

A Pragmatic Study of Telephone Opening Conducts Among Iraqis¹

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ABSTRACT

The organization of telephone conversation received much scholarly attention since Schegloff's pioneering work in the 1960s and 1970s. The current study aims to: First, Identify the frequency of occurrences of pragmatic elements used in telephone openings. To achieve this goal, the study hypothesized the following: First, It is expected that the pragmatic elements (pause, overlap, back channel, attributable silence, preference organization and speech acts) with affect the sequence formats of different socio-pragmatic sittings. The study adopts the sequence structure model of "Emanuel Schegloff (telephone openings 1968). The current study finds out the following: The most frequently elements used in the openings section are the disruptive elements "overlap" and "adjacency pairs" (ask - answer) which indicating that these elements have an impact on the lengthy or reduced of the telephone openings sequence.

Keywords: *Telephone openings "TOs"; sociopragmatics; sequence formats; co-works*

INTRODUCTION

The invention of "Telephone" makes the process of communication between people much smoother and easier than before. This gives people more space to recognize the importance of maintaining their privacy when speaking to one another. Speakers have sensory access to each other only through their voice and speaking, therefore it is considered particularly valuable to deal with these issues.

In the early 1960s, sociologists Harvey Sacks, Emmanuel Schegloff and Jill Jefferson first examined conversations between people for the first time more carefully.

Sacks' interest in telephone conversations was social, as evidenced by his often quoted statement, "We can read the world from a telephone conversation as we can read from everything we do" (Sacks, 1992:548).

When discussions begin and speakers exchange talking regularly even if one does not see the other. There are similar sequences for all telephone conversations. The sequences allow people to communicate in the openings, which are organizational units in the conversation. The research studies proposed the openings consist of the following four basic sequences: Summons/answer, identification recognition sequence, Greetings sequence and How-are-you sequence formats from a sociopragmatics perspective.

STATEMENTS OF THE PROBLEM

There are similar sequences for all telephone conversations that allow people to communicate through them. This study examines the sequence of (TOs). The study tackles telephone openings for they organize the conversation to reach of the purpose of calling which are varied according to the formal and informal co-work calls. And what are the most frequently pragmatics elements in their formal and informal settings and how they affect socially on the sequence formats of telephone openings

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STRUCTURE OF TELEPHONE OPENINGS

The organization of telephone conversation received much scholarly attention since Schegloff's pioneering work in the 1960s and 1970s. Schegloff (1986:113) says that. There are several reasons why researchers have been fascinated by telephone conversations in spite of their apparently perfunctory character, "First, telephone calls are the second most important site for verbal interaction after face-to-face conversation, therefore telephone conversation data in particular lie in dealing with the same amount of speech information taken from the participants, i.e. "what you hear is what you get".

The major function of openings of telephone sequence, are organizational to complement conversations that are sensitive to and largely shaped between two parties, about who the other is. Ordinary talking is what people usually do to distinguish "having a conversation" from just exchanging greetings. And the sequence of opening phone calls is to organize the interactive speech between the two parties to the conversation. What this interlocutor offers also has an effect when the two sides do not know at early item what the other side has, and how important some information can be tellable, therefore, when and how, and how much to tell, its priority and how it should be communicated, must be evaluated at a time when each party lacks sufficient knowledge. An opening of telephone sequence provides us also the base position (which Schegloff calls the "anchor" position) to present the "initiate topic", this position comes after a fairly standard set or four sequences. (Schegloff, 1968 p: 116) (1) Summons response / answer sequence (2) an identification/recognition sequence, (3) A greeting sequence and (4) How are you sequences.

ELEMENTS OF PRAGMATICS IN TELEPHONE OPENINGS

Following are elements that can be considered as features to regulate the sequence of TOs.

Adjacency pairs

According to Yule (1996b, p. 76-78), one of the most important elements of Conversational Analysis in opening is the adjacency pairs. A pair consists of two utterances created by two participants, one of which is close to the other and the second other of which is related to the first. Question/answer, complaint/denial, offer/accept, request/grant, compliment/rejection, challenge/rejection, and instruct/receipt are example of adjacency pairs. Adjacency pairs, almost reflexive exchange in the structure of conversation, such as in greetings.

