

Conversation Analysis and Psychotherapy

Ivan Leudar

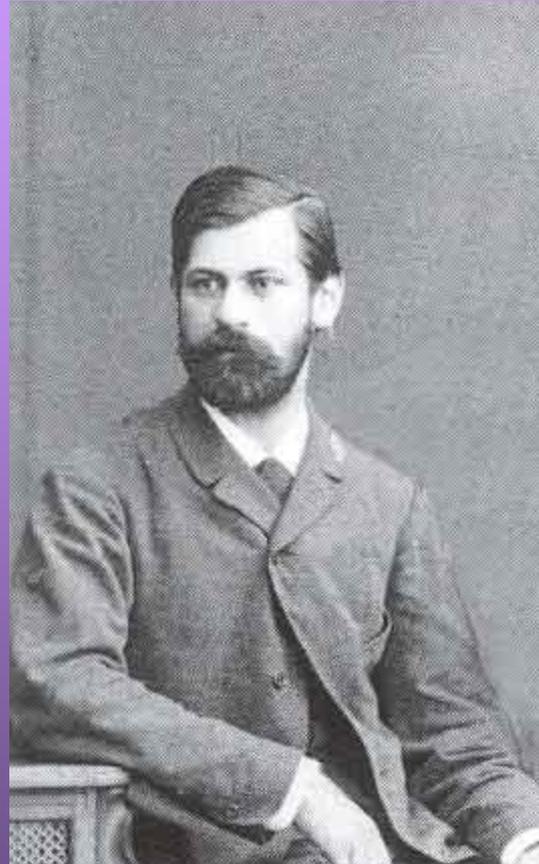
School of Psychological Sciences

The University of Manchester

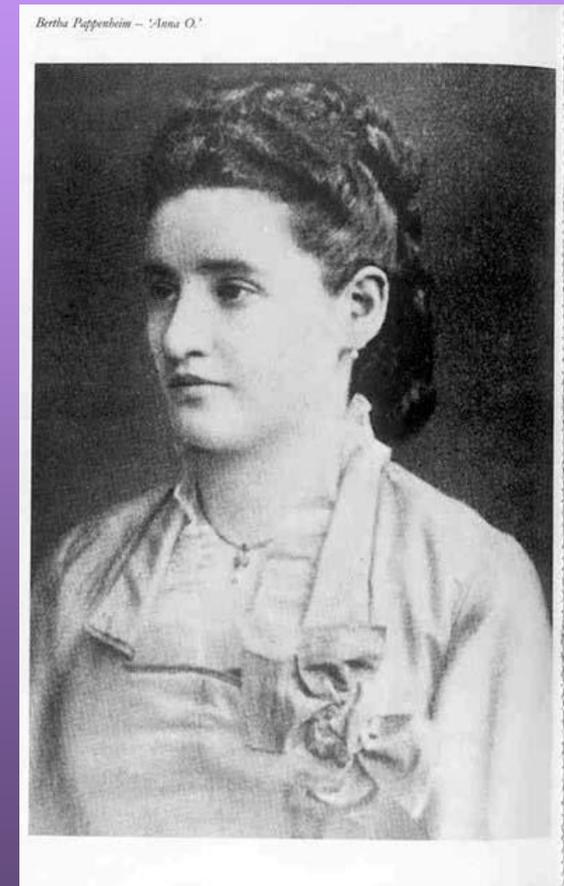
Talking Cure



Josef Breuer



Sigmund Freud



Bertha Pappenheim (Anna O)

Initial Questions

- **How is conversation organised as practice?**
- **How is psychotherapy organised as practice**
- **Is there more to psychotherapy than ‘just talking’?**

Psychoanalysis & Psychoanalytic psychotherapy

- **Psychoanalysis** is a form of psychotherapy used by qualified psychotherapists to treat patients who have a range of mild to moderate chronic life problems. It is related to a specific body of theories about the relationships between conscious and unconscious mental processes, and should not be used as a synonym for psychotherapy in general. Psychoanalysis is done one-on-one with the patient and the analyst; it is not appropriate for group work.
- **Psychoanalytic psychotherapy** is a modified form of psychoanalysis that is much more widely practiced. It is based on the same theoretical principles as psychoanalysis, but is less intense and less concerned with major changes in the patient's character structure. The focus in treatment is usually the patient's current life situation and the way problems relate to early conflicts and feelings, rather than an exploration of the unconscious aspects of the relationship that has been formed with the therapist.
- **Technical concepts**: e.g. transference, interpretation, resistance

