1.9 INITIATE-TYPE

Opening moves (Figure 4-9) are key markers of the important discourse level exchanges and congruently open a new topic of interaction, which is taken up by at least one other participant. Although there are no instances in the corpus, opening moves may also simply attend to other participants by offering greetings or calls (Eggins and Slade 1997: 193). Where opening moves do initiate an exchange they do so either offering or demanding information or goods and services (Figure 4-5). The analysis offered here then, provides categories for each of these areas, (*give*), (*demand*), (*information*), and (*goods and services*) respectively.

#### 4.4.1.10 MOVE-CONTINUATION-TYPE

Many of the clauses that make up the texts in the corpus are not new moves in their own right but rather form part(s) of a move. After Martin (1992), Eggins and Slade (1997) define a move as a “clause which selects independently for Mood” adding that prosodic and other features need to be taken into account when allocating speech function to grammatical units. Using this frame clauses which continue moves are categorised in four ways. The first type are those that are components of major clauses (*embedded*), clauses which are verbal or mental projections of main clauses (*v-m-projection*), other dependent clauses, congruently ‘if’ and non-finite clauses (*dependent*), and finally clauses which are self truncated by the speaker and reformed or those which seem logically to be simple repeats of information that have arisen without the intent of making another move, and these occur in the corpus where speakers are forming their ideas as they voice them or where speakers are in competition for turns. As Eggins and Slade (1997: 189) note there is a high correlation between moves and Sacks *et al.* (1974) definition of a unit of language between two Transition Relevance Places, that is, talk at the point where there is the potential for change of speaker .

#### 4.4.1.11 CLAUSE

Noting the discussion immediately above about the lack of correlation between grammatical and social structures, the text is annotated for clauses. This allows a cross

over with discussion of the same text section in the Mood analysis which is offered separately here and along with turn counts and other features it does indicate the gross amount of talk a speaker has in relation to other contributors. Clause counts are given for each exchange rather than for turns as in this text-type speakers regularly cross exchange boundaries within a turn.

#### 4.4.1.12 Global quantitative analysis for UC5.

Table 4-30 provides an over-view of the participants' social roles in the CL-inter text UC5, the speech functions that describe their negotiation of their solidarity and thus an insight into the social framework of the institution that their interaction realises, in this case a Contract CL-inter (Eggins and Slade 1997: 177-79). The table is extract from *Systemic Coder* by filtering out the meta-text units of data and thus enabling a description of the participants discourse moves only. Results are given in a globalised form, that is percentage figures relate across cells rather than in a localised form that allow comparison within cells. Thus in the cell MOVE\_STRUCTURE move-initial units of data constitute 63.2% of all data at within that system. A localised description would allow comparison of data within a cell so that the four features within the MOVE STRUCTURE system could be compared to each other. Localised results are given where relevant but are not shown in Table 4-30.

**Table 4-30 UC5 Social Descriptive (Text only)**

Descriptive Statistics for file: C:/Program Files/Coder463/Texts/UC5 Social.cd3.			
Date: Tuesday, March 09, 2004 9:27:29 AM			
Filter: text			
Counting: Global			
-----			
System	Feature	N	Mean
TEXT-TYPE	text	1803	100.0%



	metatext	0	0.0%
MOVE-STRUCTURE	move-initial	1139	63.2%
	move-continuation	642	35.6%
	tied	22	1.2%
	unanalysable	0	0.0%
MOVE-INITIAL-T	verbal	1125	62.4%
	non-verbal	14	0.8%
SPEECH-FUNCTIO	sustain	1054	58.5%
	open	71	3.9%
SUSTAIN-TYPE	continue	693	38.4%
	react	361	20.0%
CONTINUE-TYPE	c-prolong	602	33.4%
	c-append	76	4.2%
	c-monitor	15	0.8%
C-PROLONG-TYPE	c-p-elaborate	358	19.9%
	c-p-extend	177	9.8%
	c-p-enhance	67	3.7%
C-APPEND-TYPE	c-a-elaborate	62	3.4%
	c-a-extend	13	0.7%
	c-a-enhance	1	0.1%
REACTING-TYPE	respond	197	10.9%
	rejoinder	164	9.1%
	non-sequitur	0	0.0%
RESPOND-TYPE	res-support	189	10.5%
	res-confront	8	0.4%
RES-SUPPORT-TY	develop	81	4.5%
	engage	7	0.4%
	register	36	2.0%
	reply-res-support	65	3.6%
DEVELOP-TYPE	develop-elaborate	70	3.9%
	develop-extend	8	0.4%
	develop-enhance	3	0.2%
RES-S-REPLY-TY	accept	5	0.3%

	comply	3	0.2%
	agree	26	1.4%
	answer	18	1.0%
	acknowledge	11	0.6%
	affirm	2	0.1%
-----			
RES-CONFRONT-T	disengage	0	0.0%
	res--c-reply	8	0.4%
-----			
RES--C-REPLY-T	decline	0	0.0%
	non-comply	0	0.0%
	disagree	3	0.2%
	withhold	2	0.1%
	disavow	0	0.0%
	contradict	3	0.2%
-----			
REJOINER-TYPE	rejoin-confront	120	6.7%
	rejoin-support	44	2.4%
-----			
REJOIN-CONFRON	challenge	92	5.1%
	rejoin-confr-respon	28	1.6%
-----			
CHALLENGE-TYPE	counter	73	4.0%
	rebound	17	0.9%
	detach	2	0.1%
-----			
REJOIN-CONFR-R	un-resolve	6	0.3%
	refute	15	0.8%
	re-challenge	7	0.4%
-----			
REJOIN-SUPPORT	track	25	1.4%
	response	19	1.1%
-----			
TRACK-TYPE	check	6	0.3%
	confirm	1	0.1%
	clarify	8	0.4%
	probe	10	0.6%
-----			
RESPONSE-TYPE	resolve	15	0.8%
	repair	2	0.1%
	acquiesce	2	0.1%
-----			
NON-SEQUITUR-T	mis-understand	0	0.0%
	correction	0	0.0%

OPENING-TYPE	initiate	71	3.9%
	attend	0	0.0%
INITIATE-TYPE	give	43	2.4%
	demand	28	1.6%
COMMODITY	information	1113	61.7%
	goods-services	12	0.7%
MOVE-CONTINUAT	embedded-clause	324	18.0%
	dependent-clause	144	8.0%
	v-m-projection	33	1.8%
	extended-repeat	141	7.8%
SOCIAL-ROLE	union-rep	1047	58.1%
	company-rep	756	41.9%
UNION-REPS	pt	491	27.2%
	bh	173	9.6%
	st	342	19.0%
	tt	41	2.3%
COMPANY-REPS	gf	271	15.0%
	jt	249	13.8%
	wo	236	13.1%
CLAUSE	i	489	27.1%
	ii	277	15.4%
	iii	203	11.3%
	iv	148	8.2%
	v	116	6.4%
	vi	89	4.9%
	vii	75	4.2%
	viii	65	3.6%
	ix	58	3.2%
	x	45	2.5%
	xi	42	2.3%
	xii	32	1.8%
	xiii	30	1.7%
	xiv	25	1.4%
	xv	22	1.2%
	xvi	15	0.8%
	xvii	13	0.7%
	xviii	11	0.6%
	xix	10	0.6%
	xx	7	0.4%

xxi	2	0.1%
xxii	0	0.0%
xxiii	0	0.0%
xxiv	0	0.0%
xxv	0	0.0%
xxv-plus	0	0.0%
tied-back	29	1.6%

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#### 4.4.1.13 Discussion of Table 4-30

Table 4-30 provides an over view of the social interaction and interpersonal relations among the participants in the CL-inter UC5, a formal contract negotiation meeting between the union and company representatives. Inspection of the data provides broad evidence for the structures assumed in a CL-inter as an institution and importantly then allow analysis to move on to how the union participants contribute to realising the institution of a CL-inter and how they interact with each other in the process. It provides further evidence that the CL-inter institution demands discourse organiser roles and that to fulfil this role the union necessarily subverts its goal of involving and thus empowering union members.

##### 4.4.1.13.1 Moves in Table 4-30

The table shows that there are 1803 units of text in the data of which 1139 are complete moves made by the participants and all but 14 of these are verbal moves. There are 71 opening moves and these in turn produce the number of exchanges UC5 is split into. There are almost twice as many continuing moves (693) as there are reacting moves (361) and inspection of the original text as well as the distribution of clauses (see CLAUSE section) shows that unlike casual conversation, speakers in a CL-inter such as UC5 have turns that are quite long, some in excess of 20 clauses, some of them covering

more than one exchange as is discussed below. Of these continuing clauses, 609 (87%)<sup>44</sup> are prolonging moves, 76 (11%) are attending moves and 15 (3%) are monitoring moves again describing the monologic nature of a number of the turns by speakers. The attending moves, as noted in the discussion of ATTEND-TYPE above, could be added to the prolonging ones in the sense that the previous speaker continues as though they had not been interrupted, thus adding to the monologic nature of a considerable number of the utterances. Table I shows that 358 (19.9%) of all the moves in the text UC5 are elaborating ones, a text example exemplifies this:

Phase 2 Exchange 4 The Current Equipment.

PT Turn Continues

1 [i] one of the things I [ii] we we considered is [iii] the current equipment [iv] that is here 2 [v] how efficiently [10:30] is that being used 3 [vi] i mean is it a is it running efficiently at the moment the current equipment [vii] that you have (2) 4 [viii] because i mean clearly if it is if it's running close to it's peak efficiency (1) [ix] then what other reasons is the site not performing up to expectation 5 [x] and following that sort of line in terms of some of the suggestions [xi] that john made 6 [xii] in terms of about the issues [xiii] that he raised [xiv] in terms of improving efficiency um and

*from UC5 Exchange 4*

Here again the arabic numerals denote moves, the roman numerals [i] denote clauses and the numerals (2) denote silences. The underlined sections are prolonging-elaborating moves, move 3 remaking move 2 and move 6 remaking move 5. The text example comes early in UC5 and is from Phil Travers, the union discourse organiser, and also demonstrates the points made above that turns tend to be monologic and as in this case regularly cross exchange boundaries. The excerpt above is only part of this utterance that in fact is 24 clauses long.

**4.4.1.13.2 Elaborating, Extending and Enhancing**

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<sup>44</sup> These percentages are derived from localised rather than global descriptions of the data and detailed tables are not shown here.

The predominance of elaborating moves means there is a high level of redundancy and reveals that the participants are careful in their speech as they hedge what they have to say by going over the same content again and ensuring that their meaning is appropriately realised. Later analysis will show however that this hedging varies considerably from speaker to speaker and with the different phases of UC5. 177(3.8%) of the prolonging moves are extending moves where a participant adds new content information to a previous move that they have made. The relatively low count in this domain shows that speakers are interested in making a few points clear and that the range of discussion is already narrowly defined, this reflecting the defined nature of the claims both the union and the company participants bring to the negotiations and to some extent the ritual nature of the interaction. There is a sense that repetition is inherently rational, or adds to the argument, but taken as a social move it is a demand for closure that contiguously realises a measure of weakness. 67(1.7%) of the prolonging moves are enhancing ones that realise a speaker's logical appraisal of paratactically related moves and are markers of modality (Martin 1992: 94) and of social status (Rose 1997: 61). Thus in the text example above move 4 is an enhancing one that modalises Phil's first three moves by offering a Reason (Martin 1992, Rose 1997: 60). It also realises Phil's status within the group by demonstrating his grasp of the processes involved (Rose 1997). It will be shown below how this important realisation of authority in the group is not spread evenly across the participants. The relative ratio of elaborating, extending and enhancing moves is similar to the appending moves made by the participants, however at a less delicate level of analysis the company participants make significantly more of these as Table 4-31 shows.

#### ***4.4.1.13.3 Appending and Register moves***

The fact that company participants make a significantly higher number of appending moves (Table 4-32) is related to the significantly higher number of register moves made by the union party (Table 4-32). Examples are given in the extracts from the text in Table 4 33:

**Table 4-31 Social-role and Continue-type**

The screenshot shows the UC5 Social.cd3 application window. The 'Statistics' menu is active, and the 'Comparison for system: CONTINUE-TYPE' dialog is open. The dialog displays a table comparing two systems: 'union-rep (N=104)' and 'company-re (N=75)'. The table lists features and their statistical properties (Mean, Stddev, Tstat, Lvl). The 'c-append' feature shows a significant difference with a Tstat of 2.766 and a significance level of '+++'.

Feature	union-rep (N=104)		company-re (N=75)		Tstat	Lvl
	Mean	Stddev	Mean	Stddev		
c-prolong	0.338	0.473	0.329	0.470	0.388	
c-append	0.031	0.172	0.057	0.232	2.766	+++
c-monitor	0.009	0.092	0.009	0.096	0.148	

**Interpretation**

\* Set1 (union-rep) exhibits significantly lower use of the feature: c-append ( 3.06% vs. 5.69%).

The use of the remaining features are not significantly different.

**Table 4-32 Social-role and Res-support-type**

UC5 Social.cd3  
 Codings Scheme Options Help  
 Text Scheme Coding Review **Statistics** Codings File: C:/Program Files/Coder463/Tests/UC5 Social.cd3  
 Scheme File:  
 Type: Cooperative [Help] Display as: Individual System [Help] [Go]  
 Counting: Global [Help] System to split on: SOCIAL-ROLE [Help] Save Results  
 Only use codings which match: [Help]  
 Comparison for system:  
**Comparison for system: RES-SUPPORT-TYPE**

Feature	union-rep (N=104)		company-re (N=75)		Total	Lvl
	Mean	Stddv	Mean	Stddv		
develop	0.047	0.211	0.041	0.198	0.509	
engage	0.005	0.069	0.003	0.051	0.717	
register	0.025	0.156	0.013	0.114	1.739	+
reply-res-support	0.032	0.177	0.042	0.201	1.099	

**Interpretation**  
 \* set1 (union-rep) exhibits significantly higher use of the feature: register ( 2.48% vs. 1.32%).  
 The use of the remaining features are not significantly different.

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**Table 4-33 Excerpts from UC5 Review filter register**

UC5 Social.cd3  
 Codings Scheme Options Help  
 Text Scheme Coding **Review** Statistics Codings File: C:/Program Files/Coder463/Tests/UC5 Social.cd3  
 Scheme File:  
 Save Filtered  
 As Text  
 Detailed Text  
 As Codings  
 Actions  
 Ignore  
 Color Code

```

299 C*PT: [i] yeah
374 C*ST: [i] yeah
436 C*GF: [i] [1] \ (...) //
520 C*PT: [i] yeah
560 C*JT: [i]oh okay
577 C*JT: [i] yeah
630 C PT: [i]yeah
689 C PT: [i]yeah
725 C PT: [i] hmm
755 C JT: [i] yeah
772 C JT: [i] yeah
788 C*JT: [i] yeah
850 C PT: [i] yeah
856 C PT: [i] yeah
995 C*PT: [i] okay
1049 C JT: [i] um let me
1065 C PT: [i] yeah
1067 C PT: [i] yeah
1069 C PT: [i] yeah
1071 C PT: [i] yeah
1168 C ST: [i] [1] \ okay
1197 C TT: [i] right
1216 C*PT: [i] yeah
1221 C BH: [i] that's right
1263 C PT: [i] yeah
  
```

Filter: register [Help]  
 Apply Reset



As a cursory inspection of Table 4-33 shows, a significant majority of these union register moves come from Phil as he tracks explanations from company participants. An example from the text exemplifies this:

JT: can you clarify that the the measure of efficiency is i guess ultimately is the the standards and the targets that are set for the plant for the year right up to and including an ebit target and every thing that sits under that in term of we'll do this much and we'll do it at this cost etc etc those targets are set

PT: yeah

JT: taking into account (1) the plant you've got estimates of what you've got and what sort of efficiency what sort of performance it should be able to generate

*from UC5 Exchange 22*

Here in Exchange 22 we see John responding to an earlier move from Phil, being 'tracked'<sup>45</sup> by Phil then appending his next move to his previous utterance as though he had not been interrupted.

Likewise the company negotiators have a much higher number of *answer* responses (Table 4-34) than the union negotiators. Early in the interaction Phil, supported by the other unionists, queries the basis of the construction made by the company in the previous CL-inter before going on to make his own reconstruction of the contract:

---

<sup>45</sup> Note the similarity yet significant difference with the move *track*, a rejoinder that overtly confronts. The key difference is that the speaker is not required to respond directly to the content of the register move, indeed it is ideationally empty, but to show awareness in their ensuing contribution to the fact that they are being monitored.

**Table 4-34 Social-role and Res-s-reply-type**

Comparison for system: RES-S-REPLY-TYPE

Feature	union-rep (N=104)		company-re (N=75)		Tstat	Lvl
	Mean	Stdev	Mean	Stdev		
accept	0.003	0.053	0.003	0.051	0.088	
comply	0.002	0.044	0.001	0.036	0.302	
agree	0.016	0.126	0.012	0.109	0.761	
answer	0.005	0.069	0.019	0.135	2.825	+++
acknowledge	0.006	0.076	0.007	0.081	0.237	
affirm	0.001	0.031	0.001	0.036	0.231	

**Interpretation**

\* set1 (union-rep) exhibits significantly lower use of the feature: answer ( 0.48% vs. 1.85%).

The use of the remaining features are not significantly different.

Importantly answers are a supportive response as both parties try to move the contract towards conclusion with minimal direct conflict.

#### 4.4.1.13.4 Cooperation for closure

As already noted the number of reacting moves (20%) made by participants is little over half that of continuing ones (38.4%). and of these reacting moves 197 (10.9%) are responses and 164 (9.1%) are rejoining moves which suggests that participants are keen to reduce conflict with each other and bring exchanges to an end as they are to negotiate conflicting perspectives on things, perhaps surprisingly suggesting that contract negotiations between company and union negotiators are not as conflictual as might be assumed. The relatively low number of reacting moves again needs to be seen in the light of the length of some participants' utterances. The overwhelming number of responses are supportive ones and this is unsurprising as responses by definition are moves designed to move an exchange towards a conclusion and as noted above congruently

realise subservient relationships so further analysis of who makes this type of move will be taken up below for the union participants. Of the supporting responses 87 are developing moves where a speaker builds on the move of a previous speaker and often, but not exclusively, these are members of the same party supporting each other. A text example illustrates this:

#### Phase 2 Exchange 11 A Loaf of Bread.

BH: [i] i guess[ii] that comes down to[iii] how much does it cost to make a loaf of bread  
PT: [i]yeah what does it cost [ii] to make a loaf of bread (2)  
GF: [i] i don't know [ii] i guess [iii] i can find out  
WO: [i] about fifty cents [ii](i think [iii] you'll find)  
BH: [i] around fifty cents a loaf so

*from UC5 Exchange 11*

In this exchange Phil's move is a supportive response that elaborates on Billy's previous move and Billy's second move is a similarly elaborative response on the move Wayne makes. Arguably Billy's second move here could be taken as a probe to clarify Wayne's move but as Wayne makes no following reaction it seems safe to assume that the participants take Billy's second move as a supportive response too. This does however demonstrate the arbitrary nature of coding and of the dialectical rather than polar nature of moves. While Gavin's first move is a disavowal he modulates this in his second move and takes the exchange closer to conclusion. Wayne's subsequent move continues this closure but offers a tentative answer to Phil's demand. All five moves here are highly cooperative.

#### **4.4.1.13.5 Replies and Rejoinders**

There are 65 replies in the text making up some 3.6% of the moves and a further 36 moves are register moves. Inspection of the text suggests that where speakers make register moves in relation to speakers from the opposing party there is an element of aggression that is not associated with register moves in casual conversation. This is brought out in Table 4-33 above and more detailed discussion of the replies in the text is taken up in various sections below.

Of the 164 rejoinders in the text UC5 some 120 are confrontational and 44 are supportive. Of the former 92 are challenges of the type that common perception of this institutional language might suggest and yet they make up only 5.1% of all moves. Challenges are evenly distributed between the parties in relation to their overall contributions, the union speakers making 51 and the company speakers 41. And this is reflected in more delicate analysis with both groups making more or less comparative numbers of counters, rebounds and detachments. Which of the unionists makes their portion of the counters is taken up in the discussion of Table 4-40.

Of the 28 REJOIN-CONFRONT-RESPONSE moves over half (15) are outright refutations. Perhaps more significantly in establishing the genre of CL-inter are the 44 REJOIN-RESPONSE moves, which are more cooperative and negotiating. They allow the interactants to explore meaning making among themselves and to jointly arrive at new positions. In UC5 there are 25 tracking moves and 19 responses, the latter congruently paired with the former. These allow the participants to check and confirm content with each other and generally lead to the resolution of exchanges as the example below illustrates:

GF: [i] um i i guess [ii] there's a couple of fundamentals with that rate [iii] the first thing is

PT: [i] which rate are we talking about

GF: [i] the ten dollar rate

*from UC5 Exchange 34*

Here Phil's move is a tracking one, more delicately, a check and Gavin's reaction is a highly supportive response that concedes the information demanded.

#### **4.4.1.13.6 Opening moves**

As already noted, there are 71 opening moves in the text UC5 and 43 of these are offers and 28 are demands. As Table 4-35 shows there is a marked preponderance for opening moves to be made by union participants rather than their company counterparts:

**Table 4-35 Social-role and Open-type**

The screenshot shows the UCS Social.cd3 interface with the 'Statistics' tab selected. The main window displays a comparison for the system 'OPENING-TYPE'. The data is presented in a table with columns for Feature, Mean, Stddv, Mean, Stddv, Tstat, and Lvl. The features 'initiate' and 'attend' are listed. The 'initiate' feature shows a significant difference between the two groups, with a T-statistic of 2.487 and a level of significance of '+++'. The 'attend' feature shows no significant difference. Below the table, an interpretation notes that 'Set1 (union-rep) exhibits significantly higher use of the feature: initiate ( 4.97% vs. 2.65%).' and that the use of remaining features are not significantly different.

Feature	union-rep(N=104)		company-re(N=75)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
initiate	0.050	0.217	0.026	0.161	2.487	+++
attend	0.000	0.000	0.000	0.000	0.000	

**Interpretation**

\* Set1 (union-rep) exhibits significantly higher use of the feature: *initiate* ( 4.97% vs. 2.65%).

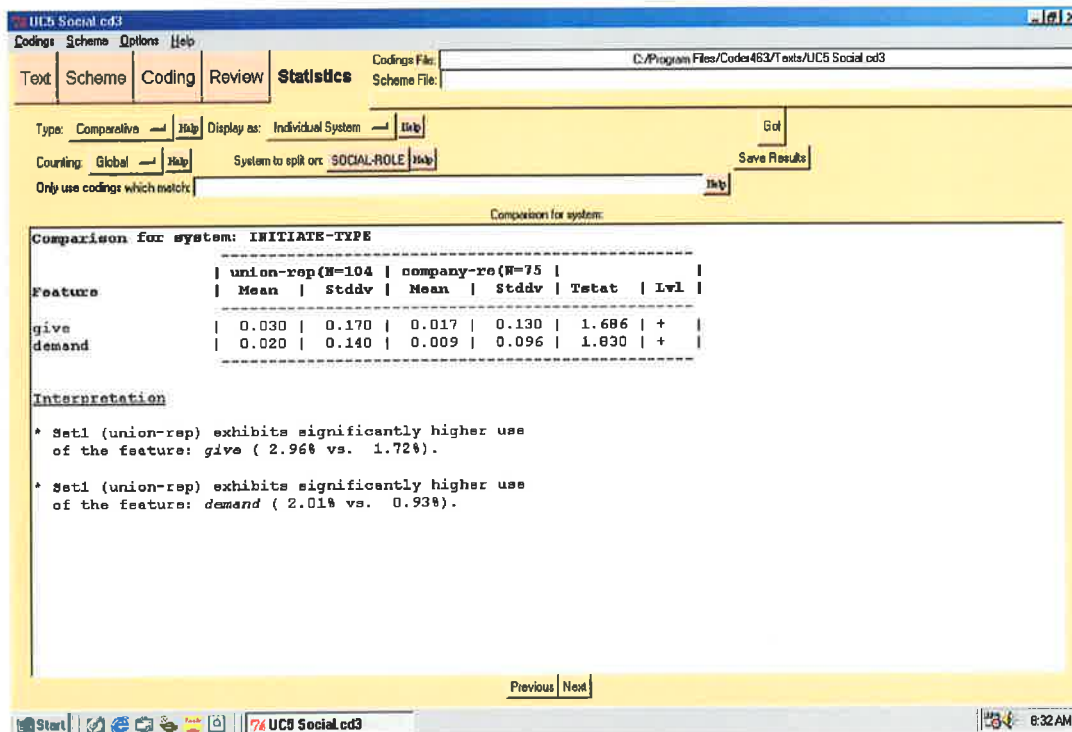
The use of the remaining features are not significantly different.

As will be shown below, of the union participants it is Phil who overwhelmingly makes the opening moves.

#### 4.4.1.13.7 Offers and Demands

Significantly for this type of CL-inter the party that is responsible for responding to the previous CL-inter and making a revised offer on the contract, in this case the union, congruently makes the most demands as realised in Table 4-36

**Table 4-36 Social-role and Initiate-type**



As Table 4-37 shows, a substantial majority of these demands are for information rather than for goods and services as one might initially expect from a negotiation for a contract of employment. There are 1113 moves in the UC5 text that offer or demand information and 12 connected with goods and services. Of this latter group only some 9 moves are demands for goods and services. The reason for this is that the participants need information to make decisions in far greater amounts than the actual number of claims (demands for goods and services) that they may have on the negotiating table ( See Table 1 Descriptive Summary of UC5 Social). In other words the focus is on resolving the process rather than on the claims themselves.

**Table 4-37 Social-role and Commodity**

The screenshot shows the UCIn Social cd3 software interface. The main window displays a statistical comparison for the system 'COMMODITY'. The interface includes a menu bar (Coding, Scheme, Options, Help), a toolbar with buttons for Text, Scheme, Coding, Review, and Statistics, and a control panel with options for Type (Comparative), Display (Individual System), Counting (Global), System to split on (SOCIAL-ROLE), and Only use codings which match. The main display area shows a comparison table and an interpretation section.

Comparison for system: **COMMODITY**

Feature	union-rep (N=104)		company-re (N=75)		Tstat	Ivl
	Mean	Stddv	Mean	Stddv		
information	0.619	0.486	0.615	0.487	0.165	
goods-services	0.008	0.007	0.005	0.073	0.605	

Interpretation

There are no significant differences between these sets.

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#### 4.4.1.13.8 UC5 speakers

Tables 4-38 and 4-39 show the relative proportion of the Union (Table 4-38) and Company (Table 4-39) talk that each participant makes:

**Table 4-38 Social-role and Union-reps**

UC5 Social.cd3

Codings: Scheme Options Help

Text Scheme Coding Review **Statistics** Codings File: C:/Program Files/Coder453/uc5/UC5 Social.cd3  
Scheme File:

Type: Comparative [Map] Display as: Individual System [Map] [Go]

Counting: Global [Map] System to split on: SOCIAL-ROLE [Map] [Save Results]

Only use codings which match: [Map]

Comparison for system: UNION-REPS

Feature	union-rep (N=104)		company-rep (N=75)		Tstat	Lvl
	Mean	Stddev	Mean	Stddev		
pt	0.469	0.499	0.000	0.000	25.824	+++
bh	0.165	0.372	0.000	0.000	12.226	+++
st	0.327	0.469	0.000	0.000	19.140	+++
tt	0.039	0.194	0.000	0.000	5.548	+++

Interpretation

- \* Set1 (union-rep) exhibits significantly higher use of the feature: pt (46.90% vs. 0.00%).
- \* Set1 (union-rep) exhibits significantly higher use of the feature: bh (16.52% vs. 0.00%).
- \* Set1 (union-rep) exhibits significantly higher use of the feature: st (32.66% vs. 0.00%).
- \* Set1 (union-rep) exhibits significantly higher use of the feature: tt (3.92% vs. 0.00%).

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Start [Icons] UC5 Social.cd3 8:32 AM



**Table 4-39 Social-role and Company-reps**

UC5 Social.cd3

Codeings File: C:/Program Files/Code463/Tests/UC5 Social.cd3

Text Scheme Coding Review **Statistics** Scheme File:

Type: Comparative Help Display as: Individual System Help

Counting: Global Help System to split on: SOCIAL-ROLE Help

Only use codings which match: Help

Comparison for system: COMPANY-REPS

Feature	union-rep (N=104)		company-rep (N=75)		Tstat	Lvl
	Mean	Stddv	Mean	Stddv		
gf	0.000	0.000	0.358	0.480	24.174	+++
jt	0.000	0.000	0.329	0.470	22.664	+++
wo	0.000	0.000	0.312	0.464	21.786	+++

**Interpretation**

- \* Set1 (union-rep) exhibits significantly lower use of the feature: gf ( 0.00% vs. 35.85%).
- \* Set1 (union-rep) exhibits significantly lower use of the feature: jt ( 0.00% vs. 32.94%).
- \* Set1 (union-rep) exhibits significantly lower use of the feature: wo ( 0.00% vs. 31.22%).

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The relevant information in these two tables is the Mean figure in each case which provides the individual percentages. Other information such as the T-Stat are outcomes of the definition of each category, namely that union participants will be exclusively unionists.

#### 4.4.1.14 Summary of the CL-inter UC5 interactions.

The interaction is marked by turns that are much longer than those found by Eggin and Slade (1997) in their data on casual conversation, at times speaker utterances extending beyond 20 moves and many more clauses and in some instances bridging exchanges. This latter marks them as generically different to casual conversation. The predominant continuing moves made by speakers are elaborating ones that reiterate initial moves, producing high levels of semantic redundancy to ensure that messages are understood and thus reducing the potential for extending the interaction. Low levels of extending moves indicate that participants have relatively little new information to share and their interaction is tinged with an air of ritual. There are 197 responses that move the interaction towards closure and 164 rejoinders that extend UC5. Of these latter moves some 120 are confrontational and 44 are supportive, and thus only 5.1% of all moves

actually extend the interaction and these moves are evenly distributed between the two parties. In contrast to the commonly held image of labour contract negotiations many of the rejoinders seek information to clarify earlier contributions. Congruently with this particular CL-inter the union makes most of the demands but inspection of UC4 would show the company makes most of the demands in that interaction. Overwhelmingly the demands are for information that aims to bring the interaction to a successful conclusion rather than for goods and services such as might extend it.

#### 4.4.1.15 Discussion of the union social roles

Table 11 Summary of Union Participants' Social Roles in UC5 below provides a quantitative overview of the social moves made by the union participants. The table is extracted from Coder by setting the Statistics application to Comparative and then choosing to split the data output on the system of UNION-REPS, that is, the four union participant roles. A given cell in the table shows the output for each of the features in the system displayed in columns on the left side and then comparatively for each of the union participants in the corresponding row. The second column therefore displays all of the information for Phil Travers (pt) the third for Billy Hall (bh). The fourth for Steve Tomlins (st) and the last column for Trevor Taite (tt). Table 4-40 was produced by exporting it as a text file from *Systemic Coder* then pasting it into this report after extraneous material such as meta-text data was removed. Note the filter for *text* to exclude counts on such things as exchange titles and tape times.

**Table 4-40 Summary of Union Participants' Social Roles in UC5**

```

Comparative Statistics for file: C:/Program Files/Coder463/Texts/UC5 Social.cd3.
Data split on system: UNION-REPS
Date: Wednesday, March 10, 2004 8:32:48 PM
Filter: text
Counting: Global
-----

```

Feature	pt			bh			st			tt		
	Mean	N	TStat	Mean	N	TStat	Mean	N	TStat	Mean	N	TStat
TEXT-TYPE		491			173			342			41	
text	100%	491	0.00	100%	173	0.00	100%	342	0.00	100%	41	0.00
metatext	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00

```

-----

```

MOVE-STRUCTURE		491		173		342		41
move-initial	63%	307	0.62	66%	115	0.88	64%	219 0.24
move-continuation	36%	179	0.71	32%	55	1.07	35%	119 0.26
tied	1%	5	0.36	2%	3	0.79	1%	4 0.05
unanalysable	0%	0	0.00	0%	0	0.00	0%	0 0.00
-----								
MOVE-INITIAL-TYPE		491		173		342		41
verbal	62%	306	0.21	66%	115	1.14	62%	211 0.45
non-verbal	0%	1	2.16 ++	0%	0	1.34	2%	8 3.63+++
-----								
SPEECH-FUNCTION		491		173		342		41
sustain	57%	280	0.52	61%	105	0.82	58%	197 0.13
open	5%	26	0.74	6%	10	0.68	4%	14 0.72
-----								
SUSTAIN-TYPE		491		173		342		41
continue	39%	192	0.86	33%	57	1.42	39%	132 0.40
react	18%	88	1.69 +	28%	48	2.73+++	19%	65 0.64
-----								
CONTINUE-TYPE		491		173		342		41
c-prolong	36%	177	1.50	28%	48	1.82 +	33%	114 0.18
c-append	2%	11	1.59	4%	7	0.74	4%	15 1.59
c-monitor	1%	4	0.15	1%	2	0.46	1%	3 0.04
-----								
C-PROLONG-TYPE		491		173		342		41
c-p-elaborate	24%	120	2.79+++	14%	24	2.44+++	20%	68 0.47
c-p-extend	9%	46	0.29	8%	14	0.76	10%	35 0.45
c-p-enhance	2%	11	1.87 +	6%	10	1.95 +	3%	11 0.16
-----								
C-APPEND-TYPE		491		173		342		41
c-a-elaborate	2%	9	1.43	3%	5	0.28	4%	13 1.74 +
c-a-extend	0%	1	1.21	1%	2	1.42	1%	2 0.35
c-a-enhance	0%	1	1.06	0%	0	0.44	0%	0 0.70
-----								
REACTING-TYPE		491		173		342		41
respond	10%	48	1.52	17%	30	2.72+++	11%	36 0.60
rejoinder	8%	40	0.69	10%	18	0.82	8%	29 0.24
non-sequitur	0%	0	0.00	0%	0	0.00	0%	0 0.00
-----								
RESPOND-TYPE		491		173		342		41
res-support	9%	46	1.57	17%	29	2.67+++	10%	35 0.54
res-confront	0%	2	0.12	1%	1	0.46	0%	1 0.33
-----								
RES-SUPPORT-TYPE		491		173		342		41
develop	3%	13	3.04+++	8%	14	2.24 ++	6%	20 1.13
engage	1%	4	1.49	1%	1	0.21	0%	0 1.56
register	3%	15	1.12	3%	5	0.38	1%	5 1.48
reply-res-support	3%	14	0.68	5%	9	1.59	3%	10 0.41
-----								
DEVELOP-TYPE		491		173		342		41
develop-elaborate	2%	11	2.98+++	6%	10	1.13	6%	20 1.85 +
develop-extend	0%	2	0.31	2%	3	2.63+++	0%	0 1.56
develop-enhance	0%	0	0.94	1%	1	2.25 ++	0%	0 0.70
-----								
RES-S-REPLY-TYPE		491		173		342		41
accept	0%	1	0.47	1%	2	2.35 ++	0%	0 1.21
comply	0%	1	0.09	0%	0	0.63	0%	1 0.52
agree	1%	7	0.48	3%	6	2.10 ++	1%	4 0.81
answer	0%	2	0.31	0%	0	1.00	1%	2 0.35
acknowledge	0%	2	0.67	1%	1	0.01	1%	3 0.91
affirm	0%	1	1.06	0%	0	0.44	0%	0 0.70
-----								
RES-CONFRONT-TYPE		491		173		342		41
disengage	0%	0	0.00	0%	0	0.00	0%	0 0.00

res--c-reply	0%	2	0.12	1%	1	0.46	0%	1	0.33	0%	0	0.40
-----												
RES--C-REPLY-TYPE		491		173		342		41				
decline	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
non-comply	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
disagree	0%	2	0.69	0%	0	0.77	0%	1	0.02	0%	0	0.35
withhold	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
disavow	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
contradict	0%	0	0.94	1%	1	2.25 ++	0%	0	0.70	0%	0	0.20
-----												
REJOINER-TYPE		491		173		342		41				
rejoin-confront	6%	31	0.11	5%	9	0.70	7%	25	0.84	5%	2	0.41
rejoin-support	2%	9	1.10	5%	9	2.66+++	1%	4	1.80 +	7%	3	2.11 ++
-----												
REJOIN-CONFRONT-TYPE		491		173		342		41				
challenge	4%	21	0.84	5%	9	0.22	6%	19	0.72	5%	2	0.00
rejoin-confr-respon	2%	10	1.26	0%	0	1.79 +	2%	6	0.42	0%	0	0.81
-----												
CHALLENGE-TYPE		491		173		342		41				
counter	2%	10	2.34 ++	4%	7	0.48	5%	17	1.90 +	5%	2	0.52
rebound	2%	10	2.19 ++	1%	1	0.86	1%	2	1.34	0%	0	0.73
detach	0%	1	0.09	1%	1	1.28	0%	0	0.99	0%	0	0.29
-----												
REJOIN-CONFR-RESPONSE-		491		173		342		41				
un-resolve	0%	1	0.47	0%	0	0.77	1%	2	1.26	0%	0	0.35
refute	1%	6	1.60	0%	0	1.26	1%	2	0.46	0%	0	0.57
re-challenge	1%	3	0.59	0%	0	1.00	1%	2	0.35	0%	0	0.45
-----												
REJOIN-SUPPORT-TYPE		491		173		342		41				
track	1%	6	0.22	3%	5	2.36+++	0%	0	2.43+++	2%	1	0.79
response	1%	3	1.73 +	2%	4	1.39	1%	4	0.15	5%	2	2.15 ++
-----												
TRACK-TYPE		491		173		342		41				
check	0%	2	1.51	0%	0	0.63	0%	0	0.99	0%	0	0.29
confirm	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
clarify	0%	2	0.69	1%	1	0.78	0%	0	1.21	0%	0	0.35
probe	0%	2	0.97	2%	4	2.91+++	0%	0	1.85 +	2%	1	1.42
-----												
RESPONSE-TYPE		491		173		342		41				
resolve	1%	3	1.08	2%	4	2.01 ++	0%	1	1.54	5%	2	2.64+++
repair	0%	0	1.33	0%	0	0.63	1%	2	2.03 ++	0%	0	0.29
acquiesce	0%	0	0.94	0%	0	0.44	0%	1	1.44	0%	0	0.20
-----												
NON-SEQUITUR-TYPE		491		173		342		41				
mis-understand	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
correction	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
-----												
OPENING-TYPE		491		173		342		41				
initiate	5%	26	0.74	6%	10	0.68	4%	14	0.72	0%	0	1.46
attend	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
-----												
INITIATE-TYPE		491		173		342		41				
give	3%	14	0.15	2%	4	0.40	3%	11	0.61	0%	0	1.10
demand	2%	12	0.95	3%	6	1.50	1%	3	1.82 +	0%	0	0.93
-----												
COMMODITY		491		173		342		41				
information	61%	299	0.62	66%	114	1.19	62%	211	0.09	59%	24	0.45
goods-services	1%	7	2.31 ++	1%	1	0.31	0%	0	1.98 ++	0%	0	0.57
-----												
MOVE-CONTINUATION-TYPE		491		173		342		41				
embedded-clause	21%	102	2.15 ++	13%	23	1.78 +	16%	56	0.98	20%	8	0.25
dependent-clause	7%	35	1.10	9%	16	0.60	8%	29	0.30	12%	5	0.97
v-m-projection	2%	8	0.50	1%	2	0.33	1%	4	0.50	2%	1	0.55
extended-repeat	7%	34	0.92	8%	14	0.19	9%	30	0.87	7%	3	0.10
-----												
CLAUSE		491		173		342		41				
i	23%	113	2.50+++	36%	63	3.19+++	27%	93	0.28	24%	10	0.33

ii	13%	66	1.32	18%	32	1.41	15%	53	0.32	15%	6	0.07	
iii	10%	50	0.78	11%	19	0.00	12%	41	0.72	12%	5	0.25	
iv	8%	40	0.07	6%	11	0.97	9%	32	0.94	7%	3	0.21	
v	7%	33	0.30	5%	8	1.33	8%	29	1.33	7%	3	0.09	
vi	5%	24	0.37	3%	6	1.10	6%	21	1.00	7%	3	0.64	
vii	5%	23	0.58	3%	5	1.00	5%	16	0.42	2%	1	0.60	
viii	5%	23	1.37	3%	5	0.70	3%	11	0.71	2%	1	0.47	
ix	4%	22	1.56	3%	5	0.50	3%	9	1.10	2%	1	0.39	
x	3%	16	1.10	3%	5	0.19	2%	6	1.28	2%	1	0.10	
xi	3%	15	1.12	2%	4	0.16	2%	6	1.06	2%	1	0.02	
xii	2%	11	0.97	1%	2	0.71	1%	5	0.60	2%	1	0.31	
xiii	2%	11	1.22	1%	1	1.26	1%	5	0.45	2%	1	0.36	
xiv	2%	11	1.77	+	1%	1	1.11	1%	3	1.20	2%	1	0.48
xv	2%	8	1.06	1%	1	0.86	1%	3	0.74	2%	1	0.71	
xvi	1%	5	0.89	1%	1	0.31	0%	1	1.22	2%	1	1.26	
xvii	1%	5	1.79	+	0%	0	1.09	0%	1	0.84	0%	0	0.50
xviii	1%	3	1.13	0%	0	0.89	0%	1	0.33	0%	0	0.40	
xix	0%	2	0.69	0%	0	0.77	0%	1	0.02	0%	0	0.35	
xx	0%	2	1.51	0%	0	0.63	0%	0	0.99	0%	0	0.29	
xxi	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00	
xxii	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00	
xxiii	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00	
xxiv	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00	
xxv	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00	
xxv-plus	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00	
tied-back	2%	8	0.21	2%	4	0.66	1%	5	0.45	2%	1	0.36	

#### 4.4.1.15.1 Moves by union participants

Union participants make 1047 moves in the text UC5, and of these Phil makes 491 (47%), Billy makes 173 (17%), Steve makes 343 (33%), and Trevor makes 41 (4%). This information is provided from Table 4-40 and more delicately, by filtering the text in *Systemic Coder Statistics* mode for *text and union-rep*. By looking at a break down of the number of clause [i] that each unionist has we can also get an indication of the number of turns that each has in the interaction.

**Table 4-41 UC5 filter *text* and *union-rep* Clause**

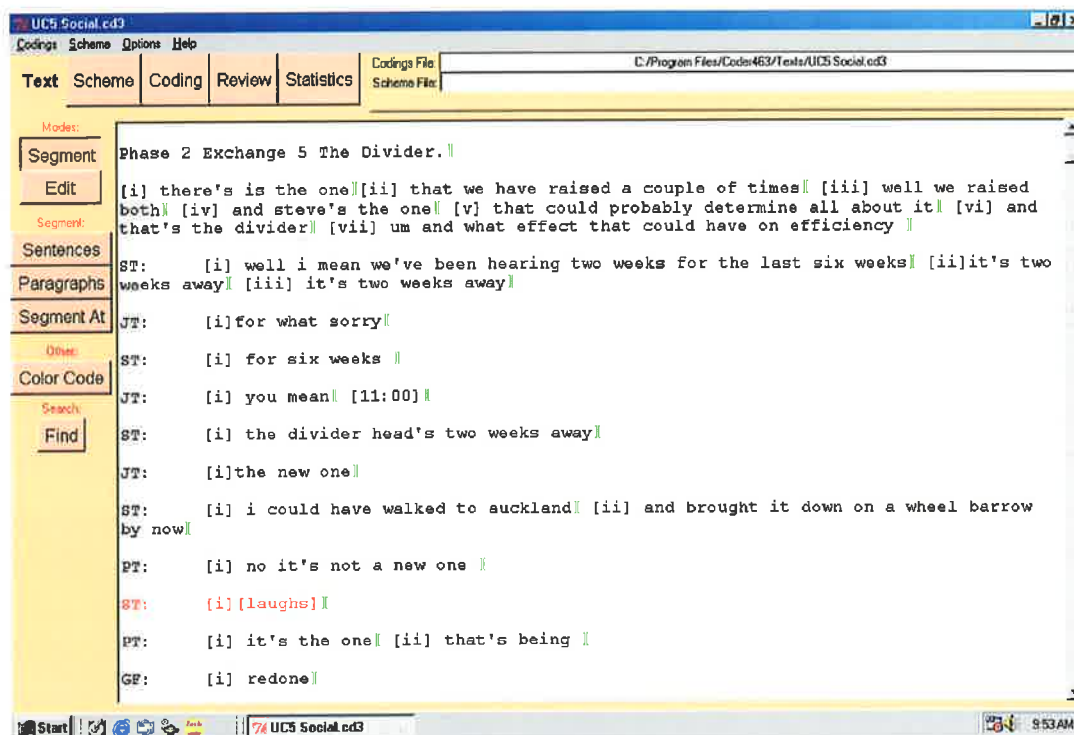
Feature	i			ii			iii		
	Mean	N	Tstat	Mean	N	Tstat	Mean	N	Tstat
UNION-REPS		279			157			115	
pt	41%	113	2.50+++	42%	66	1.32	43%	50	0.78
bh	23%	63	3.19+++	20%	32	1.41	17%	19	0.00
st	33%	93	0.28	34%	53	0.32	36%	41	0.72
tt	4%	10	0.33	4%	6	0.07	4%	5	0.25

*Systemic Coder* is unable to provide comparative analysis for other than binary relationships so Table 4-41 shows an extract for the comparative number of clause [i], clause [ii], and so on for each participant and from that it further produces the relative number of first clauses for each speaker (see the second column in Table 4-31). The T-stats in Table 4-41 however denote the significance of clauses in relation to each other within a speaker's range rather than between speakers so are of no help in producing the significance of first clause production among the four unionists. Table 4-41 therefore shows that both Phil and Billy have a very significant number of clause [i] moves each. The table further provides an insight into the relative number of clause [i] moves each speaker has: 113 for Phil (41%), 63 for Billy (23%), 93 for Steve (33%) and 10 for Trevor (4%). For analysis purposes utterances are broken at exchange boundaries and turns that cross from one exchange to another are termed *bridges*. Instances discussed here include the transitions from exchange 2 to 3 and exchange 3 to 4, all within a single turn by Phil. If the opening clauses that bridge from one exchange to another are deducted for each speaker it is possible to arrive at the number of turns they have. This must be done manually as it is not included in the scheme. Phil initiates 25 of the 71 exchanges and 14 of these within his own turns. The next most prominent union participant is Steve who initiates 14 exchanges successfully but only four of these within his own turn. Billy initiates 10 exchanges, one within his own turn. Trevor has only 10 turns and initiates no exchanges. At this point it is again clear that Phil is the dominant union speaker.



also a sense of disengagement from the process that is brought out in Exchange 5 as Excerpt 4-2 illustrates:

### Extract 4-2 Sample from Exchange 5



Here Steve realises his dislike of John in particular and consultants in general and to a lesser extent Phil's move to rescue John. (See analysis in the section on phase structure in CL-inter). This last aspect is important for the relationship between Phil and Steve, because as is shown in other parts of this section as the discourse organiser aiming to settle the contract Phil uses Steve to exemplify his arguments for the union claims by calling on him to give examples from the production process that support Phil's case as in Exchange 5 and others that follow it. In exchange 5 he distances himself from Steve in the process and Steve's non-verbal move is a disengaging response that rejects his powerlessness in the process, a counter-language in the logically congruent discourse of a CL-inter. This is a clear example of the dominance of the contract-discourse over the union-building discourse. Inspection of the text shows that all of Steve's non-verbal moves have similar contexts and social realisations. As Table 4-41 shows Steve is the



second highest union contributor to the interaction but his contributions are congruently those that are demanded by Phil in the interests of the macro-process.

#### **4.4.1.15.3 *Markers of power***

Phil's dominance over the interaction and Billy's subservient role in it is highlighted by the SUSTAIN-TYPE system. Phil makes 192 (39%) *continuing* moves and 32 (18%) *reacting* moves, the latter are significantly below that of other unionists and as wider analysis would show of all other speakers. Billy on the other hand makes 57 (33%) *continuing* moves and 48 (28%) *reacting* moves the latter being significantly higher than the union mean. In Phil's case his high rate of continuing moves realises the large number of monologic turns he has and these in turn instantiate his role as the main union speaker and the other participant's recognition of this role in a CL-inter such as UC5 that is union orientated. Even where Phil takes extended pauses at certain points in the process no other speaker takes the floor, Exchanges 3 and 4 exemplify<sup>46</sup>.

#### **4.4.1.15.4 *An anomaly?***

One area where Phil does not seem to have as much authority is in his use of enhancing moves. As noted above these enact a kind of modality and demonstrate the mover's social status in being able to explain why a condition is the way it is. In Table 11 the feature *c-p-enhance* shows that in this regard not only is Billy significantly the highest union producer, surprisingly Phil is markedly lower than other unionists in producing this kind of authority bearing move. Inspection of the 10 such moves that Billy makes are in relation to the production processes within the factory, an area of which Phil has very limited knowledge. Importantly Billy's enhancing moves are predominantly within exchanges that Phil has initiated and help provide rationale for Phil's argument. An example from the text instantiates this:

Phase 2 Exchange 16 A Conveyor.

(PT continues)

[i] there's other things like [ii] there's [iii] there's a conveyor [iv] that can dump bread at least once a week and [ to Billy] [v] you've raised that too [vi] i think[vii] there was an issue [viii] where it dumped it

---

<sup>46</sup> See Appendix I

BH: [i] it's a blind spot \\ (...) / line to the cutter [ii] nobody's there [iii] so you lose a lot of bread [iv] if you don't see it

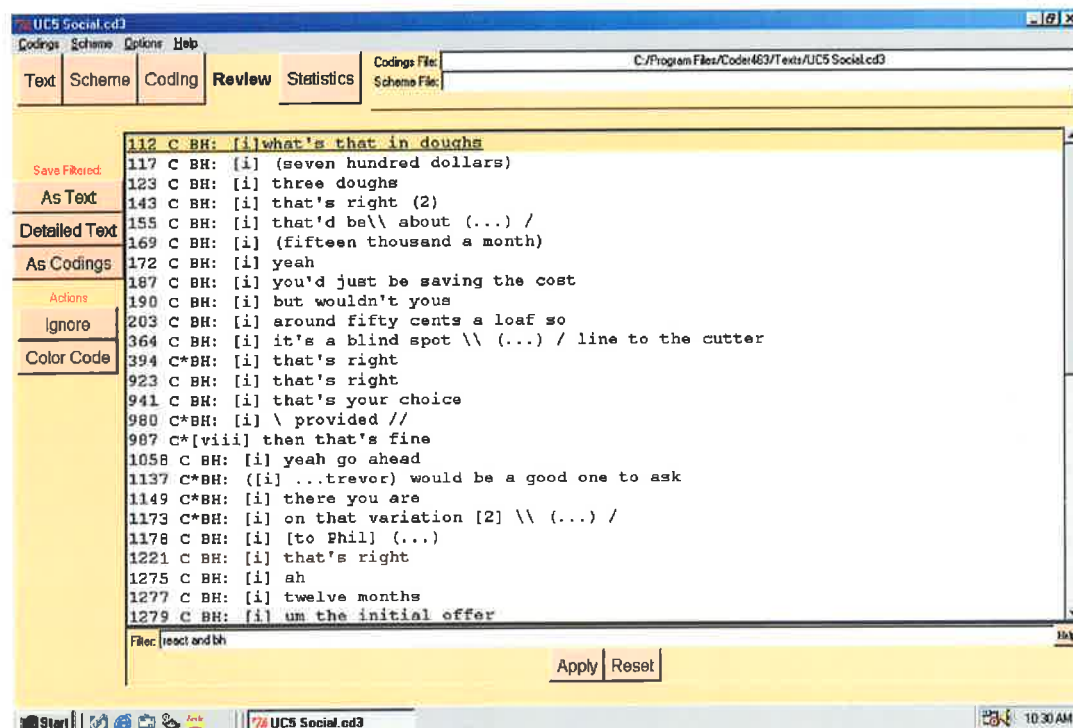
The underlined move [iii] is enhancing and here Billy provides a logical connection between the spoiled bread in the factory and Phil's opening offer move that plant in the factory is responsible for lost production (in contrast to the prior company claim in UC4 that it was workers who are responsible). This move was planned in the immediately preceding union negotiators-only meeting and while it is a cooperative move it still positions Billy in a socially subservient role at the whole text level.

#### 4.4.1.15.5 Supporting moves

Billy is the head delegate for NDU in the factory and has the role of supporting the union discourse organiser in a CL-inter. Table 4-42, and excerpt from Billy's reacting moves in UC5, shows the systemic nature of how he interacts with Phil.

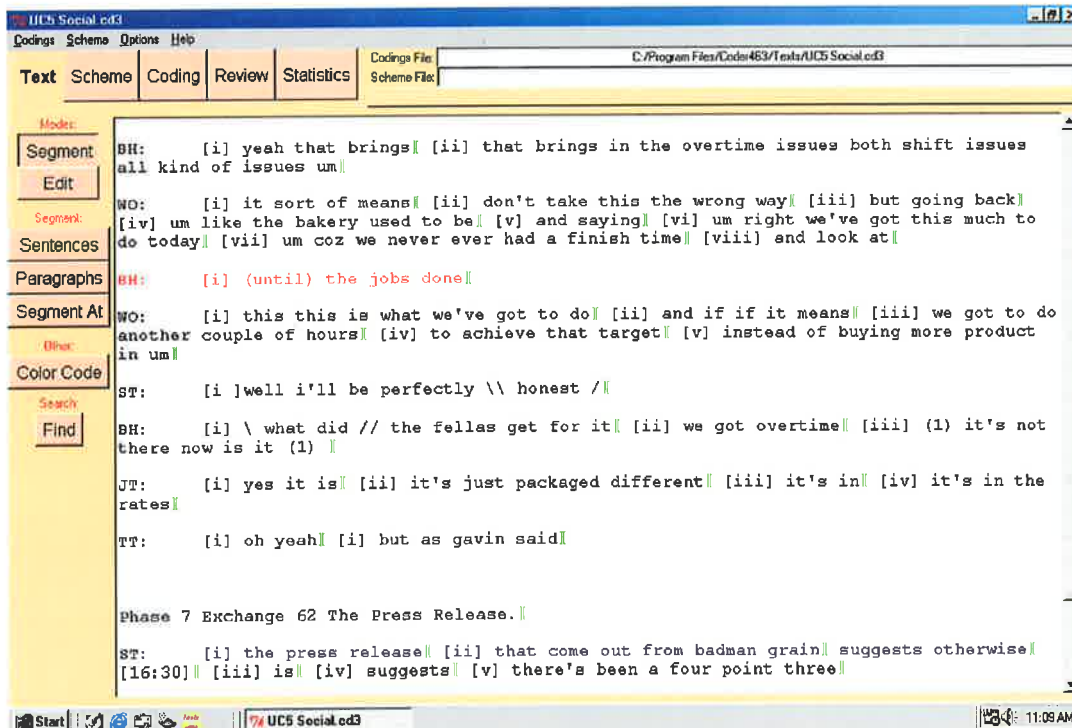
##### 4.4.1.15.5.1 Billy supporting Phil

Table 4-42 Extract UC5 Review filter *react and bh*



Inspection of the text shows that four of Billy's five reacting moves realised with the lexico-semantic string 'that's right' support company speakers' contributions, moving the interaction towards a conclusion. As Table 4-42 shows his reactions are congruently offering other speakers support and at times with information which allows them to complete their previous moves, items 123, 169, 203, 1173,1277 from Table 13 exemplify. The CONTINUE-TYPE system further shows Billy's supportive role, his prolonging moves are significantly less than the mean for union participants at 28% showing that many of his moves are short and working to help other contributors realise the content of the negotiations. A more delicate analysis in the REACTING-TYPE system shows that Billy is a highly significant contributor of *response* moves. At 17% he makes almost double the number of subservient moves that other union participants do. As the RESPONSE-TYPE system shows 29 Of Billy's 30 responding moves are supportive ones. Where Phil makes a significantly low number of develop-elaborate moves (1%) Billy makes a significantly high number of develop-extend moves (3%). Extract 4-3 from Exchange 61 exemplifies:

#### Extract 4-3 Sample from Exchange 61



In Billy's second turn here he extends Wayne's previous contribution in a supportive way that encourages Wayne to move the exchange towards completion. Note the difference with Steve's attempt to extend the exchange two turns later that is over-ridden by Billy. In this supporting role Billy is markedly different to Steve who perceives himself as having much lesser responsibility for the process of settling the contract.

#### 4.4.1.15.5.2 Building closure

Where Responses move an exchange towards completion, rejoinders extend them by raising counters to the previous speaker's move (Eggs and Slade 1997). As already noted however rejoinders that track what a previous speaker has contributed "are supporting in the sense that they merely delay anticipated exchange completion, without indicating disagreement with it" (Eggs and Slade 1997: 207). As the REJOINER-TYPE system in Table 4-40 shows Billy is a markedly higher user of such supportive rejoinders than other union contributors. Extract 4-4 from Exchange 10 below exemplifies this:

#### Extract 4-4 Sample from Exchange 10

The screenshot displays the UC5 Social.cd3 software interface. The main window shows a transcript of a conversation with the following text:

```

Phase 2 Exchange 10 Money (2).
PT: [i] \ so that's [ii] is that // [iii] sorry [iv] billy is that
BH: [i] (fifteen thousand a month)
PT: [i] fifteen thousand a month [ii] is that a thousand odd dollars
BH: [i] yeah [ii] and that's working on [iii] making a fifty cent profit on the loaf
(3) [blip in the tape] [iv] fifty cents (2)
GE: [i] no [ii] coz all you [iii] all we're paying for additional [iv] going in to
it [v] is for the ingredients [13:00] [vi] that are going into it (1) [vii] cause if
you can [viii] we still have to make x number x amount of loaves [ix] so all we're doing
is is is
BH: [i] you'd just be saving the cost
GE: [i] we'd be saving the COST of those ingredients [ii] the cost of those
ingredients
BH: [i] but wouldn't you
Phase 2 Exchange 11 A Loaf of Bread.
[i] i guess [ii] that comes down to [iii] how much does it cost to make a loaf of bread

```

The interface includes a menu bar (Coding, Scheme, Options, Help), a toolbar (Text, Scheme, Coding, Review, Statistics), and a left sidebar with options like Modes, Segment, Edit, Sentences, Paragraphs, Segment At, Other, Color Code, and Search/Find. The bottom status bar shows 'UC5 Social.cd3' and the time '11:28 AM'.

In his third turn here Billy seeks to move Gavin's prior contribution towards the union goal of foregrounding the costs of the plant inefficiency by offering a possible summary of Gavin's explanation. Billy is successful in that Gavin's next move is a supportive response that elaborates on Billy's move and thus moves the exchange towards a conclusion. In this instance it provides Billy with enough of a concession from Gavin to allow him to open another exchange. Finer analysis provided in the TRACK-TYPE and the RESPONSE-TYPE systems in Table 4-40 details how Billy realises his role supporting Phil with probes and tracks that provide evidence from the production process to support the points that Phil is making at a more discourse level and at the same time moving the interaction towards closure by not providing open-ended extensions to exchanges. Again the contrast with Steve is evident.

#### ***4.4.1.15.6 Control at the whole-text level***

As already noted most of the opening moves are made by Phil and while the OPENING-TYPE system shows that his 26 openings are not statistically significant in absolute terms, as the union speaker with the highest number of utterances he dominates the initiating of exchanges and in the process instantiates his role of union discourse organiser. At a whole text level the phases of the interaction are initiated by Phil with local exchanges that change the course of the interaction in its cycle of appraisal of the offers made in the previous CL-inter<sup>47</sup> earlier the same day and the union's counter offers. As already noted the majority of these exchanges are about information, only 12 of them being about goods and services. The COMMODITY system in Table 4-40 shows that Phil is the union participant who overwhelmingly instantiates these moves, making 7 of the 8 made by unionists. The institution of a CL-inter systemically constructs the discourse organiser for the dominant party, in this case Phil, into making these moves. While detailed analysis of UC5 is the only example provided in this report cursory inspection of the other four CL-inter interactions in the corpus reveals a similar pattern and this is corroborated by the writer's practical experience in the genre. The other unionist to make a goods and services opening is Billy and this helps realise his role as head delegate and the member of the union party with responsibility for supporting the discourse organiser. In contrast Steve as the second biggest contributor of moves

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<sup>47</sup> UC4, which is not analysed here

significantly makes no opening moves for goods and services and realises his role as a secondary supporter at a step further removed from the discourse centre than Billy. This conclusion is supported by the fact that over the months of the contract settlement there were several CL-inters that took place without Steve participating. As Table 4-40 shows Trevor also made no goods and services opening but this is commensurate with his generally low level of participation.

#### ***4.4.1.15.7 Monologic power***

Inspection of the CLAUSE system in Table 4-40 shows that while Phil has slightly fatter turns as indicated by his significantly higher count of his [xiv] and [xvii] clause utterances none of the union speakers seems to have significantly longer turns but as noted above this is deceptive in that some utterances bridge more than one exchange. Where exchange boundaries are ignored Phil's 14-bridged utterances then show that he has significantly longer turns than other union speakers. Union speakers have a slightly higher (68.4% for Billy to 61.5% for Trevor) than the mean 57.7% for all participant initial-type moves. Investigation of a CL-inter such as UC4 that focuses on company claims would show a counter-example. Of the union speakers Trevor has markedly higher ratio of responses to other speakers suggesting he does less initiating in the group. In the text Steve and Phil have almost twice the number of responses as they have rejoinders, while Billy and Trevor have three and four times as many responses as rejoinders respectively. Across the interaction then the union participants are building cooperation more than they are seeking confrontation.

#### ***4.4.1.15.8 Summary of union social roles in UC5***

As with the discussion of the Mood aspects of UC5 above Phil Travers makes significantly more moves than other unionists in the interaction. Steve Tomlins makes the next most moves and again his role in the process is one of providing moves that will enable Phil to bring the interaction to a successful conclusion. Yet again Steve's role is realised as something of an outsider to the process. Phil initiates 25 exchanges, over half of these within his own turn. Steve initiates 14 exchanges, less than one third of these within his own turn. Billy initiates but one of his 10 exchanges within his own turn and Trevor initiates no exchanges. As Table 12 shows, where Phil has a low number of clause [i] moves reflecting his monologic turns Billy has a high number of clause [i]

moves reflecting his role in registering and probing the moves of others in support of Phil. Billy is also highly supportive of Phil in challenging others to provide the information Phil needs to bring exchanges and the interaction to a close (Table 4-42). Where Billy seems to have authority realised within enhancing moves it is power that is proscribed by Phil at the exchange level. Where Steve is a significant elaborator of others moves, repeating without extending, Billy develops the moves of others and as Exchange 10 exemplifies he is often successful in bringing exchanges to a close, in the process realising the goals of his union discourse organiser Phil. As other texts in the corpus and the writer's extensive interactions over years of working with him reveal, Billy is a capable unionist and organiser in his own right and clearly the most class-conscious of the group in the conventional Marxist sense. His is more than willing to challenge propositions put forward by Phil as is instanced in the text N3. Within the CL-inter Billy is constrained by his institutional role. The picture then is one of a union team that works mainly together but not without contradictions. Phil and Billy are clear about their roles of using the CL-inter to bring the contract closer to a settlement as smoothly as possible. Phil's role is principally that of discourse organiser rebutting the company claims in Phase 2 and carefully introducing a reconstructed claim in Phase 3. While it is not discussed in detail here inspection of the data shows that in the subsequent 4 phases, which are largely redundant, Phil has much less to say. Steve and Billy have a key part to play in providing information about the production process in enabling Phil to do his job. For Steve the constraints of the institution of a CL-inter, of having to 'be cooperative' with management consultants and calmly discuss production processes that in his eyes are grossly inefficient are at times openly unacceptable. Trevor has a very minor role to play in the union party and this reflects his role as a newcomer to the institution of a CL-inter. It will be suggested in Chapter 8 that these realisations denote a different code (Bernstein 1990a) for different speakers in the interaction.

#### ***4.5 Summary of the Relations among the Unionists in the Modal and Social Analysis of the CL-inter UC5.***

The social context (Halliday and Hasan 1985) reveals that the institution of a CL-inter casts the union participants into roles that define their social and linguistic interactions in the text UC5. While this process is far from mechanical the analysis in this chapter has shown that in realising the role of union discourse organiser Phil has dominated the union party at all levels. At the turn and utterance levels his initiating moves often realised as declaratives have positioned other participants into constrained responses. His opening moves, often realised in 'Wh'-interrogatives, define how others will respond and his modality reduces the areas of potential extension of the interaction into those he perceives from his experience in other contract negotiation CL-inters, will minimise non-productive conflict and bring the interaction to a successful conclusion. At the exchange level his reconstruction of elements of the union view of the contract claims defines who will be involved at each topic change in the process and how the participants will interact. In particular he orchestrates the kinds of contributions Billy and Steve will make truncating his own turns and those of others as he sees appropriate. At the phase level Phil is also the dominant participant. In the critical Phases 1,2, and 3 he ensures that adequate and conventional interpersonal relations are foregrounded, that the company case from UC4 is rebutted and that revised union claims are tabled. In the remaining four redundant phases Phil's role is much reduced. Throughout, Billy as head delegate for the union in the factory, methodically assists Phil in realising the union discourse goals. Steve is not cast into a clearly profiled role of responsibility in the CL-inter UC5 and is subsequently less constrained by the institution. He is able to more freely contravene the standards of morality of the institution by refusing to conventionally respond to interrogatives and by making moves that extend rather than close the interaction. He likewise acts as a voice of protest, of counter-culture, in the realisation of a bourgeois institution. For the most part Billy would be able to provide the information from the production process and UC5 could be realised without Steve or Trevor, as indeed other CL-inters were over the period of the negotiation of the contract. The institutional constraints prioritise restricted roles over participation.

Chapter 4 has provided a framework for discussing the qualitative and quantitative aspects of the data. In the first section the key exchanges from UC5 were discussed within a context of a regime of phases that has realised a progression of offer/demand exchanges with alternating rejection



phases, and at points where the institutional mores needed to be foregrounded, phatic phases. Regimes for discussing quantitative views of the Mood and social move aspects of the data in the second and third sections of the chapter have provided insights into the speaking and social rights of the interactants respectively. Some patterns of power and control in the relationships among the union participants have begun to emerge in a context of wider interaction with the company negotiators. The data provided by *Systemic Coder* is based on the syntactic patterns of the local instances of participant interaction. It has been shown that the quantitative data supports the evidence provided by local inspection of the data at the discourse level. The following chapters will turn to other related types of interactions using quantitative analysis only, and the level of local analysis pursued here will mostly be taken for granted.

## **5 Chapter 5: The Roles of the Union Negotiators in the CL-intra N3**

This chapter looks very briefly at how the four union negotiators interact with each other in the CL-intra meeting that follows immediately after the CL-inter UC4 and is in turn immediately followed by UC5, all on the same morning in the company offices at the factory. It is assumed here that the discourse function of the interaction is to assess the offers and demands the company negotiators have just made with a view to revising or in semiotic terms reconstructing them from a point of view that is more acceptable to the unionists and thus likely to move the whole contract process towards conclusion. This assumption concurs with the views of the participants when they were asked about how they saw what was happening in N3. As with other chapters the analysis is confined to addressing the discourse-roles of the interactants and the Mood of the clauses they use in realising these. Unlike Chapter 4 and the discussion of the text UC5 this one is confined to a brief overview of the quantitative descriptions of the text and is aimed at complementing the analysis in that chapter with one of a dialectically related institution.

### ***5.1 N3 Discourse Roles***

As noted elsewhere the analysis of discourse roles enables discussion of the social rights of the participants (Eggins and Slade 1997).

#### **5.1.1 Overview of Table N3 Discourse-roles Text and Union-reps**

There are 2221 discourse units in the text N3 of which 66% (1466) are move-initial and all except 34 are verbal moves. There are 95 opening moves and 1337 sustaining ones of which 779 are continuing and 558 reacting moves. More detailed analysis of the table is given in Table 5-1 *N3 Discourse-roles Text and Union-reps* as required below.