A- Ask and answer

This type has different styles utilized in daily interactions of social contacts. It has automatic exchange in this type almost automatic exchange in conversational sequences. The utterance of the first part of the pair causes a rapid anticipation of the utterance of the second part of the pair. Not responding or delaying in the second part of the pair will be regarded as an abruptness on the part of the second participant.

B- A thank – response – request –accepted

Automatic sequence, which every time, the first and second parts of each speaker's utterance, are included. The first part of the pair is mentioned first, which immediately increases the anticipation that the second part will follow. If the second part of the response is not given, it will be viewed as remarkable and treated as a significant absence. There should always be two components, notwithstanding the wide range of patterns that are employed to close gaps in adjacency pairs [1], including a question-answer sequence [2] a thanking- response [3] and a request-accept.

C- Insertion pairs

This is the third type adjacency pairs, Yule (1996b, p. 78) which not all first parts receive its second parts immediately, while A question-answer sequence gets often delayed when the other question-answer sequence takes it replacement. Or, to look at it another way, insertion sequences happen whenever a question-and-answer pair is embedded within another. An insertion sequence is an adjacency pair one inside another.

The sequence will then take the form of Q1-Q2-A2-A1 this pattern is

Disruptive of Telephone Openings

There are elements that may create obstacles, delay turns, or create a gap during the exchange of information in telephone conversations between participants.

1. Pauses

Pause is silence between turn (Yule, 1996a p:72-73) If the normal expectation is that completion points are marked by the end of a sentence and a pause, then one way to keep the turn is to avoid having those two markers occur together. That is, don't pause at the end of sentences; make your sentences run on by using connectors like **and**, and **then, so, but**; place your pauses at points where the message is clearly incomplete; and preferably —fill the pause with a hesitation marker such as **er, em, uh, ah**. Very short pauses (marked with a dash (-) are simply hesitations, but longer pauses become silences. (.)

2. Overlap

Overlap happens when more than one speaker talking at the same time in conversation. (Yule, 1996a p: 73), typically, only one person speaks at a time and there tends to be an avoidance of silence between speaking turns. There are no stops between turns until the talk finished.

In the transcription symbol, overlap is represented by // = beginning of overlap (both speakers attempt to initiate talk).

3. Back channel

Backchannels are Signals which the listener is paid attention to the other Person's talk. (Yule, 1996a p: 75) it is the signal which speakers hearing during a prolonged turn. Speakers use feedback or backchannel to indicate that they are paying attention to what is being said. It shows that they are listener understanding or simply by repeating the word of the other speaker. This can be achieved by using 'response tokens' such as 'mmm' and 'yes,' repeating what the other person has just said,. Backchannel signals inform the speaker whether or not the message is received and not object and These types of signals are (**_uh- uh ' , _yeah ' , _mmm ' .**

4. Attributable silence

When longer pauses transform into silences during which each speaker has completed a turn being, the silences are not attributed to them. (Yule, 1996a p: 73) , But if one speaker turn passes the floor over to another and the other stays silent, the silence is attributed to the second speaker and becomes significant. It's an attributed silence. Silence is sometimes interpreted as distance, or the absence of familiarity. Some others may interpret it as ignorance.

5. Preference organization

Preference organization according to C. Levinson (1983, p. 307), With respect to the concept of preference organization the central insight here is not all potential second parts to a first part of an adjacency pair have an equal standing: there is a ranking operating over the alternatives and there is at least one preferred and one dispreferred type of response. This should be noted right away that the notion of preference is not a psychological one, in the sense that it does not refer to speakers' or hearers' personal tendencies. If you're looking for a unique rather it is a structural notion that corresponds closely to the linguistic concept of markedness. Preferred seconds are unmarked, since they happen as structurally simpler turns; dispreferred seconds, on the other hand, are indicated by variable levels of structural complexity.

Conversely, dispreferred seconds are normally delivered: (a) after a large delay; (b) with a prelude showing their dispreferred status, usually the particle well; and (c) with an explanation as to why the preferred second cannot be done.

6. Speech acts

Speech act philosophers have tended to focus on the meanings of speech act verbs. One significant distinction between speech acts and speech-act verbs is that characteristics that are non-categorical or scalar in the first were category in the latter. 'Differences in illocutionary verbs are a good guide, but by no means a sure guide, to differences in illocutionary acts,' says Searle (and we may follow him this far) (1979:2). Another difference is that while discussing speech-act verbs, they will focus on specific verbs in certain languages and will discuss (but not exhaustively) English speech-act verbs, not claim to be concerned with universal principles of linguistic behavior.