Cognitive Behavior Therapy

- **Cognitive therapy or cognitive behavior therapy is a kind of psychotherapy used to treat depression, anxiety disorders, phobias, and other forms of psychological disorder.**
- **A system of psychotherapy based on the premise that distorted or dysfunctional thinking, which influences a person's mood or behavior, is common to all psycho social problems. The focus of therapy is to identify the distorted thinking and to replace it with more rational, adaptive thoughts and beliefs.**
- **It involves recognizing distorted thinking and learning to replace it with more realistic substitute ideas. Its practitioners hold that the cause of many (though not all) depressions are irrational thoughts.**

Person centered psychotherapy

- Carl Rogers referred to PCP as counseling rather than psychotherapy. He also believed that the relationship between the client and the therapist is not a patient-doctor relationship in which the patient passively submits to something that is done *to* him/her by the healer. On the contrary, it should be a person-to-person relationship in which the therapists talks *with* the client. By using the word "client" instead of "patient," Rogers wanted to indicate that the client is not sick in any organic sense.
- technical concepts – congruence (i.e. genuineness), unconditional positive regard, empathic understanding, self-actualization

Does psychotherapy work?

Randomised control trial evidence

- **Hans Eysenck** – no scientific evidence that psychoanalysis works
- **Mary Smith** - Meta-analysis of 375 psychotherapy outcome studies
 - the typical therapy client better off than 75% of untreated individuals
 - virtually no difference in effectiveness of behavioral therapies (e.g., systematic desensitization and behavior modification) and the non-behavioral therapies (e.g., Rogerian, psychodynamic, rational-emotive, and transactional analysis).
- **Daniel Moerman**
Psychotherapies work by allowing, under a guidance of the therapist, the client to integrate their life in a narrative, so giving it meaning

Problem: Psychotherapy is treated as a black box

Brief Therapy – an example

1. **T: so so eh:m okay tell me a little bit about (0.6) the work like eh 0.6 your feelings in the company or- you know how how you feel bout the place how you feel about the people that you work with, you mentioned that manager that – 0.6 you didn't think they were managing the place very well 0.6**
2. **C: no they don't, eh everything is haphazard, nothing's planned 0.9 when they do plan stuff its because they are already in a panic sta- situation rather than 1.0 they'r 1.0 you know like they don' plan from the ou::tset so, by the time they do implement a plan, it has to be implemented, 0.9 in a- its kind of – kind of pressurized panicked sort of way**
3. **T: yeh:**
4. **C: so where you gona e:m 1.1 and there's never any kind of – like people do kind really have to give () in order to get the jobs done (0.7) there is never any kind of real- kind of thanks for it**
5. **T: mhm**

Brief Therapy – the example continued

6. C: ehm 0.3 hh. if nothing goes wrong with your stuff 0.5
ehm 0.3 then they'll say nothing to you
7. T: right
8. C: and if they find something wrong 0.4 then they'll go
ma:d 0.7
9. T: ok so there's no- 0.3 you- you're not getting much
praise or recognition for what you do. You're only
getting (0.3) eh:m tsk eh [tension for what (??) you
don't do right
10. C: [yeh its always negative. Yes its
always negative feedback there is never any positive
feedback 0.4
11. T: okay and and how - does that affect your job, your
work do you think?