**Table 5-1 N3 Discourse-roles and Text and Union-reps**

Comparative Statistics for file: C:/Program Files/Coder463/Texts/UTQ8-N3 Social.cd3.  
 Data split on system: UNION-REPS  
 Date: Tuesday, May 04, 2004 11:46:30 AM  
 Filter: text  
 Counting: Global

Feature	pt.			bh			st			tt		
	Mean	N	TStat	Mean	N	TStat	Mean	N	TStat	Mean	N	TStat
-----												
TEXT-TYPE												
text	100%	638	0.00	100%	676	0.00	100%	702	0.00	100%	205	0.00
metatext	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
-----												
MOVE-STRUCTURE												
move-initial	66%	423	0.19	68%	463	1.64	64%	452	1.09	62%	128	1.13
move-continuation	30%	190	0.46	27%	181	1.59	30%	211	0.68	31%	64	0.71
tied	3%	16	1.31	3%	20	0.57	4%	29	1.52	4%	8	0.52
unanalysable	1%	9	0.50	2%	12	0.38	1%	10	0.50	2%	5	0.97
-----												
MOVE-INITIAL-TYPE												
verbal	65%	417	0.55	68%	457	2.04 ++	61%	431	2.06 ++	62%	127	0.79
non-verbal	1%	6	1.44	1%	6	1.63	3%	21	3.82+++	0%	1	1.28
-----												
SPEECH-FUNCTION												
sustain	58%	373	1.06	64%	436	2.74+++	58%	407	1.45	59%	121	0.36
open	7%	44	3.88+++	3%	21	1.80 +	3%	24	1.36	3%	6	1.00
-----												
SUSTAIN-TYPE												
continue	30%	193	3.03+++	41%	275	3.67+++	36%	250	0.36	30%	61	1.68 +
react	28%	180	2.13 ++	24%	161	0.94	22%	157	2.04 ++	29%	60	1.44
-----												
CONTINUE-TYPE												
c-prolong	27%	170	2.50+++	35%	235	2.90+++	31%	219	0.50	26%	53	1.51
c-append	2%	13	2.10 ++	5%	32	2.53+++	3%	21	0.53	3%	7	0.11
c-monitor	2%	10	0.69	1%	8	0.34	1%	10	0.34	0%	1	1.08
-----												
C-PROLONG-TYPE												
c-p-elaborate	17%	106	3.07+++	14%	94	0.70	12%	81	1.53	5%	11	3.47+++
c-p-extend	9%	55	4.26+++	16%	110	2.57+++	15%	107	1.67 +	13%	27	0.13
c-p-enhance	1%	9	3.83+++	5%	31	1.15	4%	31	0.90	7%	15	2.69+++
-----												
C-APPEND-TYPE												
c-a-elaborate	1%	4	0.87	1%	7	0.45	1%	8	0.81	0%	1	0.66
c-a-extend	1%	9	1.14	3%	17	1.31	2%	12	0.53	2%	5	0.55
c-a-enhance	0%	0	2.01 ++	1%	8	3.42+++	0%	1	1.47	0%	1	0.08
-----												
REACTING-TYPE												
respond	11%	69	2.18 ++	13%	87	0.38	15%	103	1.31	18%	36	1.90 +
rejoinder	17%	111	5.28+++	11%	73	0.92	8%	53	4.19+++	12%	24	0.02
non-sequitur	0%	0	0.90	0%	1	0.60	0%	1	0.56	0%	0	0.45
-----												
RESPOND-TYPE												
res-support	11%	67	2.12 ++	12%	84	0.42	14%	99	1.17	18%	36	2.10 ++
res-confront	0%	2	0.43	0%	3	0.19	1%	4	0.83	0%	0	0.96
-----												
RES-SUPPORT-TYPE												
develop	5%	34	1.35	7%	45	0.28	7%	47	0.33	8%	17	1.14
engage	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
register	2%	13	1.36	1%	4	2.31 ++	2%	14	1.35	1%	2	0.63
reply-res-support	3%	20	2.51+++	5%	35	0.32	5%	38	0.68	8%	17	2.32 ++
-----												
DEVELOP-TYPE												
develop-elaborate	2%	15	0.07	2%	13	0.95	3%	22	1.57	1%	3	0.91
develop-extend	3%	17	1.81 +	4%	30	0.99	3%	24	0.68	7%	14	2.35+++
develop-enhance	0%	2	0.56	0%	2	0.47	0%	1	0.56	0%	0	0.71
-----												
RES-S-REPLY-TYPE												
accept	0%	0	0.63	0%	0	0.66	0%	0	0.68	0%	1	3.14+++
comply	0%	2	1.45	0%	1	0.11	0%	0	1.18	0%	0	0.55

agree	1%	8	1.48	2%	15	0.64	2%	14	0.14	3%	6	1.08
answer	0%	2	2.76+++	2%	11	0.61	2%	11	0.47	3%	7	2.59+++
acknowledge	0%	3	2.05 ++	0%	1	0.24	0%	0	1.36	0%	0	0.64
affirm	1%	5	1.28	1%	7	0.63	2%	13	1.70 +	1%	3	0.27
-----												
RES-CONFRONT-TYPE		638		676		702		205				
disengage	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
res--c-reply	0%	2	0.43	0%	3	0.19	1%	4	0.83	0%	0	0.96
-----												
RES--C-REPLY-TYPE		638		676		702		205				
decline	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
non-comply	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
disagree	0%	0	0.63	0%	0	0.66	0%	1	1.47	0%	0	0.32
withhold	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
disavow	0%	0	1.42	0%	3	1.44	0%	2	0.40	0%	0	0.71
contradict	0%	2	1.45	0%	0	1.15	0%	1	0.06	0%	0	0.55
-----												
REJOINER-TYPE		638		676		702		205				
rejoin-confront	6%	41	1.55	6%	41	1.11	3%	23	2.86+++	6%	12	0.39
rejoin-support	11%	70	5.49+++	5%	32	2.22 ++	4%	30	2.88+++	6%	12	0.38
-----												
REJOIN-CONFRONT-TYPE		638		676		702		205				
challenge	5%	30	1.21	4%	27	0.12	3%	19	2.00 ++	5%	11	1.12
rejoin-confr-respon	2%	11	0.97	2%	14	1.95 +	1%	4	2.17 ++	0%	1	1.12
-----												
CHALLENGE-TYPE		638		676		702		205				
counter	4%	23	0.30	4%	24	0.22	3%	18	1.51	5%	11	1.61
rebound	1%	6	2.19 ++	0%	3	0.03	0%	1	1.47	0%	0	1.01
detach	0%	1	1.58	0%	0	0.66	0%	0	0.68	0%	0	0.32
-----												
REJOIN-CONFR-RESPONSE-		638		676		702		205				
un-resolve	0%	0	0.63	0%	1	1.51	0%	0	0.68	0%	0	0.32
refute	1%	8	0.80	1%	9	1.07	1%	4	1.36	0%	1	0.76
re-challenge	0%	3	0.83	1%	4	1.54	0%	0	1.80 +	0%	0	0.84
-----												
REJOIN-SUPPORT-TYPE		638		676		702		205				
track	10%	61	9.36+++	2%	13	2.99+++	1%	5	5.14+++	2%	4	1.41
response	1%	9	2.45+++	3%	19	0.12	4%	25	1.60	4%	8	1.06
-----												
TRACK-TYPE		638		676		702		205				
check	1%	5	1.78 +	0%	1	1.26	0%	3	0.11	0%	0	0.96
confirm	0%	0	1.10	0%	0	1.15	0%	0	1.18	1%	3	5.47+++
clarify	3%	21	5.94+++	0%	3	2.11 ++	0%	1	3.07+++	0%	1	0.95
probe	5%	35	7.43+++	1%	9	1.54	0%	1	4.30+++	0%	0	2.16 ++
-----												
RESPONSE-TYPE		638		676		702		205				
resolve	0%	3	3.19+++	2%	15	0.64	3%	18	1.46	3%	7	1.61
repair	0%	3	0.09	0%	0	2.10 ++	1%	7	2.62+++	0%	0	1.01
acquiesce	0%	3	0.55	1%	4	1.20	0%	0	1.93 +	0%	1	0.32
-----												
OPENING-TYPE		638		676		702		205				
initiate	7%	44	3.88+++	3%	21	1.80 +	3%	24	1.36	3%	6	1.00
attend	0%	0	0.00	0%	0	0.00	0%	0	0.00	0%	0	0.00
-----												
INITIATE-TYPE		638		676		702		205				
give	1%	8	2.08 ++	3%	18	0.76	3%	20	1.18	2%	5	0.14
demand	6%	36	7.97+++	0%	3	3.45+++	1%	4	3.25+++	0%	1	1.61
-----												
COMMODITY		638		676		702		205				
information	65%	412	0.29	67%	455	2.08 ++	61%	430	1.91 +	62%	127	0.68
goods-services	1%	5	2.12 ++	0%	2	0.33	0%	1	1.16	0%	0	0.90
-----												
MOVE-CONTINUATION-TYPE		638		676		702		205				
embedded-clause	11%	69	0.99	11%	76	0.62	13%	92	1.21	13%	27	0.60
dependent-clause	7%	47	0.40	7%	49	0.27	7%	47	0.41	6%	13	0.40
v-m-projection	4%	24	0.76	5%	34	1.16	4%	28	0.46	4%	9	0.08
extended-repeat	8%	50	2.46+++	3%	22	3.51+++	6%	44	0.50	7%	15	0.90

### 5.1.2 Phil's discourse–role in N3

Phil makes 638 moves in this text and a highly disproportionate level of these are opening moves, that is, 44 of the 95 opening moves in the interaction (T-stat 3.88) and while he makes the average number of sustaining moves markedly few of these are of the continue type giving him a significantly higher level of reacting moves compared to other interactants. Over half of the 193 continuing moves he does make are prolong-elaborating ones suggesting care in ensuring his meaning is understood. Of the 180 reacting moves he makes only 69 are responses and the remaining 111 are rejoinders (T-stat 5.28) as, far more than others, he moves to extend the interaction rather than bring it to conclusion. Detailed inspection of the response type Phil makes shows even where he is moving the interaction towards conclusion he does so in a critical way as his low level of supportive replies indicates (3% compared to 5-8% for other participants). Similarly his levels of answers (T-stat 2.76) and acknowledgments (T-stat 2.05) are markedly lower than others make. Inspection of Phil's rejoinder types however, reveals that his rejoinders are significantly of the supportive type rather than the confrontational type. He makes 61 tracking moves (T-stat 9.36) made up of 5 checking, 21 confirming and 35 probing moves, all at vastly higher rates than any other interactant in N3. While his level of challenges is not markedly different, he does make a marked number of rebounds. Of the 44 opening moves Phil makes 36 are demands and only 8 are offers and inspection of the table shows this again is markedly different from the openings that Billy and Steve make. Although the table does not show it, finer analysis of Phil's demands would show that the overwhelming majority are for information rather than goods and services. Phil has a much higher rate of extended-repeat moves than other participants and this too contributes to his role within the interaction. Turn 06 move [iv] in the text extract below exemplifies this:

- 01PT: [i] is there any [16:30] value in the new scale  
02BH: [i]um i think [ii] there is value in the new scale but only  
03PT: [i] forget the money for the moment [ii] just look at the scale  
04BH: [i]only if we know [ii] that people are gonna be put in these places [iii]i mean \\ it's fine  
putting them there [iv] but will they use it / [v] that's the point  
05TT: [i] \ no one's actually doing the unit standards //

- 06PT: [i] yeah but at the moment right yeah it depends on [ii] whether people do get through to it [iii] it doesn't [iv] it doesn't cost them anything [v] if it doesn't
- 07BH: [i] that's [ii] why they [1] \ can't / [iii] they can't give us any any [2] \ figures / [iv] and they won't tell us[v] how soon somebody [vi] now if some somebody said [vii] right as from this date today [viii] if we accept it [ix] in sixth months time there should be at least one or two people going up [3] \ and /
- 08TT: [i] [1] \ he's // [ii][2] \ (... ) //
- 09ST: [i] [3] \ ( i'm awake ) // [ii] there won't be
- BH: [i] no

*from N3 Phase 4 Exchange 20 Value in the Scale (1).*

Exchange 20 is given in full here as it realises some of the features that mark Phil's role in N3. The discussion in the interaction up to this point has been largely negative about the offers the company made in the immediately preceding CL-inter meeting. As discourse organiser Phil needs to move the contract process as a whole towards conclusion and to do that he must probe alternate constructions of the offer the company has made by extending the current interaction in new directions. He opens the exchange with a demand for information in his first turn. In turn 03 he counters Billy to preclude any discussion that will detract from Billy's acceptance in principle of the proposed new scale being discussed. In turn 06 he counters Trevor and this provokes a developing enhancement from Billy to explain why the scale needs to be put into the production context as it affects union members now. Phil's extended-repeat in turn 06 also realises his dependency on those in the production process for reliable information that the union case can be built on so Phil's moves here are designed to give him the social support and the information he needs to take to the following CL-inter UC5.

### **5.1.3 Billy's discourse-role in N3**

Like Steve, Billy produces more discourse units (676) than Phil but unlike Steve his are overwhelmingly verbal. Of the 463 moves Billy makes in the N3 text markedly few are opening (T-stat 1.80) and overwhelmingly they are sustaining (T-stat 2.74). Unlike Phil he makes a markedly high level of continuing moves (T-stat 3.67) and his turn 07 in the text extract above exemplifies some of the longer turns Billy has in N3, unmarkedly in response to a preceding move by Phil. Where Phil makes a markedly low level of extending moves (T-stat 4.26) Billy is by far the greatest user of this kind of move (T-

stat 2.57) as he contributes new information to the discussion, moves [iv] and [ix] in turn 07 above exemplify this. Billy's profile in the text is marked by the number of enhancing moves he makes, as he offers explanations for why his construction of the production processes should be given credence. This particularly as appending moves after another participant has registered a point Billy was making. In contrast to this Billy makes markedly few register moves himself which supports a role for him in the interaction of offering information to others in extended turns rather than seeking information himself. While Billy makes his share of rejoinders unlike Phil's his are less likely to be supportive suggesting he has a lesser role in bringing the interaction to a conclusion. Where Phil makes 61 tracking moves Billy makes only 10. Billy makes 21 opening moves and like Steve his are markedly contrasted to Phil's in that they are of the *give* type rather than the *demand* type, and again in contrast to Phil Billy is less careful and more confident in his contributions as he makes a low level of extended-repeats.

#### **5.1.4 Steve's discourse–role in N3**

At 702 Steve has the highest number of discourse units in N3 and like the other participants some two thirds (452) of his are move initial but marked by the high level of non-verbals (T-stat 3.82) among these. He has the longest turns as denoted by his markedly low rate of clause [i] moves. In marked contrast to Phil he makes fewer than average reacting moves and like Billy more than the mean number of extending ones as he too contributes new information about the production process. Steve's role in the N3 text is marked by his low level of rejoinders at 8% (T-stat 4.19) suggesting he plays a very different role to Phil in not extending the interaction and this is confirmed by the data on his low level of confrontational rejoinders in the table. He further realises a subservient role in the text by offering only 5 tracking moves (T-stat 5.14) and this shows he has a low level of responsibility for ensuring the contributions of others lead to a conclusion of the interaction. In contrast Steve makes the majority of repair moves as he is positioned by other participants to reverse the effects of a move he has already made.

#### **5.1.5 Trevor's discourse–role in N3**

With 205 discourse units Trevor has a larger discourse profile in N3 than he does in the meeting with the company negotiators UC5 that follows this interaction (see Table 5-2

below) although his role within the union group is not significantly different. His low number of continuing moves suggests that he has little right to the extended turns that Billy and Steve have and the extract from the text above (Exchange 20 turn 08) shows he is often over ridden by other contributors but significantly he has markedly higher rate of enhancing moves than others. Trevor makes 15 continue-prolong-enhance moves, some 7% of all his activity in the text, as he offers explanations and reasons for the validity of his construction of what happens in the production process. A text example instantiates this:

01PT [iii] but i mean then if you just look at the way [iv] they've spread the percentage across i mean

02TT: [i] probably because the intermediate baker can go up to baker two

[ii] where as the qualified baker can't go any higher [iii] perhaps that sort of thing [iv] coz the intermediate baker get less increase [20:30] dollarwise

03PT: [i] yeah

*from N3 Phase 6 Exchange 38*

Here Trevor is able to offer an explanation to Phil for why the company offer of a new pay scale is distributed the way it is, and Phil accepts this offer. Trevor makes a high level (T-stat 2.10) of supportive responses realised in answers and affirmations suggesting he is both submissive to other participants and working to conclude the interaction.



**Table 5-2 Comparison of Union-rep N3 and UC5**

File:	UTQB-N3 Social.cd3			UC5 Social.cd3		
	Mean	N	TStat	Mean	N	TStat
MOVE-CONTINUATION-TYPE		2221			1047	
embedded-clause	12%	264	4.77+++	18%	189	4.77+++
dependent-clause	7%	156	1.12	8%	85	1.12
v-m-projection	4%	95	4.22+++	1%	15	4.22+++
extended-repeat	6%	131	1.99 ++	8%	81	1.99 ++
SOCIAL-ROLE		2221			1047	
union-rep	100%	2221	0.00	100%	1047	0.00
company-rep	0%	0	0.00	0%	0	0.00
UNION-REPS		2221			1047	
pt	29%	638	10.36+++	47%	491	10.36+++
bh	30%	676	8.56+++	17%	173	8.56+++
st	32%	702	0.60	33%	342	0.60
tt	9%	205	5.40+++	4%	41	5.40+++

## 5.2 N3 Mood

### 5.2.1 Overview of Table N3 Mood and Union-reps

There are 2184 clauses in the text N3 of which 2048 are full clauses and 64 minor clauses there are 2010 indicatives and 38 imperatives. Of the former 1585 are declarative and 145 are interrogatives and in addition 235 other indicatives which have been truncated by the participants and some 45 non-finites which have no Mood in their own right. Table 5-3 shows how these are realised by the four unionists:

**Table 5-3 N3 Mood and Union-type.**

Comparative Statistics for file: C:/Program Files/Coder463/Texts/UTQB-N3 Mood.cd3.  
 Data split on system: UNION-TYPE  
 Date: Wednesday, May 05, 2004 9:45:16 AM  
 Filter:  
 Counting: Global

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Feature	Mean	pt N	TStat	Mean	bh N	TStat	Mean	st N	TStat	Mean	tt N	TStat
---------	------	---------	-------	------	---------	-------	------	---------	-------	------	---------	-------

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SOCIAL-ROLE		616		677		682		209	
union	100%	616	0.00	100%	677	0.00	100%	682	0.00
company	0%	0	0.00	0%	0	0.00	0%	0	0.00
-----									
ADJUNCT		616		677		682		209	
no	90%	554	0.49	88%	595	1.56	91%	620	1.52
yes	10%	62	0.49	12%	82	1.56	9%	62	1.52
-----									
CLAUSE-TYPE		616		677		682		209	
full	94%	576	0.32	95%	643	1.56	93%	635	0.87
minor	4%	23	1.40	2%	12	2.15 ++	3%	22	0.55
unanalysable	1%	4	0.40	1%	5	0.80	0%	2	1.09
continuity	2%	13	1.14	3%	17	0.45	3%	23	1.20
-----									
MOOD		616		677		682		209	
generic-indicative	91%	558	1.57	93%	630	1.19	92%	629	0.23
imperative	3%	18	2.65+++	2%	13	0.43	1%	6	2.07 ++
-----									
GENERIC-INDICATIVE-TYP		616		677		682		209	
indicative	75%	460	3.28+++	85%	573	4.20+++	78%	532	0.94
truncated-indicativ	13%	83	2.57+++	6%	40	4.93+++	13%	87	2.03 ++
non-finite	2%	15	0.77	3%	17	0.99	1%	10	1.32
-----									
INDICATIVE-TYPE		616		677		682		209	
declarative	59%	366	8.79+++	80%	539	4.97+++	76%	520	2.60+++
interrogative	15%	94	10.39+++	5%	34	2.04 ++	2%	12	6.22+++
-----									
DECLARATIVE-TYPE		616		677		682		209	
full-declarative	49%	302	6.82+++	67%	454	4.34+++	62%	425	1.30
ellipsed-declarativ	10%	64	1.68 +	13%	85	0.27	14%	95	1.59
-----									
DECLARATIVE-TAGGING		616		677		682		209	
non-tagged	57%	349	9.78+++	79%	538	5.61+++	76%	515	2.85+++
tagged	3%	17	4.47+++	0%	1	2.94+++	1%	5	1.22
-----									
INTERROGATIVE-TYPE		616		677		682		209	
wh-question	10%	63	8.46+++	3%	22	1.75 +	1%	8	4.98+++
polar	5%	31	5.55+++	2%	12	1.00	1%	4	3.53+++
-----									
WH-QUESTION-TYPE		616		677		682		209	
full-wh	8%	49	6.64+++	3%	21	1.01	1%	8	4.24+++
ellipsed-wh	2%	14	5.66+++	0%	1	2.05 ++	0%	0	2.62+++
-----									
POLAR-TYPE		616		677		682		209	
full-polar	3%	20	3.69+++	1%	10	0.42	1%	4	2.63+++
ellipsed-polar	2%	11	4.55+++	0%	2	1.22	0%	0	2.44+++
-----									
TRUNCATED-TYPE		616		677		682		209	
self-truncated	11%	65	4.02+++	4%	24	4.31+++	8%	53	0.89
other-truncated	3%	18	1.22	2%	16	2.23 ++	5%	34	2.13 ++
-----									
IMPERATIVE-TYPE		616		677		682		209	
full-imperative	2%	13	1.71 +	2%	12	0.93	1%	5	1.83 +
truncated-imperativ	1%	5	2.55+++	0%	1	0.96	0%	1	0.97
-----									
MODAL		616		677		682		209	
non-modal	77%	472	1.96 +	67%	456	4.51+++	76%	520	1.84 +
modal	23%	144	1.96 +	33%	221	4.51+++	24%	162	1.84 +
-----									
MODAL-TYPE		616		677		682		209	
modalisation	13%	80	1.20	16%	109	1.50	15%	101	0.35
modulation	10%	64	1.37	17%	112	4.51+++	9%	61	2.88+++
-----									
MODALISATION-TYPE		616		677		682		209	
probability	12%	73	0.29	13%	89	0.93	12%	81	0.29
usuality	1%	7	2.19 ++	3%	20	1.50	3%	20	1.47
-----									
MODALISATION-CONGRUENC		616		677		682		209	
congruent-modalisa	9%	58	1.15	11%	75	0.46	12%	80	1.13
metaphoric-modalisa	4%	22	0.35	5%	34	2.00 ++	3%	21	1.19

METAPHORIC-MODALISATIO	616	677	682	209
explicit-subject	3% 18 0.54	5% 31 2.35 ++	2% 16 1.61	3% 6 0.33
implicit-subject	1% 4 0.40	0% 3 0.45	1% 5 0.78	0% 0 1.13
MODULATION-TYPE	616	677	682	209
capability	5% 28 0.72	6% 40 1.18	5% 33 0.35	5% 10 0.21
obligation	4% 22 1.41	8% 51 4.45+++	3% 19 2.70+++	4% 8 0.55
inclination	2% 14 0.06	3% 21 1.82 +	1% 9 1.97 +	2% 5 0.15
OBLIGATION-TYPE	616	677	682	209
external-oblig	3% 18 1.82 +	7% 47 4.37+++	3% 18 2.41+++	4% 8 0.26
internal-oblig	1% 4 1.08	1% 4 0.87	0% 1 1.30	0% 0 0.98
PROJECTION-ORDER	616	677	682	209
interactional	98% 606 2.57+++	94% 637 4.95+++	98% 670 2.52+++	97% 202 0.17
constructional	2% 10 2.57+++	6% 40 4.95+++	2% 12 2.52+++	3% 7 0.17

### 5.2.2 Mood in Phil's clauses in N3

As Table 5-3 shows, Phil has 616 clauses in this text and one immediately significant factor is that 18 (3%) are imperatives (T-stat 2.65). Thus only 75% of his clauses are indicative and this is significantly lower than other speakers (T-stat 3.28) and of these indicatives 83 are truncated, 65 by Phil himself (T-stat 4.02) and 18 by other speakers. His use of declarative indicative clauses is significantly different from other interactants (T-stat 8.79) because of the exceptionally high (T-stat 10.31) number of interrogatives he uses, suggesting a powerful pedagogic role in the interaction. Of these 94 interrogatives some two thirds are of the 'Wh' type, which function to extend interactions where polar interrogatives tend to produce closure (Egins and Slade 1997). Where Billy, Steve and Trevor require full declaratives to bring the production processes and relations of production into the text Phil's role needs these less although his contributions are not correspondingly marked by high levels of ellipsis. He is however a significant user of tagging (T-stat 4.47) suggesting he is working to position other speakers to take part in the interaction. In contrast to his contributions in the meeting with the company negotiators UC5 that will follow this meeting of union negotiators only Phil is a markedly low user of modals (T-stat 1.96) and a high user of non-modals (T-stat 1.96) suggesting far more confrontational role for the discourse organiser in this kind of interaction. This sense is confirmed by the fact that although there are significantly more (T-stat 2.19) constructional clauses in N3 (69) than there are in UC5 (36)<sup>48</sup> Phil is a

<sup>48</sup> Derived from finer analysis not shown here

markedly low user of this form of modality (T-stat 2.57). Where Billy uses some 40 constructional clauses Phil uses only 10.

### 5.2.3 Mood in Billy's clauses in N3

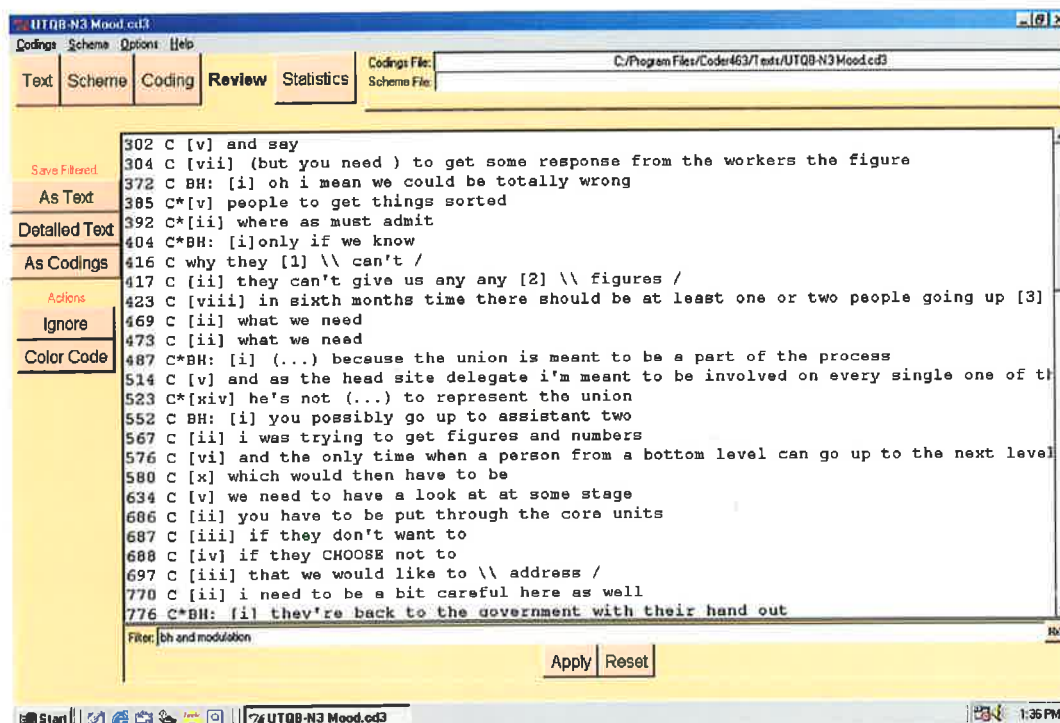
Billy has 677 clauses in the text N3 and few of these are minor clauses suggesting a central and active role in the interaction. Billy's use of indicatives (87%) is well above the group average and he is notably (T-stat 4.93) less truncated by either himself or others. Where Phil's contributions are marked by interrogatives Billy's are marked by their absence. His key role in explaining the production processes and evaluating the company offers and demands from the preceding CL-inter requires that he use a high level of non-tagged full declaratives (T-stat 5.61). Some of Billy's talk in this text is about constructing union members' reactions and projected reactions to the wages and conditions they are being offered by the company in the contract. He also floats ideas among the group to take back to the next Cl-inter and both of these demand a high level of conventional modality and of constructional projections from him and with 40 constructional clauses he is the marked (T-stat 4.95) user of this form. A text example instantiates this:

BH: [i] lets simplify it phil [ii] lets just say [iii] look we are miles apart [iv] we can't agree to it [v] to these figures you come back to us with all the figures [vi] that we have asked for

*from N3 Exchange 12*

Some 221 or 33% of his clauses are modalised, in particular he is a very high user of modulation as he evaluates the offers and demands from the company negotiators in light of his union and production experience and *Table 5-4 N3 Mood Review Extracts bh and modulation* lists some of his clauses of this type extracted from the data:

**Table 5-4 N3 Mood Review Extracts bh and modulation**



47 (7%) of Billy's clauses are modulations of external obligation as he foregrounds the class and union morality of what is acceptable in making decisions about the offers and demands the interaction focuses on. Clauses 304, 423, 469, 473, 487, 514, 580, 634, 686, 770, and 776 from the table above exemplify. His T-stat 4.37 marks out his special responsibility in this area. Billy has a markedly low number of self-truncated clauses (T-stat 2.23) and of other-truncated clauses (T-stat 4.31) and these indicate his own confidence in both what he is saying and his right to speak. It further reflects the speaking rights others confer on him.

### 5.2.4 Mood in Steve's clauses in N3

Steve has the highest number of clauses in N3 (682) but not markedly more than other contributors. Many of his turns are taken alternately with turns from Billy as the two of them cooperatively construct an image of what happens in the production process and compare that to the offers and demands made by the company in the preceding CL-inter that the union negotiators are considering in this interaction. Exchanges 3, 4, 5, 18, and 19 among others exemplify. In contrast to Phil, Steve has a markedly low level of

imperatives (T-stat 2.07) and interrogatives (T-stat 6.22). Like Billy he is a marked user of non-tagged declaratives although at a reduced significance (T-stat 2.85). Unlike Billy's, his clauses are regularly truncated by other speakers (T-stat 2.13) and he is a very low user of conventional modality as well as the modality expressed in constructional clauses. Steve then, has neither the authority that Phil has to make demands of others in the interaction nor the right to proffer cultural morality in the way that Billy does.

### **5.2.5 Mood in Trevor's clauses in N3**

Along with Billy and Steve Trevor is a marked non-user of interrogatives, and his clauses are most frequently truncated by others (T-stat 2.02). Although the data gives no evidence of it inspection of the text shows that Phil brings Trevor into the interaction to force Billy and Steve to concretise the evaluations they make of the company offers and demands. Exchanges 16, 29, 30, 42, 46, 49, 50, and 52 exemplify this. Interestingly in Exchange 14 it is Trevor who senses that the negative appraisal by Billy and Steve of the offers just received from the immediately preceding meeting with the company is not what Phil wants to focus on in N3 and foregrounds this question. Trevor then plays a more significant role in the interaction than the quantitative analysis here suggests. The data does make clear his relative authority within the group as a relatively new delegate and a less experienced production worker.

## **5.3 Summary of the Discourse and Mood Analysis of N3**

Bringing together the results of both sets of analysis above gives a clear picture of the roles the participants play within the interaction N3 and of their social and speaking rights. It is clear that Phil has the role of ensuring that the interaction pursues its cultural and institutional purposes and is drawn to a conclusion. His extensive use of interrogative demands for information to open new exchanges realises his authority within the group. Inspection of the text shows that while he is not the most frequent nor biggest contributor he is constantly monitoring the process using unmitigated declaratives to focus the others on the discursal goals of moving the contract towards a conclusion. He is constantly probing and listening, positioning Trevor to contribute when he appraises that Billy or Steve are wandering away from the discourse goals. He is contiguously aware of the need for democratic participation where this conforms to

the goal of bringing closure to the wider discourse goals, truncating his own turns to allow those from the production process to make contributions that will provide legitimate evaluation of the offers and demands N3 must consider. Although his high level of extended-repeats realise a hesitation to preclude discussion or force a hasty conclusion his marked level of supportive-challenging of other contributors realises his determination to provide closure that will enable the union negotiators to return to the next meeting with the company negotiators, UC5, with a reconstruction of the contract process that is closer to the closure that broader discourse goals demand.

Where Phil provides the discourse framework for N3 Billy is the chief provider of its ideational content, appraising the offers and demands of the company negotiators in light of the union morality of the production process and their likely acceptance by members of the union in the factory. As a highly experienced craftsperson and class activist he offers no mitigation for his construction of the situation. He is aware of Phil's own lack of knowledge of the particularities of this factory and his responsibility to support his discourse organiser. His frustration at the obvious paucity of the company claims from a union perspective and lack of responsibility for closing the process leads him to divert from the immediate goals at times but this adds colour to the palette of information that Phil can choose from. Billy works with Steve and to a lesser extent with Trevor in building this image.

Despite his considerable experience in the industry and the union Steve's role in N3 is subservient to both Phil's and Billy's and he is neither given nor takes responsibility for ensuring the interaction arrives at its discourse goals. He has low levels of extending the interaction and while he has the larger numerical contributions to N3 these are firmly controlled by others as they truncate his turns and position him to provide information they consider necessary. His evaluations of the offers and demands of the company are fewer than those made by Billy and are accepted in so far as they support those of Billy. At times Steve's opinions are even subservient to those of the newcomer Trevor. Trevor makes fewer contributions than others in N3 but they seem to be consciously salient ones. He is most frequently cut off by others but given the opportunity shows an awareness of the need to build an outcome that will progress the contract settlement and the skills to help Phil and Billy achieve that goal.

From this it can be seen that the institution seems to require a hierarchy of roles with discourse organiser Phil at the apex, his prime assistant Billy next in the line of authority and then Steve and Trevor fulfilling dialectically related subservient positions. The cline nature of the dialectic can be seen in the dual role that Billy fulfils, some times wielding authority to move the interaction towards its discourse goals and some times responding to the demands of the discourse organiser. That the roles are predominantly institutional is evidenced by the fact that Trevor sometimes acts as Phil's assistant, saliently in Exchange 14 and to a less marked extent in Exchange 38. That the roles are instantially realised and not mechanistically determined is highlighted by the fact that it is the novice Trevor and not the more experienced Steve who steps into this role. In the interaction leading up to Exchange 14 Billy and Steve have been moving the process away from closure and Phil has been resisting this. The vacuum created by Billy's failure to provide the support Phil needs draws Trevor into the process in a way that is marked for him. The dialectic of system and instance is constantly in tension, constantly mutable.

## ***5.4 Comparing UC5 and N3 Discourse***

### **5.4.1 Discussion of Table 5-5 UC5 N3 Social Comparison Union & Text**

The text UC5 as a whole is a little smaller than N3 but the number of union moves in it is less than half that of the union-only text N3. There are a number of significant correlations between the two texts that indicate that the participant roles have aspects that are close to identical in both. Initially significant differences as high-lighted in Table 5-5 will be addressed briefly and this will provide for correlations.

There are significantly fewer continuing moves in N3 indicating shorter turns and higher rates of interaction. The markedly higher number of reacting moves in N3 suggests a more robust interaction than that of UC5 as the participants extend the interaction in confrontational moves and the lower rate of prolonging elaborations suggests much less concern for accuracy of meaning being received by listeners. A marked increase in



extensions in N3 supports the argument that the unionists here are willing to risk new material being introduced. The higher rates of developing moves shows the unionists working together to produce new constructs but this is balanced by marked lower rates of acceptances and acknowledgements, the latter being moves of compliant participants (Eggins and Slade 1997). Interestingly the increase in rejoinders is in fact one of seeking a united perspective on the reconstruction of the union proposals for the contract: while confrontational ones remain about the same there is very marked increase in supportive ones. The details of this are discussed below and the significant increase in resolving moves is also noted here. The lower rates of embedded clauses and extended-repeats suggest a more relaxed and a simpler conversational style of interaction while the increase in mental and verbal projections reflects more constructional clauses. This will be taken up again below. Importantly the table shows that Phil has a much-reduced number of moves while Billy and Trevor double their moves respectively but Steve's ratio remains steady. There are significantly more clause [i] moves in N3 suggesting again shorter turns.

Features such as the ratios of verbal to non-verbal, sustain to open moves, and broad areas such as response type, and confrontational rejoinders are largely the same.

**Table 5-5 UC5 N3 Social Comparison Union & Text**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB-N3 Social.cd3							
Date: Wednesday, May 05, 2004 7:54:34 PM							
Filter: text and union-rep							
Counting: Global							
-----							
File:	UC5 Social.cd3			UTQB-N3 Social.cd3			
	Mean	N	TStat	Mean	N	TStat	
-----							
MOVE-STRUCTURE		1047			2221		
move-initial	64%	665	1.40	66%	1466	1.40	
move-continuation	35%	370	3.61+++	29%	646	3.61+++	
-----							
MOVE-INITIAL-TYPE		1047			2221		
verbal	63%	656	1.01	64%	1432	1.01	

non-verbal	1%	9	1.57	2%	34	1.57
-----						
SPEECH-FUNCTION		1047			2221	
sustain	58%	604	1.36	60%	1337	1.36
open	5%	52	0.89	4%	95	0.89
-----						
SUSTAIN-TYPE		1047			2221	
continue	38%	395	1.47	35%	779	1.47
react	20%	209	3.25+++	25%	558	3.25+++
-----						
CONTINUE-TYPE		1047			2221	
c-prolong	34%	354	1.91 +	30%	677	1.91 +
c-append	3%	32	0.35	3%	73	0.35
c-monitor	1%	9	1.11	1%	29	1.11
-----						
C-PROLONG-TYPE		1047			2221	
c-p-elaborate	21%	217	5.60+++	13%	292	5.60+++
c-p-extend	10%	101	3.11+++	13%	299	3.11+++
c-p-enhance	3%	36	0.61	4%	86	0.61
-----						
C-APPEND-TYPE		1047			2221	
c-a-elaborate	2%	26	3.59+++	1%	20	3.59+++
c-a-extend	0%	5	3.24+++	2%	43	3.24+++
c-a-enhance	0%	1	1.63	0%	10	1.63
-----						
REACTING-TYPE		1047			2221	
respond	11%	118	1.62	13%	295	1.62
rejoinder	9%	91	2.63+++	12%	261	2.63+++
non-sequitur	0%	0	0.97	0%	2	0.97
-----						
RESPOND-TYPE		1047			2221	
res-support	11%	114	1.62	13%	286	1.62
res-confront	0%	4	0.10	0%	9	0.10
-----						
RES-SUPPORT-TYPE		1047			2221	
develop	5%	49	2.00 ++	6%	143	2.00 ++
engage	0%	5	3.26+++	0%	0	3.26+++
register	2%	26	2.00 ++	1%	33	2.00 ++
reply-res-support	3%	34	2.22 ++	5%	110	2.22 ++
-----						
DEVELOP-TYPE		1047			2221	
develop-elaborate	4%	43	2.72+++	2%	53	2.72+++
develop-extend	0%	5	5.48+++	4%	85	5.48+++
develop-enhance	0%	1	0.81	0%	5	0.81
-----						
RES-S-REPLY-TYPE		1047			2221	
accept	0%	3	1.84 +	0%	1	1.84 +
comply	0%	2	0.38	0%	3	0.38
agree	2%	17	0.62	2%	43	0.62
answer	0%	5	2.35 ++	1%	31	2.35 ++
acknowledge	1%	6	1.90 +	0%	4	1.90 +
affirm	0%	1	3.32+++	1%	28	3.32+++
-----						

RES-CONFRONT-TYPE	1047	2221
disengage	0% 0 0.00	0% 0 0.00
res--c-reply	0% 4 0.10	0% 9 0.10
-----		
RES--C-REPLY-TYPE	1047	2221
decline	0% 0 0.00	0% 0 0.00
non-comply	0% 0 0.00	0% 0 0.00
disagree	0% 3 1.84 +	0% 1 1.84 +
withhold	0% 0 0.00	0% 0 0.00
disavow	0% 0 1.54	0% 5 1.54
contradict	0% 1 0.30	0% 3 0.30
-----		
REJOINER-TYPE	1047	2221
rejoin-confront	6% 66 1.20	5% 117 1.20
rejoin-support	2% 25 4.95+++	6% 144 4.95+++
-----		
REJOIN-CONFRONT-TYPE	1047	2221
challenge	5% 51 1.27	4% 87 1.27
rejoin-confr-respon	1% 15 0.19	1% 30 0.19
-----		
CHALLENGE-TYPE	1047	2221
counter	3% 36 0.02	3% 76 0.02
rebound	1% 13 2.53+++	0% 10 2.53+++
detach	0% 2 1.29	0% 1 1.29
-----		
REJOIN-CONFR-RESPONSE-	1047	2221
un-resolve	0% 3 1.84 +	0% 1 1.84 +
refute	1% 7 0.92	1% 22 0.92
re-challenge	0% 5 0.72	0% 7 0.72
-----		
REJOIN-SUPPORT-TYPE	1047	2221
track	1% 12 4.12+++	4% 83 4.12+++
response	1% 13 2.70+++	3% 61 2.70+++
-----		
TRACK-TYPE	1047	2221
check	0% 2 0.99	0% 9 0.99
confirm	0% 0 1.19	0% 3 1.19
clarify	0% 3 2.52+++	1% 26 2.52+++
probe	1% 7 2.90+++	2% 45 2.90+++
-----		
RESPONSE-TYPE	1047	2221
resolve	1% 10 2.07 ++	2% 43 2.07 ++
repair	0% 2 1.14	0% 10 1.14
acquiesce	0% 1 1.35	0% 8 1.35
-----		
NON-SEQUITUR-TYPE	1047	2221
mis-understand	0% 0 0.69	0% 1 0.69
correction	0% 0 0.69	0% 1 0.69
-----		
OPENING-TYPE	1047	2221
initiate	5% 52 0.89	4% 95 0.89
attend	0% 0 0.00	0% 0 0.00
-----		

INITIATE-TYPE		1047				2221			
give		3%	31	1.13		2%	51	1.13	
demand		2%	21	0.05		2%	44	0.05	
-----									
COMMODITY		1047				2221			
information		62%	648	1.23		64%	1424	1.23	
goods-services		1%	8	1.54		0%	8	1.54	
-----									
MOVE-CONTINUATION-TYPE		1047				2221			
embedded-clause		18%	189	4.77+++		12%	264	4.77+++	
dependent-clause		8%	85	1.12		7%	156	1.12	
v-m-projection		1%	15	4.22+++		4%	95	4.22+++	
extended-repeat		8%	81	1.99 ++		6%	131	1.99 ++	
-----									
UNION-REPS		1047				2221			
pt		47%	491	10.36+++		29%	638	10.36+++	
bh		17%	173	8.56+++		30%	676	8.56+++	
st		33%	342	0.60		32%	702	0.60	
tt		4%	41	5.40+++		9%	205	5.40+++	
-----									
CLAUSE		1047				2221			
i		27%	279	4.55+++		35%	768	4.55+++	
-----									

#### 5.4.2 Comparing Phil's discourse roles in UC5 and N3.

As noted Phil has markedly fewer moves in N3 than he does in UC5 and the Table 5-6 shows that this is manifest in his much reduced ratio of continue moves denoting much shorter turns. His reduced elaborations show less concern with over layering meaning. He reacts more to others, offering extensions and confronting reactions in a way he did not in UC5. He tracks and clarifies more and perhaps surprisingly makes markedly more demands than he did when facing the company negotiators. Phil has a much-increased rate of clause [i] turns confirming they are shorter in N3 than in UC5.

At a number of broad levels the patterns of Phil's moves remain the same in N3 as in UC5. His Move-initial and Speech-function types, and response types are substantially the same and with the exception of the tracking moves noted his rejoinders are too. His ratio of information to goods and services are comparable but perhaps surprisingly his level of demands of his fellow unionists is much higher than in the meeting with the company negotiators. He has almost double the ratio of clause [i] in N3 confirming his shorter turns.

**Table 5-6 UC5 N3 Social Comparison Phil**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB-N3 Social.cd3							
Date: Wednesday, May 05, 2004 4:27:43 PM							
Filter: text and pt							
Counting: Global							
-----							
File:	UC5 Social.cd3			UTQB-N3 Social.cd3			
	Mean	N	TStat	Mean	N	TStat	
-----							
MOVE-STRUCTURE		491			638		
move-initial	63%	307	1.32	66%	423	1.32	
move-continuation	36%	179	2.37+++	30%	190	2.37+++	
-----							
MOVE-INITIAL-TYPE		491			638		
verbal	62%	306	1.05	65%	417	1.05	
non-verbal	0%	1	1.56	1%	6	1.56	
-----							
SPEECH-FUNCTION		491			638		
sustain	57%	280	0.48	58%	373	0.48	
open	5%	26	1.11	7%	44	1.11	
-----							
SUSTAIN-TYPE		491			638		
continue	39%	193	3.19+++	30%	193	3.19+++	
react	18%	87	4.14+++	28%	180	4.14+++	
-----							
CONTINUE-TYPE		491			638		
c-prolong	36%	178	3.48+++	27%	170	3.48+++	
c-append	2%	11	0.23	2%	13	0.23	
c-monitor	1%	4	1.13	2%	10	1.13	
-----							
C-PROLONG-TYPE		491			638		
c-p-elaborate	24%	120	3.27+++	17%	106	3.27+++	
c-p-extend	9%	46	0.44	9%	55	0.44	
c-p-enhance	2%	12	1.27	1%	9	1.27	
-----							
C-APPEND-TYPE		491			638		
c-a-elaborate	2%	9	1.88 +	1%	4	1.88 +	
c-a-extend	0%	1	2.15 ++	1%	9	2.15 ++	
c-a-enhance	0%	1	1.14	0%	0	1.14	
-----							
REACTING-TYPE		491			638		
respond	10%	48	0.57	11%	69	0.57	
rejoinder	8%	39	4.68+++	17%	111	4.68+++	
non-sequitur	0%	0	0.00	0%	0	0.00	
-----							
RESPOND-TYPE		491			638		
res-support	9%	46	0.63	11%	67	0.63	
res-confront	0%	2	0.26	0%	2	0.26	
-----							

RES-SUPPORT-TYPE		491		638	
develop	3%	13	2.24 ++	5%	34 2.24 ++
engage	1%	4	2.29 ++	0%	0 2.29 ++
register	3%	15	1.09	2%	13 1.09
reply-res-support	3%	14	0.28	3%	20 0.28
-----					
DEVELOP-TYPE		491		638	
develop-elaborate	2%	11	0.12	2%	15 0.12
develop-extend	0%	2	2.93+++	3%	17 2.93+++
develop-enhance	0%	0	1.24	0%	2 1.24
-----					
RES-S-REPLY-TYPE		491		638	
accept	0%	1	1.14	0%	0 1.14
comply	0%	1	0.36	0%	2 0.36
agree	1%	7	0.25	1%	8 0.25
answer	0%	2	0.26	0%	2 0.26
acknowledge	0%	2	0.16	0%	3 0.16
affirm	0%	1	1.33	1%	5 1.33
-----					
RES-CONFRONT-TYPE		491		638	
disengage	0%	0	0.00	0%	0 0.00
res--c-reply	0%	2	0.26	0%	2 0.26
-----					
RES--C-REPLY-TYPE		491		638	
decline	0%	0	0.00	0%	0 0.00
non-comply	0%	0	0.00	0%	0 0.00
disagree	0%	2	1.61	0%	0 1.61
withhold	0%	0	0.00	0%	0 0.00
disavow	0%	0	0.00	0%	0 0.00
contradict	0%	0	1.24	0%	2 1.24
-----					
REJOINER-TYPE		491		638	
rejoin-confront	6%	30	0.22	6%	41 0.22
rejoin-support	2%	9	6.06+++	11%	70 6.06+++
-----					
REJOIN-CONFRONT-TYPE		491		638	
challenge	4%	21	0.34	5%	30 0.34
rejoin-confr-respon	2%	9	0.14	2%	11 0.14
-----					
CHALLENGE-TYPE		491		638	
counter	2%	10	1.55	4%	23 1.55
rebound	2%	10	1.55	1%	6 1.55
detach	0%	1	0.19	0%	1 0.19
-----					
REJOIN-CONFR-RESPONSE-		491		638	
un-resolve	0%	1	1.14	0%	0 1.14
refute	1%	5	0.37	1%	8 0.37
re-challenge	1%	3	0.32	0%	3 0.32
-----					
REJOIN-SUPPORT-TYPE		491		638	
track	1%	6	5.97+++	10%	61 5.97+++
response	1%	3	1.30	1%	9 1.30
-----					

TRACK-TYPE		491				638		
check		0%	2	0.80		1%	5	0.80
confirm		0%	0	0.00		0%	0	0.00
clarify		0%	2	3.42+++		3%	21	3.42+++
probe		0%	2	4.80+++		5%	35	4.80+++
-----								
RESPONSE-TYPE		491				638		
resolve		1%	3	0.32		0%	3	0.32
repair		0%	0	1.52		0%	3	1.52
acquiesce		0%	0	1.52		0%	3	1.52
-----								
OPENING-TYPE		491				638		
initiate		5%	26	1.11		7%	44	1.11
attend		0%	0	0.00		0%	0	0.00
-----								
INITIATE-TYPE		491				638		
give		3%	14	1.93 +		1%	8	1.93 +
demand		2%	12	2.65+++		6%	36	2.65+++
-----								
COMMODITY		491				638		
information		61%	299	1.27		65%	412	1.27
goods-services		1%	7	1.04		1%	5	1.04
-----								
MOVE-CONTINUATION-TYPE		491				638		
embedded-clause		21%	102	4.67+++		11%	69	4.67+++
dependent-clause		7%	35	0.15		7%	47	0.15
v-m-projection		2%	8	2.14 ++		4%	24	2.14 ++
extended-repeat		7%	34	0.58		8%	50	0.58
-----								
CLAUSE		491				638		
i		23%	113	5.79+++		39%	249	5.79+++
-----								

### 5.4.3 Comparing Billy's discourse roles in UC5 and N3

Billy makes comparatively fewer opening and more continuing moves in N3 than he does in UC5. In the meeting with the company negotiators he was one of the unionists who extended the interaction and he takes up this role markedly in N3. He is less submissive in that he registers, accepts and develops moves that others make significantly less. Rather he continues his own turns and rejoins those of others. He makes significantly fewer opening moves and no demands. His ratio of clause [i] moves shows he has about the same number of turns.

Inspection of the Table 5-7 shows that as with Phil, Billy has a wide range of discourse areas that are similar between UC5 and N3.

**Table 5-7 UC5 N3 Social Comparison Billy**

Comparison between files:  
 File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3  
 File2: C:/Program Files/Coder463/Texts/UTQB-N3 Social.cd3  
 Date: Wednesday, May 05, 2004 5:04:27 PM  
 Filter: text and bh  
 Counting: Global

---

File:	UC5 Social.cd3			UTQB-N3 Social.cd3		
	Mean	N	TStat	Mean	N	TStat
MOVE-STRUCTURE		173			676	
move-initial	66%	115	0.51	68%	463	0.51
move-continuation	32%	55	1.31	27%	181	1.31
MOVE-INITIAL-TYPE		173			676	
verbal	66%	115	0.28	68%	457	0.28
non-verbal	0%	0	1.24	1%	6	1.24
SPEECH-FUNCTION		173			676	
sustain	61%	105	0.93	64%	436	0.93
open	6%	10	1.67 +	3%	21	1.67 +
SUSTAIN-TYPE		173			676	
continue	33%	57	1.86 +	41%	275	1.86 +
react	28%	48	1.07	24%	161	1.07
CONTINUE-TYPE		173			676	
c-prolong	28%	48	1.75 +	35%	235	1.75 +
c-append	4%	7	0.39	5%	32	0.39
c-monitor	1%	2	0.03	1%	8	0.03
C-PROLONG-TYPE		173			676	
c-p-elaborate	14%	24	0.01	14%	94	0.01
c-p-extend	8%	14	2.73+++	16%	110	2.73+++
c-p-enhance	6%	10	0.65	5%	31	0.65
C-APPEND-TYPE		173			676	
c-a-elaborate	3%	5	1.85 +	1%	7	1.85 +
c-a-extend	1%	2	1.08	3%	17	1.08
c-a-enhance	0%	0	1.44	1%	8	1.44
REACTING-TYPE		173			676	
respond	17%	30	1.52	13%	87	1.52
rejoinder	10%	18	0.15	11%	73	0.15
non-sequitur	0%	0	0.51	0%	1	0.51
RESPOND-TYPE		173			676	
res-support	17%	29	1.50	12%	84	1.50
res-confront	1%	1	0.23	0%	3	0.23



RES-SUPPORT-TYPE		173		676	
develop	8%	14	0.66	7%	45 0.66
engage	1%	1	1.98 ++	0%	0 1.98 ++
register	3%	5	2.64+++	1%	4 2.64+++
reply-res-support	5%	9	0.01	5%	35 0.01
-----					
DEVELOP-TYPE		173		676	
develop-elaborate	6%	10	2.80+++	2%	13 2.80+++
develop-extend	2%	3	1.64	4%	30 1.64
develop-enhance	1%	1	0.56	0%	2 0.56
-----					
RES-S-REPLY-TYPE		173		676	
accept	1%	2	2.81+++	0%	0 2.81+++
comply	0%	0	0.51	0%	1 0.51
agree	3%	6	0.94	2%	15 0.94
answer	0%	0	1.69 +	2%	11 1.69 +
acknowledge	1%	1	1.04	0%	1 1.04
affirm	0%	0	1.34	1%	7 1.34
-----					
RES-CONFRONT-TYPE		173		676	
disengage	0%	0	0.00	0%	0 0.00
res--c-reply	1%	1	0.23	0%	3 0.23
-----					
RES--C-REPLY-TYPE		173		676	
decline	0%	0	0.00	0%	0 0.00
non-comply	0%	0	0.00	0%	0 0.00
disagree	0%	0	0.00	0%	0 0.00
withhold	0%	0	0.00	0%	0 0.00
disavow	0%	0	0.88	0%	3 0.88
contradict	1%	1	1.98 ++	0%	0 1.98 ++
-----					
REJOINER-TYPE		173		676	
rejoin-confront	5%	9	0.43	6%	41 0.43
rejoin-support	5%	9	0.26	5%	32 0.26
-----					
REJOIN-CONFRONT-TYPE		173		676	
challenge	5%	9	0.70	4%	27 0.70
rejoin-confr-respon	0%	0	1.91 +	2%	14 1.91 +
-----					
CHALLENGE-TYPE		173		676	
counter	4%	7	0.31	4%	24 0.31
rebound	1%	1	0.23	0%	3 0.23
detach	1%	1	1.98 ++	0%	0 1.98 ++
-----					
REJOIN-CONFR-RESPONSE-		173		676	
un-resolve	0%	0	0.51	0%	1 0.51
refute	0%	0	1.53	1%	9 1.53
re-challenge	0%	0	1.01	1%	4 1.01
-----					
REJOIN-SUPPORT-TYPE		173		676	
track	3%	5	0.79	2%	13 0.79
response	2%	4	0.36	3%	19 0.36
-----					

TRACK-TYPE		173		676	
check	0%	0	0.51	0%	1 0.51
confirm	0%	0	0.00	0%	0 0.00
clarify	1%	1	0.23	0%	3 0.23
probe	2%	4	0.94	1%	9 0.94
-----					
RESPONSE-TYPE		173		676	
resolve	2%	4	0.07	2%	15 0.07
repair	0%	0	0.00	0%	0 0.00
acquiesce	0%	0	1.01	1%	4 1.01
-----					
OPENING-TYPE		173		676	
initiate	6%	10	1.67 +	3%	21 1.67 +
attend	0%	0	0.00	0%	0 0.00
-----					
INITIATE-TYPE		173		676	
give	2%	4	0.26	3%	18 0.26
demand	3%	6	3.49+++	0%	3 3.49+++
-----					
COMMODITY		173		676	
information	66%	114	0.35	67%	455 0.35
goods-services	1%	1	0.56	0%	2 0.56
-----					
MOVE-CONTINUATION-TYPE		173		676	
embedded-clause	13%	23	0.75	11%	76 0.75
dependent-clause	9%	16	0.88	7%	49 0.88
v-m-projection	1%	2	2.26 ++	5%	34 2.26 ++
extended-repeat	8%	14	2.83+++	3%	22 2.83+++
-----					
CLAUSE		173		676	
i	36%	63	0.78	33%	225 0.78
-----					

#### 5.4.4 Comparing Steve's discourse roles in UC5 and N3

Following the pattern of other unionists Steve makes fewer elaborating moves in N3 than he did in UC5. His ratio of responses is half as much again in N3 as it is in UC5, and while he elaborates less on the moves of others he extends their moves more perhaps suggesting that while he remains in a subservient role he feels more relaxed in it. The decrease in his acknowledgments and the increase in his affirmations send a mixed message about Steve's subservience. In N3 he makes markedly fewer confronting rejoinders and markedly more supportive ones suggesting a more cooperative interaction style. This impression is confirmed by his much higher level of resolving moves. Like

Billy he has an increased ratio of projected clause and his ratio of clause [i] moves remains unchanged.

Inspection of the data in Table 5-8 shows that even more than Phil and Billy, Steve has a predominantly overlapping range of discourse areas that are similar in UC5 and N3.

**Table 5-8 UC5 N3 Social Comparison Steve**

Comparison between files:						
File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3						
File2: C:/Program Files/Coder463/Texts/UTQB-N3 Social.cd3						
Date: Wednesday, May 05, 2004 5:30:53 PM						
Filter: text and st						
Counting: Global						
-----						
File:	UC5 Social.cd3			UTQB-N3 Social.cd3		
	Mean	N	TStat	Mean	N	TStat
-----						
MOVE-STRUCTURE		342			702	
move-initial	64%	219	0.11	64%	452	0.11
move-continuation	35%	119	1.55	30%	211	1.55
-----						
MOVE-INITIAL-TYPE		342			702	
verbal	62%	211	0.09	61%	431	0.09
non-verbal	2%	8	0.60	3%	21	0.60
-----						
SPEECH-FUNCTION		342			702	
sustain	57%	195	0.29	58%	407	0.29
open	5%	16	0.99	3%	24	0.99
-----						
SUSTAIN-TYPE		342			702	
continue	38%	131	0.85	36%	250	0.85
react	19%	64	1.36	22%	157	1.36
-----						
CONTINUE-TYPE		342			702	
c-prolong	33%	114	0.69	31%	219	0.69
c-append	4%	14	0.93	3%	21	0.93
c-monitor	1%	3	0.75	1%	10	0.75
-----						
C-PROLONG-TYPE		342			702	
c-p-elaborate	20%	68	3.64+++	12%	81	3.64+++
c-p-extend	10%	35	2.22 ++	15%	107	2.22 ++
c-p-enhance	3%	11	0.93	4%	31	0.93
-----						
C-APPEND-TYPE		342			702	
c-a-elaborate	4%	12	2.63+++	1%	8	2.63+++
c-a-extend	1%	2	1.48	2%	12	1.48
c-a-enhance	0%	0	0.70	0%	1	0.70
-----						

REACTING-TYPE		342			702		
respond	10%	35	1.99	++	15%	103	1.99 ++
rejoinder	8%	29	0.52		8%	53	0.52
non-sequitur	0%	0	0.70		0%	1	0.70
-----							
RESPOND-TYPE		342			702		
res-support	10%	34	1.89	+	14%	99	1.89 +
res-confront	0%	1	0.61		1%	4	0.61
-----							
RES-SUPPORT-TYPE		342			702		
develop	6%	19	0.71		7%	47	0.71
engage	0%	0	0.00		0%	0	0.00
register	1%	5	0.60		2%	14	0.60
reply-res-support	3%	10	1.80	+	5%	38	1.80 +
-----							
DEVELOP-TYPE		342			702		
develop-elaborate	6%	19	1.89	+	3%	22	1.89 +
develop-extend	0%	0	3.48+++		3%	24	3.48+++
develop-enhance	0%	0	0.70		0%	1	0.70
-----							
RES-S-REPLY-TYPE		342			702		
accept	0%	0	0.00		0%	0	0.00
comply	0%	1	1.43		0%	0	1.43
agree	1%	4	0.96		2%	14	0.96
answer	1%	2	1.34		2%	11	1.34
acknowledge	1%	3	2.49+++		0%	0	2.49+++
affirm	0%	0	2.54+++		2%	13	2.54+++
-----							
RES-CONFRONT-TYPE		342			702		
disengage	0%	0	0.00		0%	0	0.00
res--c-reply	0%	1	0.61		1%	4	0.61
-----							
RES--C-REPLY-TYPE		342			702		
decline	0%	0	0.00		0%	0	0.00
non-comply	0%	0	0.00		0%	0	0.00
disagree	0%	1	0.52		0%	1	0.52
withhold	0%	0	0.00		0%	0	0.00
disavow	0%	0	0.99		0%	2	0.99
contradict	0%	0	0.70		0%	1	0.70
-----							
REJOINER-TYPE		342			702		
rejoin-confront	7%	25	2.93+++		3%	23	2.93+++
rejoin-support	1%	4	2.66+++		4%	30	2.66+++
-----							
REJOIN-CONFRONT-TYPE		342			702		
challenge	6%	19	2.31	++	3%	19	2.31 ++
rejoin-confr-respon	2%	6	1.85	+	1%	4	1.85 +
-----							
CHALLENGE-TYPE		342			702		
counter	5%	17	2.03	++	3%	18	2.03 ++
rebound	1%	2	1.25		0%	1	1.25
detach	0%	0	0.00		0%	0	0.00
-----							

REJOIN-CONFR-RESPONSE-		342		702	
un-resolve	1%	2	2.03 ++	0%	0 2.03 ++
refute	1%	2	0.03	1%	4 0.03
re-challenge	1%	2	2.03 ++	0%	0 2.03 ++
-----					
REJOIN-SUPPORT-TYPE		342		702	
track	0%	0	1.56	1%	5 1.56
response	1%	4	2.21 ++	4%	25 2.21 ++
-----					
TRACK-TYPE		342		702	
check	0%	0	1.21	0%	3 1.21
confirm	0%	0	0.00	0%	0 0.00
clarify	0%	0	0.70	0%	1 0.70
probe	0%	0	0.70	0%	1 0.70
-----					
RESPONSE-TYPE		342		702	
resolve	0%	1	2.58+++	3%	18 2.58+++
repair	1%	2	0.68	1%	7 0.68
acquiesce	0%	1	1.43	0%	0 1.43
-----					
OPENING-TYPE		342		702	
initiate	5%	16	0.99	3%	24 0.99
attend	0%	0	0.00	0%	0 0.00
-----					
INITIATE-TYPE		342		702	
give	4%	13	0.82	3%	20 0.82
demand	1%	3	0.57	1%	4 0.57
-----					
COMMODITY		342		702	
information	62%	211	0.14	61%	430 0.14
goods-services	0%	0	0.70	0%	1 0.70
-----					
MOVE-CONTINUATION-TYPE		342		702	
embedded-clause	16%	56	1.42	13%	92 1.42
dependent-clause	8%	29	1.04	7%	47 1.04
v-m-projection	1%	4	2.49+++	4%	28 2.49+++
extended-repeat	9%	30	1.48	6%	44 1.48
-----					
CLAUSE		342		702	
i	27%	93	1.14	31%	215 1.14
-----					

#### 5.4.5 Comparing Trevor's discourse roles in UC5 and N3

As already noted Trevor has significantly more moves in N3 than he does in UC5. Inspection of the data in Table 5-9, however, shows that overwhelmingly his discourse patterns in UC5 and N3 are identical.

**Table 5-9 UC5 N3 Social Comparison Trevor**

Comparison between files:						
File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3						
File2: C:/Program Files/Coder463/Texts/UTQB-N3 Social.cd3						
Date: Wednesday, May 05, 2004 5:50:36 PM						
Filter: text and tt						
Counting: Global						
-----						
File:	UC5 Social.cd3			UTQB-N3 Social.cd3		
	Mean	N	TStat	Mean	N	TStat
-----						
MOVE-STRUCTURE		41			205	
move-initial	59%	24	0.47	62%	128	0.47
move-continuation	41%	17	1.27	31%	64	1.27
-----						
MOVE-INITIAL-TYPE		41			205	
verbal	59%	24	0.41	62%	127	0.41
non-verbal	0%	0	0.45	0%	1	0.45
-----						
SPEECH-FUNCTION		41			205	
sustain	59%	24	0.06	59%	121	0.06
open	0%	0	1.11	3%	6	1.11
-----						
SUSTAIN-TYPE		41			205	
continue	34%	14	0.56	30%	61	0.56
react	24%	10	0.63	29%	60	0.63
-----						
CONTINUE-TYPE		41			205	
c-prolong	34%	14	1.09	26%	53	1.09
c-append	0%	0	1.20	3%	7	1.20
c-monitor	0%	0	0.45	0%	1	0.45
-----						
C-PROLONG-TYPE		41			205	
c-p-elaborate	12%	5	1.62	5%	11	1.62
c-p-extend	15%	6	0.25	13%	27	0.25
c-p-enhance	7%	3	0.00	7%	15	0.00
-----						
C-APPEND-TYPE		41			205	
c-a-elaborate	0%	0	0.45	0%	1	0.45
c-a-extend	0%	0	1.01	2%	5	1.01
c-a-enhance	0%	0	0.45	0%	1	0.45
-----						
REACTING-TYPE		41			205	
respond	12%	5	0.84	18%	36	0.84
rejoinder	12%	5	0.09	12%	24	0.09
non-sequitur	0%	0	0.00	0%	0	0.00
-----						
RESPOND-TYPE		41			205	
res-support	12%	5	0.84	18%	36	0.84
res-confront	0%	0	0.00	0%	0	0.00
-----						
RES-SUPPORT-TYPE		41			205	

develop	7%	3	0.21	8%	17	0.21
engage	0%	0	0.00	0%	0	0.00
register	2%	1	0.78	1%	2	0.78
reply-res-support	2%	1	1.31	8%	17	1.31
-----						
DEVELOP-TYPE		41			205	
develop-elaborate	7%	3	2.23 ++	1%	3	2.23 ++
develop-extend	0%	0	1.73 +	7%	14	1.73 +
develop-enhance	0%	0	0.00	0%	0	0.00
-----						
RES-S-REPLY-TYPE		41			205	
accept	0%	0	0.45	0%	1	0.45
comply	0%	0	0.00	0%	0	0.00
-----						
agree	0%	0	1.11	3%	6	1.11
answer	2%	1	0.32	3%	7	0.32
acknowledge	0%	0	0.00	0%	0	0.00
affirm	0%	0	0.78	1%	3	0.78
-----						
RES-CONFRONT-TYPE		41			205	
disengage	0%	0	0.00	0%	0	0.00
res--c-reply	0%	0	0.00	0%	0	0.00
-----						
RES--C-REPLY-TYPE		41			205	
decline	0%	0	0.00	0%	0	0.00
non-comply	0%	0	0.00	0%	0	0.00
disagree	0%	0	0.00	0%	0	0.00
withhold	0%	0	0.00	0%	0	0.00
disavow	0%	0	0.00	0%	0	0.00
contradict	0%	0	0.00	0%	0	0.00
-----						
REJOINER-TYPE		41			205	
rejoin-confront	5%	2	0.25	6%	12	0.25
rejoin-support	7%	3	0.36	6%	12	0.36
-----						
REJOIN-CONFRONT-TYPE		41			205	
challenge	5%	2	0.13	5%	11	0.13
rejoin-confr-respon	0%	0	0.45	0%	1	0.45
-----						
CHALLENGE-TYPE		41			205	
counter	5%	2	0.13	5%	11	0.13
rebound	0%	0	0.00	0%	0	0.00
detach	0%	0	0.00	0%	0	0.00
-----						
REJOIN-CONFR-RESPONSE-		41			205	
un-resolve	0%	0	0.00	0%	0	0.00
refute	0%	0	0.45	0%	1	0.45
re-challenge	0%	0	0.00	0%	0	0.00
-----						
REJOIN-SUPPORT-TYPE		41			205	
track	2%	1	0.20	2%	4	0.20
response	5%	2	0.29	4%	8	0.29
-----						
TRACK-TYPE		41			205	
check	0%	0	0.00	0%	0	0.00

confirm		0%	0	0.78		1%	3	0.78	
clarify		0%	0	0.45		0%	1	0.45	
probe		2%	1	2.25 ++		0%	0	2.25 ++	
-----									
RESPONSE-TYPE			41				205		
resolve		5%	2	0.45		3%	7	0.45	
repair		0%	0	0.00		0%	0	0.00	
acquiesce		0%	0	0.45		0%	1	0.45	
-----									
OPENING-TYPE			41				205		
initiate		0%	0	1.11		3%	6	1.11	
attend		0%	0	0.00		0%	0	0.00	
-----									
INITIATE-TYPE			41				205		
give		0%	0	1.01		2%	5	1.01	
demand		0%	0	0.45		0%	1	0.45	
-----									
COMMODITY			41				205		
information		59%	24	0.41		62%	127	0.41	
goods-services		0%	0	0.00		0%	0	0.00	
-----									
MOVE-CONTINUATION-TYPE			41				205		
embedded-clause		20%	8	1.06		13%	27	1.06	
dependent-clause		12%	5	1.31		6%	13	1.31	
v-m-projection		2%	1	0.58		4%	9	0.58	
extended-repeat		7%	3	0.00		7%	15	0.00	
-----									
CLAUSE			41				205		
i		24%	10	1.72 +		39%	79	1.72 +	
-----									

## 5.5 Comparing UC5 and N3 Mood

### 5.5.1 Discussion of Table 5-10 UC5 N3 Mood Comparison Union

The marked differences in clause distribution among the union participants have been discussed in the Discourse role section above. The relationships between register moves and aggressive positioning of a participant was taken up in Chapter 4 and Table 5-10 shows the number of minor clauses in N3 reflects the lower number of register moves it has and also suggests a less guarded interaction. The system GENERIC-INDICATIVE encompassed all clauses that are not imperative in order to provide an exhaustive taxonomy of clauses and the marked higher ratio of indicatives in N3 merely reflects the lower ratios of truncated-indicatives and non-finite clauses in this system. The lower ratio of truncation in N3 is marked only as lower self-truncation as the unionists here are



more direct and less concerned with politeness among themselves than they are when they are with the company negotiators although finer analysis below will show that this is a markedly uneven change among the four of them. The significantly lower rate of non-finites suggests less talk about the complexities of the production process but in fact this is not the case so again it may indicate a more relaxed and less planned approach to the reconstruction of how production takes place. Inspection of the text suggests that partly the participants are negotiating their view of things in N3 and later when they take it to UC5 they are clearer about their united construction and are able to condense it through more complex clause structures. The markedly higher rate of declaratives reflects the same process at a more delicate level, and this is confirmed by the lack of change in the levels of interrogatives between the two texts. The higher rates of ellipsis in N3 realises reference across turns as the participants here have less need to explain things to each other and the lower rate of tagging indicates a lesser cooperation in arriving at conclusions. The significant change in modality is confined to modalisation and this again realises a more direct and confrontational relationship among the group of unionists among themselves than in their meeting with the company group. There are two aspects to this. Firstly they are less socially exposed, so the consequences of conflict are less costly, at least immediately. Secondly this lower rate of modalisation indicates the real negotiation of what is acceptable in the contract takes place in CL-intras such as N3 rather than in meetings with the company negotiators such as UC5. Modulation rates that are primarily used to define the morality of the production process remain unchanged. Similarly the overall rate of constructional clauses is the same in both texts.

