

Workshop 6

Conversation Analysis in Understanding Health Care

Communication is vital all aspects of health care, and much research is devoted to identifying and improving best practice. One research approach which is increasingly being used to study of healthcare communication is Conversation Analysis (CA) which offers a very minute and precise identification of how practitioners and patients communicate in real-life, audio-visually recorded interactions. This Workshop, led by Marco Pino and Charles Antaki, will introduce people to the way that CA works, and illustrate its usefulness by examples from Marco Pino's own research on palliative care and end-of-life talk (1). No knowledge of CA will be assumed. The Workshop will include a short introductory lecture, then a much longer period of 'hands-on' viewing and analysis of a series of video clips. Discussion and debate will be encouraged. All data are, of course, anonymised, and have been approved for teaching purposes by all participants.



Marco Pino is a Marie Curie Research Fellow at Loughborough University, in the Department of Social Sciences. He applies Conversation Analysis to the study of healthcare communication in different settings (treatment for drug addiction, mental health, end of life care). He has published in several peer-reviewed journals including *PloSONE*, *Patient Education and Counselling* and *Disability and Rehabilitation*. He delivers workshops on communication to healthcare professionals and clients.



Charles Antaki is Professor of Language and Social Psychology at Loughborough University, in the Department of Social Sciences. His research interests are in Conversation Analysis, and among his publications is the edited collection *Applied Conversation Analysis: Intervention and Change in Institutional Talk* (Palgrave Macmillan, 2011).