Brief Therapy – the example continued

11. C: em I think 0.5 at this point 1.9 it gets to the point where you don't care anymore
12. T: mm:
13. C: you don't have any interest in 0.9 you don't have any pride in your work
14. T: 0.6 right 0.3
15. C: you don't feel any great urge to kind of 2.4 to be bothered 0.5
16. T: y:[eh
17. C: [you just don't feel- 0.4 like 0.3 whats the point in- 0.3 you just feel totally demotivated tht- whats the point in 0.9 in sort of giving something more energy
18. T: yeah
19. C: and when you arrive in there you automatically 0.8 feel tired
20. T: right
21. C: an 1.0 like y you don't have any sense of kind of 0.3 achieving something or wanting to even achieve something

Conversational Organisation

Sequential organisation

Turn-taking is locally managed

- **turn constructional units**
- **projectable transition relevance places**
- **turn allocation rules**

(see Levinson, ch. 6; original in Sacks, Schegloff and Jefferson, 1978)

Turn allocation rules

1. If the speaker S selects another participant P, then at the next transition point S must stop speaking and P must speak next.
2. If S does not select the next speaker, then any other participant may self-select, and the first one gains the right to the next turn.
3. If S has not selected the next speaker, and nobody self-selected, S may continue to speak.
4. These rules apply recursively

Conversational structure

- Adjacency pairs

A: What time is it? B: Six o'clock.

A: Make me a cup of tea. B: Okay.

- Pre-sequences

A: *Are you hungry yet?* B: *Starving* A: Okay, I'll start cooking.

- Insertion sequences

A: Can I use your mobile? B: *Have you lost it again?* A: *Yes?* B: Here you are.

Psychotherapeutic Gambits - what to do and what to avoid doing

- Active listening
- Re-formulation
- Interpretation
- Client and therapist self-disclosure
- Second stories

Brief Therapy – active listening

11. C: em I think 0.5 at this point 1.9 it gets to the point where you don't care anymore
12. T: mm:
13. C: you don't have any interest in 0.9 you don't have any pride in your work
14. T: 0.6 right 0.3
15. C: you don't feel any great urge to kind of 2.4 to be bothered 0.5
16. T: y:[eh
17. C: [you just don't feel- 0.4 like 0.3 whats the point in- 0.3 you just feel totally demotivated tht- whats the point in 0.9 in sort of giving something more energy
18. T: yeah
19. C: and when you arrive in there you automatically 0.8 feel tired
20. T: right
21. C: an 1.0 like y you don't have any sense of kind of 0.3 achieving something or wanting to even achieve something

Psychotherapeutic Gambits - reformulations

Cl: and >taking the head off people for nothing<. So he changed completely but (1.0) in a w:ay it doesn't matter because your kind of waiting on whether - you see 'cos 'cos you kind of think 'cos you know he could be: like (0.7) 'cos he's gone through this huge phrase of being like really ba:d once

Th: mm:

Cl. for such a long t:ime that it's left such a deep mark on people (0.7) that- I think that in a way even though he's grand no:w your still: (0.9) in a way he's ruined it >you know what I mean<

Th: [mm:]

Cl: [>you know it's] ha:rd to come back from that 'cos he's he's ruined the mood.< 1.0

Th: *okay so: y- >you obviously are a bit a little bit< damaged↑ by it are you?*
0.2 ((damaged here is pronounced in a tentative way))

Cl: Yea (0.3) its like we don't (1.0) personally anyway I think yeh: it's nicer okay >I feel a little bit more like °doing stuff with him°< (0.6) I feel a bit better about my stuff (0.4) ts (0.3) you know a:hm >but on the other hand< (2.8) >I still don't really feel like going out and killing myself over it either [you know] I feel like well (0.8)

Formulations in Conversation

‘A member may treat some part of the conversation as an occasion to describe that conversation, to explain it, or characterize it, or explicate, or translate, or summarize, or furnish the gist of it, or take note of its accordance with rules, or remark on its departure from rules. That is to say, a member may use some part of conversation as an occasion to formulate the conversation’ (Garfinkel and Sacks, 1970)

Formulations in conversation – an example of an upshot

1. **E: Hullo:**
2. **C: Hello is ehm (0.3) Ilene there?**
3. **E: Ye:h this is Ile:ne**
4. **C: Oh hi, this is Charlie about the trip to Syracuse**
5. **D: Yeah, hi**
6. ...
7. **C: Hhheh I was um: (0.3) I when u- I spoke to Caryn (0.2) ‘hh and um it was really bad because she decided of all weekends for this one to go away (0.6)**
8. **E: What?**
9. **C: She decided to go away this weekend.**
10. ...
11. ***E: So you are not gonna go up this weekend?***
12. **C: No, I don’t think so**

