Contents

	List of figures and tables	xv
	Preface	xviii
	Guided tour	хх
	Guided tour of the companion website	xxii
	Author's acknowledgements	xxiv
	Publisher's acknowledgements	xxvi
1	Introduction	2
	Introduction	3
	Chapter overview	4
1.1	Two aspects of being critical	4
	Critical literature	4
	Critical thinking in social psychology	5
1.2	The emergence and development of social	
	psychology – a conventional history and se	ome
	unconventional problems	6
	Box 1.1 Focus: One understanding of the	
	emergence of social psychology	7
	<i>Box 1.2 Try it out: Gestalt theory</i>	8
1.3	Rethinking the development of social	
	psychology	9
	Figures missing from social psychology	9
	Box 1.3 Key researcher: Professor Michael	
	Billig: critical psychology	10
	Neglected ideas of key figures in social	
	psychology	11
	Rethinking critical thoughts about social	
	psychology	12
1.4	Why can't social psychologists agree	
	with each other?	12
	Kuhn's paradigms	13
	Box 1.4 Try it out: Thinking in paradigms	13
	Billig's fictional things	14
	Data collection and theoretical assumptions	14
	Box 1.5 Focus: Majority and minority	1 "
	influence Making cames of Deisbor and Lisclam's DBC	15
	Making sense of Reicher and Haslam's BBC prison experiment	15
	Reicher and Haslam's interpretation of their	15
	research	16
	Zimbardo's interpretation of Reicher and	10
	Haslam's research	16
	rustarri s rescurer	10

	Why psychologists interpret Reicher and	
	Haslam's research in different ways	17
	Box 1.6 In the news: How can we explain	
	aggressive behaviour?	18
1.5	Some different 'streams of thought' within	
	social psychological research	19
	Situationalist	19
	Rational actor	20
	Social cognition	20
	Group	21
	Evolutionary	22
	Cross-cultural	22
	Social representations	23
	Ideological	23
	Discourse analytic/discursive	24
	Conversation analytic	25
1.6	About this book	25
	Summary	26
	Review questions	27
	Recommended reading	27
	Useful weblinks	28
2	Self and identity	30
	Introduction	31
	Chapter overview	32
2.1	Historically important questions about	
	self and identity	32
	Is there a core self?	33
	Is our identity socially created?	34
	Box 2.1 Focus: Classic research:	
	an empirical investigation into self-attitude	25
	(Kuhn & McPartland, 1954)	34
	Box 2.2 Try it out: Role relationships and	
	identity	35
	Critical review of historically important	
		25
	questions about self and identity	35
	Critical recap: Historically important	
	<i>Critical recap:</i> Historically important questions about self and identity	36
	<i>Critical recap:</i> Historically important questions about self and identity <i>Reflective questions</i>	36 37
2.2	<i>Critical recap:</i> Historically important questions about self and identity <i>Reflective questions</i> Schemas and self	36 37 37
2.2	Critical recap: Historically important questions about self and identity Reflective questions Schemas and self Schematic dimensions	36 37 37 37
2.2	Critical recap: Historically important questions about self and identity Reflective questions Schemas and self Schematic dimensions Dynamic self-concept	36 37 37 37 38
2.2	Critical recap: Historically important questions about self and identity Reflective questions Schemas and self Schematic dimensions	36 37 37 37

	Critically reflecting on schemas and self	41	
	Critical recap: Schemas and self	41	
	Reflective questions	42	
2.3	Self, affect and esteem	42	
	Self-awareness and affective state	42	
	Self-comparison	43	
	Self-regulation issues	45	_
	Ideal self and regulating affect as motives for		3
	compulsive buying	46	
	Critically reflecting on self and affect	48	
	Critical recap: Self, affect and esteem	49	
	Reflective questions	49	
2.4	Social identities	49	
	Box 2.4 Try it out: What are your social		7
	identities?	49	3
	Box 2.5 Focus: Classic research: minimal		
	group experiments (Tajfel, 1970)	50	
	Self-categorisation theory	51	
	Social identities and behaviour	52	
	Critical reflections on social identities	52	
	Critical recap: Social identities	53 53	
	Reflective questions	53	
2.5	Critiques of individualised concepts of self	53	
	Individualising psychology	56	3
	Box 2.6 Key researcher: Professor Ken	50	5
	Gergen: constructions of self	56	
	Critical reflection on critiques of individualised	го	-
	concepts of self	58	3
	Critical recap: Critiques of individualised	FO	
	concepts of self Reflective questions	59 59	
20			
2.6	Identity talk in interaction	59	
	Contradictory constructions of identity	60	
	Transcription key	61	
	Membership categorisation devices in talk	67	
	about self and others	62	
	Box 2.7 In the news: Category-based	E A	~
	descriptions Invoking knowledge identities in interaction	64 65	3.
	Box 2.8 Try it out: Knowledge identities in	05	
	interaction	67	
	Reflecting on self in interaction	67	
	Critical recap: Identity talk in interaction	68	2
	<i>Reflective questions</i>	68	3.
2.7	Foucault and self-formation	68	
	Subject positions	69	
	Critical reflection on Foucault and	00	
	self-formation	70	
	Critical recap: Foucault and self-formation	70	
	Reflective questions	71	
	Summary	71	
	Review questions	72	
	neview questions	12	