A fitting way to begin the study of speech-act verbs is with the well-known distinction Austin makes between three kinds of speech act:

- 1-Locutionary act (performing the act of saying something)
- 2-Illocutionary act (performing an act in saying something)
- 3-Perlocutionary act (performing an act by saying something).

A- Locutionary Act

The locutionary act including the transmission of information (conceptual communications) Leech (1989: p: 199), in which the speaker (s) informs the listener (h) that certain words have been uttered (x) with a certain meaning. Speaker states that Performance by stating certain words uttered. By stating the words, the speaker persuades the listener that the performance is great.

Ex: I've just made some tea.

B- Illocutionary Act

The illocutionary act in connection to speech transfer (individual communication) the only alteration to this statement is that the 'illocutionary aim of a conversation' has been differentiated from other social objectives, such as maintaining cooperation, politeness, and so on. The illocutionary act will be performed, and the utterance will be interpreted to be a promise, or a claim, or whatever it is meant to be

Ex: I'll call you later.

C- Perlocutionary Act

A perlocutionary act Leech (1989: 199), are generally as the action (or activity complex) of achieving something by means of speech, which, not all perlocutionary acts are appropriately represented in the means-ends only a perlocutionary effect which follows as an intended result of the hearer's interpretation of the speaker's illocutionary goal.

Searle's Theory of Speech act

Searle (1976:10) establishes five categories of speech acts:

1. Assertive verbs: normally occur in the construction 'S VERB (...) that X, where S is the subject (referring to the speaker), and where 'that X' refers to a proposition: e.g.: affirm, allege, assert, forecast, predict, announce, insist.

Ex: Confirmed: You're Fired.

2. Directive verbs: they could be positive or negative directives, orders, requests, or suggestions. Its goal is to convince the listener to do something that is suitably of world to word; it expresses a wish; and the suggestion is the listener's prospective behavior. The speaker is trying to guide the listener to the realization of the intended meaning. These non-indicative that-clauses, unlike following assertive verbs, include a subjunctive or modal like should, rather than a proposition.

e.g.: Give me my medicine on time.

3. Commissive verbs: are such; Offer, promise, swear, volunteer, and pledge are examples of verbs, which represent a small category, are similar to directive verbs in that they have non-indicative complementizers (that-clauses and infinitive clauses) that must have posterior time reference (that is, time referencing after the principal verb). There's a case to be made for integrating directive and commissive verbs into a single' superclass.

Ex: Tomorrow I will order the clothes online.

4. Expressive :It conveys a specific psychological state without appropriate directions, in which a wide range of psychological states may communicate, in which the proposition gives to it an attribute to the listener and speaker, is an optional preposition, and where is an abstract noun phrase or a gerundive phrase; e.g.: apologize, commiserate, congratulate, pardon, thank.

Ex: I wanted to congratulate you on the release of your new book.

5, Declaratives, are ordinary speech acts that derive their force from their position which played in ritual. In any way, the majority of verbs related with declarations (such as adjourn veto, sentence, and baptize) primarily describe social instead of speech acts.

Ex: communication, this is my name.

PROCEDURES

The present study aimed to examine and clarify the effect of pragmatic and social elements. The following are the steps followed in the procedure.

- 1- Live and random recording of a group of (16) phone calls
- 2- Data were translated from Baghdadi dialect into Standard English
- 3- A socio-pragmatic analysis of the data was conducted
- 4- Statistical tables were provided to show the frequency of each of the adjacency pairs along with the pragmatic elements used in them.

MODEL

The study relied on an eclectic model, since the exchange of conversation between individuals had different contexts according to the types of interaction, the organization of the TOs formats followed Schegloff "Telephone Openings 1986", after recognizing the structure of the Openings, a pragmatic model consist of the following models were adopted to analyses the formats in question.

1-Yule's (1996a) model was adopted to look at the pragmatic elements found in the data, such as (pauses, overlap, back channel, attributable silence). These elements were of great importance in formulating the structure on telephone openings in different social sittings.

2-Levenson (1983) model was used to find out the varied (preference organizations) during which, responses, requests, offers, among others, were organized in the formats of the data under discussion.

3-Leech's (1983) model, it was adopted to look at the most frequently used (speech act) in the data in question.