The focal uses of formulations in conversation and psychotherapy

Conversation

- Demonstrating understanding**

Psychotherapy

- Demonstrating understanding**
- Channelling the direction of the listener's talk**

Psychotherapeutic gambits - interpretation

‘statements made by the analyst to the patient in which he attributes to a dream, a symptom, or a chain of free associations some meaning over and above (under and below) that given to it by the patient’

(Rycroft, 1995, p. 85)

Psychoanalytic interpretation – an example (adjusted from Vehvilainen, 2003)

1. Th: So that you may be anxious because (1.6) the unity of your team, (0.4) >you are afraid< that it has disappeared (2.0)
2. Th: >and because< you would have to take si:des as you had to take sides also back [then at home.
3. Cl: [mm:
4. Cl: 15.0
5. Nfffffhhhh

(Psychotherapist here uses common conversational resource but in a psychanalytical way)

What psychotherapists do not do: 1. Self-disclosure

1 M: I mean I like he:r and I think she's wonderful'n
(0.6) but I don't feel "ohhh look at m[y ba:by"

2 HV: [No,

3 M: .h It doesn't really worry me cause I know it'll
come with ti:me.=

4 HV: =It does [yes.

5 M: [But ehm-

6 HV: *Yeah. .h Well when I first had mi:ne I couldn't
stand the sight of him?*

7 M: °Heh heh heh,

Therapist self disclosure

‘the doctor should be opaque to his patients and, like a mirror, should show them nothing but what is shown to him’. (Freud, 1912 / 1958)

Why? Therapist disclosures interferes with *transference*

Leudar, Antaki and Barnes (2006): therapist self-disclosures rather rare

Therapist self-disclosure – CBT example

1 C from there=(on) I go' (shop) work, (.3) (??'s) cut – price sto:re (.4) 'ts when I left school (this)

2 T uhhuh (2.5)

3 C a:h (.) 't worked two weeks as a (sold'rer) (1.6)?
°hh°=

4 T =that's about two weeks more than ↑I would stand(h).

5 C yeh

What psychotherapists do not do:

2. second stories

Conversations:

One person tells a story to another, e.g.

A. Say did you see anything in the paper last night or hear anything on the local radio, Ruth Henderson and I drove down to Ventura yesterday,

B. Mm hm

A. And on the way home we saw the:: most gosh awful wreck

(Sacks, 1995, Vol 2, lecture 1, p. 9)

Function of 2nd stories in Conversation

- **Coordination of personal experiences**
- **Critiquing of reported actions**

What psychotherapists do not do (cont.)

- **Why do they rarely use self-disclosure?**
- **Why do psychotherapists almost never use 2nd stories?**

Some conclusions so far

- **Psychotherapists make use of the resources conversation provide**
- **There are no special psychotherapy turn-taking systems or therapy specific adjacency pairs**
- **Psychotherapists do not use some conversational resources to maintain membership category structure (i.e. therapist/client or counsellor/client)**
- **The use of resources is modulated by the therapists according to their professional background**

Psychotherapy in context

‘The practice of therapy is seen as occurring exclusively inside an isolated situation: the session. Although sessions actually are particular parts of clients’ lives elsewhere and of therapists’ institutional work practices, the conduct of sessions is assumed independent thereof ... the actual contextuality of the social practice of therapy then goes unnoticed’ (Dreier, 2008, p. 5)

‘It should be of great concern how clients include their therapy into their lives in other places in order to deal with their everyday troubles. That is what therapy is there for.’ (Dreier, p. 12)

Managing Settings 1 – Psychoanalytic child psychotherapy

Extract 1: (0:00-0:23)

- 1 ST Come and sit down and choose a place
- 2 *((the children are milling around and sitting down))*
- 3 KB >come=and sit down<
- 4 ST the big chair's for me because I'm >bi(h)g=and fat<
- 5 and I need a big chair
- 6 (0.8)
- 7 *((everyone is seated apart from ST, KB and Lucy))*
- 8 °and=we need° >two people to sit over that side.<
- 9 *((points to the other side of the table))* (0.4)
- 10 *((to Gemma))* Sorry, can I just push through? *((ST squeezes past Gemma to her own chair))*
- 11 (4.0)
- 13 Oh:::::ah *((ST sits down))* (0.4) °there we are° (0.4)