**Table 5-10 UC5 N3 Mood Comparison Union**

Comparison between files:						
File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3						
File2: C:/Program Files/Coder463/Texts/UTQB-N3 Mood.cd3						
Date: Friday, May 07, 2004 6:15:17 AM						
Filter: union						
Counting: Global						
-----						
File:	UC5c Mood.cd3			UTQB-N3 Mood.cd3		
	Mean	N	TStat	Mean	N	TStat
-----						
UNION-TYPE	1027			2184		
pt	48%	490	11.05+++	28%	616	11.05+++
bh	16%	168	8.89+++	31%	677	8.89+++
st	32%	330	0.51	31%	682	0.51
tt	4%	39	5.74+++	10%	209	5.74+++

ADJUNCT		1027		2184	
no	88%	906	1.02	89%	1953 1.02
yes	12%	121	1.02	11%	231 1.02
CLAUSE-TYPE		1027		2184	
full	93%	955	0.84	94%	2048 0.84
minor	5%	47	2.38+++	3%	64 2.38+++
MOOD		1027		2184	
generic-indicative	92%	942	0.30	92%	2010 0.30
imperative	1%	13	1.00	2%	38 1.00
GENERIC-INDICATIVE-TYP		1027		2184	
indicative	75%	773	2.52+++	79%	1730 2.52+++
truncated-indicativ	13%	138	2.21 ++	11%	235 2.21 ++
non-finite	3%	31	1.67 +	2%	45 1.67 +
INDICATIVE-TYPE		1027		2184	
declarative	68%	700	2.58+++	73%	1585 2.58+++
interrogative	7%	73	0.49	7%	145 0.49
DECLARATIVE-TYPE		1027		2184	
full-declarative	58%	599	1.06	60%	1317 1.06
ellipsed-declarativ	10%	101	2.02 ++	12%	268 2.02 ++
DECLARATIVE-TAGGING		1027		2184	
non-tagged	67%	687	2.62+++	71%	1560 2.62+++
tagged	1%	13	0.30	1%	25 0.30
INTERROGATIVE-TYPE		1027		2184	
wh-question	5%	51	0.72	4%	96 0.72
polar	2%	22	0.18	2%	49 0.18
WH-QUESTION-TYPE		1027		2184	
full-wh	4%	46	1.04	4%	81 1.04
ellipsed-wh	0%	5	0.67	1%	15 0.67
POLAR-TYPE		1027		2184	
full-polar	2%	18	0.21	2%	36 0.21
ellipsed-polar	0%	4	0.75	1%	13 0.75
TRUNCATED-TYPE		1027		2184	
self-truncated	10%	100	2.63+++	7%	154 2.63+++
other-truncated	4%	38	0.01	4%	81 0.01
IMPERATIVE-TYPE		1027		2184	
full-imperative	1%	9	1.29	1%	31 1.29
truncated-imperativ	0%	4	0.31	0%	7 0.31

MODAL		1027		2184	
non-modal	68%	694	3.58+++	74%	1609 3.58+++
modal	32%	333	3.58+++	26%	575 3.58+++
-----					
MODAL-TYPE		1027		2184	
modalisation	21%	214	4.58+++	14%	315 4.58+++
modulation	12%	119	0.26	12%	260 0.26
-----					
MODALISATION-TYPE		1027		2184	
probability	19%	196	5.22+++	12%	266 5.22+++
usuality	2%	18	0.91	2%	49 0.91
-----					
MODALISATION-CONGRUENC		1027		2184	
congruent-modalisa	15%	159	3.94+++	11%	232 3.94+++
metaphoric-modalisa	5%	55	2.03 ++	4%	83 2.03 ++
-----					
METAPHORIC-MODALISATIO		1027		2184	
explicit-subject	4%	38	0.66	3%	71 0.66
inexplicit-subject	2%	17	3.09+++	1%	12 3.09+++
-----					
MODULATION-TYPE		1027		2184	
capability	5%	48	0.50	5%	111 0.50
obligation	5%	52	0.60	5%	100 0.60
inclination	2%	19	0.72	2%	49 0.72
-----					
OBLIGATION-TYPE		1027		2184	
external-oblig	4%	43	0.03	4%	91 0.03
internal-oblig	1%	9	1.64	0%	9 1.64
-----					
PROJECTION-ORDER		1027		2184	
interactional	97%	999	0.67	97%	2115 0.67
constructional	3%	28	0.67	3%	69 0.67
-----					

### 5.5.2 Comparing Mood in Phil's discourse in UC5 and N3

Table 5-11 gives a comparison of Phil's moves in the texts UC5 and N3. The marked increase in Phil's imperatives in N3 realises not so much a change in his authority or control of events in the development of the interaction but how he exercises his power. In the union-only interaction he is more direct and less polite in getting the process to its discourse goals. This perhaps marks a superficially less institutional framework to a CL-intra compared to a CL-inter. In the latter the other party also provides a discourse organiser who at key points helps ensure the interaction is constrained more closely and the need for overt exercise of power is lower. Perhaps in the Foucauldian sense there is lesser complicity from the ruled-over in the union-only interaction (Foucault 1980) or in Voloshinov's framework a greater sense of the fragility of the monologic voice (Voloshinov 1973). Phil's 50% increase in his rate of use of interrogatives in N3 is further exercise of his power and realised particularly in 'Wh'-interrogatives gives the interaction a much more open range of outcomes (Halliday 1994) and the conflictual yet supportive atmosphere of the kind that marks casual conversation (Eggins and Slade 1997). None of this asserts that N3 is less institutional than UC5, merely that its structure is more reliant on aspects of informal talk to achieve its outcomes. Phil's increased use of ellipsis is part of the process already noted and his radically different rate of non-modal forms (T-stat 3.45) further realises the more openly confrontational nature of his role in N3 compared to UC5. Again as noted above for all union participants Phil's use of modulation is unchanged and it is his rate of modalisation that he will go on to use so successfully in the UC5 context that is not socially appropriate among his union peers. Similarly his use of the metaphoric modal constructional clause is markedly lower in N3.

**Table 5-11 UC5 N3 Mood Comparison Phil**

Comparison between files:  
 File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3  
 File2: C:/Program Files/Coder463/Texts/UTQB-N3 Mood.cd3  
 Date: Friday, May 07, 2004 6:38:12 AM  
 Filter: pt  
 Counting: Global

---

File:	UC5c Mood.cd3			UTQB-N3 Mood.cd3		
	Mean	N	TStat	Mean	N	TStat
ADJUNCT		490			616	
no	88%	432	0.94	90%	554	0.94
yes	12%	58	0.94	10%	62	0.94
CLAUSE-TYPE		490			616	
full	92%	450	1.06	94%	576	1.06
minor	5%	26	1.26	4%	23	1.26
MOOD		490			616	
generic-indicative	90%	443	0.10	91%	558	0.10
imperative	1%	7	1.66 +	3%	18	1.66 +
GENERIC-INDICATIVE-TYP		490			616	
indicative	72%	355	0.83	75%	460	0.83
truncated-indicativ	15%	73	0.68	13%	83	0.68
non-finite	3%	15	0.64	2%	15	0.64
INDICATIVE-TYPE		490			616	
declarative	63%	308	1.16	59%	366	1.16
interrogative	10%	47	2.81+++	15%	94	2.81+++
DECLARATIVE-TYPE		490			616	
full-declarative	52%	257	1.13	49%	302	1.13
ellipsed-declarativ	10%	51	0.01	10%	64	0.01
DECLARATIVE-TAGGING		490			616	
non-tagged	61%	301	1.60	57%	349	1.60
tagged	1%	7	1.51	3%	17	1.51
INTERROGATIVE-TYPE		490			616	
wh-question	7%	33	2.05 ++	10%	63	2.05 ++
polar	3%	14	1.82 +	5%	31	1.82 +
WH-QUESTION-TYPE		490			616	
full-wh	6%	28	1.45	8%	49	1.45
ellipsed-wh	1%	5	1.59	2%	14	1.59
POLAR-TYPE		490			616	
full-polar	2%	11	1.00	3%	20	1.00
ellipsed-polar	1%	3	1.73 +	2%	11	1.73 +

TRUNCATED-TYPE		490		616	
self-truncated	12%	61	0.99	11%	65 0.99
other-truncated	2%	12	0.48	3%	18 0.48
-----					
IMPERATIVE-TYPE		490		616	
full-imperative	1%	3	2.07 ++	2%	13 2.07 ++
truncated-imperativ	1%	4	0.01	1%	5 0.01
-----					
MODAL		490		616	
non-modal	67%	330	3.45+++	77%	472 3.45+++
modal	33%	160	3.45+++	23%	144 3.45+++
-----					
MODAL-TYPE		490		616	
modalisation	21%	102	3.50+++	13%	80 3.50+++
modulation	12%	58	0.76	10%	64 0.76
-----					
MODALISATION-TYPE		490		616	
probability	20%	100	3.92+++	12%	73 3.92+++
usuality	0%	2	1.34	1%	7 1.34
-----					
MODALISATION-CONGRUENC		490		616	
congruent-modalizat	14%	68	2.32 ++	9%	58 2.32 ++
metaphoric-modalisa	7%	34	2.54+++	4%	22 2.54+++
-----					
METAPHORIC-MODALISATIO		490		616	
explicit-subject	5%	26	2.02 ++	3%	18 2.02 ++
inexplicit-subject	2%	8	1.57	1%	4 1.57
-----					
MODULATION-TYPE		490		616	
capability	6%	27	0.73	5%	28 0.73
obligation	4%	20	0.44	4%	22 0.44
inclination	2%	11	0.03	2%	14 0.03
-----					
OBLIGATION-TYPE		490		616	
external-oblig	3%	17	0.52	3%	18 0.52
internal-oblig	1%	3	0.08	1%	4 0.08
-----					
PROJECTION-ORDER		490		616	
interactional	97%	474	1.79 +	98%	606 1.79 +
constructional	3%	16	1.79 +	2%	10 1.79 +

### 5.5.3 Comparing Mood in Billy's discourse in UC5 and N3

Table 5-12 gives a summary comparison of the moves that Billy makes in UC5 and N3 texts. Billy's significantly higher usage of indicatives in N3 compared to UC5 denotes his more central speaking rights in the union-only CL-intra. Similarly his much-reduced rate of truncated indicatives, both of his own and of other participants, realises a power Billy will subjugate to institutional practices in the later UC5

interaction with the company negotiators. In N3 Billy is responsible for foregrounding the production process in the light of the demands that have been made in the preceding CL-inter UC4 and it is this that demands more full declarative indicative clauses. That they are markedly non-tagged shows Billy is less concerned with engaging others in the process than he will need to be in UC5. Here his is the recognised authority on what happens in the factory and his construction of that experience is complemented by that of Steve and Trevor, even if not uncritically. Of significance is the absence of change between N3 and UC5 in Billy's high use of modulation and of constructional clauses. The former realises his role in appraising the production process and thus foregrounding production morality from a union perspective, the latter enables him to frame the kind of responses Phil might make in his presentation to the company negotiators in the following UC5. A text example instantiates this:

- 01BH: [i] so then we just say [ii] yeah you come in [14:00] we'll have a meeting  
 02PT: [i] yeah  
 03BH: [i] coz we do need a meeting  
 04PT: [i] yeah  
 05BH: [i] have the meeting [ii] you fellas can come in [iii] you can give your speil [iv] you can do your bonus thing [v] and then we will have our meeting (1) immediately afterwards [vi] (2) agreeable  
 06TT: [i] um i think [ii] it could  
 07BH: [i] coz all we gotta do is [ii] continue meeting now after our little get together [iii] we're just gonna rehash everything [iv] that we've already disagreed with  
 08PT: [i] yeah  
 09 ST: [i] we have to push for an all up meeting [ii] it has to be an all up all staff together

from *N3 Phase 2 Exchange 13*

Billy's first clause with the interpersonal adjunct *just* is a modalised imperative *say* which is a hedge instruction to Phil as to what he should say to the company negotiators. The underlined clauses are constructional and form the projected wording Billy wants Phil to say to the union negotiators at the next meeting. The meeting Billy is referring to here is a meeting of the union members and his second turn 03 returns to interactional mode and foregrounds the union morality of taking the matters under negotiation to the members and is realised in a modulation of external obligation.

Phil's minor clause responses here in turns 02, 04 and 08 denote a submissive relationship, if only for this micro-section of the interaction. In turn 05 Billy returns to the constructional and extends what he thinks Phil must tell the company negotiators and over-riding Trevor's attempt to join the interaction in turn 07 Billy reverts to the interactional and foregrounding of what is an appropriate course of action for Phil to take in UC5. The projected constructional clauses are subject to the interactive imperative clause [i] in turn 01 and these are qualified with the interactive clauses of modulation in turns 03 and 07. All of this moves N3 towards an outcome that will allow Phil to successfully conclude UC5.

**Table 5-12 UC5 N3 Mood Comparison Billy**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB-N3 Mood.cd3							
Date: Friday, May 07, 2004 6:58:56 AM							
Filter: bh							
Counting: Global							
-----							
File:		UC5c Mood.cd3			UTQB-N3 Mood.cd3		
		Mean	N	TStat	Mean	N	TStat
-----							
ADJUNCT			168			677	
no		92%	155	1.61	88%	595	1.61
yes		8%	13	1.61	12%	82	1.61
-----							
CLAUSE-TYPE			168			677	
full		95%	160	0.14	95%	643	0.14
minor		3%	5	0.99	2%	12	0.99
-----							
MOOD			168			677	
generic-indicative		93%	156	0.09	93%	630	0.09
imperative		2%	4	0.38	2%	13	0.38
-----							
GENERIC-INDICATIVE-TYP			168			677	
indicative		77%	129	2.44+++	85%	573	2.44+++
truncated-indicativ		14%	24	3.70+++	6%	40	3.70+++
non-finite		2%	3	0.55	3%	17	0.55
-----							
INDICATIVE-TYPE			168			677	
declarative		65%	110	3.92+++	80%	539	3.92+++
interrogative		11%	19	3.02+++	5%	34	3.02+++
-----							
DECLARATIVE-TYPE			168			677	



full-declarative	56%	94	2.71+++	67%	454	2.71+++
ellipsed-declarativ	10%	16	1.08	13%	85	1.08
-----						
DECLARATIVE-TAGGING		168			677	
non-tagged	63%	106	4.51+++	79%	538	4.51+++
tagged	2%	4	3.40+++	0%	1	3.40+++
-----						
INTERROGATIVE-TYPE		168			677	
wh-question	7%	12	2.30 ++	3%	22	2.30 ++
polar	4%	7	1.88 +	2%	12	1.88 +
-----						
WH-QUESTION-TYPE		168			677	
full-wh	7%	12	2.43+++	3%	21	2.43+++
ellipsed-wh	0%	0	0.50	0%	1	0.50
-----						
POLAR-TYPE		168			677	
full-polar	4%	6	1.78 +	1%	10	1.78 +
ellipsed-polar	1%	1	0.58	0%	2	0.58
-----						
TRUNCATED-TYPE		168			677	
self-truncated	8%	14	2.69+++	4%	24	2.69+++
other-truncated	6%	10	2.42+++	2%	16	2.42+++
-----						
IMPERATIVE-TYPE		168			677	
full-imperative	2%	4	0.52	2%	12	0.52
truncated-imperativ	0%	0	0.50	0%	1	0.50
-----						
MODAL		168			677	
non-modal	73%	122	1.31	67%	456	1.31
modal	27%	46	1.31	33%	221	1.31
-----						
MODAL-TYPE		168			677	
modalisation	15%	25	0.39	16%	109	0.39
modulation	13%	21	1.29	17%	112	1.29
-----						
MODALISATION-TYPE		168			677	
probability	13%	21	0.22	13%	89	0.22
usuality	2%	4	0.40	3%	20	0.40
-----						
MODALISATION-CONGRUENC		168			677	
congruent-modalisa	12%	20	0.30	11%	75	0.30
metaphoric-modalisa	3%	5	1.13	5%	34	1.13
-----						
METAPHORIC-MODALISATIO		168			677	
explicit-subject	2%	4	1.28	5%	31	1.28
inexplicit-subject	1%	1	0.26	0%	3	0.26
-----						
MODULATION-TYPE		168			677	
capability	4%	7	0.88	6%	40	0.88
obligation	7%	11	0.44	8%	51	0.44
inclination	2%	3	0.92	3%	21	0.92
-----						

OBLIGATION-TYPE		168			677		
external-oblig	5%	9	0.74		7%	47	0.74
internal-oblig	1%	2	0.83		1%	4	0.83
-----							
PROJECTION-ORDER		168			677		
interactional	93%	157	0.31		94%	637	0.31
constructional	7%	11	0.31		6%	40	0.31
-----							

#### 5.5.4 Comparing Mood in Steve's discourse in UC5 and N3

A comparison of Steve's discourse moves in UC5 and N3 is given in table 5-13. Steve has a lower rate of adjuncts in N3 than he does in UC5 and this realises a less careful style of interaction that is also found in the clauses of other participants although in differing forms. His increased use of non-finites reflects the negotiation of ideas discussed above and like Phil and Billy he has a lower rate of ellipsis and modalisation but unlike them his rates of tagging and truncation remain the same, suggesting that he remains in a dependant role to them taking his cue for a more assertive style of interaction from Billy and Phil. In contrast to Billy, Steve has only half the rate of modulation of obligation in N3 that he has in UC5 and unlike Billy he has a higher rate of constructional clauses. Turn 09 in the extract from N3 Phase 2 Exchange 13 exemplifies how Steve appends turns to those of Billy in N3, echoing his Mood structure and ideational content. Inspection of the text shows that Steve has an important role in N3 in helping develop the union case that they will take to their next meeting with the company negotiators in UC5 but overwhelming his speaking rights are framed by the institutional power that Billy and Phil exercise in moving the interaction towards a conclusion.

**Table 5-13 UC5 N3 Mood Comparison Steve**

Comparison between files:

File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3

File2: C:/Program Files/Coder463/Texts/UTQB-N3 Mood.cd3

Date: Friday, May 07, 2004 7:26:40 AM

Filter: st

Counting: Global

File:	UC5c Mood.cd3			UTQB-N3 Mood.cd3		
	Mean	N	TStat	Mean	N	TStat
-----						
ADJUNCT		330			682	
no	86%	285	2.21 ++	91%	620	2.21 ++
yes	14%	45	2.21 ++	9%	62	2.21 ++
-----						
CLAUSE-TYPE		330			682	
full	94%	309	0.31	93%	635	0.31
minor	4%	14	0.82	3%	22	0.82
-----						
MOOD		330			682	
generic-indicative	93%	307	0.45	92%	629	0.45
imperative	1%	2	0.46	1%	6	0.46
-----						
GENERIC-INDICATIVE-TYP		330			682	
indicative	78%	258	0.06	78%	532	0.06
truncated-indicativ	11%	36	0.84	13%	87	0.84
non-finite	4%	13	2.48+++	1%	10	2.48+++
-----						
INDICATIVE-TYPE		330			682	
declarative	77%	253	0.15	76%	520	0.15
interrogative	2%	5	0.28	2%	12	0.28
-----						
DECLARATIVE-TYPE		330			682	
full-declarative	67%	222	1.54	62%	425	1.54
ellipsed-declarativ	9%	31	2.05 ++	14%	95	2.05 ++
-----						
DECLARATIVE-TAGGING		330			682	
non-tagged	76%	251	0.19	76%	515	0.19
tagged	1%	2	0.23	1%	5	0.23
-----						
INTERROGATIVE-TYPE		330			682	
wh-question	2%	5	0.45	1%	8	0.45
polar	0%	0	1.39	1%	4	1.39
-----						
WH-QUESTION-TYPE		330			682	
full-wh	2%	5	0.45	1%	8	0.45
ellipsed-wh	0%	0	0.00	0%	0	0.00
-----						
POLAR-TYPE		330			682	
full-polar	0%	0	1.39	1%	4	1.39
ellipsed-polar	0%	0	0.00	0%	0	0.00
-----						

TRUNCATED-TYPE		330		682	
self-truncated	7%	22	0.63	8%	53 0.63
other-truncated	4%	14	0.52	5%	34 0.52
-----					
IMPERATIVE-TYPE		330		682	
full-imperative	1%	2	0.23	1%	5 0.23
truncated-imperativ	0%	0	0.70	0%	1 0.70
-----					
MODAL		330		682	
non-modal	66%	217	3.53+++	76%	520 3.53+++
modal	34%	113	3.53+++	24%	162 3.53+++
-----					
MODAL-TYPE		330		682	
modalisation	22%	73	2.90+++	15%	101 2.90+++
modulation	12%	40	1.58	9%	61 1.58
-----					
MODALISATION-TYPE		330		682	
probability	18%	61	2.85+++	12%	81 2.85+++
usuality	4%	12	0.60	3%	20 0.60
-----					
MODALISATION-CONGRUENC		330		682	
congruent-modalisa	18%	61	2.92+++	12%	80 2.92+++
metaphoric-modalisa	4%	12	0.47	3%	21 0.47
-----					
METAPHORIC-MODALISATIO		330		682	
explicit-subject	2%	5	0.87	2%	16 0.87
inexplicit-subject	2%	7	1.91 +	1%	5 1.91 +
-----					
MODULATION-TYPE		330		682	
capability	4%	14	0.42	5%	33 0.42
obligation	6%	21	2.75+++	3%	19 2.75+++
inclination	2%	5	0.25	1%	9 0.25
-----					
OBLIGATION-TYPE		330		682	
external-oblig	5%	17	2.05 ++	3%	18 2.05 ++
internal-oblig	1%	4	2.27 ++	0%	1 2.27 ++
-----					
PROJECTION-ORDER		330		682	
interactional	100%	330	2.43+++	98%	670 2.43+++
constructional	0%	0	2.43+++	2%	12 2.43+++
-----					

### 5.5.5 Comparing Mood in Trevor's discourse in UC5 and N3

The Table 5-14 UC5 N3 Mood Comparison Trevor shows that apart from the reduction in modalisation that all the union participants have in N3 the Mood of his clauses are not statistically different from those he uses in UC5.

**Table 5-14 UC5 N3 Mood Comparison Trevor**

Comparison between files:  
 File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3  
 File2: C:/Program Files/Coder463/Texts/UTQB-N3 Mood.cd3  
 Date: Friday, May 07, 2004 7:46:55 AM  
 Filter: tt  
 Counting: Global

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File:	UC5c Mood.cd3			UTQB-N3 Mood.cd3		
	Mean	N	TStat	Mean	N	TStat
<hr/>						
ADJUNCT		39			209	
no	87%	34	0.15	88%	184	0.15
yes	13%	5	0.15	12%	25	0.15
<hr/>						
CLAUSE-TYPE		39			209	
full	92%	36	0.11	93%	194	0.11
minor	5%	2	0.54	3%	7	0.54
unanalysable	3%	1	1.34	0%	1	1.34
continuity	0%	0	1.16	3%	7	1.16
<hr/>						
MOOD		39			209	
generic-indicative	92%	36	0.01	92%	193	0.01
imperative	0%	0	0.43	0%	1	0.43
<hr/>						
GENERIC-INDICATIVE-TYP		39			209	
indicative	79%	31	0.08	79%	165	0.08
truncated-indicativ	13%	5	0.15	12%	25	0.15
non-finite	0%	0	0.75	1%	3	0.75
<hr/>						
INDICATIVE-TYPE		39			209	
declarative	74%	29	0.29	77%	160	0.29
interrogative	5%	2	0.94	2%	5	0.94
<hr/>						
DECLARATIVE-TYPE		39			209	
full-declarative	67%	26	0.19	65%	136	0.19
ellipsed-declarativ	8%	3	0.70	11%	24	0.70
<hr/>						
DECLARATIVE-TAGGING		39			209	
non-tagged	74%	29	0.16	76%	158	0.16
tagged	0%	0	0.61	1%	2	0.61
<hr/>						
INTERROGATIVE-TYPE		39			209	
wh-question	3%	1	0.51	1%	3	0.51
polar	3%	1	0.84	1%	2	0.84
<hr/>						
WH-QUESTION-TYPE		39			209	
full-wh	3%	1	0.51	1%	3	0.51
ellipsed-wh	0%	0	0.00	0%	0	0.00
<hr/>						
POLAR-TYPE		39			209	

full-polar		3%	1	0.84		1%	2	0.84	
ellipsed-polar		0%	0	0.00		0%	0	0.00	
-----									
TRUNCATED-TYPE			39				209		
self-truncated		8%	3	0.47		6%	12	0.47	
other-truncated		5%	2	0.26		6%	13	0.26	
-----									
IMPERATIVE-TYPE			39				209		
full-imperative		0%	0	0.43		0%	1	0.43	
truncated-imperativ		0%	0	0.00		0%	0	0.00	
-----									
MODAL			39				209		
non-modal		64%	25	1.72 +		77%	161	1.72 +	
modal		36%	14	1.72 +		23%	48	1.72 +	
-----									
MODAL-TYPE			39				209		
modalisation		36%	14	3.87+++		12%	25	3.87+++	
modulation		0%	0	2.19 ++		11%	23	2.19 ++	
-----									
MODALISATION-TYPE			39				209		
probability		36%	14	4.13+++		11%	23	4.13+++	
usuality		0%	0	0.61		1%	2	0.61	
-----									
MODALISATION-CONGRUENC			39				209		
congruent-modalizat		26%	10	2.99+++		9%	19	2.99+++	
metaphoric-modalisa		10%	4	2.16 ++		3%	6	2.16 ++	
-----									
METAPHORIC-MODALISATIO			39				209		
explicit-subject		8%	3	1.48		3%	6	1.48	
inexplicit-subject		3%	1	2.34 ++		0%	0	2.34 ++	
-----									
MODULATION-TYPE			39				209		
capability		0%	0	1.39		5%	10	1.39	
obligation		0%	0	1.24		4%	8	1.24	
inclination		0%	0	0.97		2%	5	0.97	
-----									
OBLIGATION-TYPE			39				209		
external-oblig		0%	0	1.24		4%	8	1.24	
internal-oblig		0%	0	0.00		0%	0	0.00	
-----									
PROJECTION-ORDER			39				209		
interactional		97%	38	0.25		97%	202	0.25	
constructional		3%	1	0.25		3%	7	0.25	

## ***5.6 Conclusions from Comparison of Discourse Roles and Mood in UC5 and UC3***

Although the text UC5 is analysed first and it is used as a base for comparing other texts in this report, chronologically it is preceded by N3. As noted N3 follows an earlier meeting with the company negotiators, UC4, and aims to assess the outcome of that meeting and how much of the company demands the union party can accept and how it will modify its own claims in response to the current offers and demands from the company. The analysis above shows that N3 is a less guarded interaction than the one with the company which is scarcely surprising. Of interest is the fact that there is a markedly higher rate of confrontational moves realised in far less mitigating terms in N3 than there are in UC5. The real negotiation of the contract takes place in the CL-intra and the CL-inter becomes the staged venue for the re-constructed offer to be made. Institutionally, however, the needs of the meeting with the company seem to demand that the roles of the participants flow contextually from one interaction to the next (Meurer 2004), in this case from UC4 to N3 to UC5.

In both UC5 and N3 Phil is the discourse organiser responsible for ensuring the various institutional interactions produce their goals in such a way that the macro-discoursal outcome of settling the contract can be achieved. It is he who makes the majority of opening moves that decide ideational content and it is he who positions other participants to meet the required outcomes. He realises these moves in a direct way when in the union-only context and in a more hedged way in the meeting with the company party. He draws others in to provide information in N3 that will enable him to make the union case in UC5 and excludes them when they do not.

Billy plays the leading role in N3 in providing information about the production process and how appropriate the offers and demands from the company in UC4 are in terms of union cultural morality in high levels of modulation. He is aware that the goal of N3 must be to provide the most effective preparation for UC5 and that it is

Phil who will play the pivotal role in achieving that outcome successfully for the union party. In N3 he is forthright and moralising about what needs to be done but in UC5 he moderates his style of interaction to become highly supportive of Phil and enable him to fulfil his role.

Steve shows a markedly lesser awareness of the institutional constraints of both N3 and UC5. In the union negotiators' meeting he is relatively non-confrontational offering large amounts of information at the behest of Phil yet offering much less independent evaluation of the acceptability of the company offers and demands than Billy does. Where he has opinions they are strongly voiced once the tenor of a particular instance has been set by others. In UC5 Steve perceives confrontation with the company negotiators as intrinsically the best way to achieve union goals and this puts him at odds with the morality of CL-inter institution and from time to time with his fellow unionists. There is a sense of tolerance yet firm repudiation of his interactional style that highlights the grammar of these institutions through his breaches of the rules.

Trevor plays a minor role in both interactions but from time to time offers contributions that are accepted by Phil and others as moving the processes towards unmarked conclusions. Despite his lesser work place and union experience than Steve he seems to have better understanding of the grammar of the N3 and UC5 genres.



## **6 Chapter 6: The Role of the Union Negotiator in D5**

This chapter looks very briefly at how the union head delegate Billy interacts with one of the union members, Gaylene Millard, as he moves around the factory reporting back to members about the negotiations between union and company negotiators in the work towards settling the labour contract. Billy's main purpose is to ensure Gaylene's participation in the coming stopwork mass meeting of members and more importantly to motivate her to get other union members that she works with to also join that meeting. The union negotiators need good attendance at the meeting because this in itself is the prime sense they need to display to the company to demonstrate that they have support for the positions they have taken at the contract negotiation meetings. Individual union members decision to participate is congruently a commitment to the union leadership because the discourse structures, particularly viewed in historical contexts makes it very difficult, that is, marked, for them to successfully oppose the construction that is proposed by the negotiators to a mass meeting, and this is brought out in the chapter on the mass meeting M1. Among other things the union negotiators will not call a meeting of members unless they are confident of substantial support from the members. The delegate's role in "talking" to members is a complex one of gauging the level of support from a range of members and of agitating for that very support. In this case Billy has worked with some of the members over a range of issues both within the context of contract settlements and other areas such as personal grievances for some years. In that period he has built up various relationships with each member, he is aware of those who will support him and/or the NDU under any circumstances, those who will offer constructive criticism, those who will often be supportive on only the issues that are well supported by all union members and of those who are much less committed under any circumstances. The labour legislation at the time of these interactions mitigates against workers belonging to unions as has been described already, and increases the union's reliance on members to win and maintain the support of each other and of non-union workers in everything the union does, including the settlement of this contract. Lack of space here precludes analysis of this in the interaction D5 or indeed of the other five

interactions between Billy and base members in the corpus that take place on the same day but inspection of the texts shows that Billy works hard to put a positive face on the outcomes the union negotiators have achieved and the negative outcomes of not supporting the collective in his construction of what has happened and what will happen in the future. Detailed appraisal analysis would expose the systematic patterns of how he does this. In congruent union terms Billy is doing agitational work here and the fact that the union deems it necessary to do this kind of work is recognition of the determining role of the semiotic aspect of labour negotiations. Given this institutional framework this chapter looks at how Billy's role complements the overarching discourse goals for settling the contract. The interaction D5 takes place in Gaylene's work area within the factory, Billy's role as an engineer in the factory provides for him to move about and talk with other workers as he maintains the plant equipment, and this gives him the opportunity to 'covertly' discuss union matters in the process. Clearly the company management is aware that Billy uses part of his time in the factory to do union work and gives tacit approval to it.

## ***6.1 D5 Discourse Roles***

As noted elsewhere the analysis of discourse roles enables discussion of the social rights of the participants (Eggins and Slade 1997). Because there are only two participants in D5 it is possible for *Systemic Coder* to do a direct comparison of the text-type data of the participants and the Table *D5 Discourse-roles Comparative Union-Rep and Text* does this. This makes comparison with the data in other chapters less than 100% accurate but the interest here is in the roles that participants realise within different institutions so the purpose is not to provide perfect correlations but rather to derive systemic intertextuality and realisation of broad parallels. The comparative analysis offered here allows a little finer interpretation within this text than descriptive analysis would.

### **6.1.1 Overview of Table 6-1 D5 Social Comparative Union-rep and Text**

There are 448 text-type units in D5 of which 69% (311) are move-initial and all except 2 are verbal moves. There are 22 opening moves and 287 sustaining ones of

which 169 are continuing and 118 reacting moves. Table 6-1 gives a comparison for the moves made by Billy and Gaylene in the interaction that D5 realises:

**Table 6-1 D5 Social Comparative Union-Rep and Text**

Comparative Statistics for file: C:/Program Files/Coder463/Texts/D5 Social.cd3.  
 Data split on system: UNION-REPS  
 Date: Saturday, May 29, 2004 9:38:03 AM  
 Filter: text  
 Counting: Global

---

Feature	Mean	bh N	TStat	Mean	gm N	TStat
MOVE-STRUCTURE		192			253	
move-initial	70%	135	0.35	69%	174	0.35
move-continuation	28%	53	0.47	30%	75	0.47
MOVE-INITIAL-TYPE		192			253	
verbal	69%	133	0.11	69%	174	0.11
non-verbal	1%	2	1.63	0%	0	1.63
SPEECH-FUNCTION		192			253	
sustain	66%	126	0.60	63%	159	0.60
open	4%	7	1.10	6%	15	1.10
SUSTAIN-TYPE		192			253	
continue	40%	77	0.89	36%	91	0.89
react	26%	49	0.32	27%	68	0.32
CONTINUE-TYPE		192			253	
c-prolong	24%	46	1.69 +	31%	79	1.69 +
c-append	16%	30	3.95+++	5%	12	3.95+++
c-monitor	1%	1	1.15	0%	0	1.15
C-PROLONG-TYPE		192			253	
c-p-elaborate	10%	20	0.32	9%	24	0.32
c-p-extend	12%	23	1.69 +	18%	45	1.69 +
c-p-enhance	2%	3	1.48	4%	10	1.48
C-APPEND-TYPE		192			253	
c-a-elaborate	6%	12	3.68+++	0%	1	3.68+++
c-a-extend	7%	13	1.78 +	3%	8	1.78 +

c-a-enhance		3%	5	1.11		1%	3	1.11	
-----									
REACTING-TYPE			192				253		
respond		18%	35	1.21		23%	58	1.21	
rejoinder		7%	14	1.55		4%	10	1.55	
non-sequitur		0%	0	0.00		0%	0	0.00	
-----									
RESPOND-TYPE			192				253		
res-support		17%	33	1.49		23%	58	1.49	
res-confront		1%	2	1.63		0%	0	1.63	
-----									
RES-SUPPORT-TYPE			192				253		
develop		7%	13	1.55		4%	9	1.55	
engage		0%	0	0.00		0%	0	0.00	
register		2%	4	1.83 +		6%	14	1.83 +	
reply-res-support		8%	16	1.81 +		14%	35	1.81 +	
-----									
DEVELOP-TYPE			192				253		
develop-elaborate		3%	5	1.52		1%	2	1.52	
develop-extend		3%	6	0.22		3%	7	0.22	
develop-enhance		1%	2	1.63		0%	0	1.63	
-----									
RES-S-REPLY-TYPE			192				253		
accept		2%	4	1.17		1%	2	1.17	
comply		1%	1	0.34		1%	2	0.34	
agree		2%	3	2.47+++		6%	16	2.47+++	
answer		0%	0	0.87		0%	1	0.87	
acknowledge		2%	4	0.46		3%	7	0.46	
affirm		2%	4	0.46		3%	7	0.46	
-----									
RES-CONFRONT-TYPE			192				253		
disengage		0%	0	0.00		0%	0	0.00	
res--c-reply		1%	2	1.63		0%	0	1.63	
-----									
RES--C-REPLY-TYPE			192				253		
decline		0%	0	0.00		0%	0	0.00	
non-comply		1%	1	1.15		0%	0	1.15	
disagree		0%	0	0.00		0%	0	0.00	
withhold		0%	0	0.00		0%	0	0.00	
disavow		1%	1	1.15		0%	0	1.15	
contradict		0%	0	0.00		0%	0	0.00	
-----									
REJOINDER-TYPE			192				253		
rejoin-confront		5%	9	1.93 +		2%	4	1.93 +	
rejoin-support		3%	5	0.16		2%	6	0.16	
-----									

REJOIN-CONFRONT-TYPE		192			253		
challenge	5%	9	2.27	++	1%	3	2.27 ++
rejoin-confr-respon	0%	0	0.87		0%	1	0.87
-----							
CHALLENGE-TYPE		192			253		
counter	4%	7	1.74	+	1%	3	1.74 +
rebound	1%	2	1.63		0%	0	1.63
detach	0%	0	0.00		0%	0	0.00
-----							
REJOIN-CONFR-RESPONSE-		192			253		
un-resolve	0%	0	0.00		0%	0	0.00
refute	0%	0	0.00		0%	0	0.00
re-challenge	0%	0	0.87		0%	1	0.87
-----							
REJOIN-SUPPORT-TYPE		192			253		
track	2%	3	2.00	++	0%	0	2.00 ++
response	1%	2	1.04		2%	6	1.04
-----							
TRACK-TYPE		192			253		
check	0%	0	0.00		0%	0	0.00
confirm	0%	0	0.00		0%	0	0.00
clarify	1%	2	1.63		0%	0	1.63
probe	1%	1	1.15		0%	0	1.15
-----							
RESPONSE-TYPE		192			253		
resolve	0%	0	1.23		1%	2	1.23
repair	0%	0	1.23		1%	2	1.23
acquiesce	1%	2	0.28		1%	2	0.28
-----							
NON-SEQUITUR-TYPE		192			253		
mis-understand	0%	0	0.00		0%	0	0.00
correction	0%	0	0.00		0%	0	0.00
-----							
OPENING-TYPE		192			253		
initiate	4%	7	1.10		6%	15	1.10
attend	0%	0	0.00		0%	0	0.00
-----							
INITIATE-TYPE		192			253		
give	3%	5	1.16		5%	12	1.16
demand	1%	2	0.14		1%	3	0.14
-----							
COMMODITY		192			253		
information	68%	130	0.11		67%	170	0.11
goods-services	2%	3	0.02		2%	4	0.02

MOVE-CONTINUATION-TYPE		192			253		
embedded-clause	11%	21	0.79	13%	34	0.79	
dependent-clause	7%	13	1.12	4%	11	1.12	
v-m-projection	8%	15	0.96	6%	14	0.96	
extended-repeat	2%	4	2.14 ++	6%	16	2.14 ++	
CLAUSE		192			253		
i	48%	92	1.94 +	39%	98	1.94 +	

### 6.1.2 Discussion of Table 6-1 D5 Discourse-roles Comparative Union-reps and Text.

Table 6-1 shows that Billy has 192 Text-type moves in D5, somewhat less than Gaylene's 253. Of these some 70% are move-initial and the remainder move-continuation type showing that many of his moves are relatively complex rather than being appended to Gaylene's. Her moves are similarly weighted and indeed the table shows there is a wide balance in the ratio opening and sustaining, continuing and reacting moves. They show difference in the way they realise continuing moves, Billy has relatively more appending moves (T-stat 3.95) and the text shows that this happens where he is trying to motivate Gaylene to undertake union agitational work among her fellow workers. These appending moves are predominantly enhancing (T-stat 3.68) as he ensures she is following his moves. This is a pattern that is realised at the exchange level as well, Exchange 9 *Restructuring* is an enhancement of Exchange 7 *Redundancies* but lack of space here prevents more detailed discussion of this. Gaylene has markedly more extending prolonging moves (T-stat 1.69) as she adds new information that moves the interaction away from closure and tells Billy about the anti-union sentiment she faces from some of her fellow workers and foregrounds the pressure she is under not to undertake further union tasks. At one level the regime of annotation of moves used here is unable to cope with the complexity in the relationships this interaction realises in that, as noted in the discussion of UC5, often each move is realising more than one function.

In Exchange 9 for example Billy's enhancing moves are also metaphoric challenges to the moves being made by Gaylene in resistance to his implicit demands that she take a role in getting others to the meeting. The first few moves of the exchange are reproduced here to illustrate:

- 01 BH: [i] talk in front of these girls [ii] let em know [iii] that if these places DO come together:  
[iv] which we think [v] they will
- 02GM: [i] mm
- 03BH: [i] there's going to be a restructuring [ii] and ah some people [iii] and WE DON'T KNOW  
[iv] WHO
- 04GM: [i] no
- 05BH: [i ] could end up \ losing their jobs /
- 06 GM: [i] \ WELL WELL WELL // we've [ii] we've had it once [iii] and there's no reason[iv] why  
we can't have it again
- 07BH: [i] that's right

*from D5 Exchange 9 Restructuring*

There are 22 exchanges in D5 of which 13 are union-focus and only two are contract-focus. Exchange 9 ostensibly reports about the possibilities of redundancies that will arise from restructuring at the factory but Billy's opening move is a demand for services from Gaylene and the rest of the exchange negotiation of this demand. Billy moves back to the main purpose of the interaction, agitation towards organising support for the negotiators' position at the forth-coming meeting both at the meeting itself and in the broader context of the whole factory, regardless of whether or not workers concerned are union members. This recognises the reality of the union's situation and it resolves the tension that arose over the tape recording in the previous exchange. The participants are back to safe ground. His move 01[iii] opens with an *if* dependent clause that metaphorically modalises the main clause, itself a projecting modal. This process of complex hedging continues for the rest of this turn only resolving itself in Billy's second turn 03 as a threat that there will be job losses. The point here is that while 03 is annotated as a continue-appended-extend move allowing Billy to realise his social right to keep speaking as though Gaylene has not said anything, at a broader and more important level it is also a challenge-rebound to the moves she has made in earlier exchanges to mitigate her inability to mobilise support for the union. For her part in turn

02 Gaylene's register move realises a pattern of cooperative listening with one speaker interspersing minor clauses as markers of attention and affirmation of solidarity – agnately “I'm listening and I agree with you.” There is little disagreement, which suggests little real familiarity and marks work-place harmony rather than intimacy derived from joint experience (Eggins and Slade 1997). The discourse then defines a relationship of mutual interest within the boundaries delimited by action aimed at securing and holding wages and conditions within a legalistic rather than a participative matrix. Gaylene's turn 04[i] is then both an agreement and a concession that workers need to be informed about the danger of losing their jobs and thus implicitly organised around that danger. Billy's elaborating append move in turn 05 further positions her and in turn 06 she develops Billy's move as well as accepting that she may have union work to do even if she is unwilling to openly concede it at this point.

The Table 6-1 shows there is little open confrontation in D5 and many reactions to the other speaker are responding moves rather than rejoinders. Gaylene has a markedly high level of register moves (T-stat 1.83) and supportive replies (T-stat 1.81), particularly agree moves (T-stat 2.47) realising a submissive relationship in this interaction. Again space limitations preclude discussion of gender aspects but a cursory interpretation of the other delegate-member texts in the corpus suggests that the pattern in D5 crosses gender boundaries. Where there are rejoinders in D5 they come markedly from Billy in the shape of challenges (T-stat 2.27) and counters (T-stat 1.74). Billy also realises his dominant role in the interaction by have a markedly higher ratio of tracking moves (T-stat 2.00). It is Gaylene however who has the long turns in D5 as realised in her markedly lower ratio of clause [i] moves (T-stat 1.94). This marks a key aspect of the institution of delegate-and-member interaction that must be brought out briefly and anecdotally here from the writer's experience, and is confirmed by the text D5. In the process of eliciting support from members for union action the successful agitating delegate provides an opening for members to raise issues that they have that are not immediately related to the matter the delegate is working on. The delegate must offer to listen to the demands of the member and take them up if they in return expect the member to accept the demands the delegate intends to make of the member. In D5 Billy offers to listen to Gaylene's complaints about the failures of management in the production processes and the difficulties she is having in engaging support for the union



in her work area, most of this in recounts and gossip (Eggins and Slade 1997). As opportunity provides Billy extends and develops her moves towards the discourse goals of mobilising Gaylene to get other members prepared for the coming stopwork meeting, interspersing his support for her with his own demands. It is only in the final exchange that Gaylene offers to meet Billy's demands by outlining a list of the people she will talk with in the following day or so. It is this declaration that provides closure to D5.

## **6.2 D5 Mood**

### **6.2.1 Overview**

There are 448 clauses contributed to the text D5, of these 381 are full clauses and 49 minor clauses. There are 365 indicatives and 16 imperatives. Of the former 326 are declarative and 15 are interrogatives and in addition 26 other indicatives which have been truncated by the participants and some 13 non-finites which have no Mood in their own right.

### **6.2.2 Discussion of Table 6-2 D5 Mood and Union-reps Comparative**

Table 6-2 shows that Billy has 197 clauses of which 85% are full and some 78% are generic-indicatives, which is markedly less than Gaylene (T-stat 1.92). Gaylene has 249 clauses and the same ratio of these is full but all but one generically indicative. Where Billy has 15 imperatives Gaylene has but one, (T-stat 4.14) so it is clear from that outset that although Gaylene says more it is Billy who has authority in this interaction. This sense is added to by the disparity in truncated indicatives of the two participants (T-stat 1.89), although neither speaker cuts the other off very much. Gaylene self-truncates 6% of her clauses but Billy only 3%, suggesting a careful interaction but one in which Billy is more self confident. Gaylene has a significantly higher rate of ellipsed declaratives as she ties her clauses into things that Billy has said (T-stat 1.72). Of further significance is Billy's higher ratio of constructional clauses as he uses images of other people's speech to construct the moral framework necessary to position Gaylene into taking action on behalf of the union negotiators. Exchange 18 from the text illustrates this:

- 01BH: [i]there's something [ii] coming up with that performance thing as well [iii] which is [iv] +  
we've told them [v] that come august
- 02GM: [i] mm
- 04BH: [i] ah we're going to join this collective [ii] ah you and we don't know [iii] how you can  
stop us [iv] they don't want us to
- 05GM: [i] yeah
- 06BH: [i] ah we say [ii] well how you gonna stop us [iii] we're going to join it [iv] regardless of  
what YOU say
- 07GM: [i] mm
- 08BH: [i] ah they DEFINITELY don't want us joined into that

*From D5 Exchange 18*

As already noted Gaylene's part in the interaction is often about resisting pressure from Billy to take further responsibility for union work and in Exchange 18 Billy counters with the offer of information that the union is organising for the workers in this factory to become part of a wider collective of bakery workers. Gaylene knows from past experience this will increase union strength. Billy constructs a re-enactment of a confrontation with the company negotiators in direct speech that is constructional (underlined clauses) and moralising in that it is directed at positioning Gaylene to concede to 'conventional' union cultural norms (Voloshinov 1973). Ideationally Billy foregrounds union power in turn 04 clause [iii], turn 06 clause [iv] and turn 08 clause [i] and metaphorically demands that she can choose to oppose or join this effort, support or resist this power. Other aspects such as the pronominal deixis (Halliday 1994, Ward 2004a) also contribute powerfully to this multi-layered process but lack of space precludes further analysis here. The point here is that this is not a simple report of what has gone on in meetings with the company but a report that is Interpersonally driven.

**Table 6-2 D5 Mood and Union-reps Comparative**

Comparative Statistics for file: C:/Program Files/Coder463/Texts/D5 Mood.cd3.  
 Data split on system: UNION-TYPE  
 Date: Sunday, January 04, 2004 2:12:55 PM  
 Filter:  
 Counting: Global

---

Feature	bh			gm		
	Mean	N	TStat	Mean	N	TStat
ADJUNCT		197			249	
no	93%	183	0.11	93%	232	0.11
yes	7%	14	0.11	7%	17	0.11
CLAUSE-TYPE		197			249	
full	85%	168	0.04	85%	212	0.04
minor	9%	17	1.42	13%	32	1.42
MOOD		197			249	
generic-indicative	78%	153	1.92 +	85%	211	1.92 +
imperative	8%	15	4.14+++	0%	1	4.14+++
GENERIC-INDICATIVE-TYP		197			249	
indicative	72%	141	0.55	74%	184	0.55
truncated-indicativ	4%	7	1.83 +	8%	19	1.83 +
non-finite	3%	5	0.42	3%	8	0.42
INDICATIVE-TYPE		197			249	
declarative	67%	132	1.02	71%	178	1.02
interrogative	5%	9	1.26	2%	6	1.26
DECLARATIVE-TYPE		197			249	
full-declarative	59%	116	0.14	58%	145	0.14
ellipsed-declarativ	8%	16	1.72 +	13%	33	1.72 +
DECLARATIVE-TAGGING		197			249	
non-tagged	67%	132	0.93	71%	177	0.93
tagged	0%	0	0.89	0%	1	0.89
INTERROGATIVE-TYPE		197			249	
wh-question	2%	4	0.70	1%	3	0.70
polar	3%	5	1.05	1%	3	1.05
WH-QUESTION-TYPE		197			249	
full-wh	2%	3	0.29	1%	3	0.29
ellipsed-wh	1%	1	1.12	0%	0	1.12
POLAR-TYPE		197			249	

full-polar		2%	3	0.29		1%	3	0.29	
ellipsis-polar		1%	2	1.59		0%	0	1.59	
-----									
TRUNCATED-TYPE			197				249		
self-truncated		3%	6	1.47		6%	15	1.47	
other-truncated		1%	1	1.09		2%	4	1.09	
-----									
IMPERATIVE-TYPE			197				249		
full-imperative		7%	14	3.96+++		0%	1	3.96+++	
truncated-imperativ		1%	1	1.12		0%	0	1.12	
-----									
MODAL			197				249		
non-modal		66%	131	1.51		73%	182	1.51	
modal		34%	66	1.51		27%	67	1.51	
-----									
MODAL-TYPE			197				249		
modalisation		22%	43	1.32		17%	42	1.32	
modulation		12%	23	0.55		10%	25	0.55	
-----									
MODALISATION-TYPE			197				249		
probability		20%	40	1.63		14%	36	1.63	
usuality		2%	3	0.66		2%	6	0.66	
-----									
MODALISATION-CONGRUENC			197				249		
congruent-modalisa		20%	39	1.38		15%	37	1.38	
metaphoric-modalisa		2%	4	0.02		2%	5	0.02	
-----									
METAPHORIC-MODALISATIO			197				249		
explicit-subject		2%	4	0.02		2%	5	0.02	
implicit-subject		0%	0	0.00		0%	0	0.00	
-----									
MODULATION-TYPE			197				249		
capability		5%	9	0.08		4%	11	0.08	
obligation		3%	6	0.41		2%	6	0.41	
inclination		4%	8	0.48		3%	8	0.48	
-----									
OBLIGATION-TYPE			197				249		
external-oblig		2%	4	0.27		2%	6	0.27	
internal-oblig		1%	2	1.59		0%	0	1.59	
-----									
PROJECTION-ORDER			197				249		
interactional		93%	183	1.89 +		97%	241	1.89 +	
constructional		7%	14	1.89 +		3%	8	1.89 +	

### ***6.3 Summary of the Discourse and Mood Analysis of D5***

Bringing together the results of the discourse roles and Mood analysis from D5 the social and speaking rights of Billy and Gaylene provides insight into how this text contributes to the broad discursual goals of the contract settlement and how participant roles are realised. As with the other texts discussed in this report there is a very conscious element in the planning and execution of this interaction from its discourse organiser Billy and as noted above he is successful in achieving these aims. The process is not entirely one sided however and while Gaylene has shown ideational resistance to Billy's demands she is committed to the union as she says several times in D5. For her part she has foregrounded the difficulty of the demands Billy is making on her and the need for support that she gains acknowledgement from Billy for. For Billy to achieve the discourse goals he needs to be clear in his demands but circumspect in how he puts them, members like Gaylene are now in the minority in the factory and he is dependent on her good will to bring more reluctant union members into the coming mass meeting. The level of non-modals from both speakers suggests there is plain talking going on, but the level of confrontational moves that will explore differences between them is low. Billy is conscious that this is not the place to extend relationships but to expediently win the support he needs before moving on to his next interaction with his next fellow NDU member.

### ***6.4 Comparison between Roles in UC5 and D5***

#### **6.4.1 Comparing UC5 and D5 Discourse**

Clearly the text UC5, a CL-inter meeting between union and company negotiators will be markedly different from the private interaction of two workers in a factory who are meeting to realise their respective parts in organising a forth-coming mass meeting of their union in the bakery. However comparison will enable discussion about the role of Billy in each interaction and of how his role in D5 compares to that of other participants in UC5.

#### **6.4.1.1 Discussion of Table 6-3 UC5 D5 Social Comparison Union & Text**

The text UC5 as a whole is a markedly larger than D5 and the latter obviously has no company moves in it. Table 6-3 shows that where UC5 has 1803 text-type units D5 has 448 and the meeting between Billy and Gaylene is significantly different to the CL-inter for the less complex clause structure that a reduced level of move-continuations denotes (T-stat 2.81). The lower level of non-verbals reflects the style of these two participants' communication and their higher level of reaction compared to continuations (T-stat 2.98) marks the more conversational-style institution of a delegate and member interaction. This is supported by a vastly higher ratio of clause [i] turns in D5 (T-stat 6.64). As noted above the participants in D5 are keen to avoid confrontation and while they have a much higher ratio of reaction moves than the interactants in UC5 their levels of rejoinders is much lower (T-stat 2.50) and their responses which will bring their discourse to a conclusion are radically higher (T-stat 5.72). Added to this is the fact that these responses are all supportive, with more registers (T-stat 2.30) higher rates of develop-elaborate moves (T-stat 2.83) and develop-extend (T-stat 4.87) and as a glance at the table shows overwhelmingly high rates of accept, agree, comply, affirm and acknowledge moves as Billy and Gaylene work hard to find common ground and move the interaction towards its conclusion. They avoid the counters (T-stat 1.83) and refutations (T-stat 1.87) of the meeting between the two sets of negotiators, and perhaps surprisingly, while exchange of information is the crux of the CL-inter it is demands for goods and services that mark D5 (T-stat 1.86). Where Billy makes 10% of the moves in UC5 he makes 43% of those in D5.

**Table 6-3 UC5 D5 Social Comparison *Union & Text***

Comparison between files:  
 File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3  
 File2: C:/Program Files/Coder463/Texts/D5 Social.cd3  
 Date: Saturday, May 29, 2004 9:52:42 AM  
 Filter: text  
 Counting: Global

---

File:	UC5 Social.cd3			D5 Social.cd3		
	Mean	N	TStat	Mean	N	TStat
MOVE-STRUCTURE		1803			448	
move-initial	63%	1139	2.47+++	69%	311	2.47+++
move-continuation	36%	642	2.81+++	29%	128	2.81+++
MOVE-INITIAL-TYPE		1803			448	
verbal	62%	1125	2.59+++	69%	309	2.59+++
non-verbal	1%	14	0.74	0%	2	0.74
SPEECH-FUNCTION		1803			448	
sustain	58%	1053	2.19 ++	64%	287	2.19 ++
open	4%	72	0.87	5%	22	0.87
SUSTAIN-TYPE		1803			448	
continue	38%	694	0.30	38%	169	0.30
react	20%	359	2.98+++	26%	118	2.98+++
CONTINUE-TYPE		1803			448	
c-prolong	33%	603	2.25 ++	28%	125	2.25 ++
c-append	4%	75	4.64+++	10%	43	4.64+++
c-monitor	1%	16	1.45	0%	1	1.45
C-PROLONG-TYPE		1803			448	
c-p-elaborate	20%	358	4.99+++	10%	44	4.99+++
c-p-extend	10%	177	3.27+++	15%	68	3.27+++
c-p-enhance	4%	68	0.88	3%	13	0.88
C-APPEND-TYPE		1803			448	
c-a-elaborate	3%	61	0.51	3%	13	0.51
c-a-extend	1%	13	6.47+++	5%	22	6.47+++
c-a-enhance	0%	1	5.22+++	2%	8	5.22+++
REACTING-TYPE		1803			448	
respond	11%	197	5.72+++	21%	94	5.72+++
rejoinder	9%	162	2.50+++	5%	24	2.50+++
non-sequitur	0%	0	0.00	0%	0	0.00
RESPOND-TYPE		1803			448	
res-support	10%	189	5.80+++	21%	92	5.80+++
res-confront	0%	8	0.01	0%	2	0.01

RES-SUPPORT-TYPE		1803		448	
develop	4%	80	0.43	5%	22 0.43
engage	0%	7	1.32	0%	0 1.32
register	2%	36	2.50+++	4%	18 2.50+++
reply-res-support	4%	66	6.82+++	12%	52 6.82+++
-----					
DEVELOP-TYPE		1803		448	
develop-elaborate	4%	69	2.38+++	2%	7 2.38+++
develop-extend	0%	8	4.87+++	3%	13 4.87+++
develop-enhance	0%	3	1.13	0%	2 1.13
-----					
RES-S-REPLY-TYPE		1803		448	
accept	0%	5	2.89+++	1%	6 2.89+++
comply	0%	3	1.85 +	1%	3 1.85 +
agree	1%	26	3.80+++	4%	19 3.80+++
answer	1%	19	1.68 +	0%	1 1.68 +
acknowledge	1%	11	3.91+++	3%	12 3.91+++
affirm	0%	2	5.90+++	2%	11 5.90+++
-----					
RES-CONFRONT-TYPE		1803		448	
disengage	0%	0	0.00	0%	0 0.00
res--c-reply	0%	8	0.01	0%	2 0.01
-----					
RES--C-REPLY-TYPE		1803		448	
decline	0%	0	0.00	0%	0 0.00
non-comply	0%	0	2.01 ++	0%	1 2.01 ++
disagree	0%	3	0.86	0%	0 0.86
withhold	0%	2	0.71	0%	0 0.71
disavow	0%	0	2.01 ++	0%	1 2.01 ++
contradict	0%	3	0.86	0%	0 0.86
-----					
REJOINER-TYPE		1803		448	
rejoin-confront	7%	118	2.95+++	3%	13 2.95+++
rejoin-support	2%	44	0.02	2%	11 0.02
-----					
REJOIN-CONFRONT-TYPE		1803		448	
challenge	5%	91	2.15 ++	3%	12 2.15 ++
rejoin-confr-respon	1%	27	2.18 ++	0%	1 2.18 ++
-----					
CHALLENGE-TYPE		1803		448	
counter	4%	73	1.83 +	2%	10 1.83 +
rebound	1%	16	0.94	0%	2 0.94
detach	0%	2	0.71	0%	0 0.71
-----					
REJOIN-CONFR-RESPONSE-		1803		448	
un-resolve	0%	6	1.22	0%	0 1.22
refute	1%	14	1.87 +	0%	0 1.87 +
re-challenge	0%	7	0.53	0%	1 0.53
-----					
REJOIN-SUPPORT-TYPE		1803		448	
track	1%	25	1.23	1%	3 1.23
response	1%	19	1.27	2%	8 1.27



TRACK-TYPE		1803		448	
check	0%	6	1.22	0%	0 1.22
confirm	0%	1	0.50	0%	0 0.50
clarify	0%	8	0.01	0%	2 0.01
probe	1%	10	0.90	0%	1 0.90
RESPONSE-TYPE		1803		448	
resolve	1%	15	0.84	0%	2 0.84
repair	0%	2	1.51	0%	2 1.51
acquiesce	0%	2	2.88+++	1%	4 2.88+++
NON-SEQUITUR-TYPE		1803		448	
mis-understand	0%	0	0.00	0%	0 0.00
correction	0%	0	0.00	0%	0 0.00
OPENING-TYPE		1803		448	
initiate	4%	72	0.87	5%	22 0.87
attend	0%	0	0.00	0%	0 0.00
INITIATE-TYPE		1803		448	
give	2%	44	1.58	4%	17 1.58
demand	2%	28	0.69	1%	5 0.69
COMMODITY		1803		448	
information	62%	1113	2.23 ++	67%	302 2.23 ++
goods-services	1%	12	1.86 +	2%	7 1.86 +
MOVE-CONTINUATION-TYPE		1803		448	
embedded-clause	18%	324	2.89+++	12%	55 2.89+++
dependent-clause	8%	144	1.90 +	5%	24 1.90 +
v-m-projection	2%	33	5.41+++	6%	29 5.41+++
extended-repeat	8%	141	2.47+++	4%	20 2.47+++
SOCIAL-ROLE		1803		448	
union-rep	58%	1047	17.98+++	100%	448 17.98+++
company-rep	42%	756	17.98+++	0%	0 17.98+++
UNION-REPS		1803		448	
pt	27%	491	12.94+++	0%	0 12.94+++
bh	10%	173	18.32+++	43%	192 18.32+++
st	19%	342	10.24+++	0%	0 10.24+++
tt	2%	41	3.23+++	0%	0 3.23+++
CLAUSE		1803		448	
i	27%	489	6.64+++	43%	193 6.64+++

### 6.4.1.2 Comparing Billy's discourse roles in UC5 and D5

As the Table 6-4 *UC5 D5 Social Comparison Union & Text* shows Billy plays a much greater role in D5 than he does in UC5 in terms of the relative number of text-type moves he makes but his actual number of moves is a little less than 200 in each case. Table *UC5 D5 Social Comparison Billy* shows the type of role he plays is locally different in the two interactions but at the broad level there are many similarities. His ratios of initial to continue, verbal to non-verbal, open to sustain, as well as react to continue moves are not markedly different. His higher rate of append moves in D5 (T-stat 3.72) suggests that there his turns should be registered by Gaylene and this is borne out in the analysis above, although he continues to make about the same number of register moves, and it will be remembered from the discussion of UC5 that Billy is regular contributor of this kind of response there too. The other significant differences are his marked increase in projecting clauses (T-stat 2.83) and this reflects the importance of the re-constructed conversations discussed above and his much lower ratio of extend- repeat moves. This latter indicates his increased confidence in D5 but perhaps it is also an outcome of the limited time that marks most of Billy's one-to-one discussion with members in the corpus. In this particular instance he is confident he can get Gaylene's support and is less careful about the need to realise meaning. Comparison with D6 from the corpus, a meeting with less sympathetic members, would show differing outcomes.

**Table 6-4 UC5 D5 Social Comparison Billy**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3							
File2: C:/Program Files/Coder463/Texts/D5 Social.cd3							
Date: Saturday, May 29, 2004 10:00:44 AM							
Filter: text and bh							
Counting: Global							
File:	UC5 Social.cd3			D5 Social.cd3			
	Mean	N	TStat	Mean	N	TStat	
MOVE-STRUCTURE		173			192		
move-initial	66%	115	0.79	70%	135	0.79	
move-continuation	32%	55	0.87	28%	53	0.87	
tied	2%	3	0.24	2%	4	0.24	
unanalysable	0%	0	0.00	0%	0	0.00	

MOVE-INITIAL-TYPE		173			192	
verbal	66%	115	0.57		69%	133 0.57
non-verbal	0%	0	1.35		1%	2 1.35
-----						
SPEECH-FUNCTION		173			192	
sustain	61%	105	0.97		66%	126 0.97
open	6%	10	0.96		4%	7 0.96
-----						
SUSTAIN-TYPE		173			192	
continue	33%	57	1.42		40%	77 1.42
react	28%	48	0.48		26%	49 0.48
-----						
CONTINUE-TYPE		173			192	
c-prolong	28%	48	0.82		24%	46 0.82
c-append	4%	7	3.72+++		16%	30 3.72+++
c-monitor	1%	2	0.67		1%	1 0.67
-----						
C-PROLONG-TYPE		173			192	
c-p-elaborate	14%	24	1.01		10%	20 1.01
c-p-extend	8%	14	1.23		12%	23 1.23
c-p-enhance	6%	10	2.18 ++		2%	3 2.18 ++
-----						
C-APPEND-TYPE		173			192	
c-a-elaborate	3%	5	1.52		6%	12 1.52
c-a-extend	1%	2	2.72+++		7%	13 2.72+++
c-a-enhance	0%	0	2.14 ++		3%	5 2.14 ++
-----						
REACTING-TYPE		173			192	
respond	17%	30	0.22		18%	35 0.22
rejoinder	10%	18	1.05		7%	14 1.05
non-sequitur	0%	0	0.00		0%	0 0.00
-----						
RESPOND-TYPE		173			192	
res-support	17%	29	0.11		17%	33 0.11
res-confront	1%	1	0.49		1%	2 0.49
-----						
RES-SUPPORT-TYPE		173			192	
develop	8%	14	0.48		7%	13 0.48
engage	1%	1	1.05		0%	0 1.05
register	3%	5	0.50		2%	4 0.50
reply-res-support	5%	9	1.18		8%	16 1.18
-----						
DEVELOP-TYPE		173			192	
develop-elaborate	6%	10	1.53		3%	5 1.53
develop-extend	2%	3	0.85		3%	6 0.85
develop-enhance	1%	1	0.49		1%	2 0.49
-----						
RES-S-REPLY-TYPE		173			192	
accept	1%	2	0.69		2%	4 0.69
comply	0%	0	0.95		1%	1 0.95
agree	3%	6	1.17		2%	3 1.17
answer	0%	0	0.00		0%	0 0.00

acknowledge	1%	1	1.23	2%	4	1.23
affirm	0%	0	1.91 +	2%	4	1.91 +
-----						
RES-CONFRONT-TYPE		173			192	
disengage	0%	0	0.00	0%	0	0.00
res--c-reply	1%	1	0.49	1%	2	0.49
-----						
RES--C-REPLY-TYPE		173			192	
decline	0%	0	0.00	0%	0	0.00
non-comply	0%	0	0.95	1%	1	0.95
disagree	0%	0	0.00	0%	0	0.00
withhold	0%	0	0.00	0%	0	0.00
disavow	0%	0	0.95	1%	1	0.95
contradict	1%	1	1.05	0%	0	1.05
-----						
REJOINER-TYPE		173			192	
rejoin-confront	5%	9	0.23	5%	9	0.23
rejoin-support	5%	9	1.29	3%	5	1.29
-----						
REJOIN-CONFRONT-TYPE		173			192	
challenge	5%	9	0.23	5%	9	0.23
rejoin-confr-respon	0%	0	0.00	0%	0	0.00
-----						
CHALLENGE-TYPE		173			192	
counter	4%	7	0.20	4%	7	0.20
rebound	1%	1	0.49	1%	2	0.49
detach	1%	1	1.05	0%	0	1.05
-----						
REJOIN-CONFR-RESPONSE-		173			192	
un-resolve	0%	0	0.00	0%	0	0.00
refute	0%	0	0.00	0%	0	0.00
re-challenge	0%	0	0.00	0%	0	0.00
-----						
REJOIN-SUPPORT-TYPE		173			192	
track	3%	5	0.86	2%	3	0.86
response	2%	4	0.95	1%	2	0.95
-----						
TRACK-TYPE		173			192	
check	0%	0	0.00	0%	0	0.00
confirm	0%	0	0.00	0%	0	0.00
clarify	1%	1	0.49	1%	2	0.49
probe	2%	4	1.47	1%	1	1.47
-----						
RESPONSE-TYPE		173			192	
resolve	2%	4	2.13 ++	0%	0	2.13 ++
repair	0%	0	0.00	0%	0	0.00
acquiesce	0%	0	1.35	1%	2	1.35
-----						
NON-SEQUITUR-TYPE		173			192	
mis-understand	0%	0	0.00	0%	0	0.00
correction	0%	0	0.00	0%	0	0.00
-----						

OPENING-TYPE		173		192	
initiate	6%	10	0.96	4%	7 0.96
attend	0%	0	0.00	0%	0 0.00
-----					
INITIATE-TYPE		173		192	
give	2%	4	0.18	3%	5 0.18
demand	3%	6	1.58	1%	2 1.58
-----					
COMMODITY		173		192	
information	66%	114	0.37	68%	130 0.37
goods-services	1%	1	0.90	2%	3 0.90
-----					
MOVE-CONTINUATION-TYPE		173		192	
embedded-clause	13%	23	0.69	11%	21 0.69
dependent-clause	9%	16	0.87	7%	13 0.87
v-m-projection	1%	2	3.04+++	8%	15 3.04+++
extended-repeat	8%	14	2.67+++	2%	4 2.67+++
-----					
CLAUSE		173		192	
i	36%	63	2.23 ++	48%	92 2.23 ++

## 6.4.2 Comparing UC5 and D5 Mood

### 6.4.2.1 Discussion of Table 6-5 UC5 D5 Mood Comparison Union

The table 6-5 *UC5 D5 Mood Comparison Union* shows the differing institutions that each text respectively realises in terms of the relations between the participants. Clearly Billy is the only person in both interactions and in D5 he is one of two participants whereas in UC5 he is one of seven. As has been noted in the discussion of social rights above that although he has fewer clauses than Gaylene his power to determine the outcome of the interaction is obvious. In UC5 Billy has a markedly subservient role to Phil in ensuring union goals are included in the process of achieving the discourse goals of that institution but here he has this function dominantly. At a gross level his number of clauses is radically more in D5 (T-stat 11.82) but this substantially reflects the number of speakers. The talk between the two factory workers is more conversational and dialogic in that it has markedly fewer full clauses (T-stat 4.84) but this cohesion as noted above is built on Billy's dominance of D5 rather than equitable speaking rights. The marked increase in imperatives in D5 compared to UC5 (T-stat 2.94) grammatically realises the demands of Billy noted above. The much-reduced rates of self truncation (T-stat 3.26) and other truncation (T-stat 2.72) again realise more casual relations in D5

than in UC5 but as discussed above this is partially a reflection of Gaylene's diffidence. Perhaps surprisingly the level of tagged clauses in D5 is lower than that in UC5 and where participants like Phil and Gavin worked to involve each other in cooperative development of the discussions between company and management Gaylene and Billy show no such willingness and D5 has only one tagged clause in it. The sense of a very focused and non-negotiate interaction in D5 is added to by the much lower rate of Wh-questions it contains (T-stat 3.10), and again there is a sense that Billy is pressed for time and is relying on a previously fixed relation of authority over Gaylene that provides little chance to explore alternatives. The marked rate of full imperatives in D5 encapsulates the interaction: where there is one of these from union speakers on the 1027 clauses from unions speakers in UC5 there are 15 in the 448 clauses of D5. This is a distant and non-polite interaction that finds parallels in the workplace relationships between a foreman and a floor worker, all of these imperatives are Billy's (Holmes 1998). The details of this become even clearer by inspecting the table *UC5 D5 Mood Comparison Billy* that draws out changes in the work he does in each of these interactions. Overall there is little difference in the levels of modality between UC5 and D5 and the finer analysis shows that where there is lesser modulation of obligation (T-stat 2.07) there is more modulation of inclination (T-stat 2.00) and these reflects the institutional needs of constructing union morality about production processes in the interaction with the company and the construction of a set of negative company demands by Billy that will position Gaylene to help organise the members for the coming meeting, that is, another set of institutional needs. The excerpts from Exchange 18 cited above instantiate this. Particularly Bill's turn 08:

08BH: [i] ah they DEFINITELY don't want us joined into that

*from D5 Exchange 18*

The reporting back framed as constructional clauses has been discussed above and it suffices to note here that the marked increase in this type of clause in D5 compared to UC5 draws parallels with the role that gossip plays in enforcing workplace morality (Eggins and Slade 1997) and again lack of space prevents detailed discussion here but examination of exchanges such as Exchange 18 from D5 has other hallmarks of that genre such as pejorative evaluation of an absent party's actions, the reporting of their

speech to one of the current interactants, the suspension of doubt between Billy and Gaylene about what took place in the meeting with management and the generic wrap-up move in turn 08 from Billy that brings the gossip and the exchange to a conclusion (Eggins and Slade 1997:292).

Of final import to this subsection is to note that if Billy's role in UC5 is to supplement that of Phil then there is reason to conclude that as sole member of the union negotiating team in D5 Billy is doing all the work that both he and Phil do in UC5. Clearly the generic differences discussed here make this a gross conclusion but aggregating the percentage of clauses they have in UC5 (60%) brings them more in line with the ratio for Billy in D5. A similar "yardstick" measure of their combined imperative clauses in N3 would have a parallel.