	Recommended reading	72
	Useful weblinks	72
3	Attraction and relationships	74
	Introduction	75
	Chapter overview	76
3.1	Attraction	77
	Evolutionary approaches to attraction Evaluating evolutionary psychology's	77
	perspective on human relationships	78
	<i>Critical recap:</i> Evolutionary approaches to	10
	attraction	80
	Reflective questions	81
3.2	Similarity	81
	Box 3.1 Try it out: Propinquity research	81
	Balance theory	82
	Similarity and self	82
	Why do people have sexual partners who are	04
	similar to themselves? Box 3.2 Focus: The experimental procedure	84
	used by Wood and Brumbaugh (2009)	86
	<i>Critical recap:</i> Similarity	88
	Reflective questions	88
3.3	Attribution of arousal	88
	Critical recap: Attribution of arousal	91
	Reflective questions	91
3.4	Exchange and equity theories of	
	relationships	91
	Exchange theory	92 02
	Equity theory	93
	Box 3.3 Focus: A typical measure of perceived equity taken from Traupmann,	
	Hatfield and Wexler (1983)	94
	<i>Critical recap:</i> Exchange and equity	
	theories of relationships	98
	Reflective questions	98
3.5	Attribution	98
	Box 3.4 Try it out: Attributions and	
	relationships	99
	Critical recap: Attribution	99
	Reflective questions	99
3.6	Constructing relationships	99
	Cultural constructions of gender	100
	and relationships	100
	Constructing gender and relationships in interaction	101
	Box 3.5 Key researcher: Professor Elizabeth	
	Stokoe: social interaction and	
	relationships	102

Box 3.6 Focus: Professor Judith Butler -

gender as performative

104 ·

	Critical recap: Constructing relationships	105
	Reflective questions	105
3.7	Reflections on research on attraction	
	and relationships	105
	Box 3.7 In the news: A virtually unfaithful	
	partner	106
	Summary	107
	Review questions	108
	Recommended reading	108
	Useful weblinks	108
4	Attribution	110
	Introduction	111
	Chapter overview	112
4.1	Founding figures of causal attribution	113
7.1	Fritz Heider	113
	Gustav Ichheiser	115
	Edward Jones and Keith Davis' (1965)	
	correspondent inference theory	115
	Critical recap: Edward Jones and Keith Davis'	
	(1965) correspondent inference theory	117
	<i>Reflective questions</i>	117
4.2	Harold Kelley's covariation and	
	configuration models	117
	Kelley's (1967) covariation model of causal	
	attribution	117
	Box 4.1 In the news: The Hillsborough	110
	tragedy Box 4.2 Try it out: Kelley's	119
	configuration model	122
	Kelley's (1972) configuration model	122
	Critical evaluation of Kelley's covariation and	
	configuration models	123
	Box 4.3 Focus: Applications of attribution	
	theory: attribution and relationship	
	satisfaction	124
	Critical recap: Harold Kelley's covariation	
	and configuration models	126
	Reflective questions	126
4.3	Attribution biases	127
	The fundamental attribution error	127
	Box 4.4 Try it out: The fundamental attribution error	107
	Box 4.5 In the news: Tragedy at Love Parade	127 128
	<i>Critical recap:</i> The fundamental	120
	attribution error	130
	Reflective questions	130
	Actor–observer differences	130
	Box 4.6 Focus: The experimental procedure	
	used by Storms (1973)	132
	Critical recap: Actor-observer differences	135
	Reflective questions	135

hips	105		Self-biases	135
	105		Critical recap: Self-biases	137
ı			Reflective questions	137
	105		Intergroup biases	138
ithful			Critical review of intergroup biases	140
	106		Critical recap: Intergroup biases	141
	107		Reflective questions	141
	107	4.4	Societal attributions	141
	108		Social representations	141
	108		Box 4.7 Try it out: Thinking about	
	100		social representations	143
			Critical recap: Societal attributions	144
	110		Reflective questions	144
	111	4.5	Critical review of attribution research	144
	112		Critical recap: Attribution research	146
n	113		Reflective questions	146
	113		Summary	146
	115		Review questions	147
			Recommended reading	147
	115		Useful weblinks	148
n Davis'			,	
heory	117	6	Explanatory talk	150
	117	U		150
			Introduction	151
	117		Chapter overview	152
usal			<i>Box 5.1 Try it out: Explaining behaviour</i>	153
	117	5.1	Attributional semantics	153
h			Box 5.2 Focus: Researching implicit	
	119		causality in English verbs (Ferstl,	
			Garnham, & Manouilidou, 2011)	155
	122		Critical review of attributional semantics	156
	122		Critical recap: Attributional semantics	159
n and			Reflective questions	159
	123	5.2	Conversational model of attribution	159
ution			Critical review of the conversational model of	