Managing Settings 1 – Psychoanalytic child psychotherapy

Extract 2 (0.24-0.42)

- 14 ST now first of all, (0.6) can you see? There is a camera
there, (0.3)
- 15 *((ST points to one camera, the children follow her gaze))*
- 16 °and a camera there°. *((ST points to the other camera,
the children look))*
- 17 (0.4) and those are just going to film us, (0.5) so that we
18 can th::ink about what you've sh:own=us (0.5)
- 19 a:nd how we've talked to you, >and think
- 20 “is there a way we can do it even better next time.”< (0.6)
- 21 okay?, so don't worry about them.

Managing Settings 1 – Psychoanalytic child psychotherapy

Extract 3 (0:43-1:32)

- 22 ST Now (0.6) what I want to do (0.7) is say hello to everybody
- 23 and=I'm (0.3) v:er:y slow at learning names
- 24 so you're gonna have to help me (1.2)
- 25 yes? (0.6)
- 26 My name's=Shirley. (0.9) (*door bangs*)
- 27 Kevin. (*ST points to all the adults in turn.*
- 28 *The children look*) (1.7)
- 29 Tess (0.6) >who's just going to be watching and
- 30 writing things down for us.< (.)
- 31 Tom, who is in charge of the cameras.
- 32 (1.0)
- 33 and now we need to know your names. (0.3)
- 34 (*looks at Lucy*) Will you tell us your name please?
- 35 Lucy: Lucy
- 36 ST that's Lucy, (0.3) hello Lucy. (0.6)

Managing Settings 1 – Psychoanalytic child psychotherapy

Extract 3 (0:43-1:32) cont.

37 *((ST looks at Ronan))*
38 Ronan my name's Ronan[↑] (0.4)
39 ST that's Ronan, hi::.
40 (1.5)
41 *((everyone looks at Talal))*
42 ST °and what's your name?°
43 Talal °Talal°
44 KB Talal↓
45 ST Talal[↑], (0.7) hello Talal (0.9)
46 *((everybody looks at Dave))*
47 Dave °er, my name is Dave°
48 ST hello Dave
49 Gemma Gemma
50 KB Gemma
51 ST hello Gemma

Managing Settings 1 – Psychoanalytic child psychotherapy

Extract 4

52. ST Now we know all know each other, at least the names. (.)
- 53 It will take a while to feel at home here (0.7) and to feel safe.
- 54 Yes? that's a bit like starting big school isn't it?
- 55 (1.0)
- 56 Some of you are new. I know Ronan was here last year.
- 57 Who=else was here last year? in the nursery?
- 58 *((KB points to Lucy))*
- 59 (1.8)
- 60 no=one? Were you here in the nursery Lucy?
- 61 Lucy °yes°
- 62 ST Ye:s. and you↑ (0.5) Gemma you were, weren't you↑ (0.6)

Managing Settings 1 – Psychoanalytic child psychotherapy

Extract 4 cont.

63 ST But you are new. ((to Dave))

64 (1.0)

65 and that's hard and Talal is new and that's hard. And

66 all the other kids know each other and you are in a new place

67 (0.3) with new teachers.

68 (1.0)

69 and you don't know all the other kids.

70 (1.2)

71 it makes it reahlly hard

72 (1.0)

73 °yes° (0.4)

74 KB °and you don't know us°.

75 (1.0)

76 and you don't know what's happening here

77 (2.4)

78 it's very worrying.

Managing Settings 1 – Psychoanalytic child psychotherapy

Extract 5 (3:38 – 4:05)

115 KB the other thing we need to say

116 (1.0)

117 is that, what we talk about here

118 (1.0)

119 will be between us.

120 (2.4)

121 >we don't need to talk to your parents about=it↑ (0.5)

122 and we don't need to talk to: your teachers about it.<
(0.9)

123 except if there's something where we think,

124 somebody needs to be kept safe.