**Table 6-5 Table UC5 D5 Mood Comparison Union**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3							
File2: C:/Program Files/Coder463/Texts/D5 Mood.cd3							
Date: Saturday, May 29, 2004 10:22:08 AM							
Filter: union							
Counting: Global							
-----							
File:	UC5c Mood.cd3			D5 Mood.cd3			
	Mean	N	TStat	Mean	N	TStat	
-----							
UNION-TYPE	1027			448			
pt	48%	490	20.20+++	0%	0	20.20+++	
bh	16%	168	11.82+++	44%	197	11.82+++	
st	32%	330	14.55+++	0%	0	14.55+++	
tt	4%	39	4.20+++	0%	0	4.20+++	
-----							
ADJUNCT	1027			448			
no	88%	906	1.10	90%	404	1.10	
yes	12%	121	1.23	10%	43	1.23	
-----							
CLAUSE-TYPE	1027			448			
full	93%	955	4.84+++	85%	381	4.84+++	
minor	5%	47	4.58+++	11%	49	4.58+++	
-----							
MOOD	1027			448			
generic-indicative	92%	942	5.76+++	81%	365	5.76+++	
imperative	1%	13	2.94+++	4%	16	2.94+++	
-----							

GENERIC-INDICATIVE-TYP	1027			448		
indicative	75%	773	1.01	73%	326	1.01
truncated-indicativ	13%	138	4.31+++	6%	26	4.31+++
non-finite	3%	31	0.12	3%	13	0.12
-----						
INDICATIVE-TYPE	1027			448		
declarative	68%	700	0.48	69%	311	0.48
interrogative	7%	73	2.81+++	3%	15	2.81+++
-----						
DECLARATIVE-TYPE	1027			448		
full-declarative	58%	599	0.06	58%	262	0.06
ellipsed-declarativ	10%	101	0.64	11%	49	0.64
-----						
DECLARATIVE-TAGGING	1027			448		
non-tagged	67%	687	0.87	69%	310	0.87
tagged	1%	13	1.90 +	0%	1	1.90 +
-----						
INTERROGATIVE-TYPE	1027			448		
wh-question	5%	51	3.10+++	2%	7	3.10+++
polar	2%	22	0.45	2%	8	0.45
-----						
WH-QUESTION-TYPE	1027			448		
full-wh	4%	46	3.01+++	1%	6	3.01+++
ellipsed-wh	0%	5	0.73	0%	1	0.73
-----						
POLAR-TYPE	1027			448		
full-polar	2%	18	0.58	1%	6	0.58
ellipsed-polar	0%	4	0.16	0%	2	0.16
-----						
TRUNCATED-TYPE	1027			448		
self-truncated	10%	100	3.26+++	5%	21	3.26+++
other-truncated	4%	38	2.72+++	1%	5	2.72+++
-----						
IMPERATIVE-TYPE	1027			448		
full-imperative	1%	9	3.46+++	3%	15	3.46+++
truncated-imperativ	0%	4	0.50	0%	1	0.50
-----						
MODAL	1027			448		
non-modal	68%	694	0.95	70%	314	0.95
modal	32%	333	1.04	30%	133	1.04
-----						
MODAL-TYPE	1027			448		
modalisation	21%	214	0.82	19%	85	0.82
modulation	12%	119	0.49	11%	48	0.49
-----						
MODALISATION-TYPE	1027			448		
probability	19%	196	0.97	17%	76	0.97
usuality	2%	18	0.34	2%	9	0.34
-----						
MODALISATION-CONGRUENC	1027			448		



congruent-modalisat		15%	159	0.71		17%	76	0.71	
metaphoric-modalisa		5%	55	2.91+++		2%	9	2.91+++	
-----									
METAPHORIC-MODALISATIO		1027				448			
explicit-subject		4%	38	1.70 +		2%	9	1.70 +	
inexplicit-subject		2%	17	2.74+++		0%	0	2.74+++	
-----									
MODULATION-TYPE		1027				448			
capability		5%	48	0.18		4%	20	0.18	
obligation		5%	52	2.07 ++		3%	12	2.07 ++	
inclination		2%	19	2.00 ++		4%	16	2.00 ++	
-----									
OBLIGATION-TYPE		1027				448			
external-oblig		4%	43	1.86 +		2%	10	1.86 +	
internal-oblig		1%	9	0.88		0%	2	0.88	
-----									
PROJECTION-ORDER		1027				448			
interactional		97%	999	2.33 ++		95%	425	2.33 ++	
constructional		3%	28	2.13 ++		5%	22	2.13 ++	
-----									

#### 6.4.2.2 Comparing Mood in Billy's discourse in UC5 and D5

Differences in the Mood of Billy's clauses such as indicative, imperative and interrogative ratios shown in the comparative Table 6-6 *UC5 D5 Mood Comparison Billy* have been implicitly discussed in the immediately preceding section and attention is drawn here to the similarities in his rate of constructional clauses. It is tempting to conclude that this is a personality trait peculiar to Billy but the fact that Steve also uses this type of modality in UC5 and in other sections of the corpus not reported on here suggested it is institutionally systemic rather than idiosyncratic. The realisation of institutional and thus discourse goals in each case seems to demand the foregrounding of ideology that is effective.

**Table 6-6 UC5 M1 Mood Comparison Billy**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3							
File2: C:/Program Files/Coder463/Texts/D5 Mood.cd3							
Date: Saturday, May 29, 2004 10:28:59 AM							
Filter: bh							
Counting: Global							
-----							
File:	UC5c Mood.cd3			D5 Mood.cd3			
	Mean	N	TStat	Mean	N	TStat	
-----							
ADJUNCT	168			197			
no	92%	155	0.31	91%	180	0.31	
yes	8%	13	0.31	9%	17	0.31	
-----							
CLAUSE-TYPE	168			197			
full	95%	160	3.18+++	85%	168	3.18+++	
minor	3%	5	2.27 ++	9%	17	2.27 ++	
unanalysable	0%	0	1.31	1%	2	1.31	
continuity	2%	3	1.69 +	5%	10	1.69 +	
-----							
MOOD	168			197			
generic-indicative	93%	156	4.09+++	78%	153	4.09+++	
imperative	2%	4	2.25 ++	8%	15	2.25 ++	
-----							
GENERIC-INDICATIVE-TYP	168			197			
indicative	77%	129	1.13	72%	141	1.13	
truncated-indicativ	14%	24	3.73+++	4%	7	3.73+++	
non-finite	2%	3	0.49	3%	5	0.49	
-----							
INDICATIVE-TYPE	168			197			
declarative	65%	110	0.31	67%	132	0.31	
interrogative	11%	19	2.42+++	5%	9	2.42+++	
-----							
DECLARATIVE-TYPE	168			197			
full-declarative	56%	94	0.56	59%	116	0.56	
ellipsed-declarativ	10%	16	0.47	8%	16	0.47	
-----							
DECLARATIVE-TAGGING	168			197			
non-tagged	63%	106	0.78	67%	132	0.78	
tagged	2%	4	2.19 ++	0%	0	2.19 ++	
-----							
INTERROGATIVE-TYPE	168			197			
wh-question	7%	12	2.39+++	2%	4	2.39+++	
polar	4%	7	0.87	3%	5	0.87	
-----							
WH-QUESTION-TYPE	168			197			
full-wh	7%	12	2.72+++	2%	3	2.72+++	
ellipsed-wh	0%	0	0.92	1%	1	0.92	
-----							

POLAR-TYPE		168		197	
full-polar	4%	6	1.26	2%	3 1.26
ellipsed-polar	1%	1	0.44	1%	2 0.44
-----					
TRUNCATED-TYPE		168		197	
self-truncated	8%	14	2.22 ++	3%	6 2.22 ++
other-truncated	6%	10	3.06+++	1%	1 3.06+++
-----					
IMPERATIVE-TYPE		168		197	
full-imperative	2%	4	2.08 ++	7%	14 2.08 ++
truncated-imperativ	0%	0	0.92	1%	1 0.92
-----					
MODAL		168		197	
non-modal	73%	122	1.26	66%	131 1.26
modal	27%	46	1.26	34%	66 1.26
-----					
MODAL-TYPE		168		197	
modalisation	15%	25	1.70 +	22%	43 1.70 +
modulation	13%	21	0.24	12%	23 0.24
-----					
MODALISATION-TYPE		168		197	
probability	13%	21	2.00 ++	20%	40 2.00 ++
usuality	2%	4	0.59	2%	3 0.59
-----					
MODALISATION-CONGRUENC		168		197	
congruent-modalisa	12%	20	2.05 ++	20%	39 2.05 ++
metaphoric-modalisa	3%	5	0.58	2%	4 0.58
-----					
METAPHORIC-MODALISATIO		168		197	
explicit-subject	2%	4	0.23	2%	4 0.23
inexplicit-subject	1%	1	1.08	0%	0 1.08
-----					
MODULATION-TYPE		168		197	
capability	4%	7	0.19	5%	9 0.19
obligation	7%	11	1.58	3%	6 1.58
inclination	2%	3	1.27	4%	8 1.27
-----					
OBLIGATION-TYPE		168		197	
external-oblig	5%	9	1.71 +	2%	4 1.71 +
internal-oblig	1%	2	0.16	1%	2 0.16
-----					
PROJECTION-ORDER		168		197	
interactional	93%	157	0.21	93%	183 0.21
constructional	7%	11	0.21	7%	14 0.21
-----					

## ***6.5 Conclusions from Comparison of Discourse Roles and Mood in UC5 and D5***

The text D5, like the text M1, follows the text UC5 chronologically and is thus intertextually framed by it, and again how the overarching process constrains these participant roles (Meurer 2004) is of interest. The purpose of the interaction D5 is to build support for the union negotiators proposals at the coming stopwork meeting by positioning a key union member Gaylene to, in the first instance, support the negotiators personally and then undertake to agitate other members of the NDU into taking the same stance. This locks into the function of UC5, which in broad terms, is to move the negotiations between union and company over the labour contract towards successful conclusion. The discourse goals of both institutions have therefore intimately related social purposes. The discussion in this chapter has shown that in achieving these goals they have shared characteristics realised in discourse roles and Mood and differences that complement each other. In UC5 the Mood alternates in response to the demands of the cycle of Rejection and Offer/Demand phases with descriptive modality that foregrounds party specific evaluations of the production process in the light of previous offers and demands and then highly mitigated utterances expressed in conventionally modulated clauses and genre specific constructional clauses designed to optimise progress towards phase goals. In D5 we see institutional goals realised in terms that seem more casual in that they are less mitigated and the foregrounding of morality has many parallels with the modality of casual conversation but the demands made by the discourse organiser, Billy, realised in imperatives that open many of the exchanges parallel divisions of labour in the management structure of the factory. Where Billy recognises in D5 that he must listen extensively to the resisting narratives the Gaylene offers in unmodulated indicatives he uses these as a springboard for his discourse goals. Both Billy and Gaylene intrinsically recognise that in the political environment they can afford little confrontation if they are to achieve the broad goal of winning support for the collective contract and there are few rejoinders and challenges in D5 that might extend differences between them. This in turn reproduces a distance between them that is clearly not present in the interactions between the negotiators of the two parties in UC5, particularly at crucial moments such as Phase 3 of that text. Billy's

receptiveness to Gaylene's complaints in D5 is genuine and he undertakes to give her the support she clearly needs. She for her part acknowledges a responsibility to take the union programme to her fellow unionists and other workers around her immediate worksite and this cooperatively realised interaction can be said to have met both participants' goals and therefore have strong elements of democracy about them. By any standards however it is clear from the analysis above Gaylene's interests are only met within the goals defined locally by the delegate/member institution and broadly of settling a contract, and brought to the interaction D5 by its discourse organiser Billy. As with M1 voices of dissonance are controlled and subsumed in the needs of the overarching discourse processes.

## **7 Chapter 7: The Roles of the Union Negotiators in M1**

This chapter looks very briefly at how the four union negotiators who participated in UC5 and N3, the union organiser Diane Dewars, and the 43 members of the NDU who attend, interact with each other in the mass meeting that follows the CL-inter UC5 and the CL-intra N3 already analysed. The meeting takes place in the workers' cafeteria at the factory. It is assumed here that the overt discourse function of the interaction is to assess the offers and demands the company negotiators have made to the union negotiators over the course of a number of meetings between those parties since the union members met their representatives. Again it is assumed that M1 will provide opportunities for the members to approve or disapprove the actions taken by their negotiators and to approve or revise resolutions for further action the negotiators bring to it with a view to moving the whole contract process towards conclusion. This assumption concurs with the views of the participants when they were asked about how they saw what was happening in M1. As with other chapters the analysis is confined to addressing the discourse-roles of the interactants and the Mood of the clauses they use in realising these. Unlike Chapter 4 and the discussion of the text UC5 this one is confined to a brief overview of the quantitative descriptions of the text and is aimed at complementing that analysis in a related institution, a stopwork meeting, that forms part of the broader process of settling the labour contract. Of note at the outset is the marked presence of two union organisers at this meeting and this reflects the fact that the NDU is in the process of shifting responsibility for the contract at the bread factory from Diane Dewars to Phil Travers. At points then the discussion that follows will consider their roles as one, particularly in terms of the role of discourse organiser. Another significant difference between this interaction and both UC5 and N3 lies in the size of the meeting as reflected in the number of participants. Ward (2004a) has shown how the physical configuration of the meeting, that is a small group of negotiators sitting at the front of the meeting facing the much larger group of members, has an affect on the relationships at the meeting and this will be further discussed below.

## **7.1 M1 Discourse Roles**

As noted elsewhere the analysis of discourse roles enables discussion of the social rights of the participants (Eggins and Slade 1997). The Table *M1 Social Comparative Union-Rep and Text* with over 3700 fields cannot meaningfully be displayed in a hard copy of this report and can only viewed in the original *Systemic Coder* form and is available from the writer.

### **7.1.1 Overview of Table M1 Discourse-roles Text and Union-reps**

There are 1568 discourse units the text N3 of which 63% (994) are move-initial and all except 3 are verbal moves. There are 96 opening moves and 895 sustaining ones of which 601 are continuing and 294 reacting moves.

#### **7.1.1.1 Phil's discourse-role in M1**

Phil makes 395 text-type moves in this text and while this is more than any other participant, significantly fewer of these are opening moves (T-stat 2.41) and significantly more are continuing moves (T-stat 3.10) compared to other speakers. He makes 17 opening moves but relative to both Billy and Diane he makes markedly few of these (T-stat 1.74) and of the sustaining moves Phil makes, far more are continuing than those of other speakers in M1 (T-stat 3.73) and proportionately far fewer (T-stat 6.21) are reactions to moves made by other interactants. All of this shows that Phil has long speaking turns that reflect his role as the negotiator who principally reports back to the members on what has taken place in negotiations with the company and, importantly, his lesser role in dealing with questions that arise out of this report. Some 12% of his moves are elaborating ones, a markedly higher ratio than for other speakers, as he carefully ensures his message is over-semanticised, and likewise he has a far higher ratio of extending moves than other speakers (T-stat 3.01) as he introduces new information to the meeting. It follows from his markedly low rate of reacting moves that Phil is a notably low user of such moves as agree (T-stat 2.84), rejoin-confront (T-stat 4.23), rejoin-support (T-stat 1.94) and track (T-stat 3.11). Of his initiating moves Phil makes about the same number of *give* moves as other participants but his *demands* are markedly lower (T-stat 2.97) and significantly far fewer of these are for goods and services than the ratio for other speakers. His high

level of dependent clauses and low ratio of [i] clause moves again confirms his role in reporting back with a few long turns. Finer analysis would show that most of Phil's turns are in the first part of the meeting.

#### **7.1.1.2 Billy's discourse–role in M1**

Billy has 276 Text-type moves in M1 and markedly 68% of these are move initial while only 25% are continuing. Billy makes 41 responding moves, that is, relatively twice as many as Phil or Diane makes (T-stat 1.75) and of these he has a marked ratio of supportive replies (T-stat 2.22). He also has a markedly high level of information moves although his ratio of goods and service moves is not below that of the group as a whole. Inspection of the text shows that Billy's moves are well distributed throughout the interaction M1 and like Phil he carries a considerable burden for reporting back on the negotiations with the company, although in a more supportive role to Phil. Unlike Phil's, his role extends to more interaction with members, he makes challenges and asks questions at a higher than average rate of register and affirm moves. His low rate of extend repeat moves at 2% (T-stat 1.90) contrasts with Phil's conversely high rate at 6% (T-stat 2.13) and this marks the differing measures of confidence these two negotiators feel in this situation. Billy has worked with the members and been their delegate over many years but for Phil it this is his first interaction with most of them.

#### **7.1.1.3 Steve's discourse–role in M1**

Steve makes 52 Text-type moves in M1, much lower than Billy, Phil or Diane and markedly 40% of these are reacting to other speakers (T-stat 3.63). He has a very high ratio of response moves (T-stat 3.90) of which his develop-extend moves (T-stat 3.58) are significantly higher than that of other contributors and inspection of the text show that he realises most of these moves in support of Billy or agreeing with something Billy has said. 10% of Steve's moves are rejoin-confront (T-stat 2.37) and an excerpt from the text exemplifies the kind of role Steve plays in M1. Here Billy is responding to a comment from a member:



01BH: that's right  
02RE: and if we <I> get bloody sucked into something like that i think we <I> wanna walk out  
right now +

Phase 7 Exchange 33 Not the Impression I Got

03BH: [to another member indicating he wants to speak] yeah  
04SW: you you said just just before billy that your understanding of it is that there are two we  
<I> are two (...) as a group we <I> 're about two percent [1&2] \\ less /  
05BH: [1] \ yes //  
06ST: [2] \ we <I> ARE // two percent  
07SW: comparative + i assume to other sites in the south island  
08PT: yeah  
09DD: yeah  
10SW: that that's CERTAINLY not the impression i got from the overhead projector  
11BH: no i'm [1] \\ sure it's not /  
12ST: [1] \ COURSE // IT'S NOT [laughter] + COURSE IT'S NOT + [over voluble discussion]  
THAT WASN'T THE IMPRESSION HE DIDN'T HOPE [2] \\ YOU TO GET /  
[laughter]

*from M1 Exchanges 32 and 33*

Steve has two turns in this excerpt that is taken from a transition point in the text between Exchange 32 and 33. At this point the negotiators are answering questions from the members and there is a comparatively high level of conflict realised in rejoinders in turns 04, 06, 07, 10, 11, and 12, as Shane Williams confronts the construction that is being made by the negotiators about an aspect of the contract negotiations. Steve's two turns (06 and 12) are annotated as rejoinders but in both cases he follows and interrupts a turn by Billy. In turn 06 Steve is repeating a point made many times by Phil earlier in the interaction in Exchanges 5 to 11, and while Billy's move in turn 05 is a conciliatory affirmation Steve's confronting rejoinder relies on Billy's move to the extent that it takes the TRP (Sacks *et al.* 1974) that Billy provides. Steve's turn 06 could be analysed as development of Billy's previous move and Shane ignores Steve's reaction and continues to address the meeting. He is provided with approval for this move with registers from Phil and Diane. In turn 10 Shane extends the confrontation with a further rebound that Billy again responds to and again Steve cuts in over Billy with a very assertive rejoinder aimed not so much at

Steve but at the listening members as overhearers (Goffman 1981). Of interest Steve does not respond to turn 07 by Shane, as he is not confident of the new ideational material being introduced. The pattern that emerges then is of Steve waiting for a point to be safely established by other members of the negotiating team before making his presence felt in the meeting. For their part the other negotiators do not develop Steve's moves but tend to ignore them. Steve's move 12 is the only un-resolve in the text and it helps realise his role of moving the interaction towards open conflict that has the social purpose of foregrounding Steve in the meeting even if his contribution detracts from conventional goals. Steve's much lower level of moves than Billy in M1 further marks his comparative standing among the members of the union. This is confirmed by his very high ratio of clause [i] moves (T-stat 3.13) indicating his contributions are all short, this even in comparison to floor members at the meeting.

#### **7.1.1.4 Trevor's discourse–role in M1**

With only 6 Text-type moves in this interaction Trevor effectively plays no part in the interaction. Two of these are in response to direct demands for information from him, one from Phil and one from Billy. In both instances they use vocatives to force Trevor to speak. Mass meetings are clearly not his forte at this point.

#### **7.1.1.5 Diane's discourse–role in M1**

As already noted Diane's role in the conventional union sense crosses over with Phil's as these two organisers transfer responsibility for organising the members and settling the contract at this factory between themselves. Their teamwork is evident in how they realise they role(s) of discourse organiser in M1 and this is brought out in the moves they each make. Phil has been the key negotiator in recent meetings with the company including UC5 discussed in this report and it is he who reports back to the members here on this aspect of the negotiations. Diane on the other hand is more familiar with the history of the union on the site and of the contract within the wider industry and plays a significant role in achieving the discourse goals of M1 in winning support for the negotiators' resolutions. Diane has slightly fewer Text-type moves in the interaction than Phil, 340, and hers are closer to the average of the meeting in

ratios of initial versus continuation. That is, less monologic and more dialogic. Significantly she makes a markedly high number of opening moves (T-stat 3.22) and has a low ratio of reacting moves (T-stat 3.04), this in contrast to Billy. Like Phil she makes a low number of responses although unlike him she does make a number of tracking ones as she clarifies what members are asking or proposing. Diane makes a very high proportion of the demand type openings (T-stat 3.45) and all 17 of these are for goods and services and inspection of the data shows that all of these realise her role as chairing the meeting and Exchanges 26, 48, 50, 51, 67, and 71 among others exemplify this.

#### **7.1.1.6 Members' discourse-roles in M1**

M1 one is marked in the data by the high number of interactants that participate in it although their contributions in turn are significant for the variations they have from each other. Of broad significance is the low number of moves individual base members make from the floor of the meeting compared with the three principle negotiators and as is discussed here there are further variations within the contributions of members themselves.

There are over 20 members of the union who contribute from the floor of the meeting, that is, about half of those present, in an identifiably individual way, albeit at times these are confined to single moves for some contributors. Others contribute with collective reactions such as laughter but that is not analysed here. Additionally there are 40 of the 1568 text-type moves that are made from the floor of the meeting but unidentifiable in the transcription process. Of the 20 plus base-member contributors two speakers contribute over 100 text-type moves each, two some 18 each and the rest less than 10 each. 8 people make 1 or 2 moves only. Analysis here will focus on the four main contributors in so far as they provide significant variations to the patterns of the whole interaction as with the contributions of the negotiators.

### **7.1.1.7 Rocky's discourse-role in M1**

Rocky Evans makes 111 text-type moves in M1 and 41 (T-stat 1.69) of these are continuation moves realising long turns. Indeed some 48% of his moves are continue moves (T-stat 2.75) and he has a markedly low level of reactions to other speakers (T-stat 3.63). Rocky has extending moves within his own turn (T-stat 2.01) and another 6 extending moves appended to a register move of another participant (T-stat 2.24). With only 4 responding moves Rocky's contributions are marked as extending rather than moving the interaction towards closure (T-stat 2.79) and the monologic nature of his talk is confirmed in his low rate of clause [i] moves and his high level of clause [iv] and clause [v] moves. As will be discussed further below Rocky's contributions seem immediately disconnected from the flow of settling the contract but have a powerful role to play in the process of M1 nonetheless. This is evidenced by the responses he gets from the negotiators: the data shows that all of Rocky's append moves are preceded by a register move from Billy.

### **7.1.1.8 Shane's discourse-role in M1**

Shane Williams make 115 text-type moves in M1 and like Rocky he plays a significant role in the interaction. Like Rocky his turns are longer as is manifest by a markedly low rate of initial moves (T-stat 1.79) but there the similarities end. Shane has a significantly low level of continue moves (T-stat 4.25) and a very marked rate of reacting moves (T-stat 3.73), that is, although his turns are more than single move reactions to what others say they are not monologic in the sense that Phil's or Rocky's are. This is supported by his relatively high rates of clause [i] and clause [ii] turns. Indeed he makes only 16 prolonging moves (T-stat 4.34) in his own turns with little extension (T-stat 2.99) or enhancement (T-stat 2.27). Unlike any other interactant in M1 Shane uses a very high level of rejoinders (T-stat 5.23) and while his supportive responses are markedly low (T-stat 1.87) he does interact with the moves of others with a high rate of register moves (T-stat 4.29), this in contrast to Steve, the other user of rejoinders. Shane makes 13 confronting moves which extend the interaction and 11 supportive rejoinders which challenge but provide social space for others to bring the interaction closer to a conclusion (Eggs and Slade 1997). 8 of his rejoinders are

counters (T-stat 4.59) and as the excerpt from Exchanges 32-33 of the text above instantiates in turn 10, Shane's counters are predominantly in reaction to a move by one of the union negotiators. When the negotiators explain their construction of events Shane makes an effort to ascertain how far these responses meet his objections with his markedly high level of tracking moves (T-stat 2.99), and importantly, he has a markedly high level of resolving moves (T-stat 2.19). Shane then is prepared to raise challenges to the proposals from the negotiators but then move the interaction towards a reconstructed conclusion by working with the people whose ideas he opposes. His high level of extended-repeats (T-stat 1.99) shows that he is not always confident about this and as Ward (2004a) has shown Shane suffers considerable opprobrium for his efforts and subsequently no other member challenges the union leadership as a result.

#### **7.1.1.9 Other discourse-roles in M1**

Laurie Stevens' contribution (7 text-type moves) is significant for being confined to making a single clarifying move that is a demand for information. Jack Locke's contribution (6 text-type moves) is split over two turns. The first is significant for extending the turn of another participant. His second turn makes a demand for clarification and there are many similarities between this and Ralph Blacklock's contribution. Ralph's is restricted to three moves and typifies the role of members in the interaction M1 as an excerpt from the text exemplifies. Here the meeting is discussing a previously negotiated special payment that some members get for forfeiting penal rates:

Phase 9 Exchange 40 If You're Prepared to Sell it.

01 RB:           what if you're prepared to sell it  
 02 DD:           eh  
 03 RB:           what if you're prepared to sell it  
 04 PT:           fine  
 05 DD:           well that's fine \\ i mean that's up to /  
 06 RB:           \ (...) // do we <E> still have to sign the piece of paper or  
 07BH:           oh yeah that's a different issue

*from M1 Exchange 40*

Here Ralph asks a question principally because the negotiators have said that members need to sign a union authority form if they wish to protect this payment. Ralph's demand is aimed at clarifying whether he really needs to sign although this is not clear in his turn 01. His turn 03 is a repair and his turn 06 exposes his real demand. At a discourse level it can be seen that Ralph's demand provides a social space for a further contribution from the negotiators and reinforces their pedagogic role in the interaction. Tiny Hill's contributions all come from the same part of the text and his 18 text-type moves of which 15 are full moves are spread over 10 turns: 2 turns of 4 moves each, 1 of 2 moves and 5 turns of a single move each. Seven of his moves are in reaction to another speaker (T-stat 1.95) markedly higher than the contributions from any of the negotiators. Six of his moves are tracking (T-stat 9.35) as he checks, confirms, clarifies and probes the contributions of the negotiators. All of these moves extend the interaction but in a way that positions the negotiators to provide closure to the meeting M1. What appear to be manifestations of democracy in action, as the negotiators are held accountable, in fact, are realisations of authority from the negotiators as they provide answers. The regularity of the pattern further suggests a ritual element that marks institutional relationships.

Andy Templeton's contributions are significant for the fact that 4 of his 18 text-type moves are appended to the register moves of others (T-stat 3.83), twice to moves by Billy and twice to moves by Steve. This again realises the kind of regulative function register moves can be used for that was discussed in the chapter above on the text UC5 (see Chapter 4.4.1.13.3). Andy's turn is further marked by its single challenge and then acquiescence, a marked difference to Shane.

Exchange 12 reproduced in full here typifies the involvement of members in the meeting:

Phase 12 Exchange 55 Second Resolution (II)

- 01 DD: so steck you moved that  
02 SV: yeah  
03 DD: and have we <I> got a seconder [05:00]  
04 FM: yeah  
05 BH: yeah mike seconded it

- 06 MC: I did not  
07 BH: oh I'm sorry  
08 FM: (...) (1)  
09 MC: [humorously] (...) don't you put my name to nothing [laughter]

In turn 01 Diane positions Steck Vanderbilt, and he complies in turn 02. In turn 03 is a second demand from Diane although it is analysed here as an extension of the first in turn 01, here Diane feels less need to move the interaction towards a conclusion as she knows from experience that getting a seconder to a motion is markedly easier than getting a mover from the floor. As subsequent turns show this move towards participation has the potential to go wrong. An unidentified floor member complies in turn 04 and Billy develops this move with an extension that in the event is ideationally wrong. Billy's mis-identification of the seconder provides for humour and informality that marks closing stages of the interaction. There is also a serious undertone to Mike Cunen's following move as he distances himself from the negotiators resolution. This kind of unwillingness to be seen to be at the forefront of union activities both marks the alienation and irresponsibility of members that it is suggested this interaction reproduces.

## ***7.2 M1 Mood***

### **7.2.1 Overview of Table M1 Mood and Union-reps**

There are 1416 clauses contributed to the text M1 by union participants. The 153 contributed by the company representative Charlie Christie are not included in this analysis although there are good grounds for including them because of the intertextuality they provide (Ward 2004a). There are 1289 full clauses and 42 minor clauses there are 1250 indicatives and 39 imperatives. Of the former 1032 are declarative and 41 are interrogatives and in addition 93 other indicatives which have been truncated by the participants and some 41 non-finites which have no Mood in their own right.

### 7.2.1.1 Mood in Phil's clauses in M1

Phil has 394 clauses in this text of which a significantly high number (T-stat 2.99) have adjuncts and are full clauses (T-stat 2.36). Some 31 of his clauses are self-truncated, which is a much higher rate (T-stat 3.78) than other contributors. As he constructs a report of what has happened in the meetings with the company negotiators he uses a high level of declaratives (T-stat 2.12) but asks only 9 questions during the interaction (T-stat 3.47) reflecting the monologic nature of extensive reporting. Phil's clauses have marked level of non-tagged endings (T-stat 1.95). With 63 modalisations of probability he has a far higher level of careful speech than others (T-stat 2.81) and these are in turn marked realisations of opinion that use subject-explicit metaphoric forms (T-stat 1.86). Exchanges 14, 16, 20 and 21 instantiate Phil's role in this regard. In contrast to Billy and Diane, Phil has a low level of modulation of obligation and this is an important aspect of the work each of these participants does in realising the institutional goals of M1, in particular the idiosyncratic split in the role of discourse organiser between Phil and Diane as the transition in their work is realised.

### 7.2.1.2 Mood in Billy's clauses in M1

Billy has 288 clauses in the text M1 of which 16 are imperatives, and this high usage (T-stat 3.26) of a pedagogic tool is an important aspect of Billy's role in the meeting. Unlike Phil, Billy self truncates only 5 of his own clauses (T-stat 2.55) and other speakers also allow him unfettered speaking rights in this regard. Like Phil, Billy is a strong contributor of declarative clauses (T-stat 2.07) as he helps Phil construct the report back to members. Unlike Phil, Billy is a low user of modality of probability (T-stat 1.98) and high user of modulation of obligation as he tells members about how the contract negotiations ought to proceed and what he thinks they need to do to help realise this. An extract from the text exemplifies this:

BH: that's right so what we <I> i **think** what we <I> *need to do first of all for a little bit of self protection and you can give it a thought* you've got this full meeting to do it in is we <E> 're going to issue some forms where you can put your name on it it means that they won't and they're not allowed to come to you individually and pressurise you they've got to go through your union



organiser so what we <E> 'll do is [starts handing forms to members at the front who pass them around the meeting] we <E> 'll pass these out (...) [distributes forms to the meeting] you can (...)

*from M1 Exchange 13*

Here the bold clause **i think** is a modalisation and the italicised clauses are modulations of obligation that are metaphorical imperatives that contiguously build solidarity and exercise authority in a persuasive manner (Idema 1997). The underlined modulations realise Billy's construction of what the outcomes will be if his demands are met. In this sense they are conventionally modulations (what the company must do) as well as being modalisations of probability (Billy's assessment of how probable they are). The annotation scheme for analysis here is unable to cope with such a fine level of nuance and the reported function of obligation is the one chosen in these instances.

Billy has 17 of the 41 constructional clauses (T-stat 3.42) and in this interaction as with the meeting UC5 these have a moralising function. They use present tense reporting to foreground an immediacy in a narrative report. In this case unlike the UC5 text the ones in M1 are conventional reports about past activities. The social role they perform has many similarities however and a text example demonstrates this:

BH: their initial offer was six six month buy out um we <E> all laughed at them we<E> said you've gotta remember these blokes turned down an EIGHTEEN month offer ah their last offer was for eighteen months um + we <E> said the variations are a personal item and they belong to those individuals and it's their concern it does not concern me billy it does not concern the ndu and it does not concern any other worker in this building other than the person it alludes to and i'll use trevor here and i did down in the meetings and we <E> said to him [theatrical voice] trevor what would you sell your variation for and [turns to trevor] trevor said -

TT: (...) over five year's worth [murmur] [18:30]

*from M1 Exchange 35*

Here Billy re-enacts his construction of what took place in a meeting with the company negotiators. The underlined text is annotated constructional as its purpose is to convince the listening base union members that the union negotiators have done

their best in the negotiation process to defeat a company demand for the abandonment of 'variations' to individual members rates of pay. In reporting "it does not concern me Billy, it does not concern the NDU" his real purpose is to foreground that information in the present interaction rather than report on it historically. Here Billy is emphasising the fact that the union has no plan to give away this right in the contract settlement process and in this M1 text is thus a demand for mitigation, a metaphoric demand to recognise the negotiators integrity and purposefulness in settling the contract. Billy's positioning of Trevor to re-enact the process of the meeting with the company focuses all that Billy has done in his preceding turn and the murmured cross-talk from members that follows is a response to this but again that level of analysis is beyond this report. For present purposes it is enough to note that it is Billy who takes on this work in the interaction.

### 7.2.1.3 Mood in Steve's clauses in M1

Steve has only 48 clauses in M1 and it is immediately evident that he has a much reduced role in this meeting of members to that with the company, UC5, and with the union negotiators, N3. For the most part his clauses are not significantly different from other contributors to M1 although his high rate of ellipsis (T-stat 3.21) marks his turns as dependent on other speakers and his low rate of modality (T-stat 2.35) mark a confidence and lack of concern with outcomes that is not present in the contributions of the other negotiators. Some 15% of Steve's clauses are constructional and this marks his contributions (T-stat 4.95) as being closely connected to the mitigation referred to in Billy's role above. Indeed all 7 of Steve's constructional clauses come in Exchange 37 and at a global level extend what Bill has initiated in Exchange 35, the topic is the same one of variations to individual worker's rates of pay:

ST: [2] \ shane i SAID THAT to them i said to them i said to them // i said but [19:30] YOUS agreed to it so why are we <l> hearing this and ah because the the the the wage bill in this bakeries bigger than it it is in other bakeries because of the variations and the answer to that must be well SO WHAT you agreed to if you didn't want it why did you agree to it [laugh]

*from M1 Exchange 37*

The underlined clause are constructional and foreground Steve's role as a negotiator in protecting the conditions of employment under discussion and mitigating concerns that the union negotiators have not served members' interests. A significant difference from Billy's prior contribution is that Steve claims personal credit for the move in his projecting clause *I said to them* but Billy uses a collective *w e* in his.

#### **7.2.1.4 Mood in Trevor's clauses in M1**

Trevor has six clauses in M1 and they are all unremarkable.

#### **7.2.1.5 Mood in Diane's clauses in M1**

Diane has 324 clauses in M1 and is the second highest contributor after Phil, but as already indicated the Mood of their contributions varies in many respects. Where his turns are marked by a low level of interrogatives, hers are marked by a high level (T-stat 1.76), particularly of polar interrogatives (T-stat 3.24) and all but one of her 25 demands take this form. Inspection of the text show that most of Diane's interrogatives come towards the end of M1 as she fulfils the traditional role of chairperson in a bourgeois parliamentary style meeting, some of them congruent procedural requests for the right to put motions, others metaphoric demands for a seconder to a motion and so on. For the most part these clauses are designed to bring the meeting to a close by forcing the members to choose, and unmarkedly, to choose what the negotiators are proposing as inspection of the data shows. Conversely her rate of full declaratives is lower than others (T-stat 2.28). Unlike Phil her level of modality is normal and she uses no constructional clauses at all, this reflecting the fact that she has not been a participant in recent meetings with the company negotiators and the fact that her role in the negotiation process is coming to an end.

#### **7.2.1.6 Mood in Members' clauses in M1**

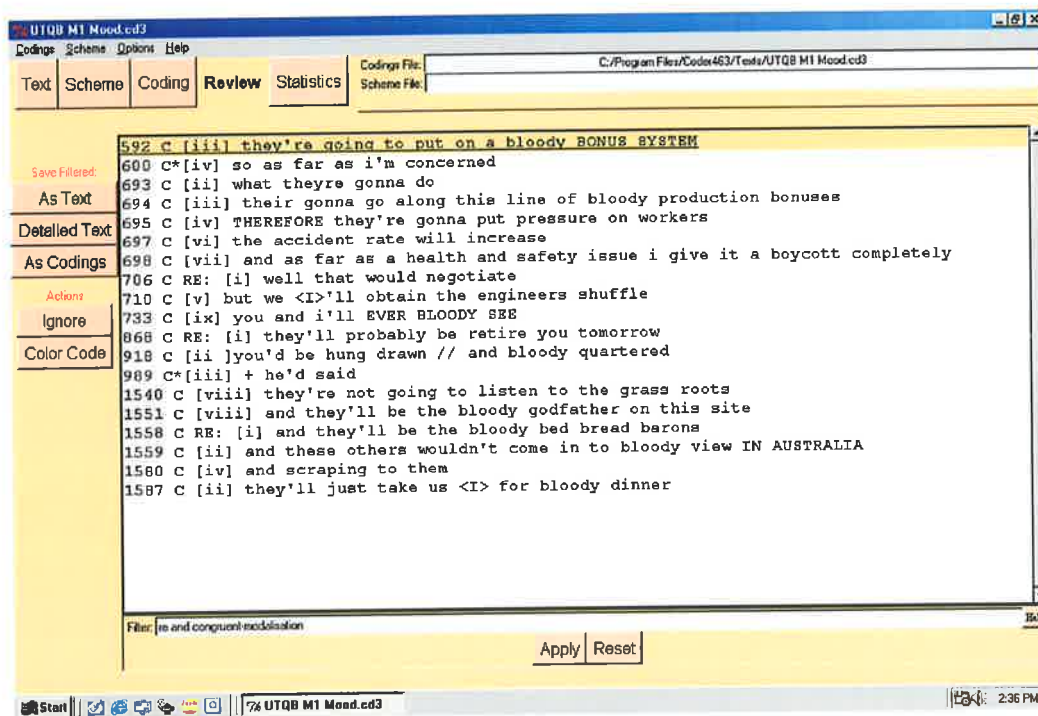
Speakers from the floor of the meeting contribute 356 of the 1416 clause in M1 and in turns of speaking rights both collectively in relation to the group of union negotiators and individually have markedly fewer speaking rights than the speakers at the top

table. The participants view the interaction as an opportunity to hear a report from their representatives and this is unmarked in mass meetings of unionists in this writer's experience, particularly for contract settlement matters.

### 7.2.1.7 Mood in Rocky's clauses in M1

Rocky has 110 clauses in M1 and overwhelmingly they are full declarative indicatives (T-stat 4.35) of which very few are tagged (T-stat 3.37) and he has only one interrogative clause (T-stat 1.66). He has a markedly high level of modals, some 39 of his clauses expressing mitigation of one kind or another. Predominantly Rocky employs congruent probability to reduce his accountability for his utterances and make them less negotiable. The extracts from his turns in Table 7-1 below show the tenor of his talk:

**Table 7-7-1 Extracts from M1 Mood Rocky and congruent-modalisation**



Inspection of the text shows that Rocky is conjecturing about the negative outcomes for the union members of making concessions in the bargaining process and these

clauses of probability are part of a broader appraisal he makes from a set of moral boundaries that are ritual to this kind of institution but lack of space here prevents cogent discussion of this in detail. Exchanges 29, 31, and 34 exemplify. Of interest is that although Rocky's contribution does little or nothing to address the substance of the contract negotiations he is allowed by the discourse organisers, and encouraged by Billy to extend his contributions. At the discourse level Rocky's demonisation of the company offers non-specific and uncritical support for the union negotiators and positions the participants at the meeting to refute his construct or fall in line with the negotiators.

#### **7.2.1.8 Mood in Shane's clauses in M1**

Shane has 122 clauses in this interaction and a significant number of them are minor (T-stat 2.45). His level of full declaratives is lower than other speakers (T-stat 2.54) and his clauses are markedly truncated by other speakers (T-stat 3.69) and inspection of the data shows on every occasion he is cut off by one of the negotiators. His clauses lack the modalisation of other interactants (T-stat 1.81). Unlike Rocky, Shane addresses the specifics of the union negotiators' construction of events and is repressed for doing so (Ward 2004a).

#### **7.2.1.9 Mood in other's clauses in M1**

Laurie Stevens has 8 clauses in M1 notable for the fact that 2 of them are unanalysable and 2 of them are ellipsed polar interrogatives. The latter are also modulations of external obligation and inspection of the text shows he is asking about the need to fill in a union form. Jack Locke has 6 clauses also remarkable for the fact that 2 of them are polar interrogatives and that half of his contributions are modalisations of probability. The text shows he builds on Rocky's contribution of negative appraisal of the likely actions of the company in the negotiating process. Ralph Blacklock has only three clauses in M1, 2 of these are Wh-interrogatives and 1 is a polar interrogative. Tiny Hill has 17 clauses again marked by the fact that a third of them are interrogatives. Andy Templeton's 18 clauses are notable for their high level of modulation of obligation and inspection of the text (Exchange 65) shows him

negatively evaluating the actions of the company as part of rejecting the claims it is making in the contract process. Steck Vanderbilt's single clause is notable for its ellipsis and Mike Cunneen's 2 clauses for his use of the imperative Mood in one of them. The marked rate of polar interrogatives from members provides a platform for the negotiators to exercise their pedagogical power and bring the interaction towards closure. Wh-questions would clearly have different consequences and this is taken up in Chapters 8 .

### ***7.3 Summary of the Discourse and Mood Analysis of M1***

Bringing together the results of both sets of analysis above gives a clearer picture of the roles the participants play within the interaction M1 and of their social and speaking rights. None of the roles realised in M1 are accidental and at least for the union negotiators they are consciously planned and although it is not discussed here the text N4 in the corpus shows how they have allocated themselves specific tasks to undertake in this meeting M1 with the members .

Phil's part in the meeting is to report back to the members on what has happened in moving the contract closer to a favourable conclusion and his contribution is mainly at the first part of the interaction although he is active in later stages too. His careful style marks the negotiators' approach to reducing the possibilities for conflict in a meeting where members' expectations are high and it has been some months since they have had any formal report on what have become protracted negotiations. This is also Phil's first meeting with the NDU members in this factory and his use of modality reflects a carefulness that distance provides for. The other negotiators support Phil by reducing his normal role of discourse organiser and also protect the much broader work of building the union on the site by having Billy share in the report back process and Diane chair the meeting. They all want to avoid unnecessary conflict that may arise from Phil's lack of familiarity with the local culture. In fact the meeting N4 the previous day has decided that Billy will do the bulk of the reporting but as things develop Phil seems to do more of this and this reflects his confidence in his ability as a negotiator and his wish to give him self a profile in the negotiation process with the members. Notably he asks few questions and gives few instructions. His authority in this culture is still under construction.

As head union delegate Billy relished the opportunity to report back to the base members in the factory. He is confident about his role in the negotiation processes that he is reporting on and his high level of unmitigated interaction with the members shows his confidence in his relationship with them in this role. In many respects he takes authority away from Diane as chairperson by asking and fielding questions from the floor but Diane and Phil both show confidence in his realisation of this role. It reduces their workload and bridges the distance between non-site and on-site union roles as well as demonstrating their willingness to share power with a delegate who is well experienced and obviously competent. Billy's work with constructional clauses both mitigate any feelings of anger that may arise from concessions the negotiators have made and helps build support for the resolutions the union negotiators are proposing as does his use of modulations of obligation in persuading and binding the group around a common purpose. His encouragement of Rocky's moralising narrative assists in building uncritical support for the negotiators.

The data shows Steve is a much less confident and a much less competent contributor towards achieving the institutional goals of M1. In the first place he was not present at the union meeting N4 where M1 was planned and thus was excluded from a formal role in the meeting. The other negotiators want his role to be an ancillary one and this is realised in the process. It is also clear that he does not have the strength of relations with other members in the factory that Billy does and relies on attaching himself to Billy's contributions and his ability to make jokes at others' expense from the safety of others' authority. It has been shown elsewhere that he plays a role in reducing membership willingness to offer alternative views of the contract (Ward 2004a). He has a confrontational unmodulated style and a willingness to cut other speakers' turns.

Trevor has no significant role in the meeting and unlike Steve he doesn't seem to resent this or feel the need to foreground himself.

As congruent discourse organiser Diane ensures that the discourse goals of M1 are realised. It is she who predominantly makes the opening moves and gives the commands both congruent and metaphorical that enables a large body of people to produce discourse outcomes in the

context of a bourgeois parliamentary setting. She is conscious however for the need to involve others in achieving discourse goals and manoeuvres speakers into making contributions, leaving the reporting to Phil and the handling of detailed questions from the floor to Billy as far as possible. Inspection of the text shows where she does fill in important details her turns are usually shorter than Phil's as she works to involve others. This in no small part because she has not been at some of the negotiations with the company and is reliant on other members of the union negotiating team. Diane is also aware that she is working to hand over the role of discourse organiser to Phil and it is he who must increasingly take responsibility.

Rocky has a series of narrative style turns that foreground his feelings about the conflict that capitalist modes of production produce in the immediate sense of this contract negotiation and in the broader class and historical sense. His highly evaluative turns focus the sense of confrontation the institution needs at a general level without producing too much local detail that will prevent the interaction being concluded. This is in contrast to Shane. Thus Rocky is encouraged by Billy and tolerated by others who to a greater or lesser extent identify with his feelings.

Shane is in some senses a 'cooperative' resistor to the tasks the negotiators have to realise and his challenges fill several purposes that can only be alluded to here. His probing of the construction that Phil, Billy and Diane have built in the interaction usefully develops areas of understanding that others are clearly concerned about but lack the ability or the courage to express in the way Shane does so publicly here. Unlike Steve, his confrontation is largely cooperative and unlike Rocky's it specifically addresses the resolution the negotiators expect to pass at this meeting. At the local level he seems to prevent the interaction from arriving at closure but at the discourse level he stimulates the kind of negotiation of meaning that allows for a more supported outcome. At a vaguer level he also proves the mettle of the negotiators and also demonstrates an ability, a source of understanding, of the institutional processes, outside the negotiating team that is a healthy sign of union strength. As has been shown elsewhere, however, the unnecessarily aggressive manner of members like Steve and the non-participative structure of the interaction ensures that no other member feels confident enough to realise other contrary opinions. Shane remains their token voice, and the institutional practices of the meeting are vindicated and unchallenged.



Questions from other members of the union from the floor of the meeting have a largely ritual air about them that give the meeting a semblance of democracy but do little to involve the speakers in the negotiation of where the processes for arriving at a new labour contract with the company are going or how the interaction will proceed. It will be argued later that the interaction is part of a chain of institutional events surrounding the contract settlement that encourage members of the union to abdicate responsibility for the sale of their own labour power.

## **7.4 Comparison between Roles in UC5 and M1**

### **7.4.1 Comparing UC5 and M1 Discourse**

#### **7.4.1.1 Discussion of Table 7-2 UC5 M1 Social Comparison Union & Text**

The text UC5 as a whole is a little larger than M1 and the ratio of union to company moves significantly different but the absolute number of union text-type moves in each text is less distinct, 1047 (58%) in UC5 and 1415 (90%) in M1. Table 7-2 shows the radically different ratios for union speakers and this is discussed below but broadly it can be seen that while Phil has about the same levels in each text Billy has a much bigger role in M1 and Steve and Trevor have markedly less part to play in the mass meeting.

Unsurprisingly as with N3, another union-only text, there are significantly fewer move-continues and more move-initials in M1 than UC5 indicating less complex and less contrived moves and a more relaxed relationship between the participants as they take less care in calculating what they have to say to each other. This is supported by the greater levels of opening moves in M1 (T-stat 2.84), which indicates shorter exchanges to realise more topics of discussion. The levels of continue to react moves are similar in UC5 and M1 but where speakers do have extended turns they make much less use of elaboration (T-stat 8.29) and much more use of extension (T-stat 5.10) in M1 suggesting they are less concerned with clarifying and more concerned

with packing in information. Markedly lower levels of extend-repeats adds to the sense of less careful talk and markedly higher levels of verbal and mental projection in M1 all reflect the fact that this meeting is a report back to members by the negotiating team where the negotiators reconstruct their own and the utterances of the company negotiators while giving a recount (Eggins and Slade 1997) of what has taken place. Inspection of the text shows this element is particularly evident in the early exchanges of M1. The reduced levels of non-verbal moves reflects less participation by Steve in M1.

Unlike N3, M1 is similar to UC5 in its ratio of responses to rejoinders suggesting the participants are concerned with closing the interaction rather than extending it and finer analysis shows that while there are less developments of other speakers' moves (T-stat 3.81) and lower levels of register moves (T-stat 3.01), responses that are made are less confrontational (T-stat 1.68). Higher ratios of compliances (T-stat 1.98) and affirmations (T-stat 3.13) in M1 add to the atmosphere of less real discussion as participants avoid moves that could extend the interaction. Among other things this reflects a time constraint placed on M1 that is not part of UC5, and suggests a level of tokenism not found in interactions between the union and company negotiators.

As already noted the ratio of rejoinders in M1 is about the same as in UC5 but where the meeting with the company negotiators sought to air and resolve differences, albeit within clear constraints, there is a much lower level of rejoin-confront moves (T-stat 4.38) and much higher level of rejoin-support moves (T-stat 3.42) in M1. Where UC5 has probes, M1 has responding type supportive rejoinders that move the interaction away from extension and towards conclusion. Markedly higher levels of resolve (T-stat 2.04), repair (T-stat 2.13) and acquiesce (T-stat 2.13) moves add to this sense of avoiding confrontation. Although the Table 7-2 *UC5 M1 Social Comparison Union & Text* does not give details finer analysis shows that the higher rate of *give* opening moves in M1 is for information and the higher rate of demands for goods and services realise Diane's control of the meeting procedure and these come predominantly in the second part of the meeting where discussion takes over from reporting back. The significant increase in clause [i], [ii], and [iii] type moves in M1 reflects shorter turns

by interactants and again finer analysis would show these occur predominantly in the later exchanges in the text.

There is a sense then, that M1 functions to placate dissent and provide social space for the union negotiators to continue as the legitimate decision makers in the process of settling the labour contract.

**Table 7-7-2 UC5 M1 Social Comparison Union & Text**

File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB M1 Social.cd3							
Date: Tuesday, May 18, 2004 8:18:40 PM							
Filter: text							
Counting: Global							
File:	UC5 Social.cd3			UTQB M1 Social.cd3			
	Mean	N	TStat	Mean	N	TStat	
MOVE-STRUCTURE		1803			1568		
move-initial	63%	1139	0.13	63%	994	0.13	
move-continuation	36%	642	3.15+++	30%	478	3.15+++	
MOVE-INITIAL-TYPE		1803			1568		
verbal	62%	1125	0.48	63%	991	0.48	
non-verbal	1%	14	2.39+++	0%	3	2.39+++	
SPEECH-FUNCTION		1803			1568		
sustain	58%	1053	0.78	57%	895	0.78	
open	4%	72	2.84+++	6%	96	2.84+++	
SUSTAIN-TYPE		1803			1568		
continue	38%	694	0.10	38%	601	0.10	
react	20%	359	0.85	19%	294	0.85	
CONTINUE-TYPE		1803			1568		
c-prolong	33%	603	0.09	33%	522	0.09	
c-append	4%	75	0.40	4%	61	0.40	
c-monitor	1%	16	0.75	1%	18	0.75	
C-PROLONG-TYPE		1803			1568		
c-p-elaborate	20%	358	8.29+++	10%	152	8.29+++	
c-p-extend	10%	177	5.91+++	17%	261	5.91+++	
c-p-enhance	4%	68	4.14+++	7%	109	4.14+++	
C-APPEND-TYPE		1803			1568		
c-a-elaborate	3%	61	4.44+++	1%	17	4.44+++	
c-a-extend	1%	13	3.46+++	2%	33	3.46+++	

c-a-enhance		0%	1	3.15+++		1%	11	3.15+++	
-----									
REACTING-TYPE			1803				1568		
respond		11%	197	0.02		11%	171	0.02	
rejoinder		9%	162	1.19		8%	123	1.19	
non-sequitur		0%	0	0.00		0%	0	0.00	
-----									
RESPOND-TYPE			1803				1568		
res-support		10%	189	0.28		11%	169	0.28	
res-confront		0%	8	1.68 +		0%	2	1.68 +	
-----									
RES-SUPPORT-TYPE			1803				1568		
develop		4%	80	0.13		5%	71	0.13	
engage		0%	7	0.03		0%	6	0.03	
register		2%	36	3.01+++		1%	12	3.01+++	
reply-res-support		4%	66	2.05 ++		5%	80	2.05 ++	
-----									
DEVELOP-TYPE			1803				1568		
develop-elaborate		4%	69	3.80+++		2%	26	3.80+++	
develop-extend		0%	8	5.67+++		3%	45	5.67+++	
develop-enhance		0%	3	1.62		0%	0	1.62	
-----									
RES-S-REPLY-TYPE			1803				1568		
accept		0%	5	0.53		0%	6	0.53	
comply		0%	3	1.98 ++		1%	9	1.98 ++	
agree		1%	26	1.46		2%	33	1.46	
answer		1%	19	1.30		1%	10	1.30	
acknowledge		1%	11	0.14		1%	9	0.14	
affirm		0%	2	3.13+++		1%	13	3.13+++	
-----									
RES-CONFRONT-TYPE			1803				1568		
disengage		0%	0	0.00		0%	0	0.00	
res--c-reply		0%	8	1.68 +		0%	2	1.68 +	
-----									
RES--C-REPLY-TYPE			1803				1568		
decline		0%	0	0.00		0%	0	0.00	
non-comply		0%	0	0.00		0%	0	0.00	
disagree		0%	3	1.62		0%	0	1.62	
withhold		0%	2	1.32		0%	0	1.32	
disavow		0%	0	0.00		0%	0	0.00	
contradict		0%	3	0.29		0%	2	0.29	
-----									
REJOINER-TYPE			1803				1568		
rejoin-confront		7%	118	4.38+++		3%	51	4.38+++	
rejoin-support		2%	44	3.42+++		5%	72	3.42+++	
-----									
REJOIN-CONFRONT-TYPE			1803				1568		
challenge		5%	91	4.31+++		2%	35	4.31+++	
rejoin-confr-respon		1%	27	1.23		1%	16	1.23	
-----									
CHALLENGE-TYPE			1803				1568		
counter		4%	73	4.37+++		2%	24	4.37+++	
rebound		1%	16	0.60		1%	11	0.60	

detach	0%	2	1.32	0%	0	1.32
-----						
REJOIN-CONFR-RESPONSE-		1803			1568	
un-resolve	0%	6	1.71 +	0%	1	1.71 +
refute	1%	14	0.96	1%	8	0.96
re-challenge	0%	7	0.26	0%	7	0.26
-----						
REJOIN-SUPPORT-TYPE		1803			1568	
track	1%	25	1.34	2%	31	1.34
response	1%	19	3.42+++	3%	41	3.42+++
-----						
TRACK-TYPE		1803			1568	
check	0%	6	0.80	1%	8	0.80
confirm	0%	1	2.08 ++	0%	6	2.08 ++
clarify	0%	8	1.21	1%	12	1.21
probe	1%	10	1.03	0%	5	1.03
-----						
RESPONSE-TYPE		1803			1568	
resolve	1%	15	2.04 ++	2%	25	2.04 ++
repair	0%	2	2.13 ++	1%	8	2.13 ++
acquiesce	0%	2	2.13 ++	1%	8	2.13 ++
-----						
NON-SEQUITUR-TYPE		1803			1568	
mis-understand	0%	0	0.00	0%	0	0.00
correction	0%	0	0.00	0%	0	0.00
-----						
OPENING-TYPE		1803			1568	
initiate	4%	72	2.68+++	6%	94	2.68+++
attend	0%	0	1.52	0%	2	1.52
-----						
INITIATE-TYPE		1803			1568	
give	2%	44	2.23 ++	4%	59	2.23 ++
demand	2%	28	1.45	2%	35	1.45
-----						
COMMODITY		1803			1568	
information	62%	1113	0.76	60%	948	0.76
goods-services	1%	12	4.76+++	3%	43	4.76+++
-----						
MOVE-CONTINUATION-TYPE		1803			1568	
embedded-clause	18%	324	4.73+++	12%	190	4.73+++
dependent-clause	8%	144	0.85	7%	113	0.85
v-m-projection	2%	33	7.30+++	7%	107	7.30+++
extended-repeat	8%	141	4.19+++	4%	68	4.19+++
-----						
SOCIAL-ROLE		1803			1568	
union-rep	58%	1047	22.51+++	90%	1415	22.51+++
company-rep	42%	756	22.51+++	10%	153	22.51+++
-----						
UNION-REPS		1803			1568	
pt	27%	491	1.34	25%	395	1.34
bh	10%	173	6.87+++	18%	276	6.87+++
st	19%	342	14.54+++	3%	52	14.54+++
tt	2%	41	4.69+++	0%	6	4.69+++

CLAUSE	1803				1568			
i	27%	489	1.67	+	30%	466	1.67	+
ii	15%	277	1.79	+	13%	207	1.79	+
iii	11%	203	2.30	++	9%	139	2.30	++
iv	8%	148	1.59		7%	106	1.59	

#### 7.4.1.2 Comparing Phil's discourse roles in UC5 and M1.

Table 7-3 *UC5 M1 Social Comparison Phil* shows at broad levels there are many similarities in the pattern of Phil's text-type moves between UC5 and M1 texts. Making comparable initiating and continuation type ratios and sustain to open moves, demonstrating he is a key player in both interactions. At a finer level he makes markedly more continue moves and almost half of his moves are of this type, as he speaks in even more monologic type turns in M1 than he does in UC5. Phil's lower level of clause [i] turns confirms his turns are longer in M1 than UC5. Significantly he makes far fewer reactions to other speakers (T-stat 3.34). Table 7-3 *UC5 M1 Social Comparison Phil* shows he does relatively less than half the elaboration of his own turns (T-stat 4.58), twice the amount of extending (T-stat 4.76) and four times the amount of enhancing (T-stat 4.15) in M1 that he does in UC5. Inspection of the data shows that it is he who does the bulk of the reporting back to members, explaining why the negotiators have made concessions, rationalising changes that have been made to the original demands of members and why they must now support the position the union negotiators are proposing to this meeting. His role at the discourse level can already be seen as mitigating one. But it is not Phil who deals with reactions to this reduction in union claims as is shown in his much-reduced level of rejoinders in M1 (T-stat 3.32). Indeed his interaction with other participants is markedly lower than in UC5 realised in a lower ratio of register moves (T-stat 2.76) and developing extensions of other speakers' moves (T-stat 2.02). Where he does interact with members he does so in a way that will bring the meeting to a close; he makes 30 confrontational rejoinders in UC5 but only one in M1 (T-stat 4.77), where he makes 12 demands in UC5 he makes only 2 in M1 (T-stat 2.33). Overall the division of labour in M1 reduces the potential alienation between the negotiators and the base members by placing Billy in a position of public responsibility. He is the person who

the workers in the factory have most direct contact with on a day to day basis, he is one perceived as bridging the space to the expertise of the full time organisers, and the data across M1, UC5 and other texts supports this assumption.

**Table 7-7-3 UC5 M1 Social Comparison Phil**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB M1 Social.cd3							
Date: Tuesday, May 18, 2004 9:26:12 PM							
Filter: text and pt							
Counting: Global							
-----							
File:		UC5 Social.cd3			UTQB M1 Social.cd3		
		Mean	N	TStat	Mean	N	TStat
-----							
MOVE-STRUCTURE			491			395	
move-initial		63%	307	1.00	59%	234	1.00
move-continuation		36%	179	0.16	36%	142	0.16
-----							
MOVE-INITIAL-TYPE			491			395	
verbal		62%	306	0.93	59%	234	0.93
non-verbal		0%	1	0.90	0%	0	0.90
-----							
SPEECH-FUNCTION			491			395	
sustain		57%	280	0.62	55%	217	0.62
open		5%	26	0.68	4%	17	0.68
-----							
SUSTAIN-TYPE			491			395	
continue		39%	193	1.73 +	45%	178	1.73 +
react		18%	87	3.34+++	10%	39	3.34+++
-----							
CONTINUE-TYPE			491			395	
c-prolong		36%	178	1.60	42%	164	1.60
c-append		2%	11	0.52	3%	11	0.52
c-monitor		1%	4	0.09	1%	3	0.09
-----							
C-PROLONG-TYPE			491			395	
c-p-elaborate		24%	120	4.58+++	12%	49	4.58+++
c-p-extend		9%	46	4.76+++	21%	81	4.76+++
c-p-enhance		2%	12	4.15+++	9%	34	4.15+++
-----							
C-APPEND-TYPE			491			395	
c-a-elaborate		2%	9	0.36	2%	6	0.36
c-a-extend		0%	1	1.23	1%	3	1.23
c-a-enhance		0%	1	0.77	1%	2	0.77
-----							
REACTING-TYPE			491			395	
respond		10%	48	1.42	7%	28	1.42

rejoinder	8%	39	3.32+++	3%	11	3.32+++
non-sequitur	0%	0	0.00	0%	0	0.00
-----						
RESPOND-TYPE		491			395	
res-support	9%	46	1.22	7%	28	1.22
res-confront	0%	2	1.27	0%	0	1.27
-----						
RES-SUPPORT-TYPE		491			395	
develop	3%	13	1.35	4%	17	1.35
engage	1%	4	1.11	0%	1	1.11
register	3%	15	2.76+++	1%	2	2.76+++
reply-res-support	3%	14	0.78	2%	8	0.78
-----						
DEVELOP-TYPE		491			395	
develop-elaborate	2%	11	0.28	3%	10	0.28
develop-extend	0%	2	2.02 ++	2%	7	2.02 ++
develop-enhance	0%	0	0.00	0%	0	0.00
-----						
RES-S-REPLY-TYPE		491			395	
accept	0%	1	0.90	0%	0	0.90
comply	0%	1	0.15	0%	1	0.15
agree	1%	7	1.36	1%	2	1.36
answer	0%	2	0.39	0%	1	0.39
acknowledge	0%	2	0.39	0%	1	0.39
affirm	0%	1	1.23	1%	3	1.23
-----						
RES-CONFRONT-TYPE		491			395	
disengage	0%	0	0.00	0%	0	0.00
res--c-reply	0%	2	1.27	0%	0	1.27
-----						
RES--C-REPLY-TYPE		491			395	
decline	0%	0	0.00	0%	0	0.00
non-comply	0%	0	0.00	0%	0	0.00
disagree	0%	2	1.27	0%	0	1.27
withhold	0%	0	0.00	0%	0	0.00
disavow	0%	0	0.00	0%	0	0.00
contradict	0%	0	0.00	0%	0	0.00
-----						
REJOINER-TYPE		491			395	
rejoin-confront	6%	30	4.77+++	0%	1	4.77+++
rejoin-support	2%	9	0.71	3%	10	0.71
-----						
REJOIN-CONFRONT-TYPE		491			395	
challenge	4%	21	4.20+++	0%	0	4.20+++
rejoin-confr-respon	2%	9	2.22 ++	0%	1	2.22 ++
-----						
CHALLENGE-TYPE		491			395	
counter	2%	10	2.86+++	0%	0	2.86+++
rebound	2%	10	2.86+++	0%	0	2.86+++
detach	0%	1	0.90	0%	0	0.90
-----						
REJOIN-CONFR-RESPONSE-		491			395	
un-resolve	0%	1	0.90	0%	0	0.90



refute		1%	5	2.01	++		0%	0	2.01	++	
re-challenge		1%	3	0.79			0%	1	0.79		
-----											
REJOIN-SUPPORT-TYPE			491					395			
track		1%	6	1.62			0%	1	1.62		
response		1%	3	2.14	++		2%	9	2.14	++	
-----											
TRACK-TYPE			491					395			
check		0%	2	0.39			0%	1	0.39		
confirm		0%	0	0.00			0%	0	0.00		
clarify		0%	2	1.27			0%	0	1.27		
probe		0%	2	1.27			0%	0	1.27		
-----											
RESPONSE-TYPE			491					395			
resolve		1%	3	1.34			2%	6	1.34		
repair		0%	0	1.58			1%	2	1.58		
acquiesce		0%	0	1.12			0%	1	1.12		
-----											
NON-SEQUITUR-TYPE			491					395			
mis-understand		0%	0	0.00			0%	0	0.00		
correction		0%	0	0.00			0%	0	0.00		
-----											
OPENING-TYPE			491					395			
initiate		5%	26	0.87			4%	16	0.87		
attend		0%	0	1.12			0%	1	1.12		
-----											
INITIATE-TYPE			491					395			
give		3%	14	0.59			4%	14	0.59		
demand		2%	12	2.30	++		1%	2	2.30	++	
-----											
COMMODITY			491					395			
information		61%	299	0.80			58%	230	0.80		
goods-services		1%	7	0.55			1%	4	0.55		
-----											
MOVE-CONTINUATION-TYPE			491					395			
embedded-clause		21%	102	3.09	+++		13%	51	3.09	+++	
dependent-clause		7%	35	0.95			9%	35	0.95		
v-m-projection		2%	8	4.66	+++		8%	32	4.66	+++	
extended-repeat		7%	34	0.51			6%	24	0.51		
-----											
SOCIAL-ROLE			491					395			
union-rep		100%	491	0.00			100%	395	0.00		
company-rep		0%	0	0.00			0%	0	0.00		
-----											
CLAUSE			491					395			
i		23%	113	2.43	+++		16%	65	2.43	+++	
ii		13%	66	1.76	+		10%	38	1.76	+	

### 7.4.1.3 Comparing Billy's discourse roles in UC5 and M1

As the Table 7-2 *UC5 MI Social Comparison Union & Text* shows Billy plays a much greater role in M1 than he does in UC5 in terms of the relative number of text-type moves he makes (T-stat 6.87). Table 7-4 *UC5 MI Social Comparison Billy* shows the type of role he plays is also markedly different in the two interactions. His lower level of move-continuations (T-stat 1.66) shows that his turns are less complex overall but finer analysis shows this is quite unevenly realised. Billy's embedding of one clause within another is constant but his rate of extended repeats is markedly lower (T-stat 2.98) as are his dependent clauses (T-stat 1.73). His projections conversely are markedly higher (T-stat 2.98) and we get a picture of a speaker who is more relaxed using simpler but still sophisticated talk in a more relaxed way in M1 than in UC5. It is Billy who reconstructs the speech of others from the meetings with management as he assists Phil in reporting back to members on the negotiation of the labour contract so far and the concessions made. Where Phil uses enhancement for a sense of detached logic Billy uses reported speech for a sense of liveliness. Like Phil, Billy packs in new information with extensions of his own turns markedly more in M1 (T-stat 2.71) and when questions and responses come from members it is Billy who fields a good number of them, it is he who accounts for the increase in register and affirms moves mentioned above. Like Phil his moves are markedly less aimed at extending the interaction and his probes and challenges are significantly lower in M1 than UC5.