DATA ANALYSIS

The data collected in this study were "16" recordings of live telephone of different social settings occurred naturally between co-workers in the Iraqi "Baghdadi dialect", they were investigated to see how their sequences were affected by the participants when using different pragmatic elements for the total call time was 17.16 Seventeen minutes and sixteen seconds, The socio-pragmatic analysis was conducted by using qualitative and quantitative methods in order to accurately interpret the data, describe the results and improve them. After being translated from Arabic to English, the selected telephone calls were divided and categorized into "8 formal calls" and "8 informal calls" divided between males and females

In what follows the elements of pragmatics and social aspects of telephone openings were investigated in accordance with the social sittings.

A. Formal co-work (Male)

Table (1) shows the pragmatic elements used in this sitting

		Elements			Disruptive								
		Adjacency pairs			Pauses	Overlap	Back channel	Attributable silence	Preference organization				Speech acts
		Ask – answer	A thank – response – request – accepted	Insertion pairs					Assessment	invitation	Offer	proposal	Request
Summons/ response answer													
Identification / recognition	Self-identification	✓			✓	✓							
	Other-identification	✓		✓	✓	✓	✓						
Greeting		✓			✓					✓		✓	
How are you	Neutral response												
	Positive response												
	Negative response	✓			✓	✓							

The table (1) demonstrated that formal male co-workers used ""Allo," much as "yes "as a summons to response (yes; implies go directly to the cause of call), they greetings exchange, the how are you "sequence which used as a replaced for the greeting, and moved to the "anchor position" with using speech acts (directive verbs, expressive verbs, and commissive verbs). According to the reason for the call, such as "The caller asks for specific information or sends a proposal to the caller dictates the use of these verbs in this sequence," More than using a preference organization, this employed as a polite strategy to maintain social function. The adjacency pairs are "ask-answer, insertion pairs". This kind type is confining and strict. "Only in this sitting, showed the " identification / recognition ', other - recognition in "one telephone calls." which this first telephone call between participants.

The style of reply in this sitting is indirect and contains some hedging.

Conversation "3" between male and female co-work

00: Ring

01 Callee: نعم → **summons response/ answer**

Naeam

Yes

02 Caller: الو السلام عليكم

Alw alsalam ealaykum

Greeting

Allo Peace be upon you

03 Callee: وعليكم السلام اهلا وسهلاً

Waealaykum alsalam ahilan wshlaan

Peace be upon you and you are welcome

04 Caller: حض

hada

yo..

05 Callee: منو وياي //

// minu wyay

// who is it?

06 Caller: حضرتك- استاذ عصام

Hadratuk -aistadh eisam

Are you -Mr. Essam?

07 Callee: اي نعم منو وياي //

// ay naeam minu wyay

// yes, right who is it?

08 Caller: اني- ست ايناس من الجامعة المستنصرية - انطنتني رقم حضرتك - ست امانى

Ani- situ aynas min aljamieat almustansiriat - anattini raqm hadratik - situ amani

I am - Miss Inas from Al-Mustansiriya University - I got your number from -

Miss Amani

09 Callee: ها - اهلاً وسهلاً اي اعرفها لست امانى أهلاً وسهلاً ست ايناس //

// ha - ahlaan wshlaan ay aerifha last amani 'ahlan wshlaan situ aynas

// yes – right I know her, to Miss Amani Welcome Miss Inas

The opening section was summarized as follows: In line (2) the Callee used "yes" as a response to the summons," in lines 2,3 they exchanged greeting i.e., Peace be upon you and you are welcome, the identification / recognition sequence ,in line " 4" the caller started identifying herself to Callee "there's no prior knowledge", but the Callee Interrupted her in line "5" by saying " who is it ?" , while she responded to him by another question in line "6", i.e., "Are you- Mr. Essam? " , "pause "as a hesitation if that right person ! " , but in line "7" the caller Interrupted her again and repeat the same question by saying, i.e." yes, right who is it? "To assure her that he is the right person. In this type of formal conversation between co-workers, they avoided using "how are you" sequence, and go direct to "anchor position".