125 (1.2)

126 okay?

127 Ronan: I'm already safe↑(0.7)

128 KB well the:n (0.3)

129 ST that's how we like it to be.

Managing settings 1 - Psychoanalytic child psychotherapy

Extract 6 (1.55 – 2.15)

79 KB What we want you to do (0.7) is we want you
80 to te:- to tell us and teach=us (0.8) by showing us,
81 using the play:dough ((*points to playdough*)) (0.3)
82 and the draw:ing (.) equipment – the paper,
83 pens, and pencils ((*points to this*)) (0.7) what it's
84 like to be (0.7) a five year old (0.4) and in the
85 reception class.

((Talal, Dave, Gemma and Ronan are sitting still and looking from KB to the playdough and pens on the table. Lucy is looking at the playdough on the table in front of her.))

Psychoanalytic child psychotherapy

Extract 7 – ‘Squish’ (6.06 – 6.50)

184 ST >and=other days you can feel so small you

185 don't want to do interesting things.<

186 (1.0)

187 And you can think ((ST puts on a grumpy voice))

188 < “I don't like them”>

189 (1.5)

190 “I don't like all these new things”

191 (2.0)

192 Mm::? “I want things I know about, an' feel safe with”

193 (6.0)

194 >and it's hard because all the time you've got to be big<

195 (2.5)

196 ((whispering hoarsely)) its ha:::r:d.

Psychoanalytic child psychotherapy

Extract 8 'Squish' (6.06 – 6.50) cont.

- 197 (1.0)
- 198 *((ST's body tenses, and she gestures and speaks as if she's*
- 199 *been squeezed and squashed)) you feel ↑all squi:shed!↑(0.2)*
- 200 >every which way<
- 201 (1.0)
- 202 Gemma heh!
- 203 ST ↑squi:shed↑ into being big. (0.2) ↑squi:shed↑ into sitting still on the mat.
- 204 (2.0)
- 205 ↑Squished↑ into doing your work like a good girl
- 206 (0.2)
- 207 or a good boy.

Managing setting 2 – CBT

Extract 1

40 Cl .h w'I was ↑on a hundred an'=now (.) now I'm on
41 ni:nety. (1.0) of depixel.
42 (4.6)
43 Cl that was red↑u:ced four weeks ago. (0.8)
44 Cl so=em jus' getting ↑used to it you see.(1.5)
45 ? .hhh .hhh hh
46 (3.8)
47 Th °ok°?=.pt=hh ↑well- (.) I'm sure like Gerry did today,
48 Cl ↑oh ye:| h
49 Th |like Gerry d- (.) normally did, we'll set an
50 agenda. (.) >at the beginning of the session=
51 to< ↑make sure that all the things the information
52 ↑you want, (.) an' ↑I want .h get |↓covered.
53 Cl |°°mm°°

Managing setting 2 – CBT

Extract 2

82 Th [okay, (.) .hh]=so'f we ↑start by saying how

83 things are ↓going, (.) seeing how you are,

84 Cl (right::)

85 Th .h ↑any questions you'd like=°↑anything° ↓you'd

86 like to put on the agenda for today: (.) to make

87 sure 't you get discussed.

89 Cl erm=h (1.2) well ↑one thing I've ↑just ↑noticed

90 just in the last (1.0) w'l=last ↑ni:ght I was thinking

91 about >it'=I w'=thinking I< might be epilep:tic (.)

92 or something like that.

93 Th °right°

Managing setting 2 - CBT

Extract 2 cont

94 Cl becus' (.) ↑um (.) ↑sometimes: (.9) one thing I've
95 worked out is that thee: (.3) medication. (.7) um
96 helps you cut ↑off from °things° sometimes so
97 that .h eh- er so that it=doesn't all become
98 overstimulating, you know. .hhh=((*one sharp cough*))
99 (.3) .h .pt=and er and s-sometimes ((*small 'cough'*))
100 ((*wipes nose?*)) °scuse me°
101 (3.0)
102 Cl tsometimes um (2.9) it: um (.3) I realise when I've (.4)
cut
103 myself off from something,= like watching °the telly°.
104 (.4)
105 Cl .hh because erm (1.6) I see ↑black(.) ness,
106 I (reelice) >th'I've seen< blackness:. really. (.3)
107 Th >.pt<=o┌ kay

Managing setting 2 - CBT

Extract 2 cont.