3.2	Conversational model of attribution	123
	Critical review of the conversational model of	
	attribution	162
	Critical recap: Conversational model of	
	attribution	164
	Reflective questions	165
5.3	Account-giving literature	165
	Box 5.3 Focus: Overview of Weiner et al.'s	
	(1987) experiments	168
	Critical review of the account-giving literature	169
	Critical recap: Account-giving literature	170
	Reflective questions	170
5.4	Discursive and conversation	
	analytic approaches	170
	Discussion and the last shall be shall be	

analytic approaches	170
Discursive psychology and the explanatory	
relevance of 'descriptive' talk	171
Box 5.4 Try it out: The explanatory	
relevance of 'descriptive' talk	176

Conversation analysis and the sequential releva	ance
and placement of explanatory talk	177
Box 5.5 Key researcher: Professor	
Charles Antaki: conversation analysis	179
Box 5.6 Try it out: Thinking about	
real-world explanations	181
Critical review of discursive and conversation	
analytic approaches	181
Box 5.7 In the news: Accounting	
for political decisions	182
Critical recap: Discursive and conversation	
analytic approaches	183
Reflective questions	183
Summary	183
Review questions	184
Recommended reading	184
Useful weblinks	184

A	10	b .
ŵ	-	
1	had	ø

Attitude change and persuasion

	persuasion	186
	Introduction	187
	Chapter overview	187
6.1	Different ways of thinking about attitudes	188
	Traditional approaches to attitudes	189
	Rhetoric and attitudes	189
6.2	How many components does an	
	attitude have?	191
	One-component view	191
	Two-component view	191
	Three-component view	192
	Reflecting on components of attitudes	192
	Box 6.1 Focus: Breast or bottle?	193
	Critical recap: How many components	
	does an attitude have?	194
	Reflective questions	194
6.3	How attitudes and behaviour are measured	194
	Attitude scales	194
	Box 6.2 Focus: Illustrations of	
	three different attitude scales	195
	Box 6.3 Try it out: Measuring attitudes	196
	Implicit association test	197
	Measuring behaviour	198
	Box 6.4 Focus: Are attitudes an artefact of th	e
	procedures used to measure them?	
	(Puchta & Potter, 2002)	199
	Critical recap: How attitudes and behaviour	
	are measured	199
	<i>Reflective questions</i>	200
6.4	Attitudes and behaviour	200
	Martin Fishbein and Icek Ajzen's (1975)	
	theory of reasoned action	201

	Ajzen's (1985) theory of planned behaviour Box 6.5 Try it out: Good intentions,	202
	bad habits	204
	Critical recap: Attitudes and behaviour	205
	Reflective questions	206
6.5	Critical perspectives on attitude research Attitudes as social rather than purely	206
	individual Attitudes as action-orientated rather	206
	than purely expressive	208
	Box 6.6 Focus: A science of democracy (Rose, 1998)	209
	<i>Critical recap:</i> Critical perspectives	205
	on attitude research	210
	Reflective questions	211
6.6	Attitude change and persuasion	211
	Consistency theories	211
	Ingredients of persuasion	213
	<i>Critical recap:</i> Attitude change	
	and persuasion	216
	Reflective questions	216
6.7	Rhetorical, discursive and conversation	
	analytic approaches to 'persuasive talk'	216
	Constructing talk as reflecting 'out there'	
	reality	217
	Box 6.7 Try it out: Constructing talk as	217
	reflecting 'out there' reality	217
	Constructing talk as being against or beyond the speaker's own interests	218
	Invoking commonplaces, rhetorically self-	
	sufficient arguments and categories in talk	219
	Critical recap: Rhetorical, discursive and	
	conversation analytic approaches	221
	to 'persuasive talk'	221
	Reflective questions	
	Summary	221
	Review questions	222
	Recommended reading	222
	Useful weblinks	223
7	Stereotypes and prejudice	224
-	Introduction	225
	Chapter overview	226
7.1	Stereotype content	226

7.1	Stereotype content	226
	The Princeton trilogy	226
	Box 7.1 Focus: Key thinker: Walter	
	Lippmann	227
	Stereotype content model	232
	Critical review of stereotype content research	232
	Critical recap: Stereotype content	233
	Reflective questions	233

7.2	Cognitive approaches to the formation	
	of stereotypes	233
	Solomon Asch's model of impression	
	formation	233
	The illusory correlation	234
	Criticisms of cognitive approaches to	
	the formation of stereotypes	235
	Box 7.2 In the news: A disconfirmed	226
	stereotype?	236
	Critical recap: Cognitive approaches to the formation of stereotypes	237
	Reflective questions	237
7 0	. ,	
7.3	Categorisation and prejudice	237 237
	Gordon Allport	237
	Henri Tajfel Criticisms of Allport's and