B- Informal co-work (Male)

Table (2) shows the pragmatic elements used in this sitting

		Elements		Disruptive																			
		Adjacency pairs		pauses	Overlap	Back channel	Attributable silence	Preference organization				Speech acts											
		Ask – answer	A thank – response – request – accepted					Assessment	invitation	Offer	Proposal	request	Locutionary	Illocutionary	Perlocutionary act								
<i>Summons/ response answer</i>																							
<i>Identification / recognition</i>	<i>Self-identification</i>	✓			✓																		
	<i>Other-identification</i>																						
<i>Greeting</i>		✓			✓																		✓
<i>How are you</i>	Neutral response	✓			✓	✓																	
	Positive response																						
	Negative response																						

In the opening format, table (2) illustrate an informal male co-works that uses "Allo" as a summons response, more than "yes" (which is also deemed an informal greeting), exchanging greetings, and broadening turns in "How are you" as a supplement for the greeting. At the ending of the openings section format, the male tend to use adjacency pairs those are "ask-answer and a thank – response – request –accepted", and also the speech acts (Directive verbs, Commissive verbs, Expressive verbs) are generally used to convey collaboration and kindness.

Conversation 3 between male and female co-work

01: Ring

02 Callee: نعم → Summons response / answer

Naeam

Yes

03 Caller: الو السلام عليكم

Greeting

Alw alsalam ealaykum
Allo Peace be upon you

04 Callee: و عليكم السلام ورحمة الله أهلا ست ايناس

Waealaykum alsalam warahmat allah 'ahlan sit aynas

May the peace and mercy of God be upon you Welcome Miss Inas

05 Caller: أهلا وسهلاً شلونك استاذ احمد

How are you

'Ahlan wshlaan shlunuk aistadh ahmad

Welcome how you are Mr. Ahmed

06 Callee: // الله يسلمج الله يعزج

// Allah yusalnij allah yuezij

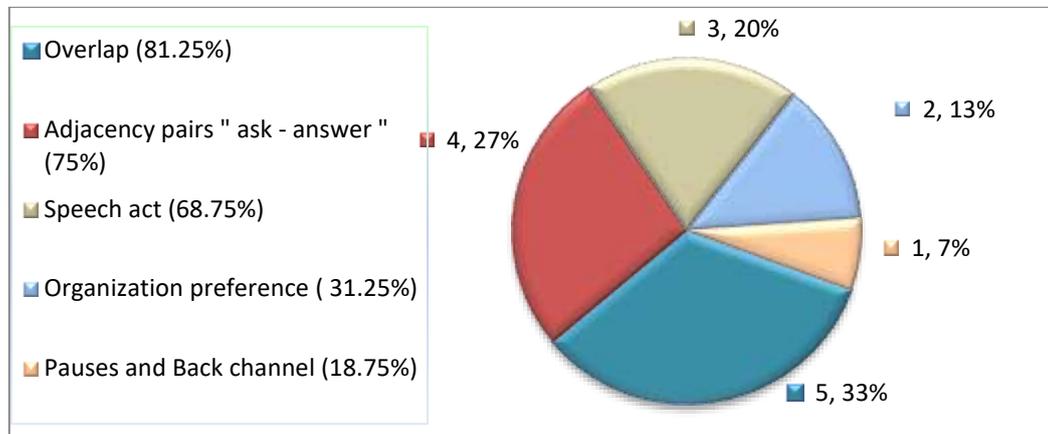
// God bless God bless

In line 2 the Callee used "yes" as a response to the summons. In lines (3 to 4) they exchanged greetings with extend. , i.e. Allo Peace be upon you, May the peace and mercy of God be upon you, Welcome Mrs. Inas." how are you " in the lines (5and 6) a supplement for the greeting , the line "6" end of openings section format, by saying "Welcome how are you Mr. Ahmed". Overlap with prayers were employ as polite expression to demonstrate sympathy, i.e. "God blesses God bless .