107 Th >.pt<=o[kay

108 Cl [and maybe it's cos I been thinking about

109 ↑something els::e.

110 (.6) 3.41

111 Cl an=ah'=I thought that ↑if I saw blackness it might be

112 ↑epilepsy or somethin' like that.

113 (.)

114 Cl [.hh c's it ↑happens a lot of the ti:me.

115 Th [°↑oright.°

116 (.)

117 Cl [(y' have.)

118 Th [o↓kay=h. ↑let's ↑↑put ↑that on the agenda for

119 ↓now, and take a little =bit uv'time in the session (.) for

120 you to describe your symptoms too me.

Managing setting 2 - CBT

Extract 3

191 Cl if I get into bed at eleven o'clock- (0.5) °I feel like my°
192 ↑voice is ↑echoing, °you know like when you're°
193 ↓talking an' (.3) y'feel like your voice is outside of your
194 head, (.7) it's strange.(.6) ern (.5) but ↑erm ((6.20))
195 (1.2) .pt if- (.3) °(<wha'ma sayin:'>)
196 (- | - - -)
197 Th |hh- (0.3)
198 Th ↑I ↑wonder if you'd ↓mind if I kindov- (.3) just:=stopped
199 you there for a moment, (.) cos we've
200 |got quite a lot of

Managing setting 2 - CBT

Extract 3 cont.

201 Cl └(- - -)

202 Th things=we were setting an agenda, (.) .h just to help us
203 structure the session °a little bit° (.3)

204 Cl °↑mm°=

205 Th =and I ↑wonder if a ↑number of those things, (.) that we
206 could kindov- (.) you've mentioned a number of things
207 that are quite problematic for you:

208 (.) .h ↑h b't inst↑ead of mentioning them as they come,

209 Cl └↑yea::↓h

210 Th .h=what about we make a problem list, and a goal list

Wittgenstein on telling one's intentions

‘Why do I want to tell him about an intention too, as well as telling him what I did. ... because I want to tell him something about myself, which goes beyond what happened at the time. I reveal to him something of myself when I tell him what I was going to do.- not, however, on grounds of self-observation, but by the way of a response (it might be also called an intuition).’

(Philosophical Investigations, §659)

Elizabeth Anscombe - 'Actions under descriptions'

1. 'Are we to say that the man who (intentionally) moves his arm, operates the pump, replenishes water supply, poisons the inhabitants, is performing *four* actions?' (Anscombe, 1957, §26)
2. '... in the acts of pumping poisoned water nothing in particular is necessarily going on that might not equally well have been going on if the acts had been pumping non-poisonous water. Even if you imagine that pictures of inhabitants lying dead occur in the man's head, and please him – such pictures could also occur in the head of a man who was *not* poisoning them, and *need* not occur in this man. The difference appears to be one of circumstances, not of anything that is going on *then*. (ibid, §24, the last emphasis ours)
3. 'For moving his arm up and down with his fingers round the pump handle *is*, in these circumstances, operating the pump; and, in these circumstances, it *is* replenishing the house water-supply; and in these circumstances, it *is* poisoning the household. (ibid, §26)

Austin on performatives

“Speaking generally, it is always necessary that the circumstances in which words are uttered should in some way, or ways, be appropriate, and it is very commonly necessary that either the speaker himself or other persons should *also* perform certain *other* actions.” (Austin, 1962, p. 8; italics in the original).

**Questions for CA/Ethnomethodological
studies of Psychotherapy**

- 1. Is psychotherapy a generic practice despite its distinct and contrary theories and meta-languages?**
- 2. Which aspects of psychotherapy are generic and which are specific to a particular school of psychotherapy?**
- 3. What is the relationship between conversation analytic and therapy school specific descriptions of psychotherapeutic dialogues?**
- 4. How fully can sequential conversation analysis describe how participants in psychotherapy manage settings?**
- 5. How is contextualisation in distinct psychotherapies managed?**

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Conversation Analysis

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