**Table 7-7-4 UC5 M1 Social Comparison Billy**

Comparison between files:  
 File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3  
 File2: C:/Program Files/Coder463/Texts/UTQB M1 Social.cd3  
 Date: Tuesday, May 18, 2004 9:43:40 PM  
 Filter: text and bh  
 Counting: Global

File:	UC5 Social.cd3			UTQB M1 Social.cd3		
	Mean	N	TStat	Mean	N	TStat
MOVE-STRUCTURE		173			276	
move-initial	66%	115	0.44	68%	189	0.44
move-continuation	32%	55	1.66 +	25%	68	1.66 +
MOVE-INITIAL-TYPE		173			276	
verbal	66%	115	0.36	68%	188	0.36
non-verbal	0%	0	0.79	0%	1	0.79
SPEECH-FUNCTION		173			276	
sustain	61%	105	0.42	63%	173	0.42
open	6%	10	0.16	5%	15	0.16
SUSTAIN-TYPE		173			276	
continue	33%	57	1.25	39%	107	1.25
react	28%	48	0.91	24%	66	0.91
CONTINUE-TYPE		173			276	
c-prolong	28%	48	1.24	33%	92	1.24
c-append	4%	7	0.15	4%	12	0.15
c-monitor	1%	2	0.07	1%	3	0.07
C-PROLONG-TYPE		173			276	
c-p-elaborate	14%	24	0.83	11%	31	0.83
c-p-extend	8%	14	2.71+++	17%	47	2.71+++
c-p-enhance	6%	10	0.32	5%	14	0.32
C-APPEND-TYPE		173			276	
c-a-elaborate	3%	5	1.41	1%	3	1.41
c-a-extend	1%	2	1.01	3%	7	1.01
c-a-enhance	0%	0	1.12	1%	2	1.12
REACTING-TYPE		173			276	
respond	17%	30	0.70	15%	41	0.70
rejoinder	10%	18	0.47	9%	25	0.47
non-sequitur	0%	0	0.00	0%	0	0.00
RESPOND-TYPE		173			276	
res-support	17%	29	0.65	14%	40	0.65
res-confront	1%	1	0.33	0%	1	0.33

RES-SUPPORT-TYPE		173		276	
develop	8%	14	0.95	6%	16 0.95
engage	1%	1	0.33	0%	1 0.33
register	3%	5	2.86+++	0%	0 2.86+++
reply-res-support	5%	9	1.25	8%	23 1.25
-----					
DEVELOP-TYPE		173		276	
develop-elaborate	6%	10	1.52	3%	8 1.52
develop-extend	2%	3	0.78	3%	8 0.78
develop-enhance	1%	1	1.26	0%	0 1.26
-----					
RES-S-REPLY-TYPE		173		276	
accept	1%	2	0.47	1%	2 0.47
comply	0%	0	0.79	0%	1 0.79
agree	3%	6	0.09	4%	10 0.09
answer	0%	0	0.00	0%	0 0.00
acknowledge	1%	1	0.56	1%	3 0.56
affirm	0%	0	2.12 ++	3%	7 2.12 ++
-----					
RES-CONFRONT-TYPE		173		276	
disengage	0%	0	0.00	0%	0 0.00
res--c-reply	1%	1	0.33	0%	1 0.33
-----					
RES--C-REPLY-TYPE		173		276	
decline	0%	0	0.00	0%	0 0.00
non-comply	0%	0	0.00	0%	0 0.00
disagree	0%	0	0.00	0%	0 0.00
withhold	0%	0	0.00	0%	0 0.00
disavow	0%	0	0.00	0%	0 0.00
contradict	1%	1	0.33	0%	1 0.33
-----					
REJOINER-TYPE		173		276	
rejoin-confront	5%	9	0.81	4%	10 0.81
rejoin-support	5%	9	0.11	5%	15 0.11
-----					
REJOIN-CONFRONT-TYPE		173		276	
challenge	5%	9	2.02 ++	2%	5 2.02 ++
rejoin-confr-respon	0%	0	1.78 +	2%	5 1.78 +
-----					
CHALLENGE-TYPE		173		276	
counter	4%	7	1.73 +	1%	4 1.73 +
rebound	1%	1	0.33	0%	1 0.33
detach	1%	1	1.26	0%	0 1.26
-----					
REJOIN-CONFR-RESPONSE-		173		276	
un-resolve	0%	0	0.00	0%	0 0.00
refute	0%	0	1.38	1%	3 1.38
re-challenge	0%	0	1.12	1%	2 1.12
-----					
REJOIN-SUPPORT-TYPE		173		276	
track	3%	5	0.75	2%	5 0.75
response	2%	4	0.78	4%	10 0.78
-----					

TRACK-TYPE	173			276		
check	0%	0	0.79	0%	1	0.79
confirm	0%	0	0.79	0%	1	0.79
clarify	1%	1	0.56	1%	3	0.56
probe	2%	4	2.55+++	0%	0	2.55+++
-----						
RESPONSE-TYPE	173			276		
resolve	2%	4	0.10	2%	6	0.10
repair	0%	0	0.79	0%	1	0.79
acquiesce	0%	0	1.38	1%	3	1.38
-----						
NON-SEQUITUR-TYPE	173			276		
mis-understand	0%	0	0.00	0%	0	0.00
correction	0%	0	0.00	0%	0	0.00
-----						
OPENING-TYPE	173			276		
initiate	6%	10	0.16	5%	15	0.16
attend	0%	0	0.00	0%	0	0.00
-----						
INITIATE-TYPE	173			276		
give	2%	4	0.78	4%	10	0.78
demand	3%	6	1.10	2%	5	1.10
-----						
COMMODITY	173			276		
information	66%	114	0.07	66%	181	0.07
goods-services	1%	1	1.53	3%	7	1.53
-----						
MOVE-CONTINUATION-TYPE	173			276		
embedded-clause	13%	23	0.77	11%	30	0.77
dependent-clause	9%	16	1.73 +	5%	14	1.73 +
v-m-projection	1%	2	2.70+++	7%	18	2.70+++
extended-repeat	8%	14	2.98+++	2%	6	2.98+++
-----						
CLAUSE	173			276		
i	36%	63	0.12	36%	99	0.12

#### 7.4.1.4 Comparing Steve's discourse roles in UC5 and M1

As Table 7-5 shows, the most significant difference in Steve's role in M1 compared to UC5 is the radically reduced role that he has as he goes from 342 text-type moves to 52 (T-stat 14.54). Indeed two members from the floor make at least twice this number of contributions. Importantly, as table 7-5 *UC5 M1 Social Comparison Steve* shows where some 19% of his moves in the meeting with management are in reaction to

other speakers in M1 40 % of his moves are reactions (T-stat 3.59) and it is his ratio of supportive response rather than rejoinders that has markedly increased (T-stat 3.91). Even so there are changes in Steve's rejoinders too and his level of supportive tracking moves is up in M1. He joins with Billy in using projecting moves to bring the reality of the meetings between the union and company negotiators to life in a marked level of reported speech (T-stat 2,35). The brevity of Steve's turns is indicated by his higher ratio of clause [i] moves in M1 (T-stat 3.66).

**Table 7-7-5 UC5 M1 Social Comparison Steve**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5 Social.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB M1 Social.cd3							
Date: Saturday, May 22, 2004 11:04:33 AM							
Filter: text and st							
Counting: Global							
File:	UC5 Social.cd3			UTQB M1 Social.cd3			
	Mean	N	TStat	Mean	N	TStat	
MOVE-STRUCTURE		342			52		
move-initial	64%	219	1.00	71%	37	1.00	
move-continuation	35%	119	1.39	25%	13	1.39	
MOVE-INITIAL-TYPE		342			52		
verbal	62%	211	1.32	71%	37	1.32	
non-verbal	2%	8	1.11	0%	0	1.11	
SPEECH-FUNCTION		342			52		
sustain	57%	195	1.40	67%	35	1.40	
open	5%	16	0.27	4%	2	0.27	
SUSTAIN-TYPE		342			52		
continue	38%	131	1.59	27%	14	1.59	
react	19%	64	3.59+++	40%	21	3.59+++	
CONTINUE-TYPE		342			52		
c-prolong	33%	114	1.20	25%	13	1.20	
c-append	4%	14	0.76	2%	1	0.76	
c-monitor	1%	3	0.68	0%	0	0.68	
C-PROLONG-TYPE		342			52		
c-p-elaborate	20%	68	2.13 ++	8%	4	2.13 ++	
c-p-extend	10%	35	0.70	13%	7	0.70	
c-p-enhance	3%	11	0.24	4%	2	0.24	

C-APPEND-TYPE		342			52	
c-a-elaborate	4%	12	1.37	0%	0	1.37
c-a-extend	1%	2	1.03	2%	1	1.03
c-a-enhance	0%	0	0.00	0%	0	0.00
-----						
REACTING-TYPE		342			52	
respond	10%	35	3.82+++	29%	15	3.82+++
rejoinder	8%	29	0.72	12%	6	0.72
non-sequitur	0%	0	0.00	0%	0	0.00
-----						
RESPOND-TYPE		342			52	
res-support	10%	34	3.91+++	29%	15	3.91+++
res-confront	0%	1	0.39	0%	0	0.39
-----						
RES-SUPPORT-TYPE		342			52	
develop	6%	19	2.15 ++	13%	7	2.15 ++
engage	0%	0	0.00	0%	0	0.00
register	1%	5	0.88	0%	0	0.88
reply-res-support	3%	10	4.08+++	15%	8	4.08+++
-----						
DEVELOP-TYPE		342			52	
develop-elaborate	6%	19	1.11	2%	1	1.11
develop-extend	0%	0	6.66+++	12%	6	6.66+++
develop-enhance	0%	0	0.00	0%	0	0.00
-----						
RES-S-REPLY-TYPE		342			52	
accept	0%	0	0.00	0%	0	0.00
comply	0%	1	0.39	0%	0	0.39
agree	1%	4	3.14+++	8%	4	3.14+++
answer	1%	2	2.19 ++	4%	2	2.19 ++
acknowledge	1%	3	1.78 +	4%	2	1.78 +
affirm	0%	0	0.00	0%	0	0.00
-----						
RES-CONFRONT-TYPE		342			52	
disengage	0%	0	0.00	0%	0	0.00
res--c-reply	0%	1	0.39	0%	0	0.39
-----						
RES--C-REPLY-TYPE		342			52	
decline	0%	0	0.00	0%	0	0.00
non-comply	0%	0	0.00	0%	0	0.00
disagree	0%	1	0.39	0%	0	0.39
withhold	0%	0	0.00	0%	0	0.00
disavow	0%	0	0.00	0%	0	0.00
contradict	0%	0	0.00	0%	0	0.00
-----						
REJOINDER-TYPE		342			52	
rejoin-confront	7%	25	0.58	10%	5	0.58
rejoin-support	1%	4	0.45	2%	1	0.45
-----						
REJOIN-CONFRONT-TYPE		342			52	
challenge	6%	19	0.61	8%	4	0.61
rejoin-confr-respon	2%	6	0.09	2%	1	0.09
-----						

CHALLENGE-TYPE		342		52	
counter	5%	17	0.35	4%	2 0.35
rebound	1%	2	2.19 ++	4%	2 2.19 ++
detach	0%	0	0.00	0%	0 0.00
-----					
REJOIN-CONFR-RESPONSE-		342		52	
un-resolve	1%	2	1.03	2%	1 1.03
refute	1%	2	0.55	0%	0 0.55
re-challenge	1%	2	0.55	0%	0 0.55
-----					
REJOIN-SUPPORT-TYPE		342		52	
track	0%	0	2.58+++	2%	1 2.58+++
response	1%	4	0.78	0%	0 0.78
-----					
TRACK-TYPE		342		52	
check	0%	0	2.58+++	2%	1 2.58+++
confirm	0%	0	0.00	0%	0 0.00
clarify	0%	0	0.00	0%	0 0.00
probe	0%	0	0.00	0%	0 0.00
-----					
RESPONSE-TYPE		342		52	
resolve	0%	1	0.39	0%	0 0.39
repair	1%	2	0.55	0%	0 0.55
acquiesce	0%	1	0.39	0%	0 0.39
-----					
NON-SEQUITUR-TYPE		342		52	
mis-understand	0%	0	0.00	0%	0 0.00
correction	0%	0	0.00	0%	0 0.00
-----					
OPENING-TYPE		342		52	
initiate	5%	16	0.27	4%	2 0.27
attend	0%	0	0.00	0%	0 0.00
-----					
INITIATE-TYPE		342		52	
give	4%	13	0.68	2%	1 0.68
demand	1%	3	0.70	2%	1 0.70
-----					
COMMODITY		342		52	
information	62%	211	1.05	69%	36 1.05
goods-services	0%	0	2.58+++	2%	1 2.58+++
-----					
MOVE-CONTINUATION-TYPE		342		52	
embedded-clause	16%	56	1.62	8%	4 1.62
dependent-clause	8%	29	1.16	4%	2 1.16
v-m-projection	1%	4	2.35 ++	6%	3 2.35 ++
extended-repeat	9%	30	0.26	8%	4 0.26
-----					
CLAUSE		342		52	
i	27%	93	3.66+++	52%	27 3.66+++



#### **7.4.1.5 Comparing Trevor's discourse roles in UC5 and M1**

Unlike in N3, in M1 Trevor has a markedly reduced role compared to UC5. In the meeting with company negotiators his role is minor with 41 text-type moves but in M1 it is token with 6 (T-stat 4.69). Further comparison by way of a table of moves here seems unnecessary but it is worth noting that that four of his moves are in reaction to others (T-stat 2.18) and four of them are single clauses only (T-stat 2.18).

#### **7.4.2 Comparing UC5 and N3 Mood**

##### **7.4.2.1 Discussion of Table 7-6 UC5 M1 Mood Comparison Union**

The marked difference in participant clause distribution has been discussed section above. The lower rate of minor clauses in M1 shown in 7-6 *UC5 M1 Mood Comparison Union* suggests there are fewer contributions from speakers with subservient roles in the union-only interaction, indicating a greater equality among the participants. The marked increase in imperatives in M1 (T-stat 2.52) realises the authoritative role of a chairperson in meetings of this kind where collective decisions are given ritual approval in institutional forms such as moving, seconding and passing resolutions that are derived from bourgeois parliamentary politics. Such borrowed authority is legally recognised and has state approval in the constitution of public meetings at many levels of society in New Zealand and other countries of British colonial stock. The marked reduction in truncated clauses in M1 (T-stat 5.76) further reflects the more constrained atmosphere where speakers are less likely to be interrupted and subsequently have more social space although the discussion above on Shane's challenges shows real debate is radically constrained. Added to this are the spatial and temporal limits that reduce membership participation (Ward 2004a). The reduction in self truncations also realises more confident turns by speakers and it is the negotiators who use less guarded clauses. The higher rate of declaratives realises the reporting discussed in the discourse moves section above (T-stat 2.54) and the fact that almost none of these is tagged (T-stat 3.19) indicates that the reporters do not expect the listeners to respond to what they are saying. Where 32% of the clauses in union talk in UC5 have modals only 25% of those in M1 are this constrained (T-stat

4.16) and all of this change is realised in modulation (T-stat 5.71) of probability (T-stat 4.81) and usuality (T-stat 4.08). In UC5 the union negotiators are at pains to mitigate much more than they are in their report back to members in M1 suggesting they expect less resistance to the position they are constructing in the meeting with members. Finer analysis of modulation is not given here but inspection of the text shows that in UC5 concern is with the morality of production but in M1 with the morality of unionism. Contributions from Billy in M1 Exchange 13 exemplify, as he overtly and implicitly foregrounds the benefits of belonging to the union in the face of conflict with the company. Modulation rates that are primarily used to define the morality of the various processes remain unchanged. Similarly the overall rates of constructional clauses are the same in both texts.

**Table 7-7-6 UC5 M1 Mood Comparison Union**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB M1 Mood.cd3							
Date: Tuesday, May 25, 2004 9:09:32 AM							
Filter: union							
Counting: Global							
-----							
File:	UC5c Mood.cd3			UTQB M1 Mood.cd3			
	Mean	N	TStat	Mean	N	TStat	
-----							
UNION-TYPE	1027			1416			
pt	48%	490	10.31+++	28%	394	10.31+++	
bh	16%	168	2.49+++	20%	288	2.49+++	
st	32%	330	21.07+++	3%	48	21.07+++	
tt	4%	39	6.17+++	0%	6	6.17+++	
-----							
ADJUNCT	1027			1416			
no	88%	906	1.67 +	90%	1279	1.67 +	
yes	12%	121	1.67 +	10%	137	1.67 +	
-----							
CLAUSE-TYPE	1027			1416			
full	93%	955	1.75 +	91%	1289	1.75 +	
minor	5%	47	2.10 ++	3%	42	2.10 ++	
-----							
MOOD	1027			1416			
generic-indicative	92%	942	2.77+++	88%	1250	2.77+++	
imperative	1%	13	2.52+++	3%	39	2.52+++	
-----							
GENERIC-INDICATIVE-TYP	1027			1416			
indicative	75%	773	1.94 +	79%	1113	1.94 +	
truncated-indicativ	13%	138	5.76+++	7%	93	5.76+++	

non-finite	3%	31	0.13	3%	44	0.13
-----						
INDICATIVE-TYPE		1027			1416	
declarative	68%	700	2.54+++	73%	1032	2.54+++
interrogative	7%	73	1.39	6%	81	1.39
-----						
DECLARATIVE-TYPE		1027			1416	
full-declarative	58%	599	1.16	61%	859	1.16
ellipsed-declarativ	10%	101	1.84 +	12%	173	1.84 +
-----						
DECLARATIVE-TAGGING		1027			1416	
non-tagged	67%	687	3.09+++	73%	1029	3.09+++
tagged	1%	13	3.19+++	0%	3	3.19+++
-----						
INTERROGATIVE-TYPE		1027			1416	
wh-question	5%	51	5.05+++	1%	21	5.05+++
polar	2%	22	2.84+++	4%	60	2.84+++
-----						
WH-QUESTION-TYPE		1027			1416	
full-wh	4%	46	4.92+++	1%	18	4.92+++
ellipsed-wh	0%	5	1.17	0%	3	1.17
-----						
POLAR-TYPE		1027			1416	
full-polar	2%	18	2.20 ++	3%	45	2.20 ++
ellipsed-polar	0%	4	1.86 +	1%	15	1.86 +
-----						
TRUNCATED-TYPE		1027			1416	
self-truncated	10%	100	5.11+++	5%	64	5.11+++
other-truncated	4%	38	2.47+++	2%	29	2.47+++
-----						
IMPERATIVE-TYPE		1027			1416	
full-imperative	1%	9	2.93+++	2%	35	2.93+++
truncated-imperativ	0%	4	0.46	0%	4	0.46
-----						
MODAL		1027			1416	
non-modal	68%	694	4.16+++	75%	1065	4.16+++
modal	32%	333	4.16+++	25%	351	4.16+++
-----						
MODAL-TYPE		1027			1416	
modalisation	21%	214	5.74+++	12%	174	5.74+++
modulation	12%	119	0.68	13%	177	0.68
-----						
MODALISATION-TYPE		1027			1416	
probability	19%	196	4.81+++	12%	171	4.81+++
usuality	2%	18	4.08+++	0%	3	4.08+++
-----						
MODALISATION-CONGRUENC		1027			1416	
congruent-modalisa	15%	159	4.84+++	9%	129	4.84+++
metaphoric-modalisa	5%	55	2.68+++	3%	45	2.68+++
-----						

METAPHORIC-MODALISATIO		1027				1416		
explicit-subject	4%	38	1.01		3%	42	1.01	
inexplicit-subject	2%	17	3.92+++		0%	3	3.92+++	
-----								
MODULATION-TYPE		1027				1416		
capability	5%	48	0.01		5%	66	0.01	
obligation	5%	52	1.41		4%	55	1.41	
inclination	2%	19	2.98+++		4%	56	2.98+++	
-----								
OBLIGATION-TYPE		1027				1416		
external-oblig	4%	43	0.74		4%	51	0.74	
internal-oblig	1%	9	1.99 ++		0%	4	1.99 ++	
-----								
PROJECTION-ORDER		1027				1416		
interactional	97%	999	0.25		97%	1375	0.25	
constructional	3%	28	0.25		3%	41	0.25	
-----								

#### 7.4.2.2 Comparing Mood in Phil's discourse in UC5 and M1

As the Table 7-7 *UC5 MIMood Comparison Phil* shows unlike the change in N3 his ratio of imperatives in M1 is roughly the same as in UC5. Given the marked increase in union imperatives across the text this demands explanation and will be taken up in the discussion of Mood in Diane's clauses below but at this point it can be said that Phil's work in M1 is markedly different in that he is not the discourse organiser and therefore less accountable for ensuring the interaction arrives at its discourse goals. This is further reflected in the lower rate of interrogatives he uses too. Given the discussion above that M1 has more declaratives than UC5 because of the amount of reporting that goes on there is in fact not a very significant reduction in the absolute ratio of interrogatives. For Phil however the ratio is much lower (T-stat 4.48). In UC5 he probes and checks other contributions positioning interactants to move the negotiations towards a conclusion but here in the meeting with members he has no such responsibility, nor does it seem generically necessary as already noted the union negotiators seems to have little expectation the listeners to their report will fundamentally challenge what is being constructed. Phil's declaratives are less truncated in M1 in line with other speakers but his rate of reduction is lower than average with a T-stat 2.21 compared to the group T-stat 5.76. indicating he is not as confident in this environment as Diane or Billy. In concert with them however, his contributions are realised significantly more frequently in non-modalised full

declaratives. His marked increase in usage of modulation M1 comes predominantly from modulation of inclination (T-stat 2.45) and Phil has 21 clauses of this type in M1 and an instance from M1 Exchange 14 is typical:

PT: well we'll try and make progress

*from M1 Exchange 14*

Here Phil mitigates the failure of the union negotiators to achieve their ambitions and this instance from his report to the meeting realises part of the extended process of the union negotiators explaining why they have not yet produced a satisfactory outcome to the contract negotiations.

**Table 7-7-7 UC5 M1 Mood Comparison Phil**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB M1 Mood.cd3							
Date: Tuesday, May 25, 2004 9:59:28 AM							
Filter: pt							
Counting: Global							
File:	UC5c Mood.cd3			UTQB M1 Mood.cd3			
	Mean	N	TStat	Mean	N	TStat	
SOCIAL-ROLE		490			394		
union	100%	490	0.00	100%	394	0.00	
company	0%	0	0.00	0%	0	0.00	
ADJUNCT		490			394		
no	88%	432	0.72	87%	341	0.72	
yes	12%	58	0.72	13%	53	0.72	
CLAUSE-TYPE		490			394		
full	92%	450	1.18	94%	370	1.18	
minor	5%	26	3.01+++	2%	6	3.01+++	
MOOD		490			394		
generic-indicative	90%	443	0.76	92%	362	0.76	
imperative	1%	7	0.69	2%	8	0.69	
GENERIC-INDICATIVE-TYP		490			394		
indicative	72%	355	2.32 ++	79%	312	2.32 ++	

truncated-indicativ	15%	73	2.72+++	9%	35	2.72+++
non-finite	3%	15	0.61	4%	15	0.61
-----						
INDICATIVE-TYPE		490			394	
declarative	63%	308	4.54+++	77%	303	4.54+++
interrogative	10%	47	4.48+++	2%	9	4.48+++
-----						
DECLARATIVE-TYPE		490			394	
full-declarative	52%	257	4.25+++	66%	262	4.25+++
ellipsed-declarativ	10%	51	0.00	10%	41	0.00
-----						
DECLARATIVE-TAGGING		490			394	
non-tagged	61%	301	4.80+++	76%	301	4.80+++
tagged	1%	7	1.36	1%	2	1.36
-----						
INTERROGATIVE-TYPE		490			394	
wh-question	7%	33	4.26+++	1%	4	4.26+++
polar	3%	14	1.62	1%	5	1.62
-----						
WH-QUESTION-TYPE		490			394	
full-wh	6%	28	3.74+++	1%	4	3.74+++
ellipsed-wh	1%	5	2.01 ++	0%	0	2.01 ++
-----						
POLAR-TYPE		490			394	
full-polar	2%	11	1.08	1%	5	1.08
ellipsed-polar	1%	3	1.56	0%	0	1.56
-----						
TRUNCATED-TYPE		490			394	
self-truncated	12%	61	2.22 ++	8%	31	2.22 ++
other-truncated	2%	12	1.59	1%	4	1.59
-----						
IMPERATIVE-TYPE		490			394	
full-imperative	1%	3	1.89 +	2%	8	1.89 +
truncated-imperativ	1%	4	1.80 +	0%	0	1.80 +
-----						
MODAL		490			394	
non-modal	67%	330	1.85 +	73%	288	1.85 +
modal	33%	160	1.85 +	27%	106	1.85 +
-----						
MODAL-TYPE		490			394	
modalisation	21%	102	1.73 +	16%	64	1.73 +
modulation	12%	58	0.55	11%	42	0.55
-----						
MODALISATION-TYPE		490			394	
probability	20%	100	1.68 +	16%	63	1.68 +
usuality	0%	2	0.39	0%	1	0.39
-----						
MODALISATION-CONGRUENC		490			394	
congruent-modalisa	14%	68	0.97	12%	46	0.97
metaphoric-modalisa	7%	34	1.49	5%	18	1.49

METAPHORIC-MODALISATIO		490			394	
explicit-subject	5%	26	0.68		4%	17 0.68
implicit-subject	2%	8	2.03 ++		0%	1 2.03 ++
MODULATION-TYPE		490			394	
capability	6%	27	1.18		4%	15 1.18
obligation	4%	20	2.24 ++		2%	6 2.24 ++
inclination	2%	11	2.45+++		5%	21 2.45+++
OBLIGATION-TYPE		490			394	
external-oblig	3%	17	2.09 ++		1%	5 2.09 ++
internal-oblig	1%	3	0.79		0%	1 0.79
PROJECTION-ORDER		490			394	
interactional	97%	474	0.19		97%	382 0.19
constructional	3%	16	0.19		3%	12 0.19

### 7.4.2.3 Comparing Mood in Billy's discourse in UC5 and M1

Like Phil, Billy uses comparatively less truncated declaratives (T-stat 4.53) and interrogatives (T-stat 2.40) in M1 than UC5 as the table 7-8 *UC5 M1 Mood Comparison Billy* shows. He, like the rest of the group, truncates his speech at a radically reduced rate (T-stat 5.44) and is in turn cut off less by others (T-stat 2.74). His role in UC5 requires him to do little negotiating of the union reconstruction of their claims on the company and his reporting back of the events to the member in M1 also needs little mitigation so his modulation of probability in both is about the same. The members of the union are well familiar with the production process and how it should work so Billy has markedly less clauses with modulation of usuality in them (T-stat 2.64). His level of modulation remains high in comparison with others in M1 and it is he who foregrounds the morality of unionism within the meeting both directly in his own contributions in providing social rights to speakers like Rocky Evans.

**Table 7-8 UC5 M1 Mood Comparison Billy**

Comparison between files:  
 File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3  
 File2: C:/Program Files/Coder463/Texts/UTQB M1 Mood.cd3  
 Date: Tuesday, May 25, 2004 10:35:50 AM  
 Filter: bh  
 Counting: Global

File:	UC5c Mood.cd3			UTQB M1 Mood.cd3		
	Mean	N	TStat	Mean	N	TStat
-----						
ADJUNCT		168			288	
no	92%	155	0.59	91%	261	0.59
yes	8%	13	0.59	9%	27	0.59
-----						
CLAUSE-TYPE		168			288	
full	95%	160	1.32	92%	265	1.32
minor	3%	5	0.35	2%	7	0.35
-----						
MOOD		168			288	
generic-indicative	93%	156	2.10 ++	86%	249	2.10 ++
imperative	2%	4	1.60	6%	16	1.60
-----						
GENERIC-INDICATIVE-TYP		168			288	
indicative	77%	129	0.86	80%	231	0.86
truncated-indicativ	14%	24	4.53+++	3%	9	4.53+++
non-finite	2%	3	0.86	3%	9	0.86
-----						
INDICATIVE-TYPE		168			288	
declarative	65%	110	2.18 ++	75%	216	2.18 ++
interrogative	11%	19	2.40+++	5%	15	2.40+++
-----						
DECLARATIVE-TYPE		168			288	
full-declarative	56%	94	2.14 ++	66%	190	2.14 ++
ellipsed-declarativ	10%	16	0.18	9%	26	0.18
-----						
DECLARATIVE-TAGGING		168			288	
non-tagged	63%	106	2.71+++	75%	216	2.71+++
tagged	2%	4	2.64+++	0%	0	2.64+++
-----						
INTERROGATIVE-TYPE		168			288	
wh-question	7%	12	2.96+++	2%	5	2.96+++
polar	4%	7	0.38	3%	10	0.38
-----						
WH-QUESTION-TYPE		168			288	
full-wh	7%	12	3.91+++	1%	2	3.91+++
ellipsed-wh	0%	0	1.33	1%	3	1.33
-----						
POLAR-TYPE		168			288	
full-polar	4%	6	1.23	2%	5	1.23
ellipsed-polar	1%	1	1.03	2%	5	1.03



TRUNCATED-TYPE		168		288	
self-truncated	8%	14	3.44+++	2%	5 3.44+++
other-truncated	6%	10	2.74+++	1%	4 2.74+++
IMPERATIVE-TYPE		168		288	
full-imperative	2%	4	1.31	5%	14 1.31
truncated-imperativ	0%	0	1.08	1%	2 1.08
MODAL		168		288	
non-modal	73%	122	0.90	76%	220 0.90
modal	27%	46	0.90	24%	68 0.90
MODAL-TYPE		168		288	
modalisation	15%	25	2.05 ++	9%	25 2.05 ++
modulation	13%	21	0.72	15%	43 0.72
MODALISATION-TYPE		168		288	
probability	13%	21	1.31	9%	25 1.31
usuality	2%	4	2.64+++	0%	0 2.64+++
MODALISATION-CONGRUENC		168		288	
congruent-modalisat	12%	20	2.11 ++	6%	18 2.11 ++
metaphoric-modalisa	3%	5	0.35	2%	7 0.35
METAPHORIC-MODALISATIO		168		288	
explicit-subject	2%	4	0.21	2%	6 0.21
implicit-subject	1%	1	0.39	0%	1 0.39
MODULATION-TYPE		168		288	
capability	4%	7	0.50	5%	15 0.50
obligation	7%	11	0.02	7%	19 0.02
inclination	2%	3	0.86	3%	9 0.86
OBLIGATION-TYPE		168		288	
external-oblig	5%	9	0.24	6%	17 0.24
internal-oblig	1%	2	0.55	1%	2 0.55
PROJECTION-ORDER		168		288	
interactional	93%	157	0.28	94%	271 0.28
constructional	7%	11	0.28	6%	17 0.28

#### 7.4.2.4 Comparing Mood in Steve's discourse in UC5 and N3

Despite the radically reduced rate of contributions from Steve in M1 compared to UC5 and N3 the table 7-9 *UC5 M1 Mood Comparison Steve* shows his speaking rights

realised in Mood are either unchanged or reflect the generically driven changes that arise in other speakers' clauses. Like Phil and Billy he uses more full declaratives and truncates his clause less although others continue to truncate his speech at about the same rate. Steve's rate of imperatives doubles in M1 (T-stat 2.41) but inspection of the data shows that this is in relation to a sub-text (Hasan 2004: 38) that does not contribute to the discourse outcomes of M1. Like the other negotiators Steve's rate of modalisation of probability is markedly reduced (T-stat 3.29). Perhaps of most interest is the marked increase in his relative contribution of constructional clauses (T-stat 7.49) and all of these occur in M1 Exchange 37 during the confrontation with Shane Williams and this has been noted above.

**Table 7-7-9 UC5 M1 Mood Comparison Steve**

Comparison between files:							
File1: C:/Program Files/Coder463/Texts/UC5c Mood.cd3							
File2: C:/Program Files/Coder463/Texts/UTQB M1 Mood.cd3							
Date: Tuesday, May 25, 2004 11:00:23 AM							
Filter: st							
Counting: Global							
-----							
File:	UC5c Mood.cd3			UTQB M1 Mood.cd3			
	Mean	N	TStat	Mean	N	TStat	
-----							
ADJUNCT		330			48		
no	86%	285	1.44	94%	45	1.44	
yes	14%	45	1.44	6%	3	1.44	
-----							
CLAUSE-TYPE		330			48		
full	94%	309	0.59	96%	46	0.59	
minor	4%	14	0.71	2%	1	0.71	
-----							
MOOD		330			48		
generic-indicative	93%	307	0.34	92%	44	0.34	
imperative	1%	2	2.26 ++	4%	2	2.26 ++	
-----							
GENERIC-INDICATIVE-TYP		330			48		
indicative	78%	258	1.15	85%	41	1.15	
truncated-indicativ	11%	36	1.93 +	2%	1	1.93 +	
non-finite	4%	13	0.08	4%	2	0.08	
-----							
INDICATIVE-TYPE		330			48		
declarative	77%	253	0.71	81%	39	0.71	
interrogative	2%	5	1.27	4%	2	1.27	
-----							

DECLARATIVE-TYPE		330			48	
full-declarative	67%	222	1.79 +	54%	26	1.79 +
ellipsed-declarativ	9%	31	3.62+++	27%	13	3.62+++
-----						
DECLARATIVE-TAGGING		330			48	
non-tagged	76%	251	0.79	81%	39	0.79
tagged	1%	2	0.54	0%	0	0.54
-----						
INTERROGATIVE-TYPE		330			48	
wh-question	2%	5	1.27	4%	2	1.27
polar	0%	0	0.00	0%	0	0.00
-----						
WH-QUESTION-TYPE		330			48	
full-wh	2%	5	1.27	4%	2	1.27
ellipsed-wh	0%	0	0.00	0%	0	0.00
-----						
POLAR-TYPE		330			48	
full-polar	0%	0	0.00	0%	0	0.00
ellipsed-polar	0%	0	0.00	0%	0	0.00
-----						
TRUNCATED-TYPE		330			48	
self-truncated	7%	22	1.85 +	0%	0	1.85 +
other-truncated	4%	14	0.71	2%	1	0.71
-----						
IMPERATIVE-TYPE		330			48	
full-imperative	1%	2	2.26 ++	4%	2	2.26 ++
truncated-imperativ	0%	0	0.00	0%	0	0.00
-----						
MODAL		330			48	
non-modal	66%	217	3.37+++	90%	43	3.37+++
modal	34%	113	3.37+++	10%	5	3.37+++
-----						
MODAL-TYPE		330			48	
modalisation	22%	73	3.68+++	0%	0	3.68+++
modulation	12%	40	0.34	10%	5	0.34
-----						
MODALISATION-TYPE		330			48	
probability	18%	61	3.29+++	0%	0	3.29+++
usuality	4%	12	1.34	0%	0	1.34
-----						
MODALISATION-CONGRUENC		330			48	
congruent-modalisa	18%	61	3.29+++	0%	0	3.29+++
metaphoric-modalisa	4%	12	1.34	0%	0	1.34
-----						
METAPHORIC-MODALISATIO		330			48	
explicit-subject	2%	5	0.86	0%	0	0.86
inexplicit-subject	2%	7	1.02	0%	0	1.02
-----						
MODULATION-TYPE		330			48	
capability	4%	14	0.71	2%	1	0.71

obligation	6%	21	0.59	4%	2	0.59
inclination	2%	5	1.27	4%	2	1.27
-----						
OBLIGATION-TYPE		330			48	
external-oblig	5%	17	0.29	4%	2	0.29
internal-oblig	1%	4	0.77	0%	0	0.77
-----						
PROJECTION-ORDER		330			48	
interactional	100%	330	7.49+++	85%	41	7.49+++
constructional	0%	0	7.49+++	15%	7	7.49+++

#### 7.4.2.5 Comparing Mood in Trevor's discourse in UC5 and M1

As noted above the only significant factor in Trevor's clauses is that he has effectively no role in M1 so comparison of his six clauses has little meaning.

### 7.5 Conclusions from Comparison of Discourse Roles and Mood in UC5 and M1

The text M1 follows the text UC5 chronologically and is thus inter-textually framed by it although this is filtered by innumerable other texts in the intervening days, some of which are included in the corpus such as the meetings between the delegate Billy and individual members of the NDU as the union prepared for the mass meeting of members. Other interactions such as discussions among members about what they knew of the processes influence the reconstruction of information between the two texts. Other interactions such as N4 from the corpus that is not analysed here deliberately set out to filter what has happened in UC5 in its re-presentation in M1. What is of prime significance here in comparing the two texts is to derive an understanding of how the two interactions realise the broad process of arriving at a labour contract and how this requires differing roles for the participants, and how the overarching process constrains these participant roles from UC5 to M1 (Meurer 2004).

To complicate this process is the fact that M1 is idiosyncratic in so far as Diane and Phil are changing roles as already noted. In UC5, as with N3 Phil, is the discourse

organiser but in M1 Diane mainly fulfils this function although the division of labour is not always rigidly delineated. In broad terms it is sensible to see Phil and Diane realising the role together, passing it from one to the other as they see fit, and as they have previously planned. In N4 it was agreed that Billy would do the bulk of the reporting back as head delegate for the factory and Phil will assist in this but in Exchange 14 when Phil enters the reporting process he effectively takes it over.

The changes in roles that are manifest between UC5 and M1 are intrinsic evidence that while individual character traits may be seen in the participants it is overwhelmingly the social contexts and discourse goals that provide various roles for people within institutional frameworks. In Phil's case he is the dominant figure in UC5 that moves other players towards achieving the discourse goals of a CL-inter. In M1 he would congruently play a similar role if he were more familiar with the particularities of this bread factory and the workers in the union there had experiential confidence in him. As it happens he relies on Diane and to some extent on Billy to take up that role in M1, and while it is clear that he is capable of leading, the union negotiating team has decided that optimally he should be sheltered a little in this meeting. In M1 the priority is to provide a report back to members that will mitigate the lack of conclusive outcomes in meetings with management and encourage the workers to continue their level of support for the negotiators. The social goal of the interaction is to air potential grievances and thus avoid splits in the union ranks. The semiotic goal of this is to show the company that the stand taken by the union negotiators has support within the factory as well as confirm to individual union members that they are united in their position. It is successful in this in that it builds semiotic networks between the two interactions through the actions of meaners, in this case Phil and Billy and as required Steve, Trevor and Diane, who realise institutions that are locked into each other.

These institutions are not immutable and must be reconstructed instantially. Phil's higher than average rates of tagging and self-truncation betray a certain nervousness or at least hesitancy that demands extra work from Billy in an abnormal division of

labour. Trevor's ability to open exchanges in N3 is not required in M1 but he clearly has the potential to take some of the work that Billy does in this meeting. The negotiators' decision that Diane make the opening moves and make the imperative clause offers and demands for goods and services in M1 that Phil does in UC5 further show that there is a conscious element in what otherwise might seem a 'mechanical' process. In both UC5 and M1 Billy fluidly provides social transitions that support the discourse goals of each institution and each discourse organiser. He provides narrative reconstructions of production processes in UC5 and of the negotiation processes in M1. In both interactions he provides social measures of evaluation realised in modality of usuality and modulations of obligation, and in the metaphoric modality of constructional clauses that warn participants of the consequences of breaking with communal morality. In both M1 and UC5 it is the discourse organisers and their assistants who have the overwhelming parts in realising the interactions as they include others who will enable them to meet discourse goals and exclude those who inhibit that process.

The constraints of meeting discourse goals meet with resistance. In UC5 Steve provides evidence that constraints exist and that where necessary dissonant voices are tolerated in so far as they do not endanger discourse goals. His occasional if non-consequential disregard for institutional morality highlights both the sensitivity of the institutions and their ability to absorb dissonance. In M1 Shane provides evidence that disagreement is welcome where it can be used to bring broader support for the discourse goals.

## **8 Chapter 8: Discussion of the Results**

The material from the four interactions discussed now provides for drawing conclusions about the patterns of interaction among the unionists within the broader discourse of settling a labour contract at the bread factory concerned. This chapter will provide a summary of the relations among the unionist across the four texts in the data and conclude that they institutionally relieve base members from responsibility within the union discourse. It will provide a coarse turn-taking framework for this and then turns to Bernstein's hierarchy of discourses to offer an explanation of how this disempowerment occurs. It further discusses how an elaborated code that connects the union organisers and delegates to wider experiences enables them to succeed in the negotiating process in ways that base members with a focus on specific production problems are denied. Next it addresses how interactional and spatial features contribute to the enmeshing of union discourse in the discourse of settling the contract. Finally in the spirit of Critical Discourse Analysis make some suggestions for changes in the way the union might address the questions raised here.

### ***8.1 Summary of the relations among the unionists across the four discourses.***

The tables and discussion of them in Chapter 4 show that the institution of a CL-inter casts the union participants into roles that define their social and linguistic interactions in the text UC5. The picture then is one of a union team that works together but not without contradictions. As was raised in Chapter 2.1.2, institutional interaction is constrained by the fact that at least one of the participants is goal orientated (Drew and Heritage 1992). As union discourse organiser, Phil dominates the union party at all levels. His initiating moves, often realised as declaratives, position other participants into constrained responses. His higher ratio of self-truncation helps realise his powerful speaking rights in the group as he stops to engage Steve and other speakers in the process as he sees appropriate. Self-truncation also marks Phil's careful planning as he incorporates new information from other speakers into the CL-inter

goals moment by moment. His opening moves, often realised in 'Wh' –interrogatives, define how others will respond and his modality reduces the areas of potential extension of the interaction into those he perceives from his experience in other contract negotiation CL-inters will bring the interaction to a successful conclusion. At the exchange he decides who will be involved at each topic change in the process and how the participants will interact. In particular he orchestrates the kinds of contributions Billy and Steve will make truncating his own turns and those of others as he sees appropriate. At the phase level Phil is also the dominant participant, in the critical Phases 1,2, and 3 of UC5 he ensures that adequate and conventional interpersonal relations are foregrounded, that the company case from UC4 is rebutted and that revised union claims are tabled.

Billy, as head delegate for the union in the factory, systematically assists Phil in realising the union discourse goals, particularly by providing the constructional modality that protects discourse modality. Where Phil has a low number of clause [i] moves reflecting his monologic turns Billy has a high number of clause [i] moves reflecting his role in registering and probing the moves of others in support of Phil. Where Steve is a significant elaborator of others moves, repeating without extending, Billy develops the moves of others. Steve has no clear responsibility for the discourse goals of UC5 and is subsequently less constrained by the institution's conventions. He is a markedly lower user of imperatives and interrogatives and his utterances are regularly truncated by Billy and Phil. Steve is also a significant non-user of the constructional clause that foreground the cultural morality of a CL-inter. He refuses to respond to interrogatives and makes moves that 'aimlessly' extend rather than close the interaction. His is a voice of dissonance in the realisation of a bourgeois institution. Trevor's very low number of clauses and his high rate of response moves mark him as a newcomer to the institution.

The analysis in Chapter 5 shows that the real negotiation of the contract takes place in N3. It has markedly higher rate of confrontational moves realised in far less mitigating terms than there are in UC5. Institutionally, however, the needs of the



meeting with the company demand that the roles of the participants flow contextually from one interaction to the next (Meurer 2004), in this case from UC4 to N3 to UC5. It is clear that Phil has the role of ensuring that the interaction pursues its cultural and institutional purposes and is drawn to a conclusion. It is he who makes the majority of opening moves that decide ideational content and it is he who positions other participants to meet the required outcomes. His extensive use of interrogative demands for information to open new exchanges realises his authority within the group. He truncates his own turns to allow those from the production process to make contributions that will provide legitimate evaluation of the offers and demands N3 must consider. Although his high level of extended-repeats and his marked level of supportive challenging realises his determination to provide closure that will enable the union negotiators to return to the next meeting with the company negotiators. As in UC5, where Phil provides the discourse framework for N3, Billy is the chief provider of its ideational content, appraising the offers and demands of the company negotiators in light of the union morality of the production process and their likely acceptance by members of the union in the factory. Steve's role in N3 is again subservient to both Phil's and Billy's. He has low levels of extending the interaction and while he the largest number of contributions to N3 these are firmly controlled by others as they truncate his turns and position him to provide information they consider necessary. His evaluations of the offers and demands of the company are only accepted in so far as they support those of Billy. Steve shows a markedly lesser awareness of the institutional constraints of both N3 and UC5. Trevor makes fewer contributions than others in N3 but they seem to be consciously salient ones and he seems to have an understanding of the grammar of the N3 and UC5 genres.

As Chapter 6 shows, the purpose of the interaction D5 is to build support for the union negotiators proposals over the labour contract towards successful conclusion and with Gaylene's cooperation Billy is successful in achieving these aims. The level of non-modals from both speakers suggests there is plain talking going on, but there is a low level of confrontational moves, there are few rejoinders and challenges in D5 that might explore differences between them. The foregrounding of constructional

morality has many parallels with UC5 but the demands made by the discourse organiser, Billy, realised in imperatives that open many of the exchanges, parallel the divisions of labour in the management structure of the factory rather than UC5. Billy is dependent on Gaylene's good will to bring more reluctant union members into the coming mass meeting so to achieve the institutional goals of D5 he tempers managerial type demands with union focused modality. For her part Gaylene foregrounds the difficulty of the demands Billy is making on her in unmodulated indicatives. Billy's acknowledges this and he undertakes to give her the support she clearly needs but Gaylene's interests are constrained by the goals brought to the interaction D5 by its discourse organiser Billy. As with UC5 and M1 voices of dissonance are controlled and subsumed in the needs of the overarching discourse processes.

Chapter 7 shows that the union negotiators have allocated themselves specific tasks to undertake in the meeting with the members, M1. As congruent discourse organiser Diane ensures that the discourse goals of M1 are realised. Predominantly Diane makes the opening moves and gives the commands, both congruent and metaphorical, that enables a large body of people to produce discourse outcomes in the context of a bourgeois parliamentary setting. She is conscious however, of the need to involved others in achieving the discourse goals and manoeuvres speakers into making contributions, leaving the reporting to Phil and the handling of detailed questions from the floor to Billy as far as possible. Phil asks few questions and gives few instructions; his authority in this culture is still under construction. As head union delegate Billy's confidence in his role in the negotiation processes that he is reporting on is realised in his high level of unmodalised clauses. His work with constructional clauses both mitigate any doubts that may arise from concessions the negotiators have made and helps build support for the resolutions the union negotiators are proposing as does his use of modulations of obligation in persuading and binding the group around a common purpose. The data shows Steve is a much less confident and a much less competent contributor towards achieving the institutional goals of M1. He relies on attaching himself to Billy's contributions and his ability to make jokes at others

expense from the safety of other's authority. His confrontational, unmodulated style and a willingness to cut other speakers' turns realise a counter-culture and help reduce the participation of base members. Where Rocky provides a generic voice of moralising narrative support for the negotiators' resolutions Shane offers specific challenges to them. Unlike Steve, Shane's confrontation is largely cooperative. At the local level he seems to prevent the interaction from arriving at closure but at the discourse level he stimulates the kind of negotiation of meaning that allows for a more supported outcome. Questions from the floor of the meeting seem ritual and Shane' is a voice of token resistance that vindicates the institutional practices of M1.

#### **8.1.1.1 No rights, no responsibilities.**

The changes in roles that are manifest in UC5, N3, D5 and M1 are intrinsic evidence of the social contexts and discourse goals that provide various roles for people within institutional frameworks. In UC5 and N3 Phil is the discourse organiser with help from Billy and in M1 that role is filled by Diane but with significant contributions from Billy and Phil embedded within it. In D5 Billy fills the role of ensuring discourse goals are met. Institutions must be reconstructed instantially but in each of the interactions it is the discourse organisers and their assistants who have the overwhelming parts in realising the interactions as they include others who will enable them to meet discourse goals and exclude those who inhibit that process. While evidence is not presented here, in the months that followed these interactions it could be clearly seen that they contributed to the successful settling of the labour contract. As a part of a chain of institutional events surrounding the contract settlement however, the evidence from this research is that they actively dissuaded base members of the union to abdicate responsibility for the sale of their own labour power. In each case it can be seen that the institutions focus on the settlement of the contract rather than on involving members in a meaningful way. Each institution has a hierarchy of roles centred in the discourse organiser who is focused on engaging others in the process of settling the contract. Each institution generates oppositional voices that must be subsumed in the overarching institutional goals. The effect of this that those not involved in central roles have been shown to have reduced or token speaking or

social rights and concomitantly very low or no responsibilities within the union discourses. In UC5 and N3 Steve breaks discourse morality predominantly because the institutions essentially don't need him to achieve their outcomes, most of the division of labour he commands could be filled by Billy. The production process in the factory demands labour that is reduced to the minimalist components that plant and technology are not able to provide. Steve's role in each of the interactions is pared accordingly and the alienation parallel to that of the production process ensues. The process of alienation extends to Gaylene in D5 and to Shane, Rocky, Mike, and others in the stopwork meeting M1. Instantially, they are all overwhelmingly disempowered by the respective processes they engage in and are able to leave each interaction with little or no responsibility for ensuring discourse goals are met.

## ***8.2 An initial overview of the data: Turn taking in the Texts UC5, N3, M1 and D5***

There are a number of levels at which the interaction can be looked at to determine the social and speaking rights of the participants. Looking at the number and length of turns for each speaker (Sacks *et al.* 1974) provides for some broad parameters to be drawn but as Eggins and Slade (1997) note, some crucial elements of discourse are not accounted for in such a regime. At a gross level it is obvious that the number of participants in three of the four interactions UC5, N3, and D5, are small and exclusive by nature. This is a result of the selection of data by the researcher but, as the participants agreed, the selection is a representative sample of key elements of the negotiation process. At a gross level then it is obvious that before the negotiations begin the overwhelming majority of the union members have been excluded from the interaction process. While the criticism may be levelled that realistic direct discussion cannot take place between the company and the 43 members of the union who attended the stopwork meeting M1, from the point of view that the negotiations have a secondary goal of building union participation the interactions need to be seen for what they are. Looking at turn taking in M1 there is a much higher number of participants who take part in this interaction. At a passive level there are 43 members

of the NDU who minimally act as audience in the building of contributions by speaking contributors and eventually approve the resolutions proposed by the negotiating team. About half of the members present at the meeting make some individual contribution to the meeting but for all but four of these their contributions consist of one or two short turns of one or two moves, or Turn Constructional Units, (Sacks *et al.* 1974) each. Two speakers who make a significant number of turns in M1 are Rocky and Shane. The former has a number of turns that are more monologic as he builds a narrative of morality that has been discussed in Chapter 7. The latter, Shane, has a larger number of more dialogic turns as he challenges the union negotiators' construction of the state of the contract negotiations. In M1 however, the overwhelming number of turns are taken by the speakers from the front of the meeting, the union negotiating team principals, Phil, and Billy with extensive turns from Diane later in the interaction and some minor contributions from Steve.

There is a cycle of phases in the CL-inter UC5 interaction between the union negotiators and the company negotiators and that various union speakers have higher rates of turns according to the discursual function of the phase. UC5 has seven phases, made up of a cycle of Offers/Demands and Rejections interspersed with phatic phases from time to time. In the first Rejection phase (Phase 2) Billy and Steve both make a significant number of turns as does Phil and Phil's turns are notable initially in this phase for their monologic nature, and are further notable for bridging exchange boundaries. In the first Offer/Demand phase (Phase 3) Phil is the only unionist to make a significant contribution. The remaining phases are principally redundant and Phil plays a reduced role in these (Ward 2004b). In NC3 Steve, Billy and Phil have over 600 turns each and Trevor some 200<sup>49</sup>. Billy is the only member of the negotiating team in D5 and he Gaylene are the only two participants in the interaction. This is a highly dialogic interaction and the two participants share roughly equal turns, although this level of analysis exposes nothing what kind of turns these are, of what

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<sup>49</sup> Derived from the number of [i] clauses for each speaker from the Systemic Coder Tables for N3, the raw count for these figures does not account for turns that bridge exchanges so the actual number of turns will be slightly reduced for each speaker.

the relationship between the two participants is. Apart from N3 Trevor plays a very limited role in the interactions discussed here.

Looking at turn taking as a broad measure of participation in this cursory way gives an overview of the nature of the participation in each of the four interactions in the data. It is clear that the union negotiating team dominates UC5, N3 and M1 but that in the one to one meeting between the delegate Billy and member Gaylene, D5, there is a more even balance of interaction, if allocation of turns is the only measure. What turn taking analysis is unable to account for is the social context, the roles the interactants realise and reproduce in systemic power relationships that are determining in the unfolding of participation across the four discourse types. For that it is necessary to take up the analysis of the social and speaking rights that have been addressed in preceding chapters.

### ***8.3 A Hierarchy of Discourses:***

In each of the above chapters on the data discussion addressed the roles of the participants in so far as they are realised by discourse moves and modality. For N3, D5 and M1 this data has then been compared with the parallel data in UC5 to enable patterns of interaction to be drawn.

The approach to data is largely arbitrary and dependent on what the investigation aims to extract from it (Guber and Lincoln 1989). The present study hopes to highlight how the demands of settling the contract determine the roles of the participants in their interaction with the company and consequently radically impair participation by the membership of the union in the factory that the contract settlement covers. To this end the formal meeting UC5 between the negotiating parties has been chosen as the central discourse, as it is this interaction that the participants themselves focus on, it is this kind of interaction that other interactions prepare for or devolve from. As already noted, UC5 is one of five similar texts in the corpus and while the others have not been analysed in detail inspection of their data seems to reveal similar trends and patterns. Where UC5 is focused on the claims of the union party other texts such as

UC4 focus on the claims of the company party. N3, a CL-intra, is also one of a series of interactions between the union negotiators themselves, each of which falls between two separate CL-inter meetings with the company or as adjunct to one of them. N3 is part of a series of meetings held on the same day and falls chronologically between UC4 and UC5. As was discussed in Chapter 5, it is in this meeting that the union party negotiates real concessions in its claims and rebuilds a new image of its position that it will take back to the next interaction with the company. While the meeting of union negotiators is taking place the company negotiators are meeting separately and are reconstructing a parallel image of their own. UC4 and the following UC5 are the focus of N3. The mass meeting of members M1 flows from the outcomes of the meetings with the company management and the results of it will be taken back to another CL-inter like UC5. The text D5 is predominantly a satellite of M1 in that it aims to prepare members of the union for the stopwork meeting but in so far as that is directly linked to UC5, the meeting between delegate Billy and base member Gaylene, D5, is focused on the immediate negotiations with the company party. The approach here then has been to treat that interaction as pivotal. Two further reasons for this must be mentioned. The first is logistical – the software *Systemic Coder* used in the analysis is unable to process more than binary sets of data so doing a comparison for say, Phil's use of imperatives across the four texts, has not been possible. One text needed to be chosen as a base and the three other texts compared to it one by one. The last reason for choosing UC5 as the central text was that the discourse patterns of interaction among the union participants seem to be most defined, or at least are most obvious in that text. The roles that the unionists are cast into in this interaction 'bleed' over into the other texts, as has become apparent in the previous chapters and will be further clarified here, the context of one text is carried over into the context of another (Meurer 2004). Bernstein describes the boundaries between discourses as what distinguishes them from each other and where discourses fit within related institutions such as subjects within a school curriculum, boundaries or classifications may be weak or strong. If, for example, the teacher of a physics class is also the teacher of the chemistry class the classification between the two classes will be weaker than if two different individuals fulfilled the roles. If a Latin class focuses on grammar and a

Japanese class focuses on speaking practice their classification will be strong. This classification creates order between different discourses such UC5 and N3 (Bernstein 1990a: 22ff). Within each discourse there are rules of interaction and meaning making what Bernstein calls codes:

A Code is a regulative principle, tacitly acquired, which selects and integrates:

- (a) relevant meanings
- (b) forms of their realization
- (c) evoking contexts

...it follows from the definition that if codes selects and integrates relevant meanings, then codes presupposes a concept of irrelevant or illegitimate meanings; that if code selects forms of realizations, then codes presupposes a concept of inappropriate or illegitimate forms of realization, that if code regulates evoking contexts, then again this implies a concept of inappropriate, illegitimate contexts.

Bernstein 1990a: 14

This paradigm seems to cover much of the ground that the Interpersonal metafunction does in SFL and some of that of the Textual Metafunction while foregrounding the ideological aspect of interaction in discourse. Of particular relevance here is that Bernstein then goes on to say that

Code is a regulator of relationships between contexts and through those relationships a regulator of the relationships *within* contexts...Recognition rules create the means of distinguishing between and so recognizing the specialty that constitutes a context, and realization rules regulate the creation and production of specialized relationships internal to that context (emphasis in the original).

Bernstein 1990a: 15



Where the classification of discourses are weak, that is the rules between what constitutes one discourse and another are weak the relationships that are legitimate in one situation are carried over into another with apparently equal legitimacy. Importantly there is a hierarchy of discourses within a social setting (Bernstein 1990a: 26) and it is claimed in this research that the focus of settling the labour contract makes the interaction with the prime partner in that process, the company negotiators, the centre piece of the group of discourses discussed here. The discussion that follows then leads to the conclusion based on Bernstein's premise of discursal hierarchy, that the relationships demanded in UC5 flow into the other three types of discourse because the classification between them is relatively weak. As noted at the outset of this section, given this rationale, the decision to make the meeting between the two negotiating parties central remains relatively arbitrary.

#### ***8.4 Weak Classification between the Contract Discourses***

How far discourses are insulated from each other depends on the division of labour within each (Bernstein 1990a: 26). In the four discourses investigated here the division of labour has very weak boundaries. That is, the practical role of each union participant does not vary generically a great deal. The idiosyncrasies of the change of NDU organiser from Diane to Phil accounts for some of the apparent breaches of this uniformity, but pertinently, the changing responsibilities in the discourses also helps to elucidate which aspects are role driven and which might otherwise be attributed to personal interaction styles. In N3 for example Phil is relatively unfamiliar with the production processes in the bread factory and relies on Steve and Billy to provide detailed information about where the production facilities are responsible for losses. In UC5 he calls on them again to provide this information, this time to both share the load of negotiating and, more importantly, to show that his information is based in the production process. In M1 the negotiating team have consciously decided to background Phil to some extent, as it is his first meeting with the members of the union in this factory and a transitional meeting with Diane as chairperson seems to make sense to the unionists. Congruently, that is, in Diane's absence, Phil would lead

both the feedback from the negotiations and either he or Billy would chair the meeting. Given these perturbations the division of labour is overwhelmingly the same in UC5, N3, and M1 and as will be seen substantially the same in D5. Importantly the division of labour is not simply how much time a given speaker has on the floor or the broad role they may have of, say, chairing a meeting or reporting on another meeting. The division of labour more axiomatically is about how they realise relationships with others within the social and linguistic rights a given context provides for (Bernstein 1990a, 1990b). As indicated above, the division of labour within any one discourse is not uniform throughout. Ward (2004b) has shown that in the initial rejection phase of UC5, after the first few exchanges Phil has a primary role as discourse organiser and pedagogically extracts information from Billy and Steve (as well as the company participants) that will be required in the following Offer/Demand phase. There after Phil leaves Billy to take up part of the discourse organising work in the subsequent redundant phases. While no detailed analysis of the phases in N3 and M1 has been done it is clear that that in those discourses too there are syntactic modulations in the division of labour as they progress. Billy, for instance, takes responsibility for the mitigating narrative report in the early part of the meeting M1 then Phil takes up this role. Later in the meeting Diane takes up some of this work. The data from the previous chapters shows how this division of labour is realised in the social and speaking rights of the participants concerned. In UC5 Phil has high rates of modalised declaratives that allow him to exercise power in making offers and demands, his high use of Wh-interrogatives provides for positioning other participants to open the interaction up with new information, his self-truncation allows him to bring other contributors in and his extended continue type moves together with the lack of other-truncation of these shows the recognition rules (Bernstein 1990a) of the discourse provide for him to have uninterrupted turns. Likewise his foregrounding of the discourse morality from time to time – rebuffing Steve in Exchanges 5 and 6, focusing the need for bringing closure to the discourse in Phases 1 and 5 – realise other aspects of his dominance in the interaction as whole. Turning to the CL-intra meeting N3 among the union negotiators, it becomes evident that there are some clear markers that classify this as a different discourse and Phil realises a different set of relationships

with Billy, Steve and Trevor here than he does in UC5. Comparatively (See Chapter 5.5.2) Phil's turns are shorter, he elaborates less carefully, and he has a markedly higher rate of demands for goods and services as he exercises less modulated, more overt power over his fellow unionists in the drive to prepare for the forth coming meeting with the company negotiators. Definingly, however, the boundaries between N3 and UC5 are weak in their realisation of the division of labour. Phil remains the dominant figure, His Move-initial and Speech-function types, and response types are substantially the same and, with the exception of tracking moves, his rejoinders are too. In both discourses it is Phil who retains the strongest social and speaking rights. The marked increase in Phil's imperatives in N3 realises not so much a change in his authority or control of events in the development of the interaction but how he exercises his power. Review of the comparative social and speaking rights of Billy, Steve and Trevor similarly show differences in N3 and UC5 denoting classification of the two different discourses in varying division of labour. Where Trevor makes few contributions that are not elicited by Phil in UC5 he exhibits an understanding of the need for Phil to bring the interaction to a positive conclusion (see Chapter 5.2.6) but again his move patterns and modality remain overwhelmingly the same (See Chapter 5.5.5 and 6.5). Again while no local phase analysis for N3 has been done the differences in Billy's role in N3 and UC5 are less marked if N3 is compared with Phases 4, 6, and 7 in UC5 (Ward 2004b). In both of these Billy plays a central role. Like other unionists in N3 he is less concerned to mitigate his contributions in N3 and has thus a lower level of modalisation there than in UC5 and some of the work Steve does with constructional clauses in N3 Billy does in UC5. In both discourses Billy provides information about the production process that will allow Phil to realise a successful closure of the meeting with the company negotiators. In N3, which is intertextually thematic to UC5, the need for this information is foregrounded and with it Billy's role. UC5 Billy consciously submits to Phil's leadership and the need for him (Phil) to be perceived by the company negotiators as the union advocate. Given this 'breathing' of discourse difference, that is classification, Billy carries an overwhelmingly similar share of the division of labour in N3 and UC5. In realising his support for Phil, Billy demonstrates an understanding of the elaborated code

(Bernstein 1990a) of working not only with the details of the contract but of working to bring it to a successful conclusion by complying with the unspoken framing rules (Bernstein 1990a: 36) of the various discourses. Steve conversely has much less consciousness of this or at least is positioned by Phil and Billy into a role of having no responsibility for it in both N3 and UC5. While he has a much higher ratio of turns in N3 than UC5 this raw data disguises the largely identical speaking and social rights that both discourses cast him into. In N3 he makes none of the demands that Phil does to extend or close the interaction, neither does he offer probes that will engage others in the discourse, conversely he must repair his moves when challenged by others. Unlike Billy his clauses are not tagged and he is responsible only for his own contributions, not for engaging others, unlike Billy he has little role in foregrounding the cultural morality of the discourse (Chapter 5.2.4). This division of labour is carried over into UC5 where Steve's moves are predominantly resolving ones (Chapter 5.5.4) and indeed he is accountable for breaches of the discourse rules (see UC5 text Exchange 5 and discussion above). It was shown in Chapter 5.7 that the discourse rules for the interaction among the unionists themselves and when they met with the company in UC5 are substantially the same. The real negotiation of what the union team was prepared to offer or demand of the company was done in N3 and reformulated in a more modalised framework in UC5. Crucially for this research, the social relations among the unionists remained the same except for the variations noted above. It is contended here that the hierarchical nature of UC5 in relation to N3 is the driving force in reducing the classification between these two discourses. The participants see the CL-intra discourse, here exemplified in N3, as preparatory to and subservient to the CL-inter discourse, here instantiated in UC5, and the dialectically cyclic nature of the two discourses makes it easy for the classification between the two to become weak, with a resulting replication of the social relations of UC5 in N3 (again, the real time reversal of the two events is noted). The discourse relations in UC5 have produced a successful advance in bringing the labour contract to closure and there seems congruently no reason to abandon them in closely related discourses.

## ***8.5 Elaborated and Restricted Orientations***

Code, says Bernstein, “is a regulator of relationships between contexts and through those relationships a regulator of the relationships *within* contexts” (emphasis in the original) (Bernstein 1990a: 15). Elaborated codes enable users to exercise power over other participants in an interaction by privileging certain meanings in each context. Orientation to these elaborated codes is usually marked by less specific meaning realisations than those of restricted codes (Bernstein 1990a: 19). While this is not directly analysed in the statistical data above inspection of the texts exposes that where Steve is confined to addressing the immediate production aspects of the contract negotiations Phil is orientated to broader frameworks. The data shows at a broad level, for instance, Steve has much to contribute to Phase 2 and nothing to contribute in Phase 3 of UC5 and his contributions are overwhelmingly on the specifics. Of note is the discussion of this in Chapter 4.2.2.6 where Phil repeatedly positions Steve to give the losses in production values in terms of money rather than counts of bread doughs. The more general token of money is translatable into wages, which is what the labour contract is about. Billy is able to move between the elaborated and restricted codes and although the data for Trevor is sparse it seems potentially he is able to move from restricted to elaborated meanings of the texts as well. Bernstein notes that simpler divisions of labour, local and specific relations between the agent and the base lead to restricted codes but complex divisions of labour and indirect relations to the base lead to elaborate coding orientations (Bernstein 1990a 20). So for the contract discourse organiser the probability of an elaborate orientation is greater - they are removed from the immediate production process by several orders, and deal with a complexity of contexts such as one-to-one informal interactions with their counterparts, one-to-one interactions with delegates at a specific work site, informal meetings of the negotiating team and formal meetings with the company negotiators. Add to this related meetings with other organisers who may deal with the same or related work sites - for example in another part of the company - or a related industry. Then add other contract settlement processes that may or may not be directly related and have a similar layering of internal contexts in their own right. Their orientation to any specific interaction will still be dominated by

that inter-contextuality (Meurer 2004) and their coding orientation will be elaborate; minimally they will view the local process as part of a wider union one and maximally as a class process. Experienced and class-conscious delegates such as Billy may have similar orientations but these will be modulated by the immediacy of having to deal with the local issues raised by unionists such as Gaylene in Chapter 6. Clearly Gaylene's orientation will be more restricted as her workday and union activity is highly localised and she is intimately connected to the production base and the class conflicts that are generated there.

In the data discussed here the elaborated orientation that Phil, Diane and Billy bring to the various interactions obviously has real strengths in broadening the class understanding of the resolution to the contract negotiations. But this orientation is not planar; rather it is multi-dimensional. There are horizontal dimensions to the division of labour such as "workers sharing a common status" (for example, Phil and Gavin who are responsible for ensuring the successful outcome of negotiations for their respective parties) and vertical dimensions that "rank the categories within a set" (such as 'union organiser, head delegate, delegate and base union member). "Power may be necessary to enter a set and is always necessary to change hierarchical positions within and between sets" (Bernstein 1990a: 22). Thus the elaborated orientation that the discourse organiser brings to UC5 enables Phil to manage the interaction in a way that produces and re-produces and relationship with his company counterpart Gavin, closing breaches in the discourse rules created by Steve (Chapter 4) and opening the potential for the transfer of this dominating relationship with Steve to be carried over into other discourses such as N3 and M1. Conversely Steve's restricted orientation and responsibilities in N3 lay the ground for his breach of the discourse rules in UC5. Clearly while Steve brings some individual idiosyncrasies to each of the interactions he participates in including the racist and sexist comments that he makes to Shane in M1 (Ward 2004a), the fact that he has a paucious understanding of the elaborated codes of the negotiation processes positions him as relatively powerless in each of UC5, N3 and M1. Despite the fact that he has been a delegate for NDU for some years his orientation to the various discourses remains focused at a predominantly restricted

level. In N3 his contributions are markedly unmodulated declaratives, an inspection of the text shows that he contributes a large number of recounts about the production processes, that is, specific to the production base that generates the need for the specific labour contract being negotiated (see Chapter 5. 2.5 and 5.3.5). This pattern is repeated in UC5. Additionally in UC5 Steve's restricted orientation foregrounds his class and personal antagonism to John (Ward 2004b and Chapter 4.1.6.6), and this forces Phil to repair the breaches of discourse morality that Steve commits, in the process distancing himself from Steve and in part setting up the ground for Steve to seek an alliance with the other person from the production process he has an extensive relationship with, company negotiator Wayne. As noted in the Chapter on UC5 (4.1.6.6, 4.3.1.15.2, 4.3.1.15.8,) Steve realises an anti-language (Halliday 1994, Bakhtin 1986, Bernstein 1990a) in the interaction that enacts his rejection of the discourse and reflects his lack of power in it. Restricted coding orientation is by no means a lesser tool in realizing meaning but rather a marker of powerlessness in a given discourse (Bernstein 1990a) and it will be suggested below that wider inclusion of production narrative in the negotiation process may help close the gap between those union members confined to the factory and those with responsibilities in the union division of labour in the wider industry. Indeed it is evident from the texts that Phil and other union discourse organisers are dependent on such narrative to make the case for a union reconstruction of the contract negotiations.

Billy's elaborated orientation to the UC5 and N3 interactions is also taken into D5 and this is realised in the data in Chapter 6. It is clear from each of these texts that Billy understands the processes of negotiation, the elaborated codings, the culture of power within the various discourses. In the latter phases of UC5 he effectively takes over from Phil as discourse organiser, and this is seen in his high rates of registering and probing moves as he moves the interaction towards closure. Unlike Steve he initiates few exchanges on his own but rather consciously elaborates and extends Phil's as he sees necessary, and it is Billy who foregrounds the discourse morality of not forcing the union party into untenable relations with its membership with high levels of constructional clauses (see Chapter 4.4). In N3 he understands the need for Phil to

have the production details that will enable his to make the union case in UC5. As the data shows, Billy, in both N3 and UC5, has speaking and social rights that are at times parallel and at times complementary to and are unmarkedly adjunct to Phil's. In M1 in concert with Phil he unfolds the narrative process that mitigates the negotiators reduction of members' original claims for the contract with a high level of declaratives and constructional modality, and with Diane, his high use of regulative imperatives and probes brings the interaction to the conclusion the negotiators require. Where his role in M1 is physically greater than in UC5 it is because he partially takes up the role that Phil had in UC5 (see Chapter 7.6.3 and 7.7.3) of acting as discourse organiser. It is this dominating pedagogical role that Billy takes into D5 when he meets with Gaylene and as the data shows his high levels of exchange initiations, demands for goods and services, replicate the division of labour that Phil realised in UC5 and N3. His lower usage of modality in D5 enables Billy to directly position Gaylene into undertaking the work required to get other members to the stopwork meeting. Again the contradiction between Gaylene's focus on the immediate production experiences she has are a restricted orientation that is not able to successfully counter Billy's elaborated approach to their interaction. Billy carefully and openly positions her with his constructional modality about the wider possibilities of job losses if the union is not supported. For Billy, then the cultures of UC5 and of N3 have successfully moved the contract negotiations towards closure and unconsciously he transfers that same culture and the power relations they realise to his interaction with base union member Gaylene in D5. He is successful in achieving the broad union goals of activating Gaylene to undertake tasks that will ensure further progress in realising the union negotiators needs but the division of labour he enforces in D5 reduces Gaylene's responsibility and decision making roles in the process. She will do what Billy demands of her because that, it seems, is her union responsibility. The low classification between the two discourses has meant that the culture of the hierarchically dominant one, the priority of settling the contract, has overwhelmed any possibility of a different and more productive relationship between Billy and Gaylene being realised. The culture of dependant-participation is reproduced.



As both the raw data from the analysis of M1 and the conclusions already drawn about the comparative similarity of roles for the union negotiating team between this discourse and UC5 show (see Chapter 7.5), despite some very real differences between these two discourses the division of labour in each realises a weak classification boundary between them and the culture of dominance of the union negotiators over the base members in the interaction M1 reproduces the kind of institutional culture that is evident in UC5. As noted in the concluding discussion for that section of this report, the resistance to this control of M1 by Phil, Diane and Billy can be partially gauged by the actions of Steve and Shane although it is noted again that their contributions are far from simple and their overt opposition to the proposals of the negotiating team and their tacit resistance to a culture of repression must be understood in concert with other social goals they and others move to realise in the stopwork meeting (Van Dijk 1997b). One further point to raise here is that many of the members of the NDU attending this meeting have been to similar interactions many times before. The culture displayed in this meeting is not confined to union gatherings but is widely reproduced in a range of other capitalist cultural institutions such as sports club general meetings, religious gatherings, and mass entertainment events such as rock concerts and football matches where mass participation is confined to minimal responses to the semiotic displays of a small, powerful elite. These institutions also provide the participants in M1 with expectations about how much they will, or more aptly will not, contribute to the outcomes (Ward 2004a). There is a low level of insulation, that is, weak classification boundaries, between a wide range of other institutions and the stop work meeting, not just between it and the meeting between the two sets of negotiators in the settlement of this labour contract in a bread factory. While the collective suppression of resistance from Shane by the union negotiators in M1 (Ward 2004a) clearly signals to base members that the negotiators are firmly in control of the outcomes of the interaction it is the experience of this writer that most base members of unions are happy to abdicate their responsibility for ensuring a successful outcome to their representatives such as Phil, Billy and Steve and while this creates the kind of alienation Kelsy notes (Kelsy 1997a) unless careful work is done to involve members they are unmarkedly willing

to remain peripheral to union activities. In this sense they have an elaborated understanding of how things work in capitalist society and tacitly know the risks of challenging institutions. Experiences such as Shane's in this interaction validate the tenant that social change cannot be achieved by individuals (Bernstein 1990a: 39).

## ***8.6 Interactional and locational features of the contract negotiations discourses***

Finally this chapter turns to the important issue of the transfer of the institutional features from one discourse context to another in the four texts discussed here.

If the degree of insulation is the crucial feature of the classificatory principle generated by the social division of labour, then the *form of the communicative context* is the crucial feature generated by their social relations, through the pedagogic practices the social relations regulate. (Emphasis in the original).

Bernstein 1990a: 39

Two features of the context of an interaction are critical: *Interactional* ones such as organisation, sequencing and pacing as well as the modes of communication and *Locational* ones such as where the interactions take place and the spatial relations of the participants (Bernstein 1990a 34).

### **8.6.1.1 Interactional features**

In each of the four discourses discussed here the mode of interaction is verbal and the participants remain seated for the most part. Their dress is casual although a number of base members in the stopwork meeting wear boiler suits and other work apparel. Modes of address are conversational across the discourses with the exception of the resolutions put to the mass meeting by the union negotiating team. This reflects the deliberate effacement of class relations of the 'mateship' genre particularly prevalent in (New Zealand and) Australian society (Eggin and Slade 1997), and helps disguise the reproduction of social control across the four texts (Voloshinov 1973, Bernstein 1990a). In each case the discourse organiser, predominantly Phil, decides the timing

and pacing of the meetings, congruently in consultation with his company counterpart Gavin. While the sequencing of the interactions has institutional and ritual aspects again it is Phil in consultation with Billy who decides this. They must gauge, for instance, how many CL-inters they have with the company before it will be necessary to have a meeting of members. To a large extent the binary nature of CL-inters such as UC5 and CL-intras such as N3 decides the sequencing of these although that dialectical relationship needs to be implemented by Phil and Gavin each time and is open to local variation. The union members attending the stopwork meeting are paid for their attendance by the company on the basis that the timing of the meeting and its duration are regulated to minimize disruption of the production process and again details of this timing are decided by Gavin and Phil. The union negotiators submit an attendance list to the company to determine who gets paid. Clearly the interactional features of all the discourses discussed here have much in common and the power to determine interactional features lies at least in part with the union negotiating team, and in part with wider institutional demands.

#### **8.6.1.2 Locational features**

There is a broad intersection of the locational features of the four discourses as well. All four interactions take place at various places around the bread factory, that is, within the legal and social domain of the company. The meeting between the union and company representatives that realises text UC5 takes place in a small office and the meeting of union only negotiators that precedes it, N3, takes place in the same room. The meeting between Gaylene and Billy takes place at Gaylene's workstation in the factory and the stopwork meeting in the cafeteria in the factory. With the exception of the meeting of union negotiators all the interactions are spatially oppositional. In UC5 the interactants sit around a group of small tables but this is far from the casual spatial setting it might appear. The union party sits in one group with Billy next to Phil and there is a parallel line-up of company speakers opposite them. When Gaylene and Billy interact they stand almost face-to-face and in the stopwork meeting the union negotiators sit in a group facing the base members who are roughly seated in a larger oppositional group (Ward 2004a). While it is unclear that any hierarchy that determines these spatial relationships across the four discourses it is

obvious that locational and spatial settings generate a culture that provides for conflict and domination of one group by another and that overwhelmingly the locational features, like the interactional ones, contribute to a weak classification between the discourses and are not empowering of base members.

### **8.6.2 Missing elements?**

The one missing element that weakens conclusions drawn here is informal discussion of the negotiation process among members themselves in the absence of delegates or organisers, the kind of conversational interaction that goes on at work stations and lunch tables between base union members. In this writer's experience, how much of this goes on in any negotiations varies with the level of union activity in the work place and the proximity of 'formal' negotiations. At times when workers are aware that negotiations are taking place there is keen interest in the outcomes, at others when there is little activity there is little interest. What is crucial in any event is that apart from the kind of interaction between delegates and members exemplified in D5 and at meeting such as M1 there is conventionally no opportunity for members to be part of any union process that will effect the negotiations. In other words although the casual interaction between members is not part of the data neither has it direct impact on the negotiation process. Another missing element in the data is the informal interaction between the discourse organisers and their counter parts in the company. Telephone conversations between Phil and Gavin instantiate. These do have a determining effect on the outcome of the negotiations but as the focus of the research is more on the interaction of the unionists among themselves the absence of this kind of data is less crucial.

### **8.6.3 Summary of Discussion**

It can be concluded from the texts, the data extracted and analysed from them, and discussion of the implications of these that the process of settling the labour contract at this factory for these members of the NDU, at least in the discourses that the texts

realise, institutionally represses the participation of base members of the union in a key element of union life at the work site. Looking at the gross level of turn taking it has been shown that the discourse organisers of each text dominate the interactions either by taking turns themselves or by positioning other to do so. Following Bernstein's paradigm it has been shown that there is a hierarchy of texts that prioritises meetings between the union negotiators and their company counter parts and that other discourses such as meetings of the union negotiators themselves with their members, both individually and collectively are subjugated to the needs of the interactions with management. It has been concluded from the data that there are weak classifications between the discourses and that the union negotiators transfer the division of labour for 'doing union' from their interaction with the company into their apparently independent union activities. In this process they realise dominating relationships among themselves and with their members that militate against participation by more than one or two individuals. It has been suggested that there are elaborated and restricted orientations to the experiences that unionists have in the process of settling the contract and that the weak classification between discourses which require binary interactions with the company and those that might fruitfully explore less polar relationships produces union interactions such as the stopwork meeting where members leave with no further union tasks than they arrived with. The highly specific orientations from the individual worker's experience of capitalist exploitation are never developed into broader class orientations. It has been further concluded that even where individuals such as Gaylene do take on responsibilities they do so on the basis of a restricted orientation to the discourse and are likely to remain dependent on union delegates and officials for further activities. Finally it has been concluded that interactional features such as the organisation, timing, and pacing of union meetings together with locational features such as where they are held and the adversarial spatial settings they are conducted in all flow from the dominant discourse and act to preclude real participation by base members of the union.

#### 8.6.4 Where to from here?

“The practice of ‘doing union’ is currently substantial discourses and who does it clearly determines what ‘union’ is.”

(Ward 2004a: 293)

There is an assumption in the union movement that settling a labour contract is an opportunity to involve members of the union at a work site in the life of the union and to build the union around the negotiating process, that the self-interest in protecting wages and conditions will motivate base members of the union to take part in the process of achieving a contract settlement and in the process become involved in and more committed to the union, that members will take responsibility for at least some of the discourse of doing union.

The assumption among union leaders is that if the negotiation process breaks down the members will be called upon to take action in the production process by reducing or withdrawing their labour in some way, and indeed stopwork meetings of the kind included in the data for this research are real participatory action by members of the union in that production is stopped and profits reduced although given the planned and highly restricted nature of the meeting both real impact on the production process and its symbolic impact are minimal. Two problems arise with this logic. Most contracts are settled without more than the token kind of involvement of members that are discussed in this paper. The incidence of contracts that are resolved by industrial conflict is relatively small. More importantly the thematisation and prioritisation of the negotiating process over the process of industrial action means that organisationally the union is being built around negotiation and other activity is secondary in principle and minimally part of union life in practice. There are several consequences of this in the writer’s opinion.

Firstly, the lack of ownership of the negotiation process by base members sharply reduces their commitment to deal with any failures it may produce. Secondly, over

time it provides the social and material base for the alienation that arises within the union and that allows base members to distance themselves from the outcomes of union action when and if they feel the need. This in turn is the material and symbolic base for the ideological split that capital is able to exploit by talking about the union as something separate from the members who belong to it. Indeed this argument provided some of the public rationale put forward by capital for the introduction of the ECA in the early 1990's and in part for the subsequent abandonment of the union movement by a sizeable section of the workforce. All the evidence is that anti-union legislation and high levels of unemployment were the major factors in this development and it is not suggested here that the structures of the negotiating processes are responsible for all the ills of the union movement but it is evident that how unions go about settling labour contracts is a contributory factor in their own weakness. As noted in Chapter 1, a number of workers reported in the wake of the introduction of the ECA legislation that they liked the fact they were now responsible for their own contract negotiations (Kelsy 1997a, 1997b).

Crucially for the officials, organisers and delegates of the union who are overloaded with work, the negotiating process as it is evidenced in this research perpetuates a culture in which the bulk of the members take little or minimal responsibility for the union movement and are excluded from the experience of learning the elaborated discourse required to lift their understanding of class struggle beyond the immediacy of their immediate work place, perhaps even within the confines of the site they work at, let alone beyond that. One sad outcome of this related to the present research was that some months after the data was gathered the head delegate Billy was made redundant by the company, ostensibly as part of a general reduction in the labour force at the factory but it was the assessment of many of the unionists around him that his activity in the union was a major contributor to his selection by the company for redundancy. This kind of disciplining of the workforce by capital is provided for by the distance between delegates and base members of the union that the processes discussed here highlights and, of course, contributes to a cycle of repression of union activity. Members are unwilling to take responsibility because it profiles them for

potential victimisation. Many workers are tacitly aware of the culture of unionism that allows for this cycle to continue and are unwilling to jeopardise themselves. In the writer's experience this kind of mentality is quickly broken down by participation in union activities. Where industrial action takes place new and enthusiastic local leaders are often one of the positive outcomes. The research here suggests that a fundamental rethink of the way that contracts are negotiated could also produce broader commitment and participation from base members of unions. This in turn would reduce the movement's vulnerability to anti-unionism in the political sphere.

Concomitantly it follows from the outline given in Chapter 1 and the discussion here that unions aiming to retain or win workers' support in a deregulated environment need to address the issue of democratic voice in the bargaining discourse. (Fosh 1981, Kelsy 1997a, 1997b, Mumby and Clair 1997). One step towards this lies in workers acquiring a consciousness of oppression, and the extent to which discourse is part of this (Pocock 2000b). In Chapter 2.5.4.3 it was noted that researchers in language wishing to contribute to social empowerment is to analyse how discourse is articulated both within itself instantially and with other social forces (Chouliaraki and Fairclough 1999). This report overall has identified how discursal roles from the negotiation process impinge on the processes of activating members and as a first step this is being taken up with the participants. Locally however some tentative recommendations can be made from the evidence the data produces.

As noted in Chapter 2.4.5.2.2 participants often fulfil more than one role at a time (Van Dijk 1997b). In this data it can be seen that the union organiser and the delegate have responsibility for both settling the contract and mobilising the members. It is evident from N3 and other texts in the corpus that they do so on a planned basis. To avoid the infiltration of roles from non-participatory institutions such as the CL-inter a clearer division of labour might be pursued. For instance, the site delegate could be made responsible for organising the CL-intra, and have the discourse organiser for its counterpart (CL-inter) in a subordinate reporting or challenging role. As D5 shows however this may not be adequate on its own. Foregrounding discursal plans that



will ensure members take some activity away from each union discourse they join may be helpful. Clearly the NDU is planning for interactions; it is a question now of what is being planned for. The analysis in Chapters 4,5,6, and 7 showed that one resource for extending responsibility in an interaction is the use of Wh-interrogatives to broaden participation. In meeting such as D5 and M1 the delegates obviously need to report back to members about the state of negotiations with management. However reconstruction of the demands for committed members like Gaylene to follow the delegate's ideas and orders into Wh-interrogatives about what her assessment of what needs to be done to motivate her workmates would place more responsibility on her and subsequently more commitment to the process. This could provide the basis for Gaylene's further participation in the stopwork meeting that follows by having her report back on the difficulties she faces. This would have the added benefit of broadening other members' identity with the challenges Gaylene faces and perhaps encourages the airing of similar difficulties they have at their own work area. Small group activity as part of the stopwork meeting would have the further advantage of breaking the dichotomous spatial settings discussed earlier in this chapter and allow for negotiators to move from one small discussion group to another as classroom teachers do in parallel pedagogical situations.

It has been suggested elsewhere (Ward 2004a) that a regime of Wh-questions might also provide members at the stopwork meeting with a measure of involvement, even for those less willing to speak in public:

- ◇ Who is talking?
  - What are they talking about?
  - How long have they been talking?
- ◇ When will I get to participate in this meeting?
  - What have I got to contribute?
  - How will I contribute?
- ◇ What will my responsibility be after this meeting is over?

( after Ward 2004a)

It is suggested here that for union interactions that expect to have membership participation will need to confront the models evidenced in this research. Stopwork meeting need to be a place for primarily members to be active, to have discursal roles. To that end models from outside the union movement may need to be studied. Current educational practices, for instance, provide for small group activities inside and outside the classroom context, often followed by group presentations of the activity (Nunan 1988: 83). In a union context reports from negotiators might be better summarised in written form and distributed prior to a mass meeting so that members could be expected to develop responses to them in small groups at the meeting.

It has been suggested in the Chapters above that narratives of the production processes form an early part of the assessment of what a labour contract settlement needs to met and yet they may be part of a restricted code within the discourse of institutions like the CL-inter (UC5), where non-finite clauses and perhaps other metaphorical forms are favoured. Increasing the real reports from members directly into the negotiation discourse would seem to have the dual benefit of giving the interaction a more working class framework and of giving members more direct ownership of it. Such a discourse culture would seem to provide more protection for individual delegates from victimisation and go some way towards negating the image that base members have no input into their contract settlements.

### **8.6.5 Review of the Chapters**

Chapter 1 established the need for research into the area of union discourse generally and within the NDU context specifically. It showed the need for unions to adopt a membership based organising model and then the need to focus on discourse as a part of the reforms required to implement change towards this model. Chapter 2 reviewed the literature on research into unions and their discourse as an aspect of realising their culture. The chapter looked at tools for analysing discourse and the Systemic Functional Grammar paradigm was chosen as it enables power within the union discourse to be systemically and instantially investigated to expose both speaking and

social rights within the texts and thus the points of articulation at which relations of power within unions might be rearticulated.

Chapter 3 addressed the methodology used in the thesis. It described a qualitative approach to the collection of data that involved the researchers as participants and the unionists as data collectors. It how described audio data was collected and re-presented as a corpus of computer data. Chapter 4 provided a framework for discussing the qualitative and quantitative aspects of the data. Key exchanges from the central text UC5, a meeting between the union and company negotiators, were discussed within a context of a regime of phases that realised a progression of offer/demand exchanges with alternating rejection phases, and at points where the institutional mores needed to be foregrounded, phatic phases. Networks for discussing quantitative views of the Mood and social move aspects of the data in the second and third sections of the chapter provided insights into the speaking and social rights of the interactants respectively. The quantitative data supported the evidence provided by local inspection of the data at the discourse level and patterns of power and control in the relationships among the union participants began to emerge.

In Chapter 5 the quantitative tools outlined in Chapter 4 were applied to the data for the interaction among the union negotiators N3. A comparison between the roles played by the union participants in UC5 and N3 was drawn from the statistical output of *Systemic Coder* for both texts. This process was repeated in Chapter 6 for the interaction D5, a meeting between the union negotiator Billy and a base NDU member in the bread factory. Chapter 7 applies the same analysis to the interaction M1, a meeting of 43 NDU members from the factory and their negotiators. In each of these chapters it became increasingly evident that, given the demands of the various institutions they realised, there were clearly defined patterns of interaction and power relations within the groupings that were constrained by some widely overlapping institutional norms. The evidence was supported by the way in which dissonant voices, and idiosyncratic variations in the roles taken by individuals highlighted these constraints. In each case the discursal goals of interactions among the negotiators,

with individual members and at collective meetings with members were shown to be subsumed into the discursual goals of the interaction with the company negotiators, in each case the process was instantiated by the division of labour within the meetings.

Chapter 8 discussed the four union interactions together and suggested that a hierarchy of discourses with low classification between them provides for the culture of the dominant discourse, the interaction between union and company negotiators, to flow into the others and provide for participation patterns that systemically realise disempowered members. It suggested further that members working in the factory focusing on discourse realisations that are specific to their worksite and that tend to preclude their participation in discourses that focus on wider social formations. In response to this, the chapter suggested a number of re-articulations of the union discourses that may lead to better participation by base members. It concludes that an understanding of the current discursual practices and comparison with other cultural models may provide the union with practices that engage base members more responsibly.

#### **8.6.6 Thesis Conclusion**

The thrust of this thesis has been to look at patterns of language and power within the context of four union institutional settings and to determine to what extent the discourse structures of these interactions promote or impede union strength as gauged in base member participation. It has concluded from the data that the patterns of modality and interactional moves in the settling of one labour contract that current practice inhibits rather than promotes membership power in union processes. It is not suggested here that these practices are motivated by individual aggrandisement nor by the kind of territorial union empire building referred to in Chapters 1 and 2. Indeed it is worth repeating that the researcher has known some <sup>of</sup> the participants for many years and they are proven working class battlers. It is suggested rather that the long history of union interface with the bourgeois institutions of capitalism such as those of

setting a labour contracts requires conscious attention to working class discourse if the movement is to preserve heteroglossic discourses.

### ***8.7 Areas for further research***

As noted in Chapter 2 the Systemic Functional Grammar paradigm is increasingly rich in analysis of discourse about work related discourses but the studies in union contexts are just beginning. The following suggestions are but a few of the areas from a potentially rich field of possible research:

- Comparison across the discourse types within the present corpus to strengthen understanding of each the power relations within these. The delegate-member texts seem to be a promising place to start and would offer resources that would be immediately useful to the local branches of the NDU.
- Analysis of alternate types of interaction based on the re-articulations suggested above.
- Investigation of ways of both sharpening the discourse classification between negotiation practices and those of organising, and ways that restricted codes such as narratives could be brought to bear on the contract settlement process.
- Investigation of ways to involve base members in the practices of more elaborated codes. Sharing narratives with workers from other bakeries, for instance, would build on long held union practices of building cross-site solidarity and may contribute to increased class-consciousness.

In summary this thesis has investigated the language, power and union discourses within one local union setting in a New Zealand context, by attending to the features of Mood and social move patterns in the texts it has focused on how the practices of a

dominant discourse impede the participation of members of the union in other discourses.

## Appendix 1: Text UC5

Start Time: [09:45]

Date of recording: (17.03.00)

Length (time): 30 minutes 20 seconds

Recorded by Gabrielle

### Participants:

Billy Hall (maintenance engineer delegate pakeha male aged 50-55)

Steve Tomlins (production worker, occasional union negotiator pakeha male aged 30-35)

Phil Travers (union organiser, pakeha, male, aged 45-50)

Trevor Taite (union site delegate, pakeha, male, aged 35-40)

Gavin French (company human resources manager, pakeha, male, aged 40-45)

Wayne O'Connell (company local manager, pakeha, male, aged 45-50)

John Tree (industrial consultant, pakeha, male, aged 40-45)

### Notes on transcription:

The conversational style of the interaction means there is some cross talk and places with back ground or dual conversations taking place and where the tape is difficult to decipher. ST: appears to cut in more than he does in reality because of his proximity to the microphone. Phase and exchange headings are added to the text.

### Description notes:

This interaction continues the negotiation session held earlier in the same day. The discussion is semiformal in that it is to resolve the contract but is non-public so the negotiation details and interpersonal relations are informal. It takes place in a room about four metres by four metres at the company factory site company negotiators are on one side of a table and union negotiators on the other. The tape recorder is placed on the table in the middle of the negotiating space. The union meeting which intervenes between the two sections is separately recorded, the management meeting was not recorded.

### Speaker Identification:

BH: Billy Hall

PT: Phil Travers

ST: Steve Tomlins

TT: Trevor Taite

GF: Gavin French

JT: John Tree

WO: Wayne O'Connell }

[Tape 13 Side one]

[09:45]

Phase 1 Exchange 1 A Cracker of an Idea.

JT: [laughing] [i]we'll have to start doing[ii] that too turning up at the negotiations with a tape recorder [iii]and saying[iv] i'm doing some research [cross talk and laughter]

PT: [i] well we thought [ii] it was a great a cracker of an idea [iii] when someone suggested it [iv]and we thought[v] shit we're gonna use this at all negotiations now [laughter cross talk][vi] the problem is [vii] they expect [viii] we gotta pay the undergraduates to [cross talk and laughter][ix] our credentials [x] we gotta have these people come along [laughter] [1:00](3)

#### Phase 2 Exchange 2 Acknowledgement

[i] look we've spent considerable time [ii]discussing your proposal um

JT: [i]yeah

#### Phase 2 Exchange 3 This Site

PT: [i] um + perhaps just before i get into that [ii] i mean there's a couple of interesting points [iii] that we thought about [iv] when you're talking about this particular site and and [v] the efficiency of it[vi] um and i must admit [vii] we're at some difficulty [viii] to know [ix] how how the company sees this site [x] in terms of making it more efficient um

#### Phase 2 Exchange 3 The Current Equipment.

[i] one of the things is [ii] we we considered is [iii] the current equipment [iv] that is here [v] how efficiently [10:30] is that being used [vi] i mean is it a is it running efficiently at the moment the current equipment [vii] that you have (2) [viii] because i mean clearly if it is if it's running close to it's peak efficiency (1)[ix] then what other reasons is the site not performing up to expectation[x] and following that sort of line in terms of some of the suggestions [xi] that john made [xii] in terms of about the issues [xiii] that he raised[xiv] in terms of improving efficiency um and

#### Phase 2 Exchange 4 The Divider.

[i] there's is the one[ii] that we have raised a couple of times [iii] well we raised both [iv] and steve's the one [v] that could probably determine all about it [vi] and that's the divider [vii] um and what effect that could have on efficiency

ST: [i] well i mean we've been hearing two weeks for the last six weeks [ii]it's two weeks away [iii] it's two weeks away

JT: [i]for what sorry

ST: [i] for six weeks

JT: [i] you mean [11:00]

ST: [i] the divider head's two weeks away

JT: [i]the new one



ST: [i] i could have walked to auckland [ii] and brought it down on a wheel barrow by now

PT: [i] no it's not a new one

ST: [i][laughs]

PT: [i] it's the one [ii] that's being

GF: [i] redone

PT: [i] up graded

WO: [i] well i DO know the answer to that

ST: [i] [laughs]

WO: [i] it's not sort of sitting there in a nice little box \ in auckland [ii] it needs / to be machined [iii] and it's getting machined [iv] and all those other bits and pieces [v] that need done to it [vi] and i means once that's completed [vii] well it's coming down asap

ST: [i] \ no no i realise that //

Phase 2 Exchange 6 Potential Savings.

PT: [i] what potential saving would that divider make (4) [whispered discussion among company representatives]

WO: [i] have to work it out [ii](3) hearing what i'm hearing [iii] it would be

ST: [i] well you'd be looking

WO: [i] quite impressive

ST: [i] you'd be looking at twenty to twenty five pounds of dough press

PT: [i] so what does that mean [ii] steve tell us [iii]what it means

ST: [i] well i mean it's money money [11:30]

PT: [i] well how much

ST: [i] you'd be talking about four and a half five doughs a day probably [ii] i dunno ten thousand buck a week (4)

WO: [i] four or five doughs a day [ii](...) i'd say

TT: [i] i think [ii] paul worked it out [iii] it'd be about seven hundred kilos a day on average additional dough

BH: [i]what's that in doughs

TT: [i] three is it three of four

#### Phase 2 Exchange 7 Money (1).

PT: [i] so okay [ii] so what's that worth in money

BH: [i] (seven hundred dollars) (10) [calculations being done by company representatives]

ST: [i] it's probably 500 loaves a day

GF: [i] (john can't work it out) (4)

PT: [i] so what's it worth in dollars

WO: [i] i don't know

BH: [i] three doughs [ii] three doughs a day (5) [12:00]

PT: [i] so what's it worth in dollars

TT: [i] it's around two hundred cases a day (8)

#### Phase 2 Exchange 8 Ingredients.

GF: [i] forty percent of it's ingredients [ii] and sixty percent of it's water

WO: [i] yeah (2)

GF: [i] and forty percent of it's flour

WO: [i] (...) loaves (2)

GF: [i] you'd be round about [ii] you'd have to

WO: [i] hang on [ii] seven hundred kilos (3) [iii] it's gonna only be six hundred odd loaves a day isn't it [iv] oh hang on [v] it'll be more the other way [vi] it'd be eight hundred nine hundred

GF: [i] mm nine hundred

BH: [i] that's right (2)

#### Phase 2 Exchange 9 Weight Ranges.

ST: [i] and of course you (1) [ii] when you look at the weight ranges [iii] that we have on the wall [12:30] [iv] i dunno [v] where paul saw his mark [vi] when he did he's costings [vii] but when you look at the weight ranges [viii] we have on the wall [ix] you must set the divider at the highest weight range (2)

BH: [i] that'd be\ about (...)/

ST: [i] \ so you CAN'T sort of go // BETWEEN the weight ranges [ii] and say [iii] well look we'll be working at some where near the middle [iv] because we're not [v] we're ALWAYS going to the high end [vi] coz every once in a while it spits out two or three [vii] that weigh nothing [vi]\ and that's to try / and cover

Phase 2 Exchange 10 Money (2).

PT: [i] \ so that's [ii] is that //[iii] sorry [iv]billy is that

BH: [i] (fifteen thousand a month)

PT: [i] fifteen thousand a month [ii] is that a thousand odd dollars

BH: [i] yeah [ii] and that's working on [iii] making a fifty cent profit on the loaf (3) [blip in the tape] [iv] fifty cents(2)

GF: [i] no [ii]coz all you [iii] all we're paying for additional [iv] going in to it [v] is for the ingredients [13:00] [vi] that are going into it (1)[vii] cause if you can [viii] we still have to make x number x amount of loaves [ix] so all we're doing is is

BH: [i] you'd just be saving the cost

GF: [i] we'd be saving the COST of those ingredients [ii] the cost of those ingredients

BH: [i] but wouldn't you

Phase 2 Exchange 11 A Loaf of Bread.

[i] i guess [ii] that comes down to [iii] how much does it cost to make a loaf of bread

PT: [i]yeah what does it cost [ii] to make a loaf of bread (2)

GF: [i] i don't know [ii] i guess [iii] i can find out

WO: [i] about fifty cents [ii](i think [iii] you'll find)

BH: [i] around fifty cents a loaf so

Phase 2 Exchange 12 Wastage

JT: [i] sorry [ii] doesn't this show up in your wastage figures

PT: [i] no [ii] it's not wastage

ST: [i] no [ii] it's not wastage

Phase 2 Exchange 13 Twenty Three Grams.

BH: [back ground discussion goes on between company representative for the next minute or so] (... [i] you get TWENTY THREE GRAMS per loaf extra [ii] because you're [iii] you're \ ( ... ) / [iv] you've got to increase the weight [v] which means [vi] you put more bread more dough into each loaf rather than [viii] collecting all those little bits [ix] and making extra loaf and all those little bits [x] three [13:30] doughs a day [xi] that's a lot of bread (2)

JT: [i] \ yeah yeah [ii] i'm with you //

ST: [i] i mean we make that every day [ii] and we don't have to (2) [iii] i mean that's just one of many things [iv] that's [1][v] \ that's [vi] that's just / [vii] i mean [2] \ the plant's FRAUGHT / with them

Phase 2 Exchange 14 Money (3) .

PT: [i] \ what do you reckon // gavin [ii] how much [2] [iii] \ it's your guess //

GF: [i] two hundred dollars a day (1)

PT: [i] two hundred dollars a day

GF: [i] yeah (1)

WO: [i] that's just as critical to you as [ii] it is to me [iii] and and i mean i (.5) personally am trying to get the thing done as quick as [iv] i can

ST: [i] mm yeah but

WO: [i] well no [ii] unless you

Phase 2 Exchange 15 Efficiency of the Plant.

ST: [i] i mean it'd be FAIR TO SAY [ii] when you look at it [iii] i mean i i constantly hear this bandied around the EFFICIENCY of the plant

PT: [i] yeah

ST: [i] and it's constantly bandied around [ii] now if you have a look at the numbers [iii] set down [iv] the expectations [v] that paul sets down

WO: [i] yeah

ST: [i] we are normally within + [ii] we're normally within three [14:00] or four points either side [iii] we sort of range up and down [iv] we're pretty level

WO: [i] but when you look at your eighty five percent

ST: [i] sorry i [ii] sorry i yeah

WO: [i] you're normally around in the range of [ii] oh i dunno [iii] seventy eight to eighty two

ST: [i] yeah [ii] \ so i mean /

PT: [i] \ so what are trying to // [ii] what are you [iii] this is in terms of what

ST: [i] so i mean it'd be fair [ii] be fair say [iii] we're driving and old skoda like a race car [iv] you know [v] what i mean [vi] i mean it's going as hard as [vii] it can go

WO: [i] WELL yes and no

ST: [i] yeah but this is [ii] where we have [iii] this is [iv] where we have a problem with [v] tying it into peoples wages increases [vi] with this [vii] but to GET those [viii] get those percentage points [ix] it's gonna take a lot of capital investment

WO: [i] all depends [ii] what percentage points [iii] you're gonna target [iv] to start with [embedded] doesn't it [v] and obviously you're gonna target something [vi] which's achievable

PT: [i] yeah [ii] but going back to the fact [14:30] [iii] that is [iv] is the plant in it's current capacity running [v] billy is it running efficiently

WO: [i] if you're looking at your performance targets

PT: [i] no [ii] no [iii] just the no [iv] no [v] not the performance targets [vi] just you have to go back to the first question [vii] when i started with [viii] is that in terms of the CURRENT machinery [ix] that is out there [x] how efficient is it [xi] to what it can do [xii] i mean it's limited by it's age and a a number of other (...) [xiii] is it running at good efficiency [xiv] is it running at poor efficiency (4) [xv] I'M \ TRYING TO [xvi] john knows [xvii] what i mean /

WO: [i] \YEAH YEAH YEAH //

GF: [i] yeah yeah yeah [ii] and there is an additional thing [iii] there is the fact [iv] which you got the equipment itself [v] and also the labour [vi] to run the equipment [vii] you remember [15:00] [viii] you remember the options for them [ix] for the shift changes last year [x] when we went from four shifts to three [xi] we then followed [xii] what worked out [xiii] what was a better option than [xiv] what we're doing at the moment to to optimise the efficiency of our plant [xv] that included the the shift structure and and the

PT: [i] has it made it though

GF: [i] um so i think [ii] that has to be taken into the equation as as well

PT: [i] yeah [ii] but i'm trying to respond to john's analysis [iii] to start with was [iv] that this plant is not performing [v] it's one of two in the country [vi] that their looking at closely [vii] why why why isn't it performing [viii] + i mean we just high lighted [ix] that's [x] i mean there's at least a hundred buck a day in there [xi] i asked and

Phase 2 Exchange 16 A Conveyor.

[i] there's other things like [ii] there's [iii] there's a conveyor [iv] that can dump bread at least once a week and [ to Billy] [v] you've raised that too [vi] i think[vii] there was an issue [viii] where it dumped it

BH: [i] it's a blind spot \ ( ... ) / line to the cutter [ii] nobody's there [iii] so you lose a lot of bread [iv] if you don't see it

PT: [i] \ i mean how much is [ii] what's a loaf of bread worth to you again [iii] that's // [iv] i mean we get told [v] that

WO: ([i] we don't lose a lot of bread there do we)

ST: [i] yeah

PT: [over back ground talk][i] your argument you know [ii] that the place had got to pay it's way [cross talk] [iii] if the current machinery

TT: (...) [15:30] [i] four or five hundred on the floor [ii] before they realise[iii] that\ (it...)

WO: \ [i] how often // does that happen [ii] coz i mean in the wastage figures i don't see it (1) especially recently [iii] unless you get a major break down (1)

ST: [i] well at one stage it was happening sort of once a week

WO: [i] but it's not happening recently is it

ST: [i] well i \ when i [ii] YOU WERE THERE / last time billy [iii] and i fixed six breaks in that belt

WO: [i] \ just what i can remember from the wastage figures //

BH: [i] that's right [ii] yeah

ST: [i] yeah

WO: [i] that's the only one [ii] that i'm aware of [iii] but hey there could have been others (1)[iv] that's once \ one /

ST: [i] \ one [ii] but THAT'S / [iii] that's and issue [iv] i dunno [v] how you deal with an issue like that [vi] but all these things are money at the end of the week

WO: [i] give \ me a /

#### Phase 2 Exchange 17 That's a Huge Cost

ST: [i] \ the the OTHER // side to that [ii] that that seems to be getting missed out of this is [iii] i mean everybody sort of looks looks at [iv] you know if we don't have enough bread now [v] the reality is [vi] if we have to go back to the mixer [vii] change tins [viii] and start over again [ix] that's a HUGE cost [16:00] [x] particularly if we're we're already in the throws of cleaning up the plant [xi] or if we've got stop doing [xii] what we're doing [xiii] and change tins [xiv] and make a DIFFERENT VARIETY [xv] cool the oven down [xvi] and then heat it back up [xvii] to get it back to [xviii] where we were [xix] i mean there's a big amount of money in all that

Phase 2 Exchange 18 No Control (1)

[1] [i] \ and THEY'RE// the the things [ii] that we can't control [iii] because we don't control the capital expenditure to [iv] where the weaknesses in the system (1)[v] WE don't control that [vi] we have NO CONTROL WHAT SO EVER over that (3)

GF: [i] [1] \ (...)//

Phase 2 Exchange 19 On Going Improvement

WO: [i] on going improvement like [ii] we've always done in the past [iii] we'll identify [iv] what those bits of equipment are [v] and be able to build up a case argument [vi] to do something about it

ST: [i] oh yeah yeah yeah

WO: [i] which i've always done in the past [ii] it's part of [iii] i guess [iv] you can look at it the efficiency of that plant and the nearest comparison [v] and there is a long way [16:30][vi] we can go [embedded] isn't there

ST: [i] oh yeah

PT: [i] exactly

WO: [i] there's \ a (...)/

PT: [i] \ there's a HUGE //long way [ii] you can go to [iii] what would you have to do [iv] to go that far [v] a \ HUGE long way /

ST: [i] \ you to have have the capital // expenditure

WO: [i] yeah [ii] i guess [iii] there there there are some things [iv] we can do [v] that don't involve capital expenditure as well like

ST: [i] by and large it's capex isn't it

WO: [i] regular maintenance and you know preventative maintenance and that type of thing

ST: [i] yeah but you have to get it to to

Phase 2 Exchange 20 Someone in Charge

[i] when you drag that issue in wayne [ii] you have to put someone in charge of engineering [iii] that actually knows [iv] what he's looking at [v] [laughs]

PT: [i] yeah well lets [ii] we won't go into that [iii] that's another part of it [cross talk]

ST: [i] \ that's another // [ii] but that's another thing [iii] that we don't have any control over

WO: [i] that's another thing [ii] that's been identified [iii] and a a system's being put in place [iv] to improve that

Phase 2 Exchange 21 Say Sorry Guys (1)

PT: [i] the reason [ii] why we \ we /

WO: [i] \ that's // come from regular staff meeting

PT: [i] into these discussions is [ii] exactly the point you've put [iii] the reason [iv] why this plant is not performing [v] but the CURRENT [17:00] LAYOUT bar machinery is a restriction [vi] to it performing [vii] i mean how you gonna make a sensible argument to the guys [viii] that says [ix] sorry guys you can't get a pay rise because

GF: [i] lets [ii] lets [iii] lets [iv] lets \ clarify that /

PT: [i] \ of THIS // [ii] and that other sites around the country can [iii] because of THIS [iv] even though to the best of your abilities you're doing a good job

Phase 2 Exchange 22 This Place hasn't Performed.

JT: [i] can you clarify that [ii] the the measure of efficiency is [iii] i guess [iv] ultimately is the the standards and the targets [v] that are set for the plant for the year right up to and including an ebit target and every thing [vi] that sits under that in term of [vii] we'll do this much [viii] and we'll do it at this cost [ix]etc etc [x] those targets are set

PT: [i] yeah

JT: [i] taking into account (1) [ii] the plant [iii] you've got estimates of [iv] what you've got [v] and what sort of efficiency what sort of performance it should be able to generate [vi] for a variety of reason a long list of reasons [17:50] um over the last twelve months this place hasn't performed anywhere near the standards or to the standards or targets [vii] that were set [viii] those set [ix] those targets were set [x] taking into account the fact [xi] that (...) is a bit older than [xii] you'd like [xiii] we can't afford the capital for that right now [xiv] and something else has some limitations [xv] and you you you draw some conclusions [xvi] or you set some expectations in terms of [xvii] what sort of efficiencies you SHOULD be able to get out of it [xviii] taking into account [xix] you know what it's [xx] what it's weaknesses are

PT: [i] so the \ reality /

JT: [i] \ IT'S A A // A

Phase 2 Exchange 23 You're Almost Saying.

[i] I SENSE [ii] THAT YOU'RE SAYING [iii] THAT YOU'RE ALMOST SAYING [iv] LOOK YOU COULD BE MORE EFFICIENT [v] and for YOU to be more efficient [vi] that would be stuff [vii] that YOU guys would have to do [viii] therefore don't bring this argument to



PT: [i] NO [ii] NO [iii] NO [iv] NO [v] quite the contrary

JT: [i] oh okay

PT: [i] i'm trying to say [ii] that IF the plant is running as efficiently as [iii] it can [iv] but SUGGESTING [v] that this analysis correct in terms of the the [vi] what the performance should be [vii] it's NOT [viii] i [ix] so why isn't it [x] why are [18:00] these HUNDREDS of areas [xi] that have been [xii] i mean that you [xiii] they must be clearly identifiable all these hundreds of areas [xiv] why the plant is NOT achieving it's goal

JT: [i] yeah

Phase 2 Exchange 24 Say Sorry Guys (2).

PT: [i] now it's [ii] those areas are things [iii] that are NOT something [iv] that the workers here can do [v] well i mean there might be some things [vi] i mean clearly if if if the large proportion [vii] (there's) NOTHING [viii] that the workers can achieve [ix] and then you're gonna go back to the workers [x] and say [xi] SORRY GUYS and and girls [xii] you gotta [xiii] or you're not gonna get a pay increase [xiv] or you're sorry [xv] i mean sorry not you're not gonna get a pay increase [xvi] your pay increase is LIMITED by the fact [xvii] that this site is not performing [xviii] why is the site not performing [xix] well i'm sorry [xx] some of it's not your fault

JT: [i]that's true

PT: [i]so

JT: [i]a LOT OF IT [ii]a lot of it isn't their fault

PT: [i]and that's a reason [ii] not to get a pay rise [embedded] is it [iii] is it

JT: [i] yeah [ii][1] \ (... ) / cause you gotta have it [iii] before you can give it out

PT: [i] [1] \ (... ) // okay [ii] and and they're gonna accept that [2] \ are they /

JT: [i] [2] \ they // need to

PT: [i] why [18:30] would they accept it though

JT: [i] well be because we gotta [ii] we gotta have it [iii] before we can give it out

PT: [i] why would they accept that

Phase 2 Exchange 25 Where does the Money Come From.

JT: [i] look [ii] where does the money come from

PT: [i] well [laughs]

JT: [i] i mean look [ii] look [iii] hang on [iv] lets [v] lets just got to topline

PT: [i] yeah

JT: [i] lets [ii] lets just go to topline

PT: [i] you you're playing with figures

JT: [i] no i'm not [ii] well let me [iii] let me give you a figure [iv] and you try and play with it [v] and make it sound better than it does [vi] for the first six months of this year this plant was fifty percent of [vii] even making an even contribution [viii] all going well by the end it should be round about seventy five percent [ix] because it's picked it's act up now [x] against that sort of background tell me again [xi] where does the money come from

#### Phase 2 Exchange 26 A Twenty Five Percent Increase

PT: [i] well you you tell me [ii] how did they achieve a twenty five percent increase in those earnings [iii] what what did they do to achieve a twenty five percent increase in those \ earnings /

JT: [i] \ well we hit // the targets [ii] that were set

GF: [i] we've [ii] we've dropped a shift off the bread plant [iii] we've downsized our administration area [iv] we've downsized our sales area [v] um what else has happened wayne [vi] i mean they're all [vii] they're all things [viii] we've [ix] we've \ cost cutting / purchases and purchasing power um distribution costs [x] um we've dropped contractors out [xi] um there's dozens and dozens of things [xii] that have happened [19:00] [xiii] to actually give it that lift (2)

WO: [i] \ dozens of things //

PT: [i] and you're gonna [ii] and the other twenty five percent is gonna be achieve how [iii] (1) obviously \ (by what you're paying ...) /

JT: [i] \ it's not [ii] it's not // [iii] if the improving trend continues [iv] you're gonna wind up seventy five percent of [v] where you should have been

#### Phase 2 Exchange 27 The Other Twenty Five Percent.

ST: [i] so where are we gonna get the other twenty five percent from

JT: [i] you are (...) [ii] you are

ST: [i] no [ii] but i mean what's the point of setting a target [iii] if [1] \ we're not / gonna get there

PT: [i] [1] \ that's right // [ii] and lets say [2] \ because (...) /

JT: [i] [2] \ this year this year // this year you aren't gonna get it this year

Phase 2 Exchange 28 A Reasonable Target.

[i] what was accepted to be a reasonable and acceptable target twelve months ago at the outset of the year

ST: [i] mm

JT: [i] taking into account all that was known [ii] that was what about this time last year

PT: [i]yeah

JT: [i] taking account of all of what was known [ii] what seemed like a realistic target for the site [iii] um six months into the race you're only half [iv] where you should have been

PT: [i] so it wasn't a realistic target

JT: [i] it was a realistic target [ii] i mean you know it was a realistic target

WO: [i] you wanna be specific [19:30] [ii] i guess with [iii] what steve was saying [iv] you might say [v] right we may be averaging seventy eight percent efficiency [vi] maybe looking at your your production targets [vii] um a lot of the time we can get to eighty [viii] we've got to even eighty two [ix] i'm sure [x] gavin and i wouldn't sit down there [xi] and say [xii] right our targets gonna be ninety [xiii] cause it would just be totally unrealistic [xiv] you'd be picking a target somewhere between [xv] where you are now [xvi] and where you have been on certain days on certain weeks [xvii] logically for for efficiency as was [xviii] what what steve's question was [xix]  
we know [xx] we can get there

PT: [i]i'm not sure [ii] that's [iii] what they did [iv] when they set the target \ in terms of that (...)/

WO: [i] \ i'm [ii] i'm (...) // [iii] what steve's been talking about though

PT: [i] hmm

ST: [i] yeah i'm just concerned [ii] that there's not a great deal more [iii] the guys can ring OUT OF that old (rig)

WO: [i] when when we sit down [ii] when we sit down [iii] and see the targets [iv] we might say [v] right well up until a certain time we've got to set the targets [vi] we hope to have certain THINGS done [20:00] [vii] but we're just gonna set the target of this [viii] which we know [ix] we can probably get [x] come next time [xi] it's just like any targets [xii] if you keep achieving them [xiii] you you try and target yourself better don't you

Phase 2 Exchange 29 One or Two Percent.

ST: [i] yeah but you know what i'm saying is [ii] that maybe may we can get one or two percentage point more out of the plant [iii] but that's all [iv] we'll get [v] there's nothing else [vi] there to be got

JT: [i] right [ii] and we're putting some money up [iii] if you do

ST: [i] yeah there's nothing there [ii] but we i mean we'll get them anyway

JT: [i] yeah

ST: [i] so money up or not [ii] you know [iii]we'll get there anyway [iv] but to to hit the mark month after month after month [v] it's gonna take a lot of capital expenditure [vi] to get that [vii] to GET THE OPERATION smoothed out [viii] to ah to to do it month after month

JT: [i] right

#### Phase 2 Exchange 30 Round at Bombay Street.

ST: [i] coz i mean wayne was round at bombay street [ii] and i worked along side wayne [iii] in setting up a lot of things [iv] to get that plant running [v] and man when we had that place going in the end [vi]it was a real hummer

JT: [i] yeah

ST: [i] it was great [ii] i mean they must have been making money hand over FIST [20:30] with that place [iii] you know i mean they company MUST have been hauling a REALLY good profit out of there [iv] because the place was SUPER efficient [v] it really was [20:35 ]

[end of side one Tape 13]

#### Phase 3 Exchange 31 Pay for Your Pay.

[Tape 13 side two]

[00:05]

PT: [i] with in the discussion [ii] we're having [iii] and just listening to your presentation as to

JT: [i] yeah

PT: [i] as to [ii] what can the [iii] can the workers be expected to do [iv] to try and PAY for their pay increase you know [v] coz the way it's put across [vi] you gotta pay for your pay increase [vii] if if some of you inability to pay for it is not YOUR OWN [viii] well you're not gonna accept the company's position terribly readily are you

#### Phase 3 Exchange 32 The Scale.

[i] so but in saying that what you've presented to us [00:30] [ii] um we find some value in the scale [iii] alright in that scale up probably [iv] what we want to know [v] is [vi] is um the current break down of the personnel numbers [vii] that sit on the scale at the moment [viii] so we need to

know [ix] you know um how many people have we got [x] um how many assistant bakers [xi] how many bakers [xii] how many chief bakers (2) [xiii] coz that then makes some sense as to [to Gavin] [xiv] can you provide that straight off [xv] can you

GF: [i] oh

PT: [i] eh

GF: [i] i might be able to now (3) [01:00]

PT: [i] okay now if if that scale [ii] um i'm talking about the new scale [iii] with the money already added to it [iv] we've gone [v] probably we had a bit of a debate about the bottom step [vi] because effectively that's a [vii] it's a bit contrary to our positions in the past [viii] i suppose [ix] to accept a LOWER starting rate than [x] what is current in the contract [xi] but um clearly we're [xii] what that means to the company as opposed to [xiii] what sort of turn over you get [xiv] and how many employees would you expect maybe to be on that rate [xv] um i suppose another question is [xvi] how many new employees would [01:30] you EXPECT to start as ah as a new assistant baker (...) um

#### Phase 3 Exchange 33 Guarantee (1).

[i] if if we were to accept that ten dollar rate [ii] um we'd probably want some GUARANTEE [iii] that some one move through to [iv] what is the current rate the ten twenty [v] what ever the rate becomes with in six months [vi] so in other words if that rate was there [side murmur, calculation of rates by Gavin and Wayne]

#### Phase 3 Exchange 34 The Ten Dollar Rate.

GF: [i] um i i guess [ii]there's a couple of fundamentals with that rate [iii] the first thing is

PT: [i] which rate are we talking about

GF: [i] the ten dollar rate

PT: [i] yeah

GF: [i] the first thing is [ii] it's lower [02:00] than than [iii] where we're starting from at the moment

PT: [i] yeah

GF: [i] but in terms of that rate we're [ii] we're gonna say

#### Phase 3 Exchange 35 Spending Money on Those People.

[i] we're gonna commit [ii] to spending money on those people [iii] that start on that rate [iv] it's gonna cost us +

WO: [v] a hundred dollars per person

GF: [i] at least a hundred dollars per person [ii] at least [iv] i mean that's just for just for administration costs of doing the core skills programme [v] then we have the time on the assessments [02:30] for the people [vi] doing the assessments for those people [vii] and and the training and everything else [viii] so that to move them through [ix] so that um if if we get it wrong in terms of [x] who we employ [xi] and and they're not motivated to go through that [xii] we're (...) [xiii] we may have [xiv] coz we're only talking level one and level two unit standards [xv] they're not not hard units [xvi] um i mean you could someone progress through that rate in in three months [xvii] where as someone [xviii] who isn't as motivated [xix] it might take them nine months i mean um

Phase 3 Exchange 36 Guarantee (2).

[i] i don't [03:00] [ii] i think [iii] if if you put a guarantee on it after six months [iv] regardless of what you do [v] um regardless of what you do [vi] you devalue the point [vii] of having that training there

PT: [i] yeah i accept that [ii] but except i mean that that it's quite a fundamental thing for us [iii] to sort of say [iv] say [v] well lets LOWER the starting rate you know [vi] and i i accept [vii] what you're saying [viii] i accept [ix] it's a cost [x] we're just saying [xi] that if that was to be the new starting rate [xii] which is lower than [xiii] it is currently [xiv] then we'd want some GUARANTEE [xv] now how that guarantee might end up [xvi] we can perhaps talk about [xvii] but at least there'd be some guarantee [xviii] that a person would not STAY on that rate

Phase 3 Exchange 37 Training.

TT: [i] or that the trainer would actually be made [cross talk] [1] [2] [03:30]

JT [i] [1] \ that's a big // [ii] [2] \ that's // a big stumbling block [iii] part of that [iv] i guess [v] in the sense of making the training available [vi] we can control that [vii] individuals preparedness

BH: [i] that's right

JT: [i] and to to to learn [ii] and and take it on board

PT: [i] but but i mean no [ii] no we can't [iii] \ but i mean /

JT: [i] / so we gotta // have a hedge in there for that

PT: [i] that's [ii] that like the old apprenticeship scheme [iii] i mean you can put things in place [iv] that says [v] providing the training is [vi] ABSOLUTELY guaranteed to be there [vii] i mean if your not gonna do it [viii] if you're that lazy [ix] and you're not gonna do it [x] well so be it [xi] we're not gonna

BH: [i] that's your choice

PT: [i] yeah it is [ii] but i mean there has to be some clear understanding [iii] that the training's there [iv] (1) it's [v] it's ACHIEVABLE [04:00]

WO: [i] we don't have a lot of choice

PT: [i] no [ii] but we're saying [iii] that's [iv] what we require [v] \ (if they're gonna go on that rate) /

WO: [i] \ we don't have //a choice [ii] we got this new person here [iii] that's come in off the street [iv] and we're just gonna chuck them in that job [v] [laughs] [vi] i don't think so [vii] we gotta train the person [viii] how to do that job

PT: [i] yeah

WO: [i] the trainings gotta happen anyway

JT: [i] so so you're talking about [ii] what words we put around that bottom rate

PT: [i] yeah [ii] and yeah [iii] if we accept the scale [iv] that is yeah

JT: [i] and and and and you're saying on the one hand [ii] that you would expect [iii] that they had access to all the training and training [04:30] opportunities

PT: [i] yeah

JT: [i] but but you'll accept a hedge [ii] that's something to do with [iii] ah a persons gotta play their part [iv] and and ah \ you know /

BH: [i] \ provided // [ii] they've got the opportunities to do the unit standards [iii] now for some reason [iv] and i'm being ridiculous [v] if a person's handicapped [vi] and there's no way [vii] they're EVER going to be able to do these unit standards [viii] then that's fine [ix] the fella probably wouldn't want to do them anyway [x]  
so leave him alone on the rate [xi] he's on [xii] that's acceptable

JT: [i] right so that's a wording issue [ii] okay

Phase 3 Exchange 38 Progressing it.

PT: [i] okay [ii] that's [iii] so based on that sort of wording [iv] yeah right words in the starting rate [v] and ah the dollars [05:00] [vi] that you've probably put on [vii] we i mean we we do find [viii] that there is some merit in that [ix] and it does [x] and i mean there is anomalies clearly there [xi] um now there probably the the um [xii] what what we're looking at to be honest is [xiii] is [xiv] if if we can sort of [xv] is [xvi] if we can put ourselves in a position [xvii] where we feel [xviii] AT LEAST we've got something [xix] we can put back with some degree [xx] that they're not gonna start throwing things at us

Phase 3 Exchange 39 One Year Term

[i] i suppose [ii] um to to add to that [iii] i mean um we'd say [iv] that um a two a two year term is not acceptable under this sort of [v] we'd look at a one year term um and

Phase 3 Exchange 40 Flag the Bonus

[i] if you took [05:30] the the the um the bonus scheme [ii] if you just flag it

#### Phase 3 Exchange 41 One and a Half Percent

[i] and you put the one and half percent on top again

#### Phase 3 Exchange 42 Potential Acceptance

[i] we think [ii] that we'd possibly be in a position [iii] that well they wouldn't laugh at us anyhow

#### Phase 3 Exchange 43 The Alternatives

[i] well i suppose [ii] the ALTERNATIVES ARE [iii] that if we can make some ground along that basis [iv] i mean we gotta go back to the guys [v] to the to the workers anyhow [vi] um we go back on that basis [vii] or the alternative is [viii] that we go back under the basis [ix] that we sit at the moment [x] here's our claims [xi] here's the company's claims um [06:00] [xii] i don't really see any other way [xiii] of progressing it to be honest [xiv] unless you got any other suggestions john

JT: [i] um let me [ii] let me (...)

#### Phase 3 Exchange 44 Information.

[i] as a matter of information you you want to know [ii] who's

PT: [i] yeah

JT: [i] who's on you know on what rate [ii] we can give that now [iii] if you want it

BH: [i] yeah go ahead

PT: [i] yeah can you print [ii] or do we have to

GF: [i] um no [ii] just write it down ([iii] i've just done it) quickly [iv] (...) at ten twenty we've got thirty five people

PT: [i] yeah

GF: [i] at eleven dollars we got six people

PT: [i] yeah

GF: [i] at twelve seventy five we got ten people

PT: [i] yeah

GF: [i] fifteen fifty five we've got seven people



PT: [i] yeah

GF: [i] at sixteen eighty seven we got seven [06:30] people [ii] i think [iii] that comes out to sixty five [pause while calculations are made ] (7)

#### Phase 4 Exchange 45 Staffing Levels(1).

ST: [i] (what) was the comment [ii] you made earlier gavin about STAFFING levels [iii] or or you sort of touched on that [iv] when we looked at redundancies and what not [v] you touched on [vi] maybe our staffing levels were too high [vii] or i got[viii] that was the implication [ix] i think of [x] what you said [xi] but i'm [xii] i'm not quite sure of [xiii] where you were coming from

GF: [i] with regard to

ST: [i] when we were talking about efficiencies and and [ii] how well the plant performs i mean i [07:00]

#### Phase 4 Exchange 46 Variation (1).

[i] we we realise [ii] i do personally [iii] i certainly realise [iv] that [v] um i realise [vi] that we do have this variation [v] that ah you know some of the some of the old tiwai guys or goldenloaf or [vii] whatever they'd like to call themselves are getting paid [viii] ah but at the end of the day the company agreed to pay that for a start [ix] so they need to swallow that pill [x] and get on with it

GF: [i] (you know) [ii] the consequences of it is [iii] though as long as we've got those base rates [iv] and those people on those hourly rates that count in your terms [07:30] [v] well i mean off hand you get someone [vi] on ten dollars twenty [vii] on a on a variation of five or six dollars an hour [viii] that means [ix] that we're actually paying that person fifteen dollars or sixteen dollars an hour

PT: [i] (why don't you make up a pack) [ii] and buy them out [iii] we've said anytime [iv] you want to [v] i mean i mean any time you want [vi] you could offer a package [vii] to buy them out [viii] i mean there's nothing stops you [ix] you could put that as an offer as well [x] you could put a package to them [xi] and buy those people out [xii] and see whether there is anybody [xiii] prepared to take [xiv] i've said that all \ the (time [xv] i mean i'm amazed) /

ST: [i] \ i'd personally go for the (...) // [animated cross talk on the wage variation clause four]

#### Phase 2 Exchange 47 Would You Sell Your Variation.

BH: ([i] ...trevor) would be a good one to ask [i] if you ask [to Trevor] [ii] would you [08:00] sell your variation for a year

TT: [i] probably not [ii] unless if i was planning on leaving inside a year [iii] probably if i was planning on leaving inside a year [iv] i would [v] but if i wasn't[vi] i wouldn't

BH: [i] there you are [ii] an honest answer [laughter]

JT: [i] the last honest man where is he [laughter]

ST: [i] i mean look [ii] you can [iii] you can make an OFFER to the guys any time [iv] you WANT and

#### Phase 4 Exchange 48 Staffing Levels (2).

[i] i just yeah i'm just making sure in my mind [ii] that it was that [iii] that that you were talking about [iv] that it was the variation side [v] that you were talking about rather than the fact [vi] that there's more staff out there than [vii] there should be because

GF: [i] no [ii] i was specifically referring to the [1] \ cost (...) /

ST: [i] [1] \ okay [ii] yeah [iii] because i was just [iv] i was just [v] i was just //

BH: [i] on that variation [2] \ (...) /

ST: [i] [2] \ running my mind around the plant [ii] and thinking of [iii] where we could we do without someone //

PT: [i] [to Billy] (...)

BH: [i] [to Phil] (...)

PT: [i] [to Billy] [3] \ (...) /

ST: [i] [3] \ and ah // [08:30]

#### Phase 4 Exchange 49 Variation (2).

BH: [to Trevor] [i] you got a question [ii] that you wanted to ask on the variation [embedded] haven't you

TT: [i] you know on that variation when [ii] ah the last time i was here [iii] it was to do with [iv] how does it apply on annual leave and days in lieu and all that [v] i think [vi] you were to get back to me with some information on all that

GF: [i] yeah [ii] i am actually [iii] i've been chasing up on that [iv] we had a talk about it the other day

TT: [i] right

GF: [i] i'm [ii] i'm just waiting for (...) [ii] to come back with some details \ (...) /

#### Phase 4 Exchange 50 The Company Agreed to Pay.

ST: [i] \ i mean in the end gavin the company agreed to pay that didn't they // [ii] they agreed to keep the variations in there [animated cross talk 6] [iii] if they didn't agree [iv] why are they there [09:00]

JT: [i] eh

ST: [i] if they didn't agree [ii] why are they there

JT: [i] well they're there [ii] because they they they were there [iii] and they and they rock on [iv] unless people agree to surrender them

PT: [i] yeah

JT: [i] so so so so what [ii] it's not [iii] as though we have to agree to them each time [iv] it's just that

BH: [i] that's right

JT: [i] billy wore us down [cross talk ] (1)

GF: [i ](...) we're talking about consequences of [ii] where we're at [iii] of whether it may not be in your interests [cross talk] [iv] but the fact is those \ variations (...)/

ST: [i] \ (...) i have problems // [ii] of being lumbered [iii] in to being lumbered into the [iv] i mean i don't ANY kind of a variation WHAT SO EVER [v] and i'll be perfectly honest with you [vi] i work my ARSE OFF out there [vii] to make that place go [viii] as well as i CAN [ix] and the upshot of that is [x] that i have a certain amount of resentment from you guys [xi] sitting there [xii] saying [xiii] well the place is inefficient [xiv] because of THIS [09:30] [xv] WELL HANG ON [xvi] i didn't create that

JT: [i] yeah but there's

ST: [i] and neither did anybody else [ii] i mean you YOU agreed to leave it there [iii] and if you agreed to leave it there [iv] you you you CAN'T keep bringing it back [v] you can offer to buy it anytime [vi] you want [vii] but \ you can't /

JT: [i] \ look the only way // the only way [ii] we've got out is [iii] to offer a ridiculous amount [iv] or lock people out [v] until they gave it [vi] we don't [vii] you know we couldn't [viii] we couldn't afford the former [ix] and we're not into the latter [x] so it's

PT: [i] yeah [ii] BUT I MEAN [1] \ IT'S LIKE restructuring / or redundancy isn't it [iii] there's [iv] there's a cost to those sort of things [v] and you you weight up the cost over what period don't you [vi] it's like [vii] it's like capital expenditure isn't it

JT: [i] [1] \ you can't (...)//

Phase 4 Exchange 51 The Offer We Made.

GF: [i] so what did we say [ii] what was the offer [iii] that we made you

BH: [i] ah

GF: [i] we made twelve months

BH: [i] twelve months

GF: [i] yeah so um

BH: [i] um the initial offer [10:00] [ii] that ah that we had was an eighteen month buy out [iii] and the people [iv] that have still got it [v] the ones that turned it down [vi] which is [vii] what it

PT: [i] i mean

BH: [i] the sorry go on

PT: [i] the PLUS WOULD BE [ii] if you got a couple [iii] to buy it out [embedded] wouldn't it [iv] i mean there you you i mean (if you took away to buy it) [cross talk and laughter] (2)

ST: [over cross talk] [i] it's a bit [ii] IT'S A BIT like choosing race horses gavin [iii] i mean you you you could shut your eyes [iv] and put your finger on the paper [v] and say [vi] yeah i'll be on that one cause [laughs]

JT: [i] gotta start approaching people mid january [ii] when all the xmas bills come in [laughter] [iii] and invite them into the office [iv] and there's a stack of cash [v] and say [vi] ah you walk out with this or without it [laughter]

BH: yeah

TT: [i] the thing is with say a one year term [ii] people have got more of an idea of [iii] what they are doing than [iv] say three to four years [v] if you say just say four years [10:30] [vi] which might [vii] you know it's a lot of planning [viii] but it's out of the way [ix] some of them will go [x] oh i don't a clue about [xi] where i'll be in four years time [xii] so then they might do it [xiii] whether they are leaving or not [xiv] cause they don't know themselves [xv] i'm suggesting [xvi] that as an example so

JT: [i] it would be cheaper [ii] to have people shot [laughter] [iii] (...) four years up here [v] and they put in for (...) thousand dollars

#### Phase 5 Exchange 52 Hang On.

PT: [i] careful john [ii] we're [laughter cross talk]

JT: [referring to tape recorder] [i] hey HANG ON [ii] HANG ON [iii] I JUST REALISED [iv] that's on

PT: [i] (...) we finish up shooting people like you john [ii] and and we can probably pay for the pay increase and [laughter]

#### Phase 6 Exchange 53 The Number of People.

BH: [i] can we [ii] just can we just go back to to this for a second

PT: [i] yeah

BH: [i] um those are the figures [ii] that actually stand out the numbers of people and positions

PT: [i] yeah

BH: [i] WHAT do you envisage [11:00] [ii] the number of people being [iii] should we accept the new position [iv] how many people [v] would you see as a

WO: [i] it's only about an hour ago [ii] you asked me that [laughter]

BH: [i] i know [laughter]

JT: [i] he's done quite a bit of work since then [laughter]

ST: [i] he's had lunch [laughter cross talk]

BH: [i] if you haven't had time [ii] to think about it [iii] that's FINE but

#### Phase 6 Exchange 54 Our Meeting with the Workers.

[i] i think [ii] if and when we get [iii] well WHEN we get [iv] we get to have our meeting with the workers [v] we need to have that figure [vi] that's all [vii] i just want to make sure [viii] we've got to make sure [ix] that we GET that figure so [raises voice to intimate an address to a mass meeting] [x] THIS IS THE WAY [xi] IT IS BOYS [xii] and this is the way [xiii] it WILL be [xiv] so many of you will be doing [xv] will going up to this [xvi] and a so many of you will be NOT going up to this

JT: [i] it's needs a [ii] it's [iii] it's [iv] it starts a bit of [v] there's a bit of a a slippery slope there [11:30] [vi] because if you stand up [vii] and say [viii] and and the company reckon [ix] that seven people out of the eight people in this group three are gonna go up in the next twelve months [x] and the guys say [xi] well they must know [xii] who they are [xiii] who are they

BH: [i] (good point)

JT: [i] AND AND and i mean we gotta be ready for that [ii] if if if that sort of information's gonna be used [iii] i'm

BH: [i] ah

JT: [i] AND AND and if we're gonna give those sort of people that kind of lift [ii] and well why wouldn't we talk to them first

#### Phase 6 Exchange 55 Is Anybody Gonna Move.

BH: [i] well the other thing about that is

JT: [i] and specifically rather than

BH: [i] they could turn round [ii] and say [iii] well you're saying it [iv] but is anybody actually gonna be move up to it

PT: [i] that's [ii] that's the problem of course [iii] as trevor pointed out yeah

BH: [i] so i'm not too sure [ii] how you get around that

ST: [i] well we have look at words \ (... ) /

JT: [i] \ no i dunno // [ii] if weasel words will get us out of it [laughter] [iii] it's a time for being reasonably honest you know [laughter] [iv] (i mean all the ...)

ST: [i ]oh yeah when [laughter]

WO: [i] what they necessarily may [12:00] have to say is [ii] say [iii] hey the opportunity is there [iv] some people might want to stay exactly [v] where they are

BH: [i] that's [1] \ right /

WO: [i] [1] \ BUT // some people [2] \ might want to /

ST: [i] [2] \ if if anybody wants to // get off their butt [ii] and do something [iii] yeah the opportunity's there

GF: [i] i guess [ii] i mean fundamentally from my point of view it's no different from the way [iii] it is at the moment except [iv] that we're making it easier

WO: [i] yeah

GF: [i] for people to move through

WO: [i] yeah

GF: [i] people have the opportunity to now [ii] expect people [iii] the gaps we believe [iv] the gaps are too big [v] and i [vi] the feedback [vii] i've had problems with staff not necessarily with the site but at other sites [viii] is that those gaps are too big [ix] and the if by the time you get to [x] you finally get done [xi] what you need to have done [xii] you know people get sick of it [xiii] they want recognised sooner um for putting in that effort [xiv] they might [xv] you know you know than than two years down the track

PT: [i] yeah and and

#### Phase 6 Exchange 56 A Twelve Month Term.

[i] i'm not [ii] i mean i accept billy's comment [iii] but i mean i'm not [iv] i'm [v] i'm not perhaps quite as cynical as billy [12:30] [vi] that that's [vii] that's coz [viii] i mean time will tell [ix] i mean if this became a runner over a twelve month term [x] i mean people would know [xi] when the twelve months would have appeared to be okay [xii] if not in twelve months time [xiii] we'll be back at the next negotiations [xiv] knocking on your door [xv] saying [xvi] well this crap now [xvii] and we want to wind it back

GF: [i] but i mean [1] \ what /

PT: [i] [1] \ or WHATEVER // or we [2] \ WANT A CLAIM TO COMPENSATE /

GF: [i] [2] \ (...) // the way [ii] i'd be looking at [iii] is [iv] is [v] we wouldn't have to get twelve months down the track [vi] to find out [vii] that it's crap [viii] i mean it's the sort of that that [ix] it's [x] it's a slightly different approach to [xi] what we have taken [xii] so it's the sort of thing [xiii] that we're gonna look at [xiv] and and manage it [xv] an talk to the the site training or the steering group committee and that [xvi] ]and and make sure [xvii] that the training continues [xviii] and that we're gonna do things [xix] that that we we we're on track to do [xx] anyway continue to develop \ and /

PT: [i] \ yeah // i know i appreciate that [ii] and i mean in fact part of that i mean some [13:00] of the discussions [iii] we've had [iv] i mean we'd say [v] you'd obviously have to have processes up [vi] to see [vii] that it is working [viii] and and the training particularly is on track [viii] and the training you know is up to scratch and everything and i mean

#### Phase 6 Exchange 57 Involvement.

[i] we'd WANT some involvement in that [ii] and if it meant [iii] someone like steve that someone [iv] who's got some involvement if you like in the union in that process too one of the delegates or an appropriate person [v] (1) but i mean i don't think [vi] there's a problem [vii] i think [viii] you'd probably go along with that sort of

GF: [i] i mean we we were honest with people [ii] and told told them right right from the start [iii] when we started to go through the whole whole competence development programme the [iv] not everyone's gonna gonna be paid at the top rate [v] not everyone's gonna have the opportunity [vi] to to learn all these new skills and competencies [vii] and ah get to the top rate [viii] that's a fact of life [ix] and i mean we've been saying that right from the start [x] what we have [xi] have put in place is [xii] is [xiii] there will be some GUARANTEED processes [13:30] in place [xiv] that have um you know feedback and and input from a lot of different people not just the site manager or ah management but from the employees and and from the union [xv] so that the PROCESS [xvi] that's used [xvii] is fair [xviii] that's [xix] that's [xx] what we can guarantee [xxi] you know [xxii] the processes the systems in place are fair (1)

#### Phase 6 Exchange 58 Recap on the Position.

PT: [i] so do i need to recap on the position john

JT: [i] yeah please [ii] that would be useful

PT: [i] ]well i i as i said the position is [ii] we've got two [iii] essentially so that we got [iv] we do [v] we find some value in the scale

JT: [i] yeah

PT: [i] accepting that optimistically you know

JT: [i] yeah

PT: [i] in terms of that perhaps billy's perhaps pessimism [laughter]

JT: [i] conservative [laughter]

PT: [i] so we'd be looking at [ii] what you're proposing is the new rates

JT: [i] yeah

PT: [i] and the new scale [ii] um a TWELVE MONTH term [14:00] [iii] back dated [iv] um and then one and a half percent [v] (1) um that's [vi] then that's [vii] we would then [viii] um i mean i have to say [ix] we're not absolutely confident [x] that we're in a position [xi] that that will be accept

ST: [i] that the guys will ACCEPT

PT: [i] well

ST: [i] but it will be close

PT: [i] well we think [ii] at least we're not gonna get screamed [iii] and yelled at [iv] and and verbal abuse at [v] the alternative is [vi] that we really we we put your position to them [vii] as as it sits [viii] explain our current position to them in terms of negotiating in terms of our claim [ix] and seek direction [x] (1) i really can't see[xi] we can (2) [momentary stop in the tape]

GF: [from the accompanying notes] [i] (so your asking for another) one and half percent in the pay rates

PT: [i] yeah

GF: [i] on top of [ii] what we've already put in place

BH: [i] instead [14:30] of the bonus

PT: [i] and and do away with the bonus

Phase 7 Exchange 59 The Bonus.

JT: [i] TELL me [ii] what the your issue is with the bonus [iii] coz i guess [iv] i said to you [v] we had a number of reasons [vi] for putting it up [vii] one of them is [viii] philosophically we think [ix] that linking performance and reward is the right way [x] to go

PT: [i] because part of the discussion [ii] that we've had about the whole thing about [iii] how much is within their own + CONTROL in terms of improving their efficiency

ST: [i] so many of the things [cross talk][ii] so many of the things [iii] that trip us over john are outside our control [iv] and even if you had

JT: [i] within SORRY [ii] within the [iii] i mean coz coz we said [iv] within the specifically the five two and not area by area the things that so are you saying [v] that if you [vi][searching through documents] [vii] (2) where's the paper work [viii] sorry [ix] i just need to understand [x] here [xi][skimming through documents] [xii] (1) um just through to the four + [15:00] four things in the[xiii] um billy talking about in the bread plant wastage plant efficiency quality and bought



in product[xiv] (2) there's [xv] is your argument there [xvi] that [xvii] so depends on [xviii]  
whether you hit target of not [xix] is outside your control (2)

PT: [i] yeah

ST: [i] quite a considerable amount of it's outside our control

JT: [i] is that reasonable wayne

WO: [i] um i'd have to say [ii] it all depends on [iii]what the targets are

JT: [i] yeah but

Phase 7 Exchange 60 Current Targets.

[i] you know you've got current targets in those areas haven't you

WO: [i] yeah um

JT: [i] and you AREN'T hitting them by and large [ii] (we) talked about plant efficiency [1] [iii]  
\ doing / SEVENTY EIGHT [2] \ TO EIGHTY ONE /

WO: [i] [1] \ if if // [ii] [2] \ IF YOU'RE // using current targets [iii] a lot of the time we've  
achieved the wastage one

ST: [i] mm yeah i realise that yeah

Phase 7 Exchange 61 Bought in Product.

WO: [i] i would have to say [ii] [laughs] [iii] the four code seven BOUGHT IN PRODUCT  
[15:30] would be under a good deal of staff control

BH: [i] how's that [ii] could you [iii] can you explain that one

GF: [i] because what what's happened [ii] since we started looking at it steve

ST [i] yeah

GF [i] we spoke about this last time steve

ST [i] yeah

GF [i] was the [ii] instead of stopping the plant for for four hours [iii] and buying ten thousand  
loaves of bread for the day [iv] we managed to to to get enough people [v] to run the plant an  
extra two hours on one shift and an extra two hours on the other shift [vi] and \ go round the  
clock /

ST: [i] \ and get twenty four hour // coverage

GF: [i] and get twenty four hour coverage [ii] that has a huge impact [iii] that means [iv] that we can produce that that much more bread [v] that that we need to [vi] so the percentage of bought in product has come down [vii] it dropped from three point four percent to under under two percent [viii] at as last i heard it [ix] this has a positive effect on the your wastage and on your your plant efficiency [x] just by [16:00] having having a labour coverage [xi] to to carry on the plant you know through those extended hours

BH: [i] yeah that brings [ii] that brings in the overtime issues both shift issues all kind of issues um

WO: [i] it sort of means [ii] don't take this the wrong way [iii] but going back [iv] um like the bakery used to be [v] and saying [vi] um right we've got this much to do today [vii] um coz we never ever had a finish time [viii] and look at

BH: [i] (until) the jobs done

WO: [i] this this is what we've got to do [ii] and if if it means [iii] we got to do another couple of hours [iv] to achieve that target [v] instead of buying more product in um

ST: [i ]well i'll be perfectly \ honest /

BH: [i] \ what did // the fellas get for it [ii] we got overtime [iii] (1) it's not there now is it (1)

JT: [i] yes it is [ii] it's just packaged different [iii] it's in [iv] it's in the rates

TT: [i] oh yeah [i] but as gavin said

#### Phase 7 Exchange 62 The Press Release.

ST: [i] the press release [ii] that come out from badman grain [iii] suggests otherwise [16:30] [iv] is [v] suggests [vi] there's been a four point three

BH: [i] four percent across the

ST: [i] percent REDUCTION in wages [ii] (2) and that was their figures [animated cross talk]

BH: [i] and \ THAT WAS A [ii] THEY KNOW [iii] THEY KNOW /

JT: [i] \ THAT WASN'T WAGES [ii] that was labour costs // [ animated cross talk]

BH: [i] mm

JT: [i] people not there mostly management

#### Phase 7 Exchange 63 Efficiency.

WO: [i] um plant efficiency probably can be controlled [ii] depending on what targets [iii] your gonna put on it but within the current targets [iv] now we're getting there some days or some weeks but not other weeks for for what ever reasons [i] QUALITY that [ii] ah we haven't really got any hard and fast targets on that at the moment have we

ST: [i] well we should always [ii] we should always be scoring at least eighty and \ ( ... ) /

WO: [i] \ we used to // [ii] we used to say [iii] we want to achieve over eighty nine months of the year [v] (2) at the moment we're not saying [v] we we we want do as well as [vi] we can [vii] we wanna [17:00] try and score over eighty [viii] but we're not putting a a a target on it [ix] how often we wanna do it [x] i mean it would be nice [xi] to be able to do it um over eighty for a month over six months of the year [embedded] wouldn't it

ST: [i] yeah i know mate [ii] \ when i /

WO: [i] \ you know like // we used to do

ST: [i] when i was in charge of the plant round the road mate [ii] we did it for eleven months of the year [iii][laughs]

WO: [i] mm right [ii] you gotta have a STARTING point

ST: [i] we took silver cups home for that

WO: [i] but you gotta have a STARTING point [ii] and that particular ( ... ) [iii] we haven't got one [iv] but we're just trying achieve the best [v] that we can

ST: [i] mm (1)

JT: [i] sorry what area's that

WO: [i] quality [ii] but once again it's down to the TARGET [iii] that you set

ST: [i] yeah \ the more /

WO: [i] \ this month // this year we're on two or three

Phase 7 Exchange 65 Variety Changes.

ST: [i] we get [ii] we get a little [iii] the yeah the more variety changes [iv] you've got [v] the more it brings greater possibilities of cross contamination of bread [vi] the more times you stop the divider [vii] to clean it out [viii] the more time you lose[ix] the more time you spend [17:30] at it [x] so you're gonna get cross contamination [xi] there's [xii] there's all these things [xiii] and okay they're only small things [xiv] but i mean at the end of the week when you're doing your you know best possible result for the week [xv] \ that has an effect /

WO: [i] \ that that's actually allowed // for [ii] that's allowed for too

ST: [i] yeah i realise that

WO: [i] you you might allow [ii] you you know you're gonna do these variety changeovers [iii] so you might say [iv] RIGHT that's only gonna take a minute [v] and you you you know you have got a BUFFER period in there [vi] a lot of the time it might take more i mean less [vii] and some of the time it's gonna take more [viii] depending on

ST: [i] but there there's all [ii] you know there's all those quality issues [iii] quality issues are real hard ones to control

Phase 7 Exchange 66 Crumb Bread (1).

BH: [i] just going back to your bought in bread issue [ii] there are different times in the plant there [iii] where the plant is shut down during working hours [iv] why aren't those working hours filled up with crumb bread and then the + [18:00] [v] if you get ahead with your crumb bread [vi] and you do get a special [vii] and you need the extra three four hours bake [viii] to produce the extra white bread for your specials [ix] and you just drop off two or three or four hours of crumb

WO: [i] that's exactly what happens isn't it

Phase 7 Exchange 67 Bought in Bread (2).

BH: [i] then why are we buying bread in [ii] because we've still got plant time

WO: [i] i'd probably suggest [ii] that on those weeks that happens [iii] [laughing] [iv] jim doesn't want any bread [v] there's no specials on [vi] so there's no requirement to get it in

BH: [i] no [ii] so why don't we produce a week ahead say [iii] okay you're not [iv] you don't [v] you might not NEED ANY

WO: [i] it's down to the market [ii] and ron does that anyway [cross talk]

BH: [i] don't we have to have so many stock [ii] we have to hold stock anyway [cross talk] [iii] we have to hold stock don't we

WO: [i] it all depends on [ii] what STOCK and what PRODUCT jim wants [iii] \ (and with ron) and the ah /

Phase 7 Exchange 68 Pants Down.

ST: [i] \ we got caught out // with our pants down this week [ii] \ there was /

WO: [i] \ (...) improving // that quite a bit

ST: [i] there was

BH: [i] how much crumb did you have over steve

ST: [i] nothing what so ever [ii] [laughs] [18:30] [iii] NOTHING what so ever [iv] we had very little crumb ordered at the end of the week [v] so normally if we've got reasonable size crumb orders [vi] we'll make an extra six doughs at the end of each day [vii] which means [viii] we work an extra half hour at the crumb [ix] the guys out the back still clean up [x] and get away within their finish time [xi] so there's only TWO of us really [xii] doing the extra half hour [xiii] but six doughs over five days give quite a lot more crumbing capacity at the other end

WO: [i] when last week or two or three weeks ago they attempted to do [ii] what you're suggesting by guessing [iii] and they guessed the wrong one [iv] and they had all this crumb [v] sitting down there [vi] so you gotta go by

ST: [i] but ah

WO: [i] requirements and orders

ST: [i] yeah what actually went wrong this week was [ii] that there was a very small only forty thousand for the week [iii] which which is not very much at all [iv] so we actually finished at ten to five [v] which is the time we have to finish [vi] to get out the door on time [vii] and then at the end of the week they had orders come in [viii] and they had NO BREAD [ix] i mean [19:00] the crumb plant guys went home three hours early yesterday [x] coz there was no bread [xi] for them to crumb

BH: [i] couldn't that [ii] couldn't that bread have been processed [iii] and put into stock

WO: [i] well i

BH: [i] i don't know [ii] i'm asking

WO: [i] i think [ii]they did [iii] they put it into \ ( ... ) /

BH: [i] \ so so it wasn't lost // product was it

WO: [i] um

BH: [i] and it must have put them ahead of the game

WO: [i] no [ii] because it was not baked for [iii] what it was designed for

GF: [i] i mean if we're talking about (...) [ii] it depends on [iii] what what fish the fishing boats catch [laughter] [iv] believe it or not

ST: [i] yeah it does [animated cross talk]

GF: [i] and [1] \ they gotta / PROCESS IT straight [2] \ away [cross talk] /

Phase 7 Exchange 69 No Control (2).

ST: [i] [1] \ but then // [2] \ THEN YOU SEE THAT RAISES THE WHOLE ISSUE GAVIN // of the fact [ii] that WE HAVE NOT CONTROL OVER IT [iii] i mean the FISHING BOATS HAVE NO CONTROL [iv] WHEN THEY THROW THEIR NETS OVER THE SIDE OF [v] WHAT THEY'RE GONNA HAUL UP EITHER

GF: [i] well i guess the control [ii] that we do have is that um in in in you know

Phase 7 Exchange 70 A Positive Impact.

[i] i come back to the point [ii] we're doing it now [iii] we've dropped the amount of product [iv] that we've been throwing out [v] we're not saying [vi] buy it in later [19:30] [vii] we're just saying [viii] lets by by being a bit more flexible [ix] and and and being able to run the plant twenty four hours a day on a couple of days a week or three days a week [x] if we have to [xi] we can have a positive impact on [xii] how much bread we buy in [xiii] and and we're already proving that [xiv] we're already doing it [xv] i so you DO have an impact on it [xvi] i mean if if people go home at the end of their at the end of ten hours [xvii] and and we don't run the plant [xviii] and we have to buy in twenty thousand loaves of bread instead of ten [xix] then you guys (aren't gonna be paid a dollar) and

#### Phase 7 Exchange 71 Performance.

[i] what we're saying with with the performance measuring the performance [ii] lets look at averaging it out over a month [iii] because you've up weeks [iv] and you've got down weeks [v] i mean one one one week you might have a super good week [vi] and and and if we we run the plant [vii] everybody does as much as they can as [viii] but we still don't achieve those TARGETS [ix] but at least by averaging it out over a month [x] and looking at the ups and the downs [xi] we can get a fair indications as to as to our performance [20:00]

#### Phase 7 Exchange 72 Crumb Bread (2).

BH: [i] then when we get the high week [ii] when we want the white breads [iii] let's produce the white breads [iv] and if say ron's ordered ten ton of crumb [v] even if he gets eight ton of crumb [vi] and we farm out the two ton of crumb [vii] or we do the two ton the next day or the day after [viii] coz he's STILL got eight ton of crumb up front [ix] plenty to keep him going [x] so isn't there another way [xi] we can reorganise that

WO: [i] i think [ii] i don't know the specifics [iii] but i think [iv] jim and ron are CONSTANTLY working at doing EXACTLY that

ST: [i] because we pushed this plant for twenty four hours and day for three days consecutively at one stage [ii] and the following week they were throwing crumb in the waste taker [iii] because it was mouldy [iv] [laughs][v] THAT DOESN'T MAKE A WHOLE PILE OF SENSE TO ME [vi] [laughs]

BH: [i] you've got production time [ii] that is not being used

WO: [i] well that

BH: [i] and you're having to buy stuff in

GF: [i] that's [ii] what we're saying [iii] to use that production time [iv] we have to have people [20:30] to run the plant

BH: [i] well they are there [20:35 ]

[end of Tape 13 side 2]

## Appendix 2: Text N3

Start Time: [10:45 ]

Date of recording: (17.03.00)

Length (time): 39 minute 55 seconds

Recorded by: Gabrielle

### Participants:

Billy Hall (Maintenance engineer, Delegate, Pakeha male aged 50-55)

Steve Tomlins (Production worker, occasional union negotiator, Pakeha male aged 30-35)

Phil Travers (Union organiser, Pakeha male aged 45-50)

Trevor Taite (Union site delegate Pakeha male 35-40)

### Notes on transcription:

The conversational style of the interaction means there is some cross talk and places with back ground or dual conversations taking place and where the tape is difficult to decipher. Phase and exchange headings are added to the text.

### Description notes:

This interaction comes between two meetings on the same day of the negotiating parties

The discussion is informal and it takes place in a room about four metres by four metres at the company factory site company negotiators have just left the room and the union participants move from one side of the table in the centre of the room to take up more space around it. The tape recorder is placed on the table in the middle of the negotiating space. When the company negotiators return at the end of this interaction the text UC5 in Appendix 1 begins.

### Speaker Identification:

BH: Billy Hall

PT: Phil Travers

ST: Steve Tomlins

TT: Trevor Taite

[10:45]

Phase 0a Exchange 1 Budget Bread.

ST: now you can tell me these guys wanna say it's not economic but by god it will be to someone else it would be very economic to someone else

PT: but he's gonna he's gonna look to say using something like the warehouse to to retail  
[11:00] the bread but have to go a lot more than just budget bread

ST: not really um

PT: oh i think they probably would

BH: well if you look at their product it's all very light and flimsy looks nice but but you put a kiwi into it like lets use their beds for example i mean if flop on to that bed it would just bend in half \\ (... ) /

PT: \ quite a quite a lot of their product // is new zealand made that's (...)

BH: is that right gee [ murmur]

PT: mm

ST: they will make anything if you ask them this particular line was made (...) [ murmur ]

Phase 1a Exchange 2 This Guy.

PT: righto guys lets get into it

ST: into the nuts and bolts of it [11:30] (3) well i can see why they've got this guy then

PT: oh

BH: well they only want to talk about this site to begin with so that gets rid of the twenty three percent

ST: leading to the obvious

BH: um they he's gonna come back to us with figures for this site (...) and say the plant is not reaching them well we'll want those figures as well what figures are you aiming at are they realistic of course this site this is still a (...) that's what they're saying

Phase 1a Exchange 3 We're Driving this Plant.

ST: we're driving we're driving the plant out there

BH: that's right

ST: it would be eighty percent of the available production time

BH: oh i'd say even more than that steve

Phase 1a Exchange 4 Crumb Bread.

the other thing is if they're talking about cost effectiveness if we're making [12:00] crumb bread and their bring in our normal white bread which is the most productive which is the most cost effective \ (...)/

ST: \ WELL I SAID THAT to // charlie the other day last not the negotiation that you had with gavin but the one you had before that and i said well maybe your just not charging the client enough for it

BH: well maybe someone else should be making the crumb bread when they've got the time and we'll make the high expenditure bread



ST: yeah but you see billy what happen to them is [ phil and billy discussing talk aside ] it's their own cock up that they have to buy bread in because their

Phase 1a Exchange 5 He was Right Embarrassed.

what are we talking about

BH: [ to phil ] cause he was right embarrassed

PT: the bread

BH: when we were talking about the

ST: the winifreds

PT: mm

BH: coz he was right into it [ laughs]

ST: oh [ laughs] he did didn't he he was very uncomfortable he was jumping around like a cat [12:30] on hot \ bricks /

Phase 1a Exchange 6 We're Too Far Apart.

PT: \ could we // if we just come back to the (...) i mean that to cut it i mean steve points that the meeting that billy and i had with gavin it wasn't a negotiation it was it probably in some respects led to john tree being here

BH: that's right

PT: because clearly we'd said we're too far apart

ST: that's right

PT: and unless you can up the anti we're not gonna get anywhere and that that there was no negotiation or anything like that it was a STATING of position

BH: that's right

PT: so i mean we we didn't we didn't change or vary anything we just said look we're TOO far apart unless you can up the anti well we're just not gonna get anywhere so clearly from that meeting so that's what john tree's here now to try and add another dimension \ to their /

ST: \ well // well why can't we give why can't we give john tree the same response

PT: oh we can

ST: that we're too far apart john [1] \ you might / be a very [2] \ eloquent speaker / but we're still [13:00] to far apart the one thing

PT: [1]\ i mean // [2]\ oh yes //

Phase 1b Exchange 7 One Achievement.

BH: the one thing the one achievement that is being made out of it is the the reintroduction of a couple of more positions on on the [3] \ ( ladder...)/

ST: [3] \YEAH AND A // AND a

BH: but we want numbers here and we want and when do we expect this to happen is it happening

Phase 1b Exchange 8 Who's Doing It.

ST: every ones who's doing these unit standards can't seem to get the things off the ground

BH: steve i asked the question who's on it who's doing it nobody is

PT: but we can

BH: nobody is

PT: but we can move them

ST: they can they can talk the talk but \ they /

PT: \ but we // could get down that track if if that's a runner

Phase 1b Exchange 9 I'll Push Him.

ST: [whispering] but that's why norm was trying to keep me off it because i will push him i'll say [ normal voice ] okay i've done this one now norm where's the next one

BH: i'm saying you're gonna be taken on to it and you'll be trained up as a trainer as an assessor

ST: yeah but you have to do it so that you know what you're training people to do

Phase 1b Exchange 10 They Gotta have Time.

TT: the other problem they're having is that people they're at work [13:30] and they gotta have time for the (pieces) that they take out to train people and all that sort of thing and things are always going wrong so they never seem have time to

ST: they never have

Phase 2 Exchange 11 Determine Our Strategy.

PT: so what what we gotta do now is to determine our strategy to go forward is that pretty much we've been aware of what the the strategy's been i mean we HAVEN'T been opposed to delays because [ softer voice ] i mean that's one of our over all positions of um trying to see if we can line up this contract with the with the regional contracts in the south island

Phase 2 Exchange 12 Can't Agree.

BH: lets simplify it phil lets just say look we are miles apart we can't agree to it to these figures you come back to us with all the figures that we have asked for

PT: well that's that's

BH: and then we will present that to the workers

Phase 2 Exchange 13 You Can do Your Speil.

now john tree has asked to talk to the workers which we had kind of already offered to gavin especially on this bonus thing

ST: he ran away from it when you offered it last time

BH: so then we just say yeah you come in [14:00] we'll have a meeting

PT: yeah

BH: coz we do need a meeting

PT: yeah

BH: have the meeting you fellas can come in you can give your speil you can do your bonus thing and then we will have our meeting (1) immediately afterwards (2) agreeable

TT: um i think it could

BH: coz all we gotta do is continue meeting now after our little get together we're just gonna rehash everything that we've already disagreed with

PT: yeah

ST: we have to push for an all up meeting it has to be an all up all staff together

PT: oh that \ that /

ST: \ THE POINT IS // those guys have got to stay there and take it on the chin if the guys get narky and start throwing shit at them they just have stand there like big boys and take it

BH: (...)

ST: well that's what they normally do

BH: [ laughing] see if we can throw things at them [ laughs] ah go on get out of her

Phase 2 Exchange 14 Three Percent and One Year on the Table.

TT: um so is that how you want to run it phil or do you wanna

PT: NO [14:30] look i mean that's not i mean we can we can assume that i mean we can ENGAGE this process a little longer but i mean we're not gonna it's not gonna achieve anything is it i mean i suppose you could argue this three percent on the table as to whether you'd you'd wanna engage it on the basis that there was some merit in that scale and then put some more money in there \ FORGET the bonus / put some more money in there but i mean is that what we wanna do or do we wanna

Phase 2 Exchange 15 Three Percent would have Bowled the Guys.

ST: \ ( he could...) // i mean the up shot of it is phil i mean if gavin read the situation properly at the start and then after the second meeting and said well we'll pull all the shit out of the contract and we'll just give you a straight four percent if you'd taken that back to the guys they would have agreed to it

PT: they all would have been in agreement

ST: it would have been done

PT: well billy and i our analysis if these two prats (...) three three percent would have bowled the guys

ST: it would have been DONE

PT: three percent on the contract as it stands would probably ah

ST: would ah yeah yeah

Phase 2 Exchange 16 Halving Their Offer.

TT: coz two years is actually HALVING [15:00] their offer [ voluble cross talk]

PT: yeah that's not a consideration for you

TT: that's like a um statement isn't it \ exploring it in two thousand and one /

PT: yeah

BH: \ i think you should throw that at them // i think you should throw that at them and say you've come to an understanding (but you need ) to get some response from the workers the figure that we'd suggested because we've thrown the rest of the stuff out anyway um and then go down um

ST: \ ( what's the figures we want ) /

#### Phase 2 Exchange 17 A Proactive Role.

PT: \ what what what do is // we either take a proactive role in how we deal with this meeting with the guys or we stand back and let the company run the proposal the the the danger with that is that (...) and i don't mind if we do (...) i just think that it's at least a way out i mean if we get entrenched [15:30] without some strength behind us or something i mean it's no good just saying no we're no gonna do anything

#### Phase 3 Exchange 18 The Guys are not Interested in Carrots.

BH: well there's two things one i know a lot of the guys are really not interested in a carrot they're NOT interested the other thing that they are not interested in is a one and a half percent pay increase [murmur]

ST: I WAS WE WERE SITTING out in the smoko room out on the veranda and there was a full group of people the whole thing was full and we were sitting there and and people were throwing questions at me about the negotiations and i was dodging this question and dodging that question and ah of course everyone was sort of keen on the thing they'd all got fired up on it and i said oh you'd settle for two percent anyway wouldn't you and they all spun around and said like bloody hell we would [laughs] so you know and and and that's what billy said earlier you know so even if [16:00] we as the negotiating team say yeah take that to the guys there's no guarantee they're gonna accept it [laughs]

BH: that's for real

PT: oh well at the end the process the process works like that i mean if they turn it down they turn it down

BH: that's right

#### Phase 3 Exchange 19 Realistic.

PT: it just depends on whether we're reading it [laughter] i mean we don't wanna get

BH: oh i mean we could be totally wrong

ST: when \ you when you when / you talk to the guys out there in the on the floor i mean their realistic expectation was to start at six and to settle at somewhere between three and four and that was their realistic expectation that's what they realistically believed (...)

BH: \ that's fine i'll go with that // i think if um yeah well i actually still wanted the dollar um however i think people to get things sorted because i people tend not to hang on they weigh down

ST: mm

BH: they give up

ST: mm

BH: and then they accept where as must admit i've learnt you don't you just keep going

ST: mm

Phase 4 Exchange 20 Value in the Scale (1).

PT: is there any[16:30] value in the new scale

BH: um i think there is value in the new scale but only

PT: forget the money for the moment just look at the scale

BH: only if we know that people are gonna be put in these places i mean \ it's fine putting them there but will they use it / that's the point

TT: \ no one's actually doing the unit standards //

PT: yeah but at the moment right yeah it depends on whether people do get through to it it doesn't it doesn't cost them anything if it doesn't

BH: that's why they [1] \ can't / they can't give us any any [2] \ figures /and they won't tell us how soon somebody now if some somebody said right as from this date today if we accept it in sixth months time there should be at least one or two people going up [3] \ and /

TT: [1] \ he's // [2] \ (...) //

ST: [3] \ ( i'm awake ) // there won't be

BH: no

Phase 4 Exchange 21 Current Apprentices.

ST: see who's the who's the current apprentices out there at the moment um (who have we got )

TT: glenn

ST: glenn

TT: george

ST: george

TT: the um grant

ST: grant's qualified isn't he

BH: he's finished his apprenticeship hasn't he

ST: well he's he's sat his trade certificate and \ past it / [17:00]

TT: \ no no // no no he's still an apprentice he's still doing his units

Phase 4 Exchange 22 How Many Qualified Bakers.

PT: how many qualified bakers steve are there

ST: oh probably six there'd be yeah

PT: in the whole place

ST: yeah coz they lost three quite recently

PT: so you're talking only only half a dozen people on that top rate

ST: right

PT: sixteen eighty seven

ST: right that's over the three shifts

Phase 4 Exchange 23 How Many Chief Bakers.

PT: how many chief bakers

ST: no idea how many are on that rate i got no idea you'd actually have to go around and ask

Phase 5 Exchange 24 Get a Breakdown.

PT: get a break down shall we get a break down from the company on the (top) rates

BH: well that's what we need

ST: yeah

PT: yeah

BH: that's what we need

ST: because outside of the apprentices i don't think there is anyone on unit standards

BH: (...)

Phase 5 Exchange 25 Gone to Great Lengths.

ST: because norm and dave have gone to great LENGTHS to make sure i stay right out of the whole thing

BH: well i just

ST: [laughs] and that was one of the reasons why john got uppity because i brought

Phase 5 Exchange 26 Part of the Process.

BH: (...) because the union is meant to be a part of the process [17:30] and they deliberately left the union out and it was only because diane INSISTED that we all receive a letter and we did but one time

PT: when was that how long ago

BH: i mean that was the about three months ago

TT: that's when they were doing that redundancy

PT: well it must have been during those talk then because there's been no other discussion apart from that was there

TT: yeah it was from the redundancies we went straight from that meeting upstairs

Phase 5 Exchange 27 It was Christmas.

PT: that was more that three months ago billy

BH: more is it gee (...) [laughs]

PT: it's march man three months ago it was christmas [ laughs]

BH: well that's how long ago it was and that's the only one i've ever been to and as the head site delegate i'm meant to be involved on every single one of them (3) INVITED i've NEVER been invited you see it's ah they use lloyd jones as a cope out he was a delegate when he was in the crumb plant oh he's representing the union well he's NOT he's not (...) to represent the union [murmur] however [18:00]

Phase 6 Exchange 28 Value in the Scale (2).



( what's the ) next question

PT: yeah the scale right so is there value in the scale ( repeating) the question

ST: yes

PT: yes

ST: yeah i believe so

Phase 6 Exchange 29 Where do You Sit Trevor.

PT: where where abouts do you sit on it trevor

TT: i mean i probably wouldn't have a chance at going up it

PT: where abouts are you

TT: i'm a crate washer i'd be at the bottom

ST: so what what where are you on the rates

TT: i'm on the um i'd be on the ten twenty one

PT: so you're you're an assistant baker

TT: yeah i don't \ there's no / there's no units for my job though so

ST: \(...)//

BH: you possibly go up to assistant two

Phase 6 Exchange 30 Ability to get the Training.

PT: yeah but i mean if if this this things gonna be applied correctly it doesn't matter what your current job is you have the ability to to get the training to move i mean \ that's the thing /

TT: \ who decides //who gets training and who doesn't

PT: well that's the question that billy was trying to get to

BH: that's right i was trying to get figures and numbers

PT: yeah

BH: what they've got they've got a pyramid alright and you've only got a certain number of people on each level and that's [18:30] all you're gonna get EVER and the only time when a person from a bottom level can go up to the next level is when somebody leaves dies or goes up a level which would then have to be because somebody left died what ever

ST: yeah

BH: you can not just all do them and move up

ST: no

TT: i saw one like and it said ah one was for ah got some points for knowing how to zero out scales i mean i've got no need to in my job well i'm not gonna zero out scales so so it's a bit of a and they'll say oh you don't need to work there so it doesn't matter you see things like that

#### Phase 6 Exchange 31 How Many People at the Bottom.

PT: so how many people are down that i mean this ah i mean that's when you break down their how how many people are down the bottom

BH: at least half the work force

PT: what on that assistant bakers rate

BH: possibly that or more i'd say there's more

ST: well their their arrangement is ( ...) that a lot of the old goldenloaf guys are on

BH: well don't forget that you've got catering and you've got the crumb plant and they're all on and most of them are on \ ninety (...) /

ST: \ ALL THOSE ALL THOSE //all those sandwich girls and that they'd be on the bottom rate wouldn't they

BH: well

#### Phase 6 Exchange 32 She's a Supervisor.

ST: lynette, lynette'd be on she's a supervisor [19:00] so she'd be on a supervisor's rate

BH: and that other maori girl as well

ST: oh monica

BH: monica

ST: monica well monica said they're (...) but that's only that's only a premium on their hourly rate they're not supervisors supervisors in the

#### Phase 6 Exchange 33 Not Structured )Properly.

BH: yeah the problem is yeah they're probably not structured properly um which is something else i guess we need to have a look at at some stage

PT: what's not structured properly

BH: the pay scale in catering as to how their paid like they might all be paid at ten twenty and one of them gets a supervisor's allowance but hang on she must be more skilled in everything if she's supervising everyone therefore why isn't she up a level \ i mean she /

Phase 6 Exchange 34 Old Tricks with Norm.

ST: \ no that's // not the way it works these days [laughs] it's got nothing to do with skill it's got to do with your ability to perform old tricks with norm out in the office [laughter]

PT: thank's for that steve

ST: well i thought of the benefit of the tape [19:30] i'd keep it fairly clean and straight forward [laughter]

PT: [to Lorraine ] that got a new dimension there didn't it [laughter]

Phase 6 Exchange 35 Value in the Scale (3).

[back to group] so righto we want a break down of personnel numbers on each on each of rate so there's some value in the scale

ST: yeah that's right

Phase 6 Exchange 36 Their Proposed Increases.

PT: what about just as a stand alone ah their proposed increases on the scale

BH: yeah they seem alright (1) of course nobody likes a backward step for a starter but provided that they're only on that for say a sixth month period and then go up to a ten twenty then that's fine i think a probation period is fine anyway there's always been a probation period

PT: coz that bit absorbs one and half percent of their budget doesn't it

BH: that's right

PT: one point five six

Phase 6 Exchange 37 There should be a Time Limit.

TT: that's a that's a ( ...) they say like you've been here a year later and they say oh we haven't had time to do those core units anyway [20:00]

BH: comes back to that scale thing you have to be put through the core units if they don't want to if they CHOOSE not to that's their choice

TT: mm there should as soon as they ask to be put through it there should be a time limit

BH: we're talking general points

TT: yeah

BH: so here generally it's acceptable but there would be one or two little parts of the issue that we would like to \ address /

Phase 6 Exchange 38 How did they get the Percentages.

PT: \ interesting // to know how they got the actual percentages of the unless they just did some rounding i don't how would you come up with for instance a dollar a seven percent increase for a qualified baker from sixteen eighty seven to seventeen o five you know and why the lead baker only went from eleven to eleven ten i mean it would be interesting to know why they the odd little percentage increases they way they've you know

ST: well what they've quite likely to have done is they've aimed their money at that bottom \ (...)/

PT: \ yeah no // no i see that but i mean then if you just look at the way they've spread the percentage across i mean

TT: probably because the intermediate baker can go up to baker two where as the qualified baker can't go any higher perhaps that sort of thing coz the intermediate baker get less increase [20:30] dollarwise

PT: yeah

TT: but then he can go up to baker two where the qualified one can't go up

PT: oh okay yeah i suppose that's yeah they could that makes sense there and what about the assistant bakers where can they go

TT: [laughs ] [20:40]

[ Tape 12 side one ends ]

[ Tape 12 side two ]

[00:10]

ST: [referring to company documents on the proposed rates] compared with that low level with that low end the vast majority of what they're paying here they'll be saving here

BH: must have new people [laughter]

ST: yeah well you see that that low end has the biggest shift in ah in numbers between

TT: they got (...) out to one point five six percent increase but that's probably not taking into account the people that (...) which are lower [00:30] they probably done that with everyone all the start rates so that have fucks that idea up

ST: mm

PT: yeah because all your you are effectively introducing a lower rate for the start rate aren't you

ST: yeah

TT: yeah

PT: (...) twenty cents and if the turn over is

ST: well the turn over in i mean we have a lot of people who come and go in that lower end they come in and they work for a while and they decide they don't like it or whatever and then we never see them again and yeah there's a high turnover in that that end

PT: mind you this if it's an HONEST [01:00]thing they're putting to us in terms of um the classification of ( progression) which i mean that's that's a

Phase 6 Exchange 39 I need to be Careful.

BH: i think i need to be a bit careful here as well because of what we that then dollars an hour argues against what we're really saying about the bottom paid fellas coz i mean

PT: it's not enough

BH: they're back to the government with their hand out

Phase 6 Exchange 40 Why a Lower Rate.

PT: yeah so why reduce a lower rate why put in a lower rate

ST: and we put in another lower rate

PT: yeah

BH: well we well if i don't MIND the lower rate if it's only for a short [01:30] probationary time six months

ST: and then you automatically go up

BH: and \ you automatically (...) /

PT: \ no but they're saying six months // provided you pass

TT: you gotta do some courses

PT: you gotta do some course yeah

BH: then those courses have to be provided

ST: they have to be available

BH: they HAVE to be not could WILL BE and could be HAVE TO BE

ST: yeah ( 1 ) mm

TT: they have to provided that someone that wants to do it can do within six months something like that

BH: ah well yeah ah i'd say within six months i mean yeah ( they'll ) probably argue longer but provided [02:00] that it's done within that first year

TT: yeah for someone that wants to do that that is

BH: yeah

PT: your still putting them on a lower rate a lower starting rate \ \ though / aren't you

BH: \ yeah // so long as there is an automatic well

PT: why would'nt you just leave the bottom rate at at um why would you have two assistant bakers i mean what what was their rationale behind that i'm sorry i was he probably gave us an argument um what was his rationale for two assistants

TT: no \ \ there wasn't /

BH: \ they're probably // trying to get away with one once again he's going back to we've only got so much money

Phase 6 Exchange 41

PT: starting rate [02:30] no qualification

BH: all we do is re reshape it \ \ (... ) /

PT: \ where as if you // start at the moment the starting rate at the moment no qualification is ten twenty isn't it

TT: yeah and then ten forty five when ( it's one year at the end of ) year one but then they're saying no we'll only pay them ten bucks if they're starting

PT: yeah

TT: that's actually less than what they're paying them now

PT: mm

ST: see so their looking at it looks like their giving money there but their looking at making a saving there

PT: on the bottom end

ST: coz a lot of people that start on that bottom rate only end up working for a year or two anyway so they'll never go up [laughs]

PT: casuals what are the casuals on

BH: well that comes back

ST: um [03:00]

BH: that comes back to there has to be an automatic after six months (...)

TT: casuals get nine dollars in their own hands but they pay the company um what they originally

Phase 6 Exchange 42 Casuals are Rented.

BH: casuals are rented

TT: but it was originally with the company they were paying them fourteen or fifteen dollars an hour but since they use so many casuals the company's now signed a two year contract with um where they pay them the same rate that they're paying us about ten twenty an hour but it was costing them \ fourteen or fifteen an hour /

PT: \ so now it's through a temping // agency

TT: yeah so i presume that's probably cheaper because if that's ten twenty or what ever it is that means NO sick leave [03:30] NO holiday pay so they've actually got the wage lower than what they're paying a full timer

PT: well it would have to be the minimum under the act

BH: ah yeah that was another issue that we have to address at sometime we used to have there was no casuals over a certain number there was only allowed a certain number because if you continually got casuals then that's a full time position

TT: and they've casuals that are here for six months and all that and um [cross talk]

PT: we haven't we haven't addressed it as a claim though [1&2] \ so i mean /

BH: no [1] \ so so //

TT: [2] \ COZ THE // CASUALS aren't working here they're getting paid by TEMPFORCE so tempforce's paying the casuals not this company [04:00] so they can terminate them anytime they like

PT: yeah that's right that's how they do it yeah

Phase 6 Exchange 43 There's a Question about the Scale Starting Rate.

so i mean the the scale the there's a question about the starting rate isn't there (1) why ten dollars

ST: it's

PT: why have they got that

ST: i can tell you why

PT: \ (... ) / make a saving

ST: \ it's to make a saving // so they can afford to pay more on the second rung

BH: well no it's not for the second rate it's for the new new rates the two new ones plus the second rate the second assistant is just the same it's only gone up one point five percent that's all

ST: mm

BH: which is what everybody else is got so it's to pay for the two new [04:30] rates or to help \ pay for the two new rates /

PT: \ well that depends on the turnover // i mean

Phase 6 Exchange 44 How Many Guys.

ST: how many \ how many guys out there are (...) increase as bakers /

BH: \ (...) down to one and a half //

PT: i suppose the question is how many are employed

TT: so it's got an overall increase of one point five six percent but then if you add up all the people who are coming in at ten bucks that's less [cross talk]

Phase 7 Exchange 45 They'll Balk.

ST: i personally think that um anybody who's on this intermediate rate will ah ( 1 ) probably balk at it and there will probably be quite a number [05:00]

PT: which intermediate rates are you talking about

ST: the new intermediate baker rate that's come up (...)

PT: (...) they'll balk because of what



ST: because

PT: because their increase is so small

ST: their increase is virtually none and it's the same with the well it's one point oh it's point nine one percent

PT: same with bakers' one percent

ST: mm

#### Phase 8 Exchange 46 They Gotta Complete Six SB Units.

PT: yeah that's why we need to \ know how / many people are on those

ST: \ (...) // because um

PT: the response of course is that and that's what trevor said [1] \ and clearly that's / the ability for [ refers to document ] this here which is ah ( 1) they gotta complete what are they at ah ( they gotta make ) they gotta complete [05:30] six sb units

TT: [1] \ (they can go up one ) // to go to baker two

PT: to [2] \ go to baker two /

ST: [2] \ there is another // there is another

PT: now as long as there is the ability the honest ability to complete six sb units

TT: it's a dollar and [3] \ (...) cents /

BH: [3] \ you're TALKING // about bargaining in good faith

PT: now and and it seems to me that's not one where there should be a bottle neck although i don't know what those sb units are

BH: there's a bottle there's always a bottle neck there's a bottle neck on every level

PT: yeah but what you'd have to know what those sb what those units consisted of wouldn't you ( 1) do we even know what the sb units currently are as is there a list somewhere

BH: NOBODY KNOWS ANYTHING

#### Phase 8 Exchange 47 I'll Chase it Hard.

ST: no and \ this is the point and / this is why they're trying to keep me they done their best to keep me out [06:00] of it phil coz when i get in when i get hold of something like that i'll chase it hard and ah

BH: \ they're unit assessments // maybe that's why they want you in there steve

ST: they just yeah

BH: they might try to keep you out but we have a RIGHT to be in there

ST: mm

BH: and that was set up by the government not by these

ST: mm

BH: so

PT: oh if if we're gonna go along if that's gonna be a runner then we'll have to set up some sort of process that / the union is involved

BH: that's right

#### Phase 9 Exchange 48 It Splits the Vote.

ST: \ (...) // there is a psychological thing going there too a bit of psychology too is that when you have because the vast majority are on the are gonna get two forty five increase and [06:30] you know everybody else they'll have sat down and looked at where the staff sits in in the company and it effectively splits up the vote if it comes to ratifying this deal or not ratifying it \ it DOES / effectively it splits the vote down the middle it has to

TT: \ you you //

BH: well not down the middle but ah \ you're box you're boxing everybody / above the assistant baker gets LESS than a one percent pay increase except the qualified ones and even the assistant baker gets just over two percent so it's still a nothing increase

TT: \ i found the ten twenty (...) //

PT: oh no well i was looking i was just looking at it as a part of the package i mean if we

ST: historically though billy if you offer [07:00] one group a bigger carrot than you offer another that group you BUY their allegiance that's that's just [cross talk]

BH: i know what you're saying i'm i'm what i'm saying is that i don't think ANY of the offer \ (...) /

TT: \ that's that's not a // very good carrot

ST: no

TT: that's over two years [cross talk]

#### Phase 10 Exchange 49 That Plus One and a Half Percent on a One year Term.

PT: well just on the on the i mean even on the on the basis thing that they've put in front of us if it was that plus one and a half percent on a one year term what would people say ( 2) [murmur ] well that would mean that the people at the bottom would get what would they get um four point what ever [07:30]it is um [1] \ four point two five /

BH: [1] \ no no you only // get it [ 2] \ once /

PT: [2] \ NO NO // you're not listening to me [ slowly ] i'm saying that scale with the proposed new rate a one year term PLUS one and a half percent (1)

TT: oh one and a half is that on everybody is it

PT: yeah

TT: yeah

PT: i mean he's packaging three percent there

Phase 10 Exchange 50 Forget the Bonus.

i mean forget this bonus forget the bonus he's effectively packaging it over two years but he's saying that there's there's another one one point four four percent there to be earned [1] \ by this bonus if (...) / your achieve your targets

TT: [1] \ right and they say that they don't // and they say they can achieve it without this bonus thing [ 2] \ anyway /

PT: [2] \ and and // he says that clearly the company well they wouldn't they'd agree to it they'll look for efficiencies [3] \ to do it anyway /

BH: [3] \ so you're // actually saying that the bottom rates getting four percent

PT: no i'm saying that if if we were to say look the only way this may be a runner um we see some merit [08:00] in the scale um the the new scale that is the scale with the increase a one year term and a minimum of one and a half percent oh well we wouldn't say a minimum but what ever the percentage figure is ah across the board

TT: what add the performance bonus on to the other figures

PT: no (...) just drop the performance bonus

TT: well that's what i mean just add the potential of it on to the others

PT: yeah

TT: it's not an opportunity that's [1] \ guaranteed / and they just increase their efficiencies like they say they will

PT: [1] \ that's right // [2] \ that's right //

ST: and they want you to

BH: yeah

Phase 11 Exchange 51 Would the Guys.

PT: (...) the question is would the guys are they gonna run with something like that

BH: yeah i think they would look at it seriously

PT: so that would mean the minimum pay increase someone would get would be point seven eight plus one and a half (1)

Phase 11 Exchange 52 Come on Trevor.

[encouraging trevor to calculate the amount] come on trevor

TT: what was that again

PT: point seven eight plus one and a half

TT: um on one and a half two [08:30] about two point two eight or \ something like that /

PT: \ ( ...) // the minimum pay increase would be two point two eight (3)

BH: that's on the worst the worst (...)

Phase 11 Exchange 53 Would it Work.

PT: yeah \ would it work /

BH: \ that that could be // a work that actually could be a workable that might be acceptable to the workers

ST: mm yeah because that'd be somewhere in the ball park in which \ they expect /

Phase 11 Exchange 54 A Moral Responsibility.

BH: \ and i'm AFRAID // I I DON'T want to go into the bonus scheme at all i will be arguing against it when i get the opportunity and i firmly believe that people like steve myself [meself] and any other tradesmen sorry trevor [09:00] have a moral responsibility to make sure that their job is done properly that's why they're tradesmen therefore they should be achieving their figures and if they are NOT it's because it's impossible to achieve the machine's broken down what can he do about it the bread [1] \ is ( ...) the flour is rotten how can i make it into bread /

Phase 12 Exchange 55 The Depositor couldn't do it.

ST: [1] \ well you see this this was their reason for removing // the winifreds and i was getting to that but wayne managed to intervene and avoid the subject was the the fact that depositor that they had couldn't physically go [2] \ as fast as their / expectation because i and and you see the point the problem for wayne was that he was at home in bed and we were in here with blair and tim

BH: [2] \ that's right //

Phase 12 Exchange 56 Tim.

ST: and tim and and they were there with the stopwatch [09:30] we were and counting we knew how many doughs a minute we could put \ through /

BH: \ you gotta see // this lot in action eh it's the bloody blind leading the blind now tim i'm not too sure WHAT he is but the machine and i'll give you an example the machine as acting up (1) mechanically HE was gonna fix it so i i STOOD there for twenty minutes watching him and and he finally went AHHH you fix it so i went up to him and i went [motions with hand ] (1) turned it on and away it went (1) he's he's trying to they're trying to do things without asking the people who know what they are doing eh

PT: mm

BH: and consequently it falls down why do you close down a bread plant before [10:00] you know you can produce it on this other bread plant

PT: oh well that's an unfortunate bit of history now though isn't it

ST: yeah but i mean phil \ it's (...)/

BH: \ this is the decision that // these people are making

ST: (...) never complete this project because if you knock down the old part of this building which every other piece of the building is attached to and the whole fucking thing is gonna fall down in a great pile of dust that is the upshot of it [laughs] it will it'll just fall down in a great pile of dust

PT: (...)

ST: it i mean it's gonna be the funniest day in the history of mankind

PT: yeah but that doesn't preclude them from bringing in new equipment does it [laughs] or is it or is the equipment part of the structural [laughs] make a better building [laughs ] (...)

ST: no no they're not going to bring in new equipment coz they spent so much money now they can't

BH: [ low voice ] no we're still waiting [11:30] for a new divider

ST: they \ they will never /

Phase 12 Exchange 57 Where's the Divider.

PT: yeah well that's that's sort of the question i mean i sort of left that i mean where's the divider i mean and how long

BH: yeah [cross talk]

TT: i got told two weeks ago it was two weeks

PT: two weeks away

BH: but hang on no no you were told four weeks \ ago / it was two weeks

ST: \ yeah // yeah well i was told two week since then

BH: yeah well it's always gonna be two weeks \ (...) /

Phase 12 Exchange 58 This Bullshit about Targets.

PT: \ see i // mean that's that's if we engage in the process that's the sort of thing we throw back at them i mean you know this bull shit about the plan not being able to meet it's targets (...) efficiency's just either NEVER eventuate or else the timings just so bloody

ST: yeah although i can go and get you the numbers we're not that far below the targets we're we're running \ on average /

BH: \ pretty well // to peak efficiency

ST: up and down round about target [11:00] level

PT: yeah but is that target what target is that though what target are you looking at is it the target that the plant's \ been set /

ST: \ plant // plant efficiency target okay how he what

PT: no no i know that but is that the target that they have set for this plant

ST: yeah

PT: in terms of their

ST: yeah

PT: the return for their expenditure

ST: i got [1] \ no idea /

PT: [1] \ what // [2] \ (...) /

Phase 12 Exchange 59 Running as Fast as it can.

BH: [2] \ WHAT REALLY // [cross talk] is that that plant is running as fast as it can accuse me of giving a little bit of set back but that plant is running as fast as it can

ST: i mean [3] \ when you /

BH: [3] \ you DON'T // have an efficiency rating at the plant running as fast as it can it has to be set back realistically doesn't it

PT: okay so so do we answer that do we say lets \ lets lets if we're gonna talk /

ST: \ (...) // we've got fifty odd doughs of sandwich to make or what ever we run [11:30] the you get the speed control in the divider and you wind it up to as hard as it goes and you pull it tight to get the last bit out of it and you keep up the divider can't physically go any faster

BH: any faster

ST: and if you make it go any faster

PT: it craps out

ST: no it can't get rid of the tins fast enough anyway so the whole jams up and stops anyway so it's going as fast as it can

BH: so you can't i mean \ that realistically (...) /

PT: \ okay how often does it make // how often does it meet that efficiency level ah to the efficiency limits of the current equipment how often does it meet those that efficiency level

BH: oh you'd have to say at least seventy to eighty percent of \ the (...) /

Phase 12 Exchange 60 Varieties (1).

but you've got different products so you have to generate gaps

ST: \ yeah at least seventy to eighty percent // see every time we change gavin said gavin said it and he totally [12:00] contradicted charlie what charlie said to me the other day when i was sitting in there and you guys were and charlie wanted to talk to me about (...) and a few things i'd said to him the other day but it wasn't about launching a new (...) product or the product that um that's another story um about some of the things i said to him about the stupid things they doing which are a waste of time and money um

Phase 12 Exchange 61 Charlie and me.

and i mean and i chose to come in on the friday and talk to him when you and billy were here

PT: yeah

ST: because i thought that if he gets nasty i could just well charlie lets go and get phil and billy and we'll talk [laughs] but he didn't and

Phase 12 Exchange 62 Varieties (2).

what he said to me he said to me is one of our big limiting factors is the number of varieties of bread we make and the more varieties you make the more inefficient the plant becomes

BH: yeah

ST: and gavin's saying well you know to to try and cut straffords out we're making all these different breads well i mean [12:00] every different bread you make every single time you stop the plant and change the divider over that's two bins

BH it can be more than that because if you go from a grain to a white you've got to physically clean down all the machinery to get rid of all your grain otherwise it looks like RAT POOH in your bread

ST: yeah you get these pieces of RAT POOH all through your white it looks terrific [laughter]

Phase 12 Exchange 63 Quality.

and you see but then you see there's there's the quality issue [cross talk and laughter] there's there's a quality issue involved here because they're saying [laughter continues] they're saying we have to meet quality requirements okay if we're doing lots of variety changes of the product the kinds the chances of a contamination between one variety and another are SERIOUSLY increased the penalty for contamination when your bread goes to [13:00] loaf evaluation is minus ten points now minus ten points make an otherwise acceptable loaf of bread that would score between eighty and ninety [hits the desk] take ten points off it [laughs] suddenly it's down to seventy it's not longer acceptable (1)

PT: mm

ST: and you see i know what their gonna turn round and say well you gotta clean the plant out properly but the problem is that the more time you spend stopping to clean the whole plant out the slower the whole day becomes [laughs]

BH: the more efficiency we lose

ST: yeah

BH: and the quicker you do it the more chance you have of missing things

Phase 12 Exchange 64 Bench Mark.



ST: well you see as charlie said to me the other day the bakery in the north island i just can think of which one it is waikato or something that they crow about making five million dollars in the last financial year something and um

BH: (...)

ST: that's the one [13:30] that's the one they're bench they're bench marking themselves by

Phase 12 Exchange 65 Aucland got Eighty Cents.

BH: by the way auckland got an eighty cent an hour pay increase

PT: EIGHTY cents an hour

BH: well that's what i heard (1) that came from a person who came down from Auckland and told one of our blokes who told me (2)

PT: that's the bakers union isn't it that's not us eighty cents an hour (1) eighty cents increase

BH: and their top men are already on over twenty dollars an hour

PT: which site's that

BH: (the avondale one )

ST: auckland bakers

PT: how many sites in auckland

BH: one i think

Phase 12 Exchange 66 Porky Pie.

PT: but that's not the site they're talking about is it the one that's under close scrutiny which is the site they \ (... ) /

ST: \ no no no no // that's porky pie

PT: ah okay

ST: that's another dunkirk that one

TT: (that's probably a good location for them then) [laughter]

BH: their their labourers [14:00] are on more than sixteen dollars and hour they're basically on four dollars an hour high than ours

ST: and their excuse is the cost of living's higher in auckland

PT: i might try and get some rates (2)

ST: it would be interesting to see what numbers they come up with with their orchestrated litany of LIES i would suspect (...)

BH: (...)

Phase 12 Exchange 67 Site Limitations.

PT: okay it's a question of if the site's not meeting expectation why and is it and the equipment efficiency currently is running at what i mean i know there is a limit of the current equipment is it efficient is it running at it's maximum efficiency

BH: (...)

Phase 12 Exchange 68 Crumb Bread.

PT: that's well i mean if it is what other parameters can we change what what other parameters can this site change [14:30]

BH: then you've got to look at the cost effectiveness of the wealth that you're producing which brings in why should we buy in bread from dunedin or nelson white bread and produce CRUMB bread when the return financially is vastly greater on the white bread why don't WE make the white bread and let them make the crumb bread

PT: (i'll take a guess ) pass

ST: um [1] \ one of the things /

BH: [1] \ just um ah yeah // i can TELL you why [2] \ it's got to reach / certain standards that have been set up for it [3] \ (...) /

Phase 12 Exchange 69 A Classic Example(1).

ST: [2] \ one of the things // [3] \ that they run into is is // is a little bit to do with is a little bit customer based this week was a classic example at the start of this week we had forty thousand crumb on alright yesterday they sent the crumb plant guys home two o'clock in the afternoon there was no more bread for them to make

BH: there was no more crumb

ST: yeah [15:00] now how that came about was that at the start of the week they had no orders so [laughs] on sunday monday tuesday we finished mixing we stopped at five o'clock we'd normally go to twenty five past and we'd normally work an extra half hour now okay it doesn't sound \ a lot but /

BH: \ had they filled // their orders or were they short on orders

ST: no no what happened the thing is that customers rang up and ordered crumb late in the week and they didn't have the bread to fill it

TT: yeah

Phase 12 Exchange 70 Stockpiling.

BH: one of the other parameters when they're making the crumb they're meant to have a certain amount of STOCKPILE to have it in stock

PT: what to make crumb

BH: not to make it but to have it in STOCK to have it on going one of the parameters to meet a efficiency rating to give you the number one efficiency rating is that you have already got STOCK there so that should a prospective buyer come in and say [15:30] i urgently require and they say well we can supply you with this ten ton immediately and we can give you the next ten ton first thing tomorrow now that's enough to keep that plant running and when it starts to run out of that first ten ton the next ten ton is coming along like they haven't done that whose inefficiency is it

ST: yeah and you see

BH: and their saying that they run out how can you run out

ST: yeah

BH: you should be up front

Phase 12 Exchange 71 A Classic Example (2).

ST: yeah well we were told [1] \ there's there's / there was there was only forty thousand loaves that came on for the week which is nothing just nothing forty thousand loaves is chicken feed we'd normally do that in a couple of days so so what the guys well particularly the guys out the the bread plant the mixer end we just decided that ah we'd we'd knock off on time for a change [laughing] instead of doing that extra thirty five minutes every night now okay it doesn't much but in thirty five minutes [16:00] we make six doughs right six doughs [back ground murmur] over four days is twenty four doughs so that it becomes (...) [cross talk] [2] \ do you see what i'm saying and it wasn't any thing to do with US / that they ran out of crumb

BH: [1] \ (...) // [2] [to Phil] \ but they've still got to meet the supply to meet the um contractual obligations (...) //

PT: so how much crumb do they hold in stock just on that (...)

BH: ah i don't know the actual figures are but the

PT: how long can you hold it

BH: you'd have to ask them that

ST: oh it's pretty dehydrated \ so it keeps /

BH: \ yeah it's dried // it's dried out and provided it's kept in dry good condition you can store it well there's no reason why it shouldn't last \ (... ) /

Phase 12 Exchange 72 The Raindrops Just Slow Down.

TT: well one of the main things here is there's no such thing as dry good conditions

BH: well could be there's that many leaks

TT: the rain drops just slow down as they come through the roof and go where we going now WHOOSH [laughter]

BH: not quite that bad but ah [laughter]

ST: well the boys nickname [16:30] for the packing room is sb on avon [laughter] there's that much water running around

BH: one or two rivers have gone through there occasionally

ST: oh it's oh you see funny notes up on the wall [1] \ (... ) in crumbs and DUCK / feed and things like that you see this stuff after [2] \ the rain you the /

BH: [1] \ well put it this way // [2] \ you see they STACKED // the crumb bread ready for crumbing the baked bread they stacked it in the slicer area for three (days it had gone ) mouldy then they threw it all out now tell me who's inefficiency is that

ST: mm

BH: is that the sort of thing that we're being penalised for

PT: mm well that why not i mean that's the sort of thing we need to talk about is its its i mean for some reason this site is not meeting its targets i mean that's the sort of thing i was hoping \ before that /

Phase 12 Exchange 73 That Old Skoda.

ST: \ but we're it's // it's nothing that we're doing we're driving that old heap of shit out there that old skoda out there that they bought we're driving that thing as hard as it'll go [17:00]

BH: that's the four forty bread line the skoda

PT: oh [laughter] i was gonna say [laughing] the skoda the the gotta keep up with it don't you [laughter]

ST: it wasn't made in czechoslovakia but you'd swear it was [laughs] um we drive that old thing as hard as it will go and if if we make crumbs flat out all the week and work work three twelve hour shifts through the week to get crumb made and the following thursday the crumb plant still hasn't got round to crumbing it and it's gone mouldy and they throw it all out

Phase 12 Exchange 74 What's the Difference.

PT: so when you're making crumb what's the difference you're making what

ST: a crumb loaf \ a loaf of bread /

PT: \ yeah i know // but WHAT it's obviously not a loaf of bread for sale though is it the loaf's

BH: no it's a loaf of bread with the basic ingredients and a colouring

ST: yeah

PT: okay so it's a real basic loaf of bread

BH: very basic

ST: see

PT: AND HOW LONG will that take there was this thing about storage (...) before you you have enough stored so you can actually crumb it how long \ will that take /

BH: \ it's not // it's normally stored for three to five days so that it dries out air dries out under natural conditions [17:30]then otherwise it's too moist when it first comes off the baker and it's hard to put through the plant

Phase 12 Exchange 75 That Idiot Wayne.

ST: an there's an idiot wayne who was in this room earlier he's got a hair cut quite similar to mine um so i dunno if i can describe him [laughter]

PT: (...)

ST: (...) unfortunately he's a bloody aussie UM

PT: is that why that haircut was (...)

ST: yeah [laughs] UM but yeah the upshot of that was he put the crate washer fair in the middle of the packing shed and then wonders why the crumb goes mouldy i mean the thing's got scalding hot water squirting through it and of course there's all this STEAM rising off it

BH: are they still talking about moving that crate washer

ST: eh

TT: um

ST: and then there's all this STEAM rising off it

BH: UM [ signalling a desire to change topic]

ST: then the guys are blowing down the slicers and what not

and it mixes up with \ (... ) is stacked up in crates and all the shit settles on the crumb and it goes mouldy in about three days (... ) no seriously that's what happens /

\ [cross talk and laughter 5 seconds ] // [18:00]

Phase 12 Exchange 76 SB's the Biggest

PT: so who else makes bread crumb apart from sb does anyone else make bread crumbs

ST: no

PT: so you're the biggest sb's the biggest

ST: this'd be the biggest food coatings producers in christchurch

BH: oh in new zealand

PT: so that's all your (production ...) [cross talk]

BH: i think they are actually in the process of setting up a large plant up in ah napier um that area up there up in wairoa somewhere up there

PT: for crumbs

BH: yeah a big plant they're fetching it in from aussie

Phase 12 Exchange 77 What Issues have been Raised.

PT: what other back on the subject that we were talking about (...) before what other MACHINES are inefficient like clearly the bloody divider is isn't it

ST: mm

BH: well the mixer's getting that way \ it's similar /

PT: \ but what issues // have been RAISED and nothing's been done about it or that they KNOW that they're due for replacement repair modification what ever and it hasn't happened (1)

BH: [sighs] i guess in some way all the machinery has been questioned [18:30]

ST: mm

BH: all of it could do with

ST: refit

BH: i mean up graded

ST: a refit

BH: yeah a refit up grade what ever you want to call it

ST: yeah

BH: UNFORTUNATELY because you're in the middle of a construction site i must admit it's a problem that the management DOES have it's you've got to balance and it's not working very well i mean if well to my way of thinking if you look at where it's gone you got an office brand new you got a dispatch brand new \\ but nothing that PRODUCES / the bread

ST: \ ( it's the flip side ) //

PT: (...) goal yeah

BH: isn't that the wrong way round

ST: you see PART of the problem is billy's boss who i i don't have to mention his name billy knows who i'm talking about

BH: no i don't

ST: went and sold them this big story about it might look old but it's the best plant in the south island [ sighs and laughter ] it's just an old fucking box it really is a fucking box

BH: it's just barely held together

ST: i mean [19:00] when \\ they had /

PT: \ when's this // this new isn't there a new (...) coming

BH: oh i believe that's been cut

PT: oh that's right they said that it's when we asked that question \\ (at the last meeting ...) /

Phase 12 Exchange 78 It's Funny How History.

ST: \ (...) it's funny how // history repeats itself isn't it well because my uncle robert when he had phillips bakery on the coast my uncle robert did the same and he went up to the north island and bought a bread plant that was useless and it was fascinating and wayne did the same thing in australia and i actually said that to wayne one day and he was quite horrified [laughs] is isn't isn't it FASCINATING how history repeats itself [laughs] and he was quite horrified [laughter]

Phase 13 Exchange 79 Back to the Guys.

any way back to the issues

PT: yeah the issues [laughter] where are we [laughter] righto [laughter]

i'm in a couple of minds today we either get to um a bit of finality in terms of um (2) [flicking through papers] this process and then go back to the meeting with with the guys [19:30] it's whether we go back to the guys with something that may be acceptable or whether we go back to the guys with something that is not acceptable

BH: i think \ you PRESENT / what we THINK may be acceptable see if they can come UP to it if they can't then we HAVE to go back with what we do have and we let them make their presentation and then we follow it up with our data

Phase 13 Exchange 80 Them and Us Now.

PT: \ and that // yeah but in terms of the process here them and us are we do we need to suggest look what your proposing we don't think is anywhere it's not it's not gonna get a a favourable response but if you do this

BH: you may

PT: you may get there do we do that

BH: yes

TT: i'm in favour of that

PT: so that would be in terms of the SCALE is probably acceptable if the money that's sitting on that scale the new scale

BH: you can say that there's a difference of opinion amongst us but there MAY be a possibility there

PT: yeah

TT: and if they if they scrap [20:00] performance and add that \ money /

PT: \ well you can say // we can say that but we still need to know how many people on each of these

BH: that's right

PT: and what it means

BH: and we want \ to know all of that / information and we we want to know WHEN it is going to be applied

PT: \ and and the rate // yeah

BH: we want to get definite we DON'T NEED THEM RIGHT NOW but when we come to that meeting we HAVE to be able to get DEFINITE possibility possibilities

ST: yeah i know what you're saying you've got to give people DEFINITE TIME FRAMES in which they can EXPECT things to happen



BH: you want to go if you want to go on to it phil you CAN start as soon as we accept this contract

PT: most people just slot across

Phase 13 Exchange 81 Phrasing it .

BH: [deliberately] and it WILL TAKE six months

PT: yeah but it's really they're really in terms of that argument that really would be the argument for why the people who are sitting on the intermediate steps are getting the smallest increase

TT: yeah the intermediate baker \ (i mean their gonna ...) /

PT: you see the guys on the bottom your see with what if what we're proposing is a runner the guys on the bottom are getting something in excess of four percent i mean they're not gonna give a shit about progression but the guy who's getting probably the lower rate the guy who's the baker (one) progression to baker baker two and the intermediate baker // and they /

BH: \ but if we // go [20:30] to the bonus system and add that one point five \ to the /

PT: \ no yeah no but what i // i'm saying STILL in terms of people looking and thinking what they're gonna get i mean you'd have to [20:35]

[ end of side tape 12 side two]

[Tape 13 side one]

[00:10]

PT: we'll just knock it off accept the one and a half percent on top of that proposed new rate and a one year term now unless it's that well we're we're back to where we start we're nowhere and we just we virtually go back to the meeting and present the company's position

BH: that's right (1) that's what i wanna do [laughs]

ST: no i agree with you billy it's ah um ah we have to take it back [00:30] \ to the guys we we we we ( ...) /

PT: \ oh we gotta go back now but i mean either way what i'm say is we either go back with this proposal or we go back with // just what the company's proposing

BH: that's right

Phase 13 Exchange 82 The Company can Come.

PT: and the company can come along and do their presentation

BH: yeah

PT: and i'm sure that'll go down like a +

BH: brick

PT: ( like last time)

ST: well yeah just as the boys started get warmed up and started firing a few hard questions they all ran out the door voomph [ laughter] like rats out of a bloody sinking ship

TT: the boys'd (...)[01:00] [laughter]

Phase 13 Exchange 83 They're Prepared to Pay.

BH: our advice is that they give us these definite figures and everything and that they up the anti by using the bonus \\ one point / five percent

PT: \ yeah //

BH: um

ST: because they're prepared to pay it

PT: yeah

ST: otherwise \\ ( their ... ) /

BH: \we see NO // we see NO advantage or possibility of them pushing it through at one point five times one point five it's gonna be a twelve month term um and even if what we suggest to do it's gonna be hit and miss [01:30] \\ as to whether / the workers accept it

TT: \that's right //

Phase 13 Exchange 84 We've Come a Long Way.

ST: mm mm i mean we've come a LONG WAY \\ we we actually we / we've come a TREMENDOUS long way in terms of where we're claimswise

PT: \ in terms of the claim you know //

BH: as far as the bonus is concerned and trying to put it up there to achieve the the ah targets (5) WE are responsible tradesmen and we ACHIEVE realistic targets

ST: with the equipment that's provided

BH: and we will do our best

ST: and the scheduled [1] \ maintenance [02:00] by your qualified scheduled maintenance engineers /

Phase 14 Exchange 85 The Divider (1).

BH: [1] \ (...) i've had // run ins with them this week because of that actually because because of those things so [2] \ i (...) /

ST: [2] \ you know what // norm [3] \ said to me /

PT: [3] \ this this new divider that's coming from auckland this one they keep on talking about are they how much that improve the plant

ST: oh substantially in terms of seven thousand loaves in dollar terms

PT: seven thousand (...)

ST:: ah seven thousand a month sorry

PT: seven thousand dollars a year

ST: seven thousand a month

PT:: seven

ST: seven thousand dollars a month

PT: that terms what does that seven thousand mean though seven thousand in dollar terms that's in terms of

ST: well you've got that

BH: how do you figure that out

PT: yeah how do you figure that out

ST: well all you've gotta do is look and how wide [02:30] the minimum the maximum rate the range is that we're currently working

BH: yeah

ST: that that list on the wall

BH: that'd save you a dough a day minimum

ST: no no no no no you're talking about four and a half or five doughs a day [laughs]

Phase 14 Exchange 86 That's Our Saving (1).

BH: well there you go THAT'S our saving the THAT'S what we wanted a basic example which is \ (... ) /

PT: \ we did // i mean that's (...) knows it i mean i'll just say john here's look \ we raised it before /

ST: \ hey look charlie // charlie told me said to me seven thousand a month that came directly from charlie

BH: well we're not giving charlie's information we're giving our information [laughter]

PT: no we're giving YOUR information

ST: yeah

PT: based on doughs [03:00] what you \ (... ) /

Phase 14 Exchange 87 The Divider (2).

TT:: \ they they SAY // it's got to be ready before it comes down but how do they justify six months plus to get it ready [cross talk]

ST: (... hang on hang on) there's an issue here i've just remembered it's just popped into me head what happened is that the maintenance engineer who rebuilding it or repairing it to bring it down because it's the old sb christchurch divider head i understand

BH: what was wrong with it

ST: well when it left christchurch it had done three and a half years of solid slog [laughs] and um then they took it up there

BH: that's right

ST: they've remachined [03:30] it i believe this is what norm told i dunno what norm told you it surrounded by a great (...) doubt but ah i'll shall reiterate this (...) [laughs] he was working on a prover in a bakery in the north island somewhere and he either tripped over or stepped back or something and leaned against a steam pipe

PT: so he's off work

ST: and he he's had to have a skin graft on his leg the back of his leg to ah

PT: so he's off work

ST: yeah

BH: SO because one person is off work this \ whole factory could / come to

PT: \ is he the only //

ST: yeah \ but i think SINCE THEN / since then he he's gone on his honeymoon i think he's got a second excuse [04:00]

PT: \ is he the only fitter //

BH: oh

ST: no no i'm serious as i say this whole thing could be shrouded by that cloud of darkness which means it could just be

Phase 14 Exchange 88 That's Our Saving (2).

PT: well maybe we should just we can raise it i mean he wants examples of it so we can give him an example it's one of the things we've raised before we raised a number of times and had supposed timetable limits and nothing happens and it's and example of the sheer frustration and we sit there and take this crap from them about how inefficient the plant is and yet simple things quite relatively simple things to improve it quite dramatically

BH: don't happen

PT: don't happen

ST: well charlie said to me he'd sat down and done cost ( analysis ) i always enjoy [04:30]quoting numbers from someone like charlie or someone like because wayne and them can't come at you with something else because they know they they get they know they don't have anything to come back with

BH: yeah well you know that's i i i don't like that figure of seven thousand a month i think that's a \ (... ) /

Phase 14 Exchange 89 Cost of the Doughs.

PT: \ yeah well don't // lets talk about doughs

BH: yeah

PT: lets talk about what you

BH: yeah it's a non thing it's not enough it's a should should it should read TWENTY thousand a month

PT: (...)

BH: that's what it should read coz at five dollars a day times seven seven fives are thirty five THIRTY FIVE doughs how much do you think that would cost per week

ST: well i think they're i think the cost of the dough (1) [05:00]

BH: have you got a calculator here

PT: yeah

ST: the cost \ (of a dough ) /

BH: \HOW many // how many loaves in a dough

ST: three hundred and twenty or round about ah you could take three hundred for round figures [1] \ make it easier /

BH: [1] \ so it's five // times [2] \ three hundred / and [3] \ twenty / [4] and [5] [ cross talk as the participants calculate ]

ST: [2] \ what you're talking about // [3] \ what you're talking about // [4] \ what you're talking about billy is // [5] \ what you're talking about is twenty five thousand (...) //

PT: oh so that's eleven thousand four hundred oh eleven thousand something say about eleven thousand

TT: mm

ST: you're talking about twenty five grams of dough a piece

BH: and that's eleven thousand a week ( 2) [05:30] now eleven grand a week ( 2) now so if you want to put it ah sorry eleven thousand number sorry again if you charge at sixty cents a loaf and you're selling it at a dollar we'll make it a dollar ten to make it a fifty cent figure that's five thousand five hundred dollar a week that makes it that makes it twenty two thousand dollars in a month

TT: yeah

Phase 14 Exchange 90 Pays the Rise.

BH: now THAT'S worth looking at

PT: pays the pay rise

TT: if they gave the dollar increase it wouldn't even cost that

BH: it wouldn't even cost that

PT: pays the pay rise in a month

TT: yeah i was gonna say it pays it twelve um yeah twelve times

BH: where's he at [1&2] \ (...) /

TT: [1] \ (...) //

PT: [2] \ well it pays no it pays // no it pays our eleven percent [06:00] that's what it pays it pays the eleven percent (.5) in twelve months

TT: and leaves money over

PT: [laughing] and still gets there's some money left over

BH: great you you said you said that what the doughs (...) five doughs week ah a day you could save and that calculates out

Phase 14 Exchange 91 We ask Them.

PT: no we we think no ask them what what's that worth

TT: ask them what it's worth

ST: well it's round between twenty and twenty five grands worth of dough per (...)

BH: no don't give them that

ST: we're cutting well when you're cutting dough presses between eight fifty five and eight seventy five

Phase 14 Exchange 92 A Saving Across Everything.

PT: is this divider used for all the bread

ST: yeah \ same machine /

PT: \ all the bread // that goes through the place

ST: same machine

PT: so it's a saving across everything across all your

TT: so that means [06:30] that people who buy bread they're actually getting extra weight

BH: they are

TT: about nine

ST: yeah

BH: they are

ST: yeah and you making dough you don't have to make

BH: and you get the odd one that only just makes it through the which is why you have to open the parameters [x] \ (... under weight ) /

ST: [x] \ YEAH and that's why the parameters // are so wide and [1] \ you always cut / and you always cut you set your divider (...) on the upper parameter and there's the odd one that comes out a little piece of nothing

BH: [1] \ (...) //

Phase 15 Exchange 93 Conveyor Belt.

PT: is there anything else GLARINGLY like that that also comes to mind (3) i think we've made quite significant gains ( 4) [07:00]

BH: um not in the PLANT not in the plant the only way we can make significant gains is by altering the bake system ie making white bread instead of crumb bread going into competition against nothing to do with us so WE are actually operating at almost peak efficiency there are one or two things we can do after and that you're gone

TT: oh there's also that (...) cooler that's still there isn't it (...) although i'm not sure about [cross talk]

ST: between the cooler and the [07:30] slicers there's what how much there be billy there'd be seventy metres of conveyer belt

BH: oh yeah

ST: seventy metres of conveyor belt and no can set no one physically works in that area and if you break a belt you can lose four hundred five hundred loaves [1&2] \ of bread /

PT: [1] \ (...) //

BH: [2] \ WHEN THE BREAD // comes out of the oven they take it round to the cooler and once it comes out of the actually going TO the cooler and coming OUT of the cooler and going to the slicers there's a whole blind area there and if you get a jam up and of course the bread comes at quite a rate it

PT: well they've had that actually you talked about that trevor didn't you coz they have actually had a jam up haven't they

TT: no i've i've done the crates and i've gone round and i've seen heaps of bread on the floor and that and i've seen a \ great big gap (...) /

PT: \ how often would that happen how often (...)

BH: too often

PT: how often's too often [08:00]

BH: ah once a week

PT: (...) once a week [cross talk ]

Phase 15 Exchange 94 Monitor.

(...do you think you could fix that )



ST: you'd put a um put a a tv camera

PT: such as could be monitored by \ someone /

ST: \ no no //you'd just put a tv camera up in front of the cooler and a closed circuit [1] \ television you'd / you'd put a closed [2] \ circuit television down where you can /

PT: [1] \ (how else could you do it ) //

BH: [2] \ (... you give them ) // the IDEA of introducing it

PT: well it's not such a bad idea to survey a piece of machinery

BH: yes it is yes it is

ST: no i'm talking about a [1] \ closed / circuit [2] \ tv / that [3] \ operates /

BH: [1] \ no // [2] \ no //

PT: [3] \ how else // would you do that how else would you do it

ST: well you can't

BH: no i'll tell you why coz once you open the door to using it on one thing you can use it on anything

PT: oh NO (...)

Phase 0b Exchange 95 Taping Telephones.

BH: yeah well why are they taping telephone [08:30] calls

PT: well we we need to prove that

TT: we can't prove that (...)

BH: yeah well we got it from a source we um

ST: (...) talk about it billy they (...)

PT: it's quite difficult to tape apart from tapping into your phone with an attachment going on to the wires going into the phone apart from teeing into the box with a (...) box

TT: the phones in the um cafe room up there so it's the one phone i presume they'd all are coz once we had power cut and none of the phones would work so the phones are linked into a computer and the computer goes down you got on phones i think the ones in dispatch were the only ones left working

PT: (...) there'll be a couple of extensions always work if what happens is when the power goes off your a number of phones automatically switch to your incoming line so that so those ones still work

TT: right

PT: they will be selected phones around the place [09:00] you know they'll be someone someone's office will be you know i mean so that's designed so all your lines (...) connected to the phone you can terminate the (...) but you're connected to the outside phone

Phase 0b Exchange 96 A Fifty Ton Slide.

BH: you have a problem in that area and the fact is it's only temporary

PT: why is it why is it temporary how long's temporary

BH: because there's machinery and stuff gonna be going in there in fact the four forty oven cooler the whole what not is gonna be moved and slid side ways

PT: when

BH: who knows

ST: well the thing about it i've been having a good look at it i've been looking at this (ford universal ) because it's not an easy thing to drive around [ laughter] it's big [ laughter] and it doesn't have no wheels [ laughter ] [cross talk] we're just gonna pick up the fifty ton oven [09:30]and slide it across the [cross talk and laughter seven seconds ] place is gonna shut down for six weeks [09:45]

1 Phil previously worked for a telecommunication union

## Appendix 3: Text D5

Date of recording: 10/4/00

Length (time): 8 minutes 10 seconds

Recorded by: Billy

Participants:

Billy Hall (Maintenance engineer, Delegate, pakeha male aged 50-55)

Gaylene Millard (retail/production worker, pakeha female aged 35-40)

Transcription notes:

Participant Billy Hall is operating the tape recorder and has it in his pocket, he is wearing a lapel microphone.

Contextual Information: The interaction was recorded by Billy Hall, a delegate and negotiating team member, as he went around the factory talking to union members about the state of their contact negotiation talks. He is also preparing for the coming stopwork meeting of the members. Gaylene is a strong union supporter who has been under stress as a number of her fellow workers have with drawn from the union.

Speaker Identification:

BH: Billy Hall

GM: Gaylene Millard

Phase 0 Exchange 1 Cuing the Tape.

[19:15]

BH: [to Gaylene, referring to cuing the tape recorder] there it goes [registering the interaction for data collection purposes] yeah um this is a catering area that we're discussing with one of the senior workers in the um just about the work availability and POSSIBLE merger of more than one plant [ to Gaylene] that'll do ah [19:30]

Phase 1 Exchange 2 New Department

GM: look we had a meeting last monday a staff meeting last monday and he talked about the takeover that had happened on the friday that he found out about um the new department that we come under some new \\ department /

BH: \ I HAVEN'T // HEARD THIS WHAT'S THIS ABOUT [laughs]

GM: some new thing we come under with ( i guess they are ...)

BH: alright

Phase 1 Exchange 3 Our Sandwiches

GM: and um it got brought up then about jerold street because he said to kenny and or kenny's the only one that comes into our staff meetings and he said that he knew nothing or what was happening and he just said about the sunrise bakeries pie trucks are going to take our sandwiches out

BH: [sighs]

GM: and they're going to have our sandwiches going on the pie trucks which probably in the long run when you look at it it's going to be like i think our

BH: so they're already trying to TIE some of the

GM: mm

BH: periphery work together

GM: mm and our sandwiches go round town on four five different trucks five [20:00] um + sb trucks so if you bring in bloody more of - you bring sunrise bakeries one's in that's gonna cut our ones out \ isn't it /

BH: \ well // they're not going to run two trucks

GM: no

BH: when they only need one

GM: no

BH: that that's just an economics thing

GM: yeah

BH: they're not going to do it

GM: no

Phase 1 Exchange 4 The Odd Question

BH: um + yeah, see if you can bring up some the odd question and and say well are they going to rebuild jerold street or are they going to what are they going to do with the insurance money are they gonna expand this place

GM: well what's going to happen john goes on holiday he finishes this week he works this week coming

BH: yeah

GM: then he's on holiday for two weeks then he'll get angela to do his job + so she'll do the staff meetings

BH: and she wouldn't know

GM: no

BH: they won't tell her

GM: no

BH: well the other thing, the reason i want you to and i had a talk with ah bridget about it as well last week

GM: mm

BH: um i'd KINDA like you girls to sort of talk about it in FRONT of the other girls [20:30]ah because i know there was a + big ah bunch that pulled out of the union there at one stage

GM: there is and there's no way they'll ever go back billy

BH: No way

GM: we've tried and tried that's always been my argument and actually the worst one against the union is angela

BH: you're kidding me

GM: no truly that's between you and i

#### Phase 1 Exchange 5 She Could Never Get Hold of Sal

+ she her argument was with sal she never used to see sal she could never get hold of sal they couldn't under [20:45]

[ end of Tape 15 side one]

[tape 15 side two ]

[00:05]

GM: [ discussing union members' unreasonable expectations that their previous union organiser would be available to them at any time ] ( they thought ) sal could automatically just return your call and come down here

BH: oh yeah well you she you can't

GM: you CAN'T and that and i know that when we were going through some of those variations i used to ah i'd ring the union and sal the lady in the office took my home number coz i was ringing from home and she said is it okay if sal rings you at home well sal gave me her home phone number too to contact \ her at home /

BH: \ to contact her //

GM: yeah, and there's no there's no way they'll ever join up again billy they just think [00:30] that you should be able to sort out your own contract have a verbal or written contract between your manager themselves instead of the union who needs the union [Billy whistles in surprise] they don't realise that they \ need /

BH: \ they're gonna // get used and abused

GM: need the union and that's what i wish something would happen to them

Phase 1 Exchange 6 Kay, me and Bridget

all that's in the union now is kay me and bridget +

BH: you've got to hang in there um

GM: oh there's no way i'll ever pull out there's no way kay will ever pull out

BH: talk + talk in front of them and let them [em] know [01:00] if you're talking to bridget or kay or whoever just let em know that um when these sites do come together

GM: mm

Phase 1 Exchange 7 Redundancies

BH: there's going to be redundancies

GM: mm

BH: there's would they be redundancies i'm trying to think of the right word again what is it ( 1) OH it it just means that they're going through the numbers and \ they're not going to have / two people + RESTRUCTURING they're not going to have two people doing one job

GM: \ restructuring // do you know

Phase 1 Exchange 7 Is That Thing Off?

[referring to tape recorder] is that thing off

BH: no it's alright go on

GM: alright

BH: these words are our words

Phase 1 Exchange 8 ET

GM: talking about [01:30] the um et's meant to be coming back down here

BH: who?

GM: et + the garlic + el toro

BH: oh right yeah

GM: yeah

BH: good

GM: but they they haven't got anywhere to bake it + coz see they've taken the \ bun plant out /

BH: \ to pages road //

GM: and ryelands can't do it so john's gonna go the french bakery +

BH: so we're going to get outside people to bake loaves for us - christ \ ( i can't believe it ) /

GM: \ well he he was gonna // see but you know that's our you know this was at the staff meeting the other day and when they said about how they took it out of here

BH: yeah

GM: well ryelands haven't got the the room or haven't got the tins or anything [02:00] to do it and it's so much money to buy the tins

BH: mm

GM: so john said he was gonna go and see them and

#### Phase 1 Exchange 9 Restructuring

BH: talk in front of these girls let em know that if these places DO come together which we think they will

GM: mm

BH: there's going to be a restructuring and ah some people and WE DON'T KNOW WHO

GM: no

BH: could end up \ losing their jobs /

GM: \ WELL WELL WELL // we've we've had it once and there's no reason why we can't have it again

BH: that's right and it's happening all the time

GM: yeah

BH: in this bleeding bakehouse

GM: yeah yeah

#### Phase 1 Exchange 10 Employment Relations Bill

BH: Ah the other good thing - the only good thing is with this getting rid of the employment contracts act and we're into the [02:50] employment RELATIONS bill

GM: mm

BH: ah it means that if there's two members or more you can join a collective

GM: oh right

BH: so ah there's two in the engineers me and mark

GM: mm

BH: there's two in catering at the moment, yourself and whoever, there's a few in crumb plant

GM: mm

BH: and we've got the bakehouse

GM: mm

BH: and we're all going to be part of a south island group

GM: alright

BH: so we're all gonna to have a full protection so if you try to attack one you actually attack a whole [03:00] group

GM: that's right the thing with our lot in there billy is you'll never get everyone sticking together you never will

BH: oh \ \ dear /

#### Phase 1 Exchange 11 Bridget I

GM: \ you'll // get the ones that go behind your back and go like you know the the trouble we've had before when we had that trouble with john before and okay this is bringing bridget into it but

#### Phase 1 Exchange 12 Turn That Thing Off

[low voice, referring to the tape recorder ] turn that thing off

BH: no no no go on it's alright



Phase 1 Exchange 13 Bridget II

GM: it's we had this meeting there at work and bridget was gonna go above john whereas it was all over john whereas john should have been approached first and

BH: alright

GM: and we we did approach john first right but bridget still went over the top [03:30] and she still went to norm and still went to charlie and that's how the trouble all starts

BH: ahhhh

GM: instead of trying to sort it out

BH: sort it out at \\ your own level first /

GM: \ YEAH and you know // okay

BH: THEN if you get no \\ joy /

Phase 1 Exchange 14 We were the Only Ones

GM: \ it was // concerning john and when we did it kay and i and angela were the only ones that spoke up they all sat there you know everyone was all ready to speak up before we had this meeting we had the meeting no they shut their mouths but the minute the meeting was all over they walked back in the unit they started \\ up again /

BH: [parodying talk] \ nanana // nana

GM: yeah that's right

BH: yeah

GM: and \\ it annoys you /

BH: \ that's no good // eh

GM: no it's not

Phase 1 Exchange 15 They get the Bloody Same

and what annoys me is the ones that aren't in the bloody union how they still get the same bloody + [04:00]

BH: well you might you might \\ find /

GM: \ and i wish // in some ways they bloody wouldn't

BH: you might find that somewhere along the line that's gonna start to change because one of the things that I'M certainly going to be pushing for when i get to the delegate meetings

GM: mm

BH: is people who are not in the union shouldn't be getting union pay increases

GM: yeah \ that /

BH: \ that's // simple

GM: yeah that's exactly what we agree with billy

BH: yeah that's simple

GM: yeah

BH: i don't know if we'll ever achieve it but

GM: no

BH: i think we've gotta try

Phase 1 Exchange 16 There's got to be Someone

GM: well i think you know even for the three of us well okay if there's only three of us in there billy there's gotta be someone there + that will stand up for the three of us [04:30] (1)

BH: well i'll do what i can

GM: yeah

BH: i always will um and when it's beyond me i'll just take it to the organiser and say well you're going to have to deal with it.

GM: mm that's right but i i really wish those in there that wouldn't wouldn't that won't join up something would happen to them i really and that's not being nasty but i think

BH: well \ no no /

GM: \ for the SAKE // OF IT for four dollar sixty a week (1) is you've got the union there behind you and they say what what good's the union what do they do you never see them

BH: tell you what they've kept me in a job

GM: well they've kept me in a job too + yeah

BH: it's that simple

GM: that's right +

Phase 1 Exchange 17 They Don't Realise

before you know i just don't think half of them in there actually realise [05:00] what COULD've happened with those redundancies before

BH: [laughs] tell you what if the bakers hadn't of [have] been as obnoxious as they were, ah you lot would have been attacked

GM: yeah

BH: in a big way

GM: a lot more than what they are

BH: that's right

GM: yep and that and if they go for this bloody performance thing and want more

BH: ah well

GM: in a number

Phase 2 Exchange 18 We're going to Join this Collective

BH: there's something coming up with that performance thing as well which is + we've told them that come august

GM: mm

BH: ah we're going to join this collective ah you and we don't know how you can stop us they don't want us to

GM: yeah

BH: ah we say well how you gonna stop us we're going to join it [05:30] regardless of what YOU say

GM: mm

BH: ah they DEFINITELY don't want us joined into that

Phase 2 Exchange 19 They're Trying To get Payments on Performance

and they're trying to get ah payments on performance

GM: yeah

BH: well we're not having a bar of that either

GM: no and yet when we said it to wayne and oh angela said it to wayne and john oh nothing to do with money, nothing to do with money at all

BH: no no - what - the figures that you fellas set is NOT to do with money that's to do with NORMAL WORK EXPECTATIONS

GM: that's right

BH: and i don't have a problem with them doing that you know this is the amount of work we we should be able to achieve on a reasonable day

GM: yeah

BH: that's right

GM: considering if everything's working well

BH: THAT'S RiGHT

GM: and you're got everything yeah

BH: THAT'S RiGHT [06:00] um now come august - see we've kind of said to them well look between now and august you've got an IDEAL OPPORTUNITY to see how your figures work

GM: that's right, yeah

BH: so they'll be testing it

GM: yeah

BH: to see if their figures DO work

GM: that's right

Phase 3 Exchange 20 Sealing Machine

- oh have you heard that they're trying to take out that sealing machine

BH: oh are they

GM: they want us to bring in the containers of quick click ones the ones you close by hand

BH: oh

Phase 3 Exchange 21 I'd Better get Going

GM: well i better get going \\ billy /

BH: \\ alright //

GM: i can catch up with you \ later /

BH: \ yeah //

#### Phase 4 Exchange 22 Bonus Payments

and you're gonna to get the vote on that bonus payment anyway \ when / we have our meeting ah if you hear rumours saying it's been accepted say no it hasn't

GM: \ alright // yeah

BH: we haven't voted on it yet

#### Phase 5 Exchange 23 I'll Talk to Them

GM: i'll have a talk (...) [starts to move away, recording less clear ] i'm on the kitchen tomorrow so i'm with angela on my break [06:30]and then i'll talk to kay and the rest \ and then / i'm in the unit on tuesday

BH: \ OH // yeah just just just talk to them and natter out loud and

GM: yeah

BH: let them hear what COULD be going down

GM: yeah

[Ends 06:40]

## Appendix 4: Text M1

Date of recording: 18/4/00/

Length (time): 34 minute 55 seconds

Recorded by Gabrielle

Contextual Information: Recorded by research assistant Gabrielle at mass meeting of NDU members at Southern Bakers, Christchurch. The meeting is for contract negotiators to report back to base members on progress at negotiations with the company and takes place after numerous meetings with management. It seems likely it is the first full branch meeting in a year or so. There are approximately 42 members present. Delegates, especially Billy Hall has spent time preparing members for the meeting, talking to them individually. Gabrielle also took notes. During the course of the recording people constantly come and go from the room as it is the lunch room for all workers and some people who are not involved with the interaction come into the room, or open the door and see that there is a meeting in progress do not come in. The recording is punctuated with regular sounds of the door opening and closing. On a couple of occasions mobile phones ring.

The first part of the meeting is taken up with a presentation of the company position by Charlie Christie of management.

### Participants:

Diane Dewars (union organiser, pakeha female aged 40-45, #0032)  
Billy Hall (maintenance engineer, delegate, pakeha male aged 50-55, #001)  
Steve Tomlins (production worker, occasional union negotiator, pakeha male aged 60-65, #002)  
Trevor Taite (union site delegate, pakeha male aged 35-40, #003)  
Shane Williams ( production worker, pakeha male, aged 35 – 40, # 004)  
Phil travers (union organiser, pakeha male aged 45-50, #0031)  
Diane Dewars (union organiser, pakeha female aged 40-45, #0032)  
Charlie Christie (factory site manager, pakeha male aged 50-55, #0011)  
Bill Rose (personal details not recorded)  
Laurie Stevens (personal details not recorded)  
Henry Sunderland (personal details not recorded)  
Rocky Evans (personal details not recorded)  
Will Donne (personal details not recorded)  
Harry Hohepa (personal details not recorded)  
Dick Nunnes (personal details not recorded)  
Tiny Hill (personal details not recorded)  
Kay Roberts (Retail-worker, other personal details not recorded)  
Sharon Hope (personal details not recorded)  
Jack Locke (personal details not recorded)  
Ralph Blacklock (personal details not recorded)  
Andy Templeton (personal details not recorded)  
Gaylene Millard (personal details not recorded)

Unidentified male speakers from the membership

Unidentified female speakers from the membership

Transcription notes:

The recording is taken from close to the union officials and delegates and subsequently gives the impression that they are more central to the talking than is real. Members further from the tape are difficult or impossible to hear at points. Added to this, several speakers occasionally speak together. It is very hard to hear in places Two tapes are involved and there is a gap of a few seconds while the tape is changed in the recorder. The tagging < we > in the text enables it to be read in conjunction with the associated analysis in Ward, M. (2004a). *We have the Power - Or do We: Pronouns of Power in a Union Context*. Systemic Functional Grammar and Critical Discourse Analysis: studies in social change/. L. Young and C. Harrison. London and New York, Continuum: 280-298.

NOTE: The text M1 in the analysis of Chapter 7 begins at Phase 2, Exchange 11, after the company representative Charlie Christie leaves the meeting.

Description notes:

The meeting takes place in the workers' cafeteria at the factory and the base members are seated in groups around the lunch table facing towards the union negotiators who are at a table against one wall, lined-up and facing the members. The meeting begins with a report from the company representative Charlie Christie who leaves after about the minutes. He and the union negotiators use an overhead projector with slide films to present their points. One or two members arrive after proceedings begin and a few leave in ones and twos some minutes prior to the end.

Speaker Identification:

BH: Billy Hall  
ST: Steve Tomlins  
TT: Trevor Taite  
SW: Shane Williams  
PT: Phil Travers  
DD: Diane Dewars  
CC: Charlie Christie  
FM: Unidentified male speakers  
FF: Unidentified female speakers  
GR: Gabrielle Reinard  
SV: Steck Vandebilt  
MC: Mike Cuneen  
BR: Bill Rose  
LS: Laurie Stevens  
HS: Henry Sunderland  
RE: Rocky Evans  
WD: Will Donne  
HH: Harry Hohepa  
DN: Dick Nunnes  
TH: Tiny Hill  
KR: Kay Roberts  
SH: Sharon Hope  
JL: Jack Locke  
RB: Ralph Blacklock  
AT: Andy Templeton  
GM: Gaylene Millard

[00:10]

Phase 0a (Exchange 1) Charlie joins the meeting.

ST: billy's over here

CC: sorry to be late + [chairs shuffle - unclear discussion]

Phase 1 Exchange 2 Charlie's Orientation

(1) um + i'm standing in for gavin too okay he's decided to go on annual leave so he doesn't(...)

BR: good on him [crashing around laughter]

CC: yeah + very nice of him [laughter](...) so it's their words and i [00:30] haven't rehearsed it so i may have to muddle through a bit but we <I>'ll see how we <I> go And and what just to kick it off i'll just state i'll just state our <E> position where we <E> 're coming from and then we <R> 'll leave you to it - with with your <E> union representative

Phase 1 Exchange 3 We Want to Renew the Contract

+ okay as a background to today um we <E> want to renew the contract ah we <E> know that it's it's ah the negotiations have dragged on for for [01:00]sometime and we <E> are very keen to reach a conclusion ah to this year's negotiations um i'll outline our proposals and i'll explain why we <E> we <E> think this is a fair deal (2)

Phase 1 Exchange 4 Performance of This Site

um + probably um + one of our <E> key thrusts has been that um the basis for any deal must be the performance of of this site and as you are aware or [02:30] most of you are aware that um this site has not been pre- performing ah up to expectations um primarily ah as a result of the introduction of STRAFFORDS bread into the market place and the impact that has had on on our business [puts up OHP slide] (4) so yes we <E> we <E> 've had a [02:00] tough year um we <E> 've been involved in in restructuring the business and um you have all probably seen that ah the impact of that restructuring has gone across the total business these days from distribution through to sale staff to merchandising staff as well as production people so um and that that's had to be initiated because of the fact that we <I>'ve now got another player in the market place um + a couple of other things our <E> unit labour [02:30] costs um have been above budget um but on the positive side things are improving and um we <E> believe we <I>'re um regaining some ground out there um and we <E> also believe that this site has a big future and um consequently the investment that is continuing in this site ah reflects that fact [changes OHP slide] (4)

Phase 1 Exchange 5 Our Proposal

ah what is our <E> proposal our <E> proposal that [03:00] we <E> got on the table at this point in time is an average two percent increase now + weighted towards the lower rates so that would be two point four five percent for an assistant baker up to one point nine six percent for a qualified baker ah introduction of two new classifications which would give people the



opportunity to PROGRESS and they are intermediate baker two and baker two um a new starting rate and ANOTHER TWO percent if we <I> can LIFT the [03:30] performance of the site [changes OHP slide] (5) um + the production performance incentive + with that our AIM is to drive performance improvement um and as i've said it offers ANOTHER two percent increase one percent of the increase is locked into pay rates once targets are hit and held for six weeks and another one percent when a second set of targets is hit the targets have been discussed with the [04:00] negotiating team i'm not sure whether you guys are aware of them but they have been discussed and i'll put them up in a second um and in order to sort of demonstrate our our <E> i suppose + our <E> goodwill in terms of these targets because i understand there may have been some suspicion about them um we <E> will pay that extra two percent at any rate from the first of february even if the targets aren't hit um but if you hit the targets you get the increase [04:30] earlier [changes OHP slide] (4)

#### Phase 1 Exchange 6 These are the Rates

um these are the rates (1) that we <E> 're proposing across and with the new categories in there um + so there's your current rate on the left two percent base increase which we <E> 're talking about putting out into effect now and backdating to november and then what the rates would be with those performance increases which will BITE in at any rate on as i say in february + next year um i could probably get copies of this if [05:00] anybody wants +

#### Phase 1 Exchange 7 Performance Targets

so i'm i'm very aware that we <I> haven't got a hell of a lot of time so i don't want to take up + in terms of the performance targets just to give you an idea of what they are if they haven't been discussed with you but on the on the bread plant getting production wastage down to one point eight five percent which i believe for instance has was achieved last month at any rate and plant efficiency at seventy eight percent i think we <I> had about seventy eight point two percent + but you guys might know better than me so very close to where we <I>'re at at the moment and ah with food coatings + this + i'm pleased they [05:30] explain it all which is basically ah achieving delivery on time and within specification to to the food coatings customers and under ready foods achieving a production efficiency of ninety percent with product quality for the sandwiches of eighty percent

LS: does the whole bakehouse have to do all that or each department have do that

CC: each department [changes OHP slide] (6)

#### Phase 1 Exchange 8 Combined Contract

um + YOUR union and your delegates have have [06:00] made the combining of our contract which is separate to the rest of the south island bakeries um + ah they have made this a priority in terms of what these negotiations and originally as a company we <E> could not see any benefits so we <E> did initially oppose the combination however we <E> have now agreed to to negotiate a combined contract ah for next august um assuming we <I> can get some preliminary matters agreed um including and included in that is finding a way to eliminate the variations we <I> still have on this [06:30] site by august two thousand and one ah this is the only site that does have any individual variations [puts up a new OHP] (4)

Phase 1 Exchange 9 Summary

summary um (3) our SITE performance has limited this deal but we <E> ARE offering two percent now backdated to last november + another two percent from next february or as soon as the performance targets are hit ah a two point five percent increase for the assistant bakers rate and two new classifications to offer incentives so [07:00] that people can progress ah more quickly + up the levels ah + with the contract expiring in august next year at that point in time we <I> would hopefully have um reached agreement on combining ah the contract of this site with with the rest of the south island so that's that's our position [removes OHP slide]

Phase 1 Exchange 10 Thanks for Listening

i'll get out of your hair now and leave you + guys to discuss and listen to your ah your union and ah the delegates thanks for listening to me [Charlie Christie leaves the meeting] (6) [07:30]

Phase 2 Exchange 11 That is not what we're going for

BH: ah like charlie just said that's the latest position that the firm have come up to that's the best offer that we <E> 've heard to date that is NOT what we <E> were going for we <E> originally presented to your fellas' claims which was six percent plus some other adaptations to your existing agreement um that FELL by the way we <E> then went on to negotiate um the flat dollar an hour pay increase plus ah

PT: plus overtime after forty five hours

BH: plus overtime after forty five hours those are those are our ended up as our two main claims which were again rejected + and what you've got now is ah two percent backdated plus the two [08:00] percent by february at the latest next year so

Phase 2 Exchange 12 Alright

LS: (...)

BH: you fellas alright there

LS: yeah no worries

BH: [laughs]

LS: [laughing] ( i'm just a bit worried about trevor)

BH: um + yeah you need to give it a bit of THOUGHT but meanwhile we <E> 're going to give you a bit of BACKGROUND as to what else is going on um +

PT: you're doing a great job billy \ keep going /

Phase 3 Exchange 13 Self Protection

BH: \ yeah // + i think there's a couple of things that we <I> need to address first before we <I> ah before we <I> DO go on one of them is um we <I>'re still in negotiations um because we <I>'re elapsed on our contract it [08:30] comes to the point where management can APPROACH you if they want to on an individual basis so they can SINGLE individual people out

LS: what to sign the contract

BH: well

LS: (...)

BH: that's right so what we <I> i think what we <I> need to do first of all for a little bit of self protection and you can give it a thought you've got this full meeting to do it in is we <E> 're going to issue some forms where you can put your name on it it means that they won't and they're not allowed to come to you individually and pressurise you they've got to go through your union organiser so what we <E> 'll do is [starts handing forms to members at the front who pass them around the meeting] we <E> 'll pass these out (...) [distributes forms to the meeting] you can (...) [09:00]

#### Phase 4 Exchange 14 Loggerheads

PT: just just while billy's doing that i'll just (...) what he said coz we <E> started in oh when did we <E> start billy november last year we <E> probably had SEVEN EIGHT meetings with the company

BH: too many

PT: a lot of meetings + um what happened is you had a claims meeting with diane conducted in about AUGUST last year from there we <E> assembled ah a whole raft of claims which essentially billy you know six percent and a number of other improvements and that was our <E> starting position we <E> were at loggerhead with the company so the negotiating team got together and we <E> thought well we <E> 'll try and make progress we <E> identify the KEY issues and we <E> essentially come up with just really a TWO part claim and that was what billy was just elucidated that was + ONE dollar an hour increase and overtime after forty [09:30] five hours and of course backdated the deal would be backdated until the um sixteenth um or fourteenth or whatever it is the expiry of the contract was so we <E> then tried to pursue that we <E> got nowhere with that so we <E> started that ( we were sort of hitting) a brick wall in terms of that we <E> then sort of looked at whether there was any leeway within the company we <E> tried some suggestions that look we <E> were prepared to NEGOTIATE + i mean COME BACK with an offer to us they then started with i think + um they've always maintained a two year term the company i think they started off with one plus one initially

BH: that's right

PT: one and a half plus one and a half coz what we <E> got that was for a two year term + we <E> sort of were making no headway at all and this was probably about meeting number FIVE +

#### Phase 4 Exchange 15 John Tree

ah john tree then [10:00] arrives john tree's the consultant that's employed by the company um he starts off the first meeting we <E> had which was the longest we <E> had he starts off the meeting by saying well we <E> 're going to settle this today

FM: [laugh]

PT: we <E> started at ten and finished at quarter to five [laughs] much to steve's dismay (laughs) and \\ we <E> didn't / settle it

BH: \ (...)//

#### Phase 4 Exchange 16 Southern Regional Contract

PT: what we <E> then thought this was getting ridiculous ah we <E> looked back at the history at um what had gone on prior to the splitting of the contracts um and and also the flat rating so we <E> thought well perhaps now's the time to re-introduce the combining of the southern regional contract and the christchurch contract and try and achieve overtime rates again so then we <E> thought well their contract expires first august + this company's contract is currently [10:30] expired + if it had of been negotiated for twelve months it would have gone on till fourteenth november or something so we <E> thought we <E> 'll start another tack to try and break through the deadlock we <E> 'll set a MINIMUM increase if you like just to keep you UP to speed to the southern regional contract which got a two percent pay increase in january this year the rates were the same prior to that the rates were the same their contract was a two year contract had the same sort of bonus incentive scheme and it paid out um finally two percent in january i think they got a little bit earlier on + so we <E> thought righto we <E> 're going to go again and negotiate collectively

#### Phase 4 Exchange 17 At Least Two Percent

we <E> want AT LEAST TWO percent for the christchurch site which keeps the rates the same and then we <I> 'll be in position to go forward with a SOUTHERN regional contract [11:00] that's all of sb in the south island to try and make some some progress in some of these claims

#### Phase 4 Exchange 18 They Want Overtime

we <E> 've had discussions with our <E> colleagues in dunedin and and they've had discussions with the delegates down there the delegates in plants particularly dunedin and invercargill SHARE the sort of views here ah they want to see the flat rate + they want to see the introduction of overtime again they are not happy with the with the bonus incentive scheme that they they have in front of them

#### Phase 4 Exchange 19 Double Time

[to Diane] and what was the other issue

DD: double time

PT: and double time

BH: double time

PT: and they also want double time for the public holidays which is a provision in currently in in the christchurch contract so there there's a commonality between this plant and the the rest of the the southern regional plants that's in that's including nelson so that if if if you like was our <E> position probably about two meetings [11:00] ago +

#### Phase 4 Exchange 20 Setting Work Targets

um the system that you went through that steve um watched over a a number of groups + i think it was three groups sat + TWO people that we <E> accepted met with

BH: setting your work targets

PT: yeah and each one setting of his work targets because at that time they were the company's proposal was again um TYING your wage increase in this incentive system we <E> said look that's not a runner + so they said look the targets are gonna be EASILY attained so we <E> thought at least to keep discussions GOING and i mean we <E> 're not walking away from the table yet we <E> 'd have a LOOK at what they're proposing so we <E> did - we <E> had two union people sat across and they sat across each of the committees to come up with these first targets um if those targets are met that one percent would have been locked in after six weeks

#### Phase 4 Exchange 21 Only Absolutely as a Trial

so we <E> said to the company [12:00] right to try and make progress we <I> 'll accept that - we <I> 'll accept two percent backdated the scheme AS PROPOSED BUT ONLY AS A TRIAL ONLY ABSOLUTELY AS A TRIAL we <E> weren't agreeing to it in fact we <E> said we <E> 'd cover it by letter of intent not add it to the contract and the reason we<I/Y>'d TRIAL IT is because there's a lot of suspicion there people weren't happy with this sort of bonus incentive and and that it's probably not going to be easily attainable so we <E> said right we <E> 'll explore what the company's saying we <E> 'll let it run for a trial period during a short this shortened period up to first august if the guys find favour with it well maybe they'll accept your position a bit a bit easier but we <E> NEVER agreed to it we <E> said it would be on A TRIAL BASIS but if the trial's successful the one percent would still apply so \\ that /

BH: \ you'd have // that anyway

#### Phase 4 Exchange 22 That's the Position

PT: so that was the sort of position that we <E> were at the last time [12:30] we <E> met john tree come up with this two percent plus one percent plus one percent on a trial basis and that is CURRENT OFFER which diane got a phone call from john tree about one o'clock and obviously charlie christie got it this morning which is ESSENTIALLY what they put to us <I> except now they're saying that on first of february that additional one plus one would be locked in +

#### Phase 4 Exchange 23 Seven Points

now there's a number of issues that go with this and they are the issues that he talked about resolving before they would look to ah negotiating on a on a basis that we <I> could combine the contracts first august NEXT year um seven points now some of those points is what we <I> need

um the negotiating team is is is oh i don't want to sort of get off the point i mean ah we <E> have are NOT in a position to recommend anything to you i can clearly say that the company's position is as yet we <E> have not found favour with we <E> have not [13:00] HINTED in anyway of any agreement with the company's position

#### Phase 4 Exchange 24 Time to Talk to You

we <E> thought CLEARLY it's time we <E> we <E> had to talk to you people because THANK YOU for giving us <E> so much latitude you know that's that's it's excellent for letting us <E> go [1] \ this far /

BH: [1] \ it's DRAGGED // out and you've all hung in there [2] \ pretty well /

PT: [2] \ which is brilliant // really

BH: it is

PT: ah it is billy was telling us <E> i mean there was feedback going on but i mean that it's it's a long time out since we <I>'ve had an update meeting so we <E> THAT'S THE REASON for this meeting to try and so YOU can ask US <E> anything and we <E> 'll present the position as as we <E> know it now so i think that's just about + have i missed anything diane

#### Phase 5 Exchange 25 Purply Bit of Paper

DD: no um perhaps i would just add that this the um you'll see on the + PURPLY bit of paper um [shows the meeting the union consent form] + are there some people have got are there some spares + [stands and hands forms to some members who indicate they want them] are there spare

KR: there's some here [murmur]

DD: are there any spare purply pinky bits of paper

#### Phase 6 Exchange 26 Trevor Can I

[aside] trevor can [13:30] i just grab that ohp

#### Phase 6 Exchange 27 Seven Principles Pathway (I)

[puts up OHP slide and returns to face the meeting] you'll see that in the second motion we <E> talk about the proposed seven principles pathway which i was surprised charlie didn't cover

PT: yes

DD: um but that is PART of their proposal and what they're REALLY trying to do is take away some of our <I/Y> legal rights + because the seven principle pathway um what they've talked about is that any future performance based pay increase be dependant on the site's performance so we <I>'re moving away from the concept that you're entitled to a wage increase because the cost of living has gone up and i mean clearly as a negotiating team we <E> were OPPOSED TO

[14:00] that if we <I> save them money then we <I> 're not opposed to getting a bit of a BONUS PAYOUT but it should NOT FORM the basis of whether we <I> do or don't get a pay increase we <I>'ve a right to seek a pay increase EVERY YEAR because the cost of living goes up and it's going to continue to go up under a labour/alliance government but they \ (...) /

Phase 6 Exchange 28 Twenty Three Percent Profit

BH: \and JUST ON WHAT // diane's saying there don't forget that you're being offered this two plus two over an extended period when the company not necessarily this firm but when the COMPANY is laying claims to twenty three percent profit on their over two hundred million dollar investment so then THE FIRM as A GROUP has made over FIVE hundred million dollars PROFIT and they're offering you two percent +

HS: mm

BH: just remember that

Phase 6 Exchange 29 Bloody Bonus System

RE: what they're actually looking at billy as well the way i understand it is they're going to put on a bloody BONUS SYSTEM

DD: well that's right i mean

BH: THAT'S IT \ that / [14:30]

RE: \and i gave // i gave up working a bloody bonus system when i bloody finished my APPRENTICESHIP so as far as i'm concerned they stick it up their arse

DD: WELL THAT'S WHAT I WAS JUST GONNA RUN THROUGH sign [animated discussion on the floor]

LS: well i'll second that

FME: I'll third it [animated discussion]

Phase 6 Exchange 30 Seven Principles Pathway (II)

DD: [trying to talk over the loud floor talk] WELL JUST FOR THE JUST SO WE <E> CAN'T BE ACCUSED [voices subside] of not giving you all information i thought i'd just tell you what all the points are and then we <I> can move the resolution is that okay

FM: yeah

DD: okay + [referring to OHP] because so they talk about relative site performance they then go on to a commitment to performance pay component in future bargaining so [enumerating] one they wanna split the sites up then they wanna go to performance pay components they then want to go that ah the fourth point they wanted a commitment that in the normal course of bargaining the company is free to communicate it's its position on the negotiations and it's proposals [15:00] to the employees now that is why we <E> 've given you the WHITE piece of paper and billy talked about that that this company has a history of approaching people individually and trying to divide us off and splitting us up and clearly that is the intent of the fourth point they then want to split us into departments so recognition of separate rates scales for ready foods food coatings and bread linked to an economic coz they're individual businesses and markets they are not things that you have control over so we <E> 're certainly not supportive of that and we <E> 're not supportive of this divide divide and rule mentality and an AGREEMENT NOT TO PURSUE A MULTI EMPLOYER bargain ah um contract [as background murmur increases Diane speaks at

constantly louder volume] (...) so that would be if we <I> lined because [15:30] [murmur subsides]

RYELAND'S have expired we <I> need to get in and try and organise strafford's but clearly there is an opportunity under the new labour laws to bring back the concept of not only a southern baker's contract but a whole south island baking contract moving back to the old award systems where we <I> had minimum rates for the job that we <I> do and THEY ARE TERRIFIED that we <I> will take that sort of initiative [murmur] so that's there as well and then FINALLY the clincher is to eliminate the variations at saddler street [murmur] so i mean even though charlie's + presented it quite moderately they want their pound of flesh at the end of the day

BH: i just need to add a couple of things to that diane

DD: yeah [murmur]

BH: ah currently sb site here in christchurch + you're running two percent on your wages behind everybody else in the south island so [16:00] they're getting two percent more than you already + you're not ahead you were ahead LAST YEAR they're now ahead so just to CATCH UP you need a two percent pay increase which is what we <E> asked for just as a by your leave we <I> will expect the two percent catch up and then come august we <I> will negotiate for a pay increase that's just to get you on the same plane for that yeah + alright [murmur]

#### Phase 7 Exchange 31 Engineers Shuffle

RE: i know what theyre gonna do their gonna go along this line of bloody production bonuses THEREFORE they're gonna put pressure on workers to put the accident rate will increase and as far as a health and safety issue i give it a boycott completely

BH: health and safety issue is quite a big one because you will be expected to perform and if you're the only one ie in the bullring [16:30] you get to those breakdowns in a hurry don't run but walk very fast

RE: well that would negotiate that we <I> work to rule and you just walk everywhere and not being um disrespectful but we <I>ll obtain the engineers shuffle [general guffaw and laughter]

BH: (...) [inaudible retort]

RE: that was meant in PRAISE of the engineers

BH: thank you + ah [laughter]

RE: don't take me wrong [1] \ but the thing / is

BH: [1] \ it's alright // [voluble background discussion]

HH: (...) [2] \ ( .. exception + exception... ) /

#### Phase 7 Exchange 32 The Cost of Living

RE: [2] \ WE <I> WANT TO BE ABLE TO MAKE // we <I> want to be able to make a claim for pay increase against this the cost of living this is just a bloody white herring as far as they're



concerned and this bloke tree he's he's fairly clever he can add up two twos two twos and two ones [17:00] WHAT A BRILLIANT GUY + you know and they're paying him x amount of dollars more than you and i'll EVER BLOODY SEE

BH: that's right

RE: and if we <I> get bloody sucked into something like that i think we <I> wanna walk out right now +

Phase 7 Exchange 33 Not the Impression I Got

BH: [to another member indicating he wants to speak] yeah

SW: you you said just just before billy that your understanding of it is that there are two we <I> are two (...) as a group we <I> 're about two percent [1&2] \ less /

BH: [1] \ yes //

ST: [2] \ we <I> ARE // two percent

SW: comparative + i assume to other sites in the south island

PT: yeah

DD: yeah

SW: that that's CERTAINLY not the impression i got from the overhead projector

BH: no i'm [1] \ sure it's not /

ST: [1] \ COURSE // IT'S NOT [laughter] + COURSE IT'S NOT + [over voluble discussion] THAT WASN'T THE IMPRESSION HE DIDN'T HOPE [2] \ YOU TO GET / [laughter]

SW: [2] \ what i'm trying to // what i'm trying to point out is in the space of twenty minutes we <I> 've had a quite a serious [3] \ discussion /

BH: [3] \ YOU'VE HAD // A LOT OF INFORMATION - that's right

SW: well no the the the two one is true and one isn't

PT: oh

SW: not both of them

PT: no no no the fact is it's it's what happened is that the SOUTHERN [17:30] regional contract is a two year contract now it was negotiated with no well the flat rate and everything occurred and a scale was produced

SW: okay

PT: that was the same scale as was in the christchurch so the RATES \ were / exactly the same

SW: \ oh yeah // yeah yeah

PT: but the the difference was the christchurch one was later and it was a twelve month contract the southern region was earlier and it was a TWO year contract with this BONUS component built in okay they didn't get a pay rise but they had the ability if they met certain targets to get a pay rise

SW: okay

PT: i THINK they got about half a percent or something throughout the process but their their contract said that of in january this year

DD: yeah

PT: because it was a two year contract even if they hadn't met the targets then they would get two percent

SW: so that's \ the same thing /

PT: \ so WHEN // they got that two percent they moved AHEAD of the christchurch contract so THAT'S the two percent

SW: and the same thing that applies to us <I> [1] \ on /

PT: [1] \ and THAT'S // yeah that what that's right [2] \ that's what / they're suggesting

SW: [2] \ on the first // of february

PT: yes

SW: from the first of february next year

PT: yes

SW: okay i got you

PT: yeah

BH: [to the members] someone had a hand up over there

DN: no it's alright [coughing] (1)

Phase 8 Exchange 34 Anybody concerned about the Variations

BH: anybody concerned about the variations [18:00]

TH: yeah what's the story

RE: they're not taking away (that) bloody (money from us ...) they said they said theyre not convertible

TH: they didn't offer anything \ as far as /

BH: \ okay um // + [murmur]

TH: pay out or what

BH: their initial offer was six six month buy out um we <E> all laughed at them we<E> said you've gotta remember these blokes turned down an EIGHTEEN month offer ah their last offer was for eighteen months um + we <E> said the variations are a personal item and they belong to those individuals and it's their concern it does not concern me billy it does not concern the ndu and it does not concern any other worker in this building other than the person it alludes to and i'll use trevor here and i did down in the meetings and we <E> said to him [theatrical voice] trevor what would you sell your variation for and [turns to trevor] trevor said -

TT: (...) over five year's worth [murmur] [18:30]

JL: i'd've sold mine to the ah + rest of the years when i retire

PT: yeah look just on that that point i mean

RE: they'll probably be retire you tomorrow [laughter]

#### Phase 8 Exchange 35 We're Not Even Negotiating Them

PT: [over lively discussion] we <E> we <E> as far as we <E> 're concerned look AS FAR AS THE NEGOTIATORS ARE CONCERNED + group are concerned i mean we <E> 're NOT EVEN prepared to negotiate those variations as part of this negotiations we <E> just as billy said we <E> saw them as being what happened when the goldenloaf workers came across i mean they it was an individual variation which is allowable under the present legislation that SITS for EIGHTEEN people i think it is on the on the site and we <E> 're not ah it would be wrong to even suggest that we <E> try for THE REST of you that we <E> try and negotiate away eighteen people on their variations so we <E> 're not even considering that all we <E> said to the company well if YOU can convince someone that eighteen months buy out and they want to take it well SO BE IT i mean it's an individual thing anyhow i mean our <E> own little laugh was we <E> thought well if you thought you might have a job to go to the following week and you might go to charlie and say well look i wanna take my eighteen months payment of my variation now and leave a [19:00] week later well so be it [laughter] but that's probably the only reason you'd do it so i can absolutely assure you that we <E> 're NOT EVEN ENTERTAINING the fact of NEGOTIATING away that variation it's never even been our position \ we <E> we <E> wouldn't even consider /

RE: \ if you do that you'd be hung drawn // and bloody quartered [murmur]

PT: yeah

BH: however

ST: just be forewarned

BH: they did say they will actively pursue the fellas with it \ in respect of / they want to buy it out

ST: \ to try and buy it //

JL: did they just say they're not gonna pay for it did they say they'd offer any more

PT: no

DD: no

Phase 8 Exchange 36 The Law

TH: what does the LAW say about it do you know that variation

BH: it's yours

PT: it's \\ yours /

TH: \ so // so basically if they don't give us what (we want we can say to them get lost)

PT: that's right

Phase 8 Exchange 37 They're the Ones

SW: they brought a lot of variations in when they went to a flat rate i mean i never had a variation until i went to a flat rate so you know they're the ones that \\ (...) /

BH: \ yeah that's right //

SW: that um

BH: and it's yours shane it belongs to you - it's you [1] \\ who decides /

SW: [1] \ now they // wanna take it bloody [2] \\ away (...) /

ST: [2] \ shane i SAID THAT to them i said to them i said to them // i said but [19:30] YOUS agreed to it so why are we <I> hearing this and ah because the the the the wage bill in this bakeries bigger than it it is in other bakeries because of the variations and the answer to that must be well SO WHAT you agreed to if you didn't want it why did you agree to it [laugh]

SW: they created mine

BH: and just remember that ah if you are approached and you feel uncomfortable about it all you have to do is ah

SW: (...)

BH: say see my delegate (murmur)

SW (...I'm quite ....)

BH i'm sure you are shane actually [laughs] [murmur]

Phase 8 Exchange 38 Whole of Life

RE: i think really trevor has made a great point + he'd said that for five years well i think most members in this room here are very conservative + in the way that they think that you should get it for the whole of life is just like a bloody death policy the way i look at it

TH: yeah forty years (...) [murmur] if a lot of these people this eighteen people decided it's five years and they agree on it or whatever

PT: yeah [20:00]

TH: those people that have already sold it can they ah jump in on that [laughter]

BH: no [laughter]

TH: (...) go for back pay [laughter]

BH: you CAN'T come to an agreement as a group it's an individual thing (7) [inaudible discussion among Phil, Billy and Diane]

Phase 9 Exchange 39 They will Not be Able to Approach You

DD: i mean the other point i'd make is the white piece of paper we <E> 've given you is that they and we <E>'re asking people to sign it i guess it relates to the variation as much as anything else

PT: yeah it does too

DD: is that um they will not be able to approach you + legal it would be illegal of them so they're breaking the law when they do it but we <I> KNOW that that will not stop them if they detect a SPLIT or if they detect that you're vulnerable then they will start to approach individuals

Phase 9 Exchange 40 If You're Prepared to Sell it.

RB: what if you're prepared to sell it

DD: eh

RB: what if you're prepared to sell it

PT: fine

DD: well that's fine \ i mean that's up to /

RB: \ (...) // do we <E> still have to sign the piece of paper or

BH: oh yeah that's a different issue

DD: you still need to sign it because it's about the wider contract [20:30] negotiations + right + what we <E> think will happen is if we <I> don't get the results they want out of this meeting then they could turn dog on us <I> so what what could they do to put the pressure on you they could start coming to you one by one and heavying you and saying right come on we <E> want you to sign it

SW: or offer us two point five

DD: yeah

Phase 9 Exchange 41 These Pink Slips

BH: these pink slips are being passed out you might have seen them around because the employment contract act is still in power at present and the EMPLOYERS have got together and they're going to petition the government to keep it intact they want to keep it we <I> need to do the same

SW: will this [murmur]

BH: we <I> need to go to the government and say WE <I> DON'T WANT it we <I> want the employment relations bill so if you HAVEN'T SIGNED these pink forms please DO SO um unless you [21:00]

[End of tape 17 side one]

Phase 10 Exchange 42 Two Percent.

[Tape 18 side one]

[00:10]

BH: (...) the negotiation which is it seems they're not really allowed to go past the two percent mark

SW: yeah but i mean

BH: for the year

SW: if we <I>'re going to go in in august i mean what they're offering us <I> two percent now if we <I> go in as a whole group the guys are gonna want a lot more than two (point...)

BH: that's right

FM: yes you're dead right

Phase 10 Exchange 43 Shipley

DD: well the other thing that's happening is under the employment RELATIONS act as the new law will be called they have to disclose financial information to us and you will have heard shipley on the news [00:30] say [elongated and theatrical]:oh: commercial sensitive you know we <I>'re going to tell the world

FM: who was she [laughter]

DD: yeah + one of our oh i won't comment on that um

Phase 10 Exchange 44 Delegates Seminar

the other thing in response to your question shane is that we <I> 've got the um badman grain or southern bakers delegates seminar coming up twenty third

PT: the twenty third

DD: the twenty second and twenty third of may so that's all the delegates from the south island sit down and talk about the best strategies and claims

SW: so they

DD: for the

SW: and do they pretty much talk about \ figures / and that

DD: \ wage round // yeah yeah but again they'll be guided [01:00] by what THEIR membership tell them as well

BH: that's right

DD: yeah

BH: which is roughly along the same lines that we <I> 're heading

DD: yeah

BH: good (1) steve do you wanna + got anything you'd like to add

ST: no +

BH: trevor

TT: no it's alright

Phase 10 Exchange 45 Dollar an Hour

RE: what was your percentage related to for a dollar an hour

BH: oh how did that work out at percentage wise

RE: yeah right

BH: um it actually worked out at a little bit less than what you initially claimed [01:30] from the shop floor off the shop floor you claimed six percent and a few other things when you added it all together it was SLIGHTLY higher than what our <E> + one dollar an hour plus overtime payment after forty five hours was so it it was a SLIGHTLY reduced claim but still \ (...) /

PT: \ on on // on the company's costing of their overtime that they'd paid out they costed it at eleven percent + [murmur] that's what they said our claim was one dollar plus overtime after

forty five hours based on the overtime that had been previously worked - they say that the claim [02:00] was the total cost of the claim would have cost them eleven percent

BH: times by two [laughter] they put a lot of squiggles and dots in there eh [laughter]

RE: that that means three eighths doesn't it

BH: that's right

RE: they're PLAYING GAMES lets face it i mean they're just BASTARDS the lot of them i tell you

Phase 10 Exchange 46 You're not Talking Huge Amounts

PT: well it's just interesting each one percent i think costs the company is it nineteen thousand dollars

ST: mm yeah

PT: so even ten percent would only cost the company a hundred and ninety thousand dollars i mean you're not talking HUGE AMOUNTS of money so \ TWO PERCENT is going to COST THEM THIRTY EIGHT THOUSAND DOLLARS

SW: [1] \ so it's...// you could always ask them [2] \ (...) / [3] \ (...) //

PT: [2] \ i mean that // [02:30] what's the price of a CAR for [3&4] \ (...) to run / around in

Phase 10 Exchange 47 Twenty Three Percent (II)

BH: [over intermittent discussion between SW and another member on the floor] [4] \ (...) // with the disclosure of figures you can then turn round and say well hang on you've increased by [laughs] twenty three percent and you're offering us a one and a half percent or two percent pay increase + and you want us <I> to get into this ah performance based bonus

SW?:well we <I> 'll meet you \ half way /

BH: \ what about // twenty three percent + why not twenty three percent isn't THAT fair

PT: mm isn't it

BH: they made twenty three percent you should make twenty three percent + try and get THAT past them [03:00] [laughter] +

PT: (...) twenty three percent (...)

BH: i'd like a twenty three percent pay increase

Phase 11 Exchange 48 Resolution on the Floor.



DD: [over some background murmur] mm okay we <I> 've got the resolution on the floor so do people feel able to um vote on the first one and that um is that we <I> instruct our <I> negotiating team to put an amended statement of TWO PERCENT increase for the following term that's the fifteenth of november through to the first august so that IMPLIES the backdating [murmur] [07:30]

FM: do you have to sign this too

DD: no you don't have to sign that one + so are people happy to vote on that

FM: yeah yeah [chorus of several voices]

DD: all those are we <I> HAPPY TO HAVE A HAND VOTE

FM: yeah yeah yeah [chorus of several voices]

#### Phase 11 Exchange 49 Raise One Hand

DD: all those in favour please raise one hand [murmur, Diane and Billy counting votes, banter about who has got their hand up and who hasn't and Billy's counting ability] (18)

DD: forty two [04:00]

BH: forty two

DD: forty two

#### Phase 11 Exchange 50 Against

+ against

#### Phase 11 Exchange 51 Abstentions

+ abstention

#### Phase 11 Exchange 52 Result

+ so that's carried unanimously [murmur]

PT: how many people are here

SW: forty two [laughter]

DD: no i think a couple of people have left actually

PT: yeah yeah those against

Phase 11 Exchange 53 Second Resolution (I)

DD: okay and then [murmur] can we <I> move on to the second resolution are people happy to do that

FM: yeah [several voices]

DD: okay [reads resolution] this meeting supports the pursuit of a SOUTH island southern breads collective agreement and therefore advises the company that their proposed seven principles pathway needs to be considered [04:30] considered by all potentially affected sites + this consideration will happen at the southern bakers seminar on the twenty second and twenty third of may two thousand + so do we <I> have a mover and a seconder for that

Phase 12 Exchange 54 Negotiators resolution - challenge

SW: are you asking us <E> to move that we <E> agree with their seven principles pathway

DD: no

PT: no

DD: no what we <E>'re saying is we <I> 're going to think about it [murmur]

SW: (...) just no i just was i just

DD: you just if you want me to be brutally honest we <E> 're just trying to drag it out [murmur laughter]

FM: we DO realise that

Phase 12 Exchange 55 Second Resolution (II)

DD: so steck you moved that

SV: yeah

DD: and have we <I> got a seconder [05:00]

FM: yeah

BH: yeah mike seconded it

MC: I did not

BH: oh I'm sorry

FM: (...) (1)

MC: [humorously] (...) don't you put my name to nothing [laughter]

Phase 12 Exchange 56 Other Sites

DD: well because WE <E> FELT that it needed to be considered by the other sites because they haven't even seen this yet

FM: yeah

DD: and it will impact on them now i expect they'll have the same reaction as you guys

FM: yeah

DD: but we <I/Y> can't vote on something that impacts on them without them even hearing from (...) [murmur]

FM: i agree

FM: yeah \ (... ) /

DD: \ like you wouldn't like it if they did that // to you

SW: yeah it also says that you're considering looking at their proposed seven principle pathways

DD: yeah it [1] \ does but (...) /

PT: [1] \ we <I> 're only we <I> 're only looking // [2] \ at it / we <I> 're [3] \ only (...) // [05:30]

Phase 12 Exchange 57 Gorgeous Asian Sheila

ST: [2] \ yes but // [3] \ shane IT'S LIKE // IT'S LIKE a gorgeous asia asian sheila going past in the other direction on a bike [4] \ mate / [laughter]

SW: [4] \ we <I> // discussed that [5] \ before /

ST: [5] \ you're looking // at it that's [6] \ ALL your doing /

SW: [6] \ ( we<I> said we<I> wouldn't look at it) // we <I> all virtually said (...) [vulnerable murmur]

FM: what's what's wrong with a good old kiwi girl mate

ST: no shane's got a thing for asians [laughter murmur]

Phase 12 Exchange 58 You'll Consider it

DD: shane i don't [over murmur] SHANE I DON'T DISAGREE with what you're saying and i expect that the other sites will have exactly the same view but [1] \ (\...) / [murmur]

SW: [1] \ yeah but THE WAY // i read that is saying you'll consider it [2] \ you're / telling the company we <E>'ll CONSIDER that [3] \ (\...) /

DD: [2] \ yeah //

BH: [3] \ you do have to // shane

PT: and you're RIGHT that's what it DOES say if you like in terms of both good faith [06:00] negotiating [murmur] the company put a position [1] \ to us <E> /

SW: [1] \ and it's not // first of august yet [2] \ so (you don't have to ...) /

PT: [2] \ no no no no no // so you're right

SW: [3] \ (\...) /

PT: \ no no // but in terms of we <I> 're trying what we <I> trying to say to the company is that we <I> are trying to negotiate a good settlement you know we <I> we <I> acting responsibly and THEY SAY THEY ARE well we <I> wont get into that contest [murmur] so so they have put up this proposal right

#### Phase 12 Exchange 59 You Can Tell Us

i mean YOU can tell us <E> if there's no if you want to if i mean why we <E> couldn't have it if it got rejected here but we <E> still have to put that proposal to the OTHER people in respect of via their delegates network back to them if not the company would DO IT anyhow

SW: yeah but you can go if you can go to the seminar [1] \ (\...) / you could say that [06:30] southern bakers christchurch said no [2] \ (\...) / wouldn't even consider it

PT: [1] \ LOOK YOU CAN RAISE IT IF you want to to [2] \ you can do that //

DD: yeah yeah [3] \ and i /

PT: [3] \ you can // do that

DD: and i daresay your delegates will do that

FM: yeah

BH: oh yes

DD: so

SW: but that's not you're AGREEING ON considering it

DD: no

BH: no no \ we <E>'re not /

DD: \ ALL WE <E>RE SAYING // is that it needs to be taken to that conference so the other sites can hear the proposal + I MEAN there is a bit of um ah bluff or bluster here in that we <I> WANT to get a regional south island contract so we <I> NEED to move the company toward that so how do we <I> do that we <I> AT LEAST say well the doors open we <I>re willing to look at what you've put forward so i mean it DOESN'T say that we <I> accept it [07:00] and i think that's and clearly your delegates from this meeting have expressed views (in) their (other meeting...)

SW: it says youre considering it

Phase 12 Exchange 60 We Can Amend It

DD: yeah i'm \ right with you / it does say that i mean we <I> CAN AMEND IT if you want um

SW: \ yeah but if //

PT: and and remember at the end of this whole process i mean even even if we <E> FOOLHARDILY agree to something YOU'VE got to ratify it by vote anyhow [murmur] so you[1] \ you can tell us <E> / to get STUFFED [2] \ at the end of that process anyhow so /

Phase 12 Exchange 61 A Load of Shit

SW: [1] \ yeah but i mean // [2] \ but I'm saying is // you just explained it the seven pathways

DD: that's right

SW: and you know you said yourselves it's a load of shit

BH: that's right

SW: so you shouldn't be looking at it

BH: no no you have to look at it shane to be able TO SAY that it's a load of shit + now the other delegates and the other people [07:30] through the rest of the south island they're also need to look at it to be able to say \ it's a load of shit /

Phase 12 Exchange 62 The Same Piece of Paper (counter offer)

SW: \ what what's to stop them // what's to stop them having the same piece of paper at THEIR meeting

BH: who - the [1] \ um management /

SW: [1] \ the other // sites

BH: management

SW: no the other sites the southern baker sites [2] \ (...) /

DD: [2] \ well THEY HAVEN'T come // up for negotiation yet but we <I> need to take that to them + [3] \ and so we <I> saw the um / sb seminar consider- is the place to raise that with them and explain why we <I> 've got to the position we <I> have

BH: [3] \ when it does come up probably we'll // please be sure that we <E> are not considering it we <I> have to LOOK at it what we <I> do is it's up to YOU and YOU have to say well I DON'T LIKE IT or i think it's great

Phase 12 Exchange 62 We don't Like It.

SW: well i'm saying i don't like it now

BH: good [08:00] + i agree with you

Phase 13 Exchange 63 Negotiators resolution - amendment (I)

KR: change the words

DD: yeah well that's what we <I> can do or we <I> can move a second resolution from this meeting that the saddler street site said we <I> you know if you put it (...) said you know that we <I> don't support it [over murmur] i mean BUT I MEAN I'M QUITE HAPPY HOWEVER YOU WANT TO HANDLE IT IT'S UP TO YOU

SW: put it up and just add that we really don't that it's an initial agreement you can STILL consider it

BH: that's right

SW: and still put it to the others

DD: yeah

PT: yeah no we <I> can do EXACTLY THAT that the saddler street site does NOT agree with any of those principles +

DD: yeah

SW: good

Phase 14 Exchange 64 Solidarity Builder - bread barons

RE: i think what we <I> 've gotta have a good look at here there used to be two sites in this town and they're both bloody bread barons that were running it now they got it [08:30] at one bloody site if they ever get their act together they're not going to listen to the grass roots that are in this room here

BH: that's right

RE: they've got it in a little palace on their own knocking their heads against the bloody carpet walls because they can't be doing anything else because they're not hurting themselves [laughter] but the thing is if they ever DO heaven help us because they've got a bloody mafia situation here and they'll be the bloody godfather on this site now that's the the SERIOUS BLOODY VIEW I HOLD i think others in this room ah feel the same way that that can happen

BH: yeah

RE: and they'll be the bloody bed bread barons and these others wouldn't come in to bloody view IN AUSTRALIA and this is bloody documented history [09:00] THESE PRICKS SOLD BREAD FOR TWO CENTS A LOAF and it went on FOR THREE MONTHS now that's the bloody money that's in this company and that's their bloody money their bloody minded view if they want what they want

BH: that's right

RE: in the meanwhile they want you for two percent or one percent and another one percent which is just STRAIGHT OUT BULLSHIT it's like an aeroplane this the pilots get the most because they're the only silly buggers that can fly it

BH: that's right

RE: well WE <I> 'RE THE BLOODY PILOTS OF OUR <I> OWN DESTINY HERE + if you can only take up the point so we <I> shouldn't be going bowing and scraping to them it should be in REVERSE for once we <I> 've had NINE YEARS [09:30] OF THIS RUBBISH + in EXCESS of nine years

BH: that's right

RE: so unless we <I> stand firm now they'll just take us <I> for bloody dinner and they won't be too happy or to cut your legs off while your standing there

BH: well it's all in your fellas hands um ah

AT: yeah well I

BH: myself [meself] steve and trevor none of us <E> have a problem with fronting up to them and saying that um [murmur]

Phase 14 Exchange 65 The Management Couldn't See What To Do

AT: (...) straffords started up we <I> all knew here when straffords started up what should have happened the management couldn't see what to do

BH: i thought \ i i /

AT: \ (...) // we <I> should have gone in + fuck them + sold seventy cent loaves of bread - at a cheap rate + fucking sold it

BH: i agree

AT: they can't see that

Phase 14 Exchange 66 Directive from Auckland

BH: i believe [10:00] they got directive from auckland NOT to compete

ST: yeah

BH: because that very question was ASKED of charlie christie WHEN are you gonna compete his answer was we <I> don't have to

ST: put his hands behind his head and he laid back in the chair and he said WE <I> DON'T HAVE TO compete with straffords [murmur] THEY'RE NOT COMPETITORS OF OURS <I> [murmur] yeah right

FM: nor is ryeland's now they're bloody getting a down turn on this site-

AT: but you know they've gotta have got up from the start

ST yeah

AT: (...) right from the start

BH: now they're going to have to bite the bullet and really compete

AT: no they'll just buy them out

FM: they \ (... ) /

KR: \ NO WAY //

AT: they buy everything else

KR: they won't buy that one

SH: on your wages

AT: well just at the time (...) [laughter]

SH: [laughing] (...) on my wages [murmur]

DD: just conscious of the time

BH: yeah

Phase 15 Exchange 67 A Change

DD: can we <I> move [10:30] can we <I> move on and vote on the second resolution - i'm not sure shane if you want to propose a change in it or do we <I> do it separately [murmur]



SW: oh i think we <I> should - i mean like i got the impression from what people said before that they didn't agree with that (that we <I> become part of the seven) pathways if you put say

DD: yeah + [writing]

FM: but um [crash, murmur] ( 5)

DD: do we <I> just wanna add another sentence [murmur] is that what

FM: if we <I> put another piece to +

SW: yeah we <I> put in put another piece that says that we <I> did not initially agree to it

DD: yeah

SW: you can still take it with you to your seminars

#### Phase 15 Exchange 68 Do You Agree

do you agree

PT: yeah

DD: yeah so if \ i just add /

SW: \ it that's if everyone // doesn't agree i mean it sounds like everyone doesn't agree ah i mean it's okay by me

DD: yeah well there's agreement of members (1) [writes and reads out amendment]: saddler street members + [11:00] do not agree (2)

SW: well i'm the only one who doesn't agree so far [laughter, murmur] +

DD: no what i what [1] \ i'll do just for the sake of / formality [2] \ i'll ask the meeting to / um

BH: [1] \ no there's two of us <I> (...) //

ST: [2] \ no you got three // shane

DD: to um accept your amendment we <I> we <I> just have to finalise it

#### Phase 16 Exchange 69 Wording the Amendment

so ah do we <I> want - do you want initially agree or just do not agree [1] \ to the seven / principles [2] \ pathways /

SW: [1] \ i'll leave it up to you //

FM: [2] \ (...) do not agree is (...) //

DD: [writing and reading aloud] do not agree to the + seven + principle pathways (3)

FM: and i'll second the motion

#### Phase 16 Exchange 70 New Resolution

DD: okay + so that sentence is going on the just going on the bottom so it's the end sentence so it's as it reads [reads] that it will be considered at the seminar - and then the final [11:30] sentence says [reads] saddler street members do not agree to the seven principles pathways [small chorus of approval] so that's how the new resolution reads + everyone happy with that

FM: yeah \ yeah / [chorus]

#### Phase 16 Exchange 71 Raise a Hand

DD: \ okay // well all those in favour please raise a hand

#### Phase 16 Exchange 72 Billy Can You Count

billy can you count (...) (4) [banter about the voting process while vote is counted]

#### Phase 16 Exchange 73 Counting

[Physical counting]

FM: [parodying counting process] FORTY TWO

FM: [parodying counting process] FORTY ONE [laughter] (13) [murmuring]

FM: [parodying counting process] FORTY TWO [laughter, murmur] (2)

KR: [explaining, clarifying her extra vote for a member who has left the meeting] yeah but I'm um she asked me to

#### Phase 16 Exchange 74 Carried

DD: oh okay - um no one against + no abstentions + so that's carried unanimously + okay [12:00]

BH: (...) [laughter] (3)

#### Phase 17 Exchange 75 The White Paper

DD: alright then that just leaves the WHITE piece of paper [call to order]

Phase 17 Exchange 76 Sign That

we <E> 'll ask you to sign that +

FM: yeah [murmur][physical compliance]

BH: (...)

Phase 17 Exchange 77 Are We Short

DD: that's really a (statement) [1] \ i think we- <I> / are we <I> short of those white pieces of paper

PT: [1] \ is there enough of those //

Phase 17 Exchange 78 Put Your Signature (I)

BH: put [2] \ your signature on your neighbour's /

Phase 17 Exchange 79 Can I Have One

FM: [2] \ can I have one of those // billy please

BH: say [3] \ again /

DD: [3] \ yeah // i'm gonna need [4] \ to drop it in to you /

FM: [4] \ can i have one too diane //

DD: yeah

TT: there are two white ones [5] \ here /

Phase 17 Exchange 80 Make a Note

PT: [5] \ can you // make a note of who hasn't got one billy

Phase 17 Exchange 81 Put Your Signature (II)

ST: tell them to put their signature (on [6] \ some else's) /

TT: [triple overlap] [6] \ I've [7] \ got mine // I could give it to someone /

BH: [7] \ just put your put your name // put your name and signature on your neighbour's [voluble discussion about signing the form]

Phase 17 Exchange 82 Here's a Spare One

FM: [giving a form to Phil] here here's a spare one here

ST: [explaining to a member about signing another person's form] yeah

GM: on your neighbour's [murmur] do i just

ST: no not the person in the house next door [laughter] the person sitting next to you [ya] [laughter and murmur, the main business of the meeting is clearly over and members start to disperse]

Phase 17 Exchange 83 Hours to Spend

ST: [to the data collector Gabrielle] you got hours you got hours to spend on the word processor typing all this up

GR: oh no [1] \ I'm not doing that

ST: oh thank god for that /

Phase 18 Exchange 84 Listen Everybody

[Call to order]

BH: [1] \ JUST JUST LISTEN EVERYBODY before you all // take off [12:30] +

Phase 18 Exchange 85a Trialing the Bonus Scheme

this doesn't mean that the firm is not going ahead with their trialing of their bonus scheme + they will continue that til the first of august + do you do you understand

FM: yeah

BH: i mean do you all understand that

FM: do we <I> have to (comply) with it

BH: well you've already set the working guidelines - it's just your normal working day

FM: yeah

BH: so unless they come to you asking you to do +

Phase 17 Exchange 86a

GM: [to Phil] can you get me one of these [1] \ forms tomorrow so i can sign it /

Phase 18 Exchange 85b

FM: [response to Billy] [1] \ something that's out of the ordinary //

BH: something out of the ordinary

Phase 17 Exchange 86b

GM: [to Phil] they've run out

Phase 18 Exchange 85c

FM: [to Billy] like working [laughter]

Phase 17 Exchange 86c

GM: they've run out

PT: yeah

Phase 18 Exchange 87 The Business Stays Here

DD: [over general discussion. Also a call to order] CAN I ALSO ASK YOU THAT THE BUSINESS CONDUCTED IN THIS MEETING stays here and um we <I> could convey to the company we <E>'re due to meet them on the first of may so just let them sweat +

Phase 18 Exchange 78 Delegate Support  
would that be the view of the delegates

ST: yeah

BH: yeah

DD: you okay about that

GM: alright MUM'S the word

Phase 17 Exchange 79 Thank You

DD: okay [13:00] + thank you \ everyone for your time /

Phase 0b Exchange 80 Leaving

FM: [Physically leaving the meeting]

FM: [to GM] \ oh you'd be the first one // to let everybody know [laughter]  
[murmur and laughing and shuffling as people mill about and leave the meeting. Further people adding names to forms. Post meeting discussion about non agenda items, Billy, Phil and a member discuss the worker's health problems Diane and a member discuss a machine break down all is unclear]

Phase 0b Exchange 81 A Bit of Information

BH: [to Gabrielle] well you should have got a bit of information anyway

GR: I hope so [laughs] steve just [tape cut then re-started]

Phase 0b Exchange 82 Let Diane Know

BH: [to member] yeah would you like to just let diane know how you got on with ah [to Diane] he's been having a lot of trouble with his hands he's been to doctors and what not and ah + he's tried actually (...) [Further discussion about member's health and an over lapping discussion about the plant machinery.]

[14:15]

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