DISCUSSION

After applying quantitative and qualitative to the analysis of "16" telephone calls .Accordingly, table (3) and figure (1) present the total frequency of occurrences of elements, disruptive, interface, in openings section and percentage in the formal and informal co-work calls., to validate of (TOs) the hypothesis , the study's findings those results ;

Sitting	Elements			Disruptive								Speech acts			Total %		
	Adjacency pairs			Pauses	Overlap	Back channel	Attributable silence	Preference organization					Locutionary act	Illocutionary act		Perlocutionary act	
	Ask – answer	A thank – response – request –accepted	Insertion pairs					assessment	invitation	Offer	Proposal	Request					
Formal Male co-work	3	0	1	1	4	1	1	0	0	0	0	1	0	0	3	0	15 46.875 %
Formal Female co-work	4	0	0	2	3	2	0	0	0	0	1	0	0	0	3	0	15 46.875 %
Informal Male co-work	2	2	0	0	3	0	0	0	0	0	0	0	0	0	4	0	11 34.375 %
Informal Female co-work	3	0	1	0	3	0	0	0	0	1	1	1	0	0	1	0	11 34.375 %
Total	12	2	2	3	13	3	1	0	0	1	2	2	0	0	11	0	52
%	75 %	12.5 %	12.5 %	18.75 %	81.25 %	18.75 %	6.25%	31.25%					0 %	68.75 %	0 %	100%	

Table (3) The Total Frequency of Occurrences of Elements, Disruptive, Interface, in telephone openings section**Figure (1) the percentage of frequency of elements, disruptive and interface telephone openings**

The current study has noticed that the disruptive element "**Overlap**" is presented in the openings section are the highest percentage of "13" turns, that represents (81.25%). Overlap is a critical element that assists in determining the nature of interactions between participants during turns, which in "formal calls" the participant tends to reduce sequence and response by using short answer, and participants are not comfortable in this type and would like to end calls, it indicates strictness, unfriendly, while in "informal calls" it indicates friendliness and solidarity "the participants will be free to expanded turns that reflect intimacy, familiarities among them.

In the second place, the elements of the "adjacency pairs '**ask-answer**' obtained (12) turns" in the first section, accounting for (75%) of the data. are essential pairs that naturally occur in talks between participants to clarify the sequence of telephone openings. Telephone calls are made up of pairs of sequences. In telephone conversations, it makes sense that two utterances were necessary to coordinate the pair; rather than one utterance. (Caller and Callee) so we must communicate through this pairs. When the first person talks, he waits for the second speaker to reply before determining whether the second speaker recognizes him, heard him clearly, did understand what he said, accept or not, etc. The conversation would be useless without this pair. Uses in everyday communication with all sitting, both formal and informal telephone calls.

"**Speech acts**" come in third place. Occur (11) times, that percent (68.75%), with "(5) 'expressive verbs' and (4) and 'commissive verbs' and (2) of them being 'directive verbs, speech acts serve an important function in guiding the discussion and establishing its functions to comprehend the conversation and accomplish the expectation of the telephone call were." Talks "achieve goals by using these verbs.

The "**preferred organization**" comes in fourth. It happens in the opening of the phone call (5) times, that rate (31.25%). where "3" of them are "proposal" while "request" and "Offer" are "1" for each one. A significant organization that is employed to enhance communication between parties, and used less with formal calls to softens responses when rejected or unwilling. It then decides whether to prolong the call or end it.

Finally, the disruptive elements "**pauses**" and "**Back channel**" equally occurs (3) times, which represents (18.75%), they are sensitive elements, which the pauses in the openings section convey that the person on the other end of the call is either astonished or busy and would like to finish the call and back channel It is a sign to ensure that the caller and the listener are paying attention to each other's speech.

CONCLUSION

Based on the analysis of the obtained data, this study came to the following conclusions:

The most frequently elements that have an impact on lengthy or reduced telephone calls, which used in openings sequence, are:

- 1- The disruptive elements "**overlap**", an important in disruptive elements which indicate in formal telephone to (strictness, unfriendliness, restrictive, stringent and accuracy) that the discussion will be brief and that the turns will be decreased. They are compared to informal telephone to (cooperation, intimacy, closeness, familiarity and togetherness), that participants might prolong turns throughout conversations.
- 2- The elements of adjacency pairs "**ask-answer**" are automatically employed in discussions during conversations participants to clarify information through turns with formal and informal telephone calls.
- 3- **Speech acts** in the openings. That participant employ these phrases to create utterances that serve certain goals. In order to interpret what was said and demonstrate mutual respect and collaboration.
- 4- **Preference organization** it is a technical sense divided into preferred and dispreferred social behaviors by the preference structure.
- 5- Finally, the disruptive elements "**pauses**", these short silences between turns symbolize hesitancy or delay for a particular cause. And **Back channel**, "response tokens," such "mmm" and "yes," show that both the caller and the called party are paying attention to what is being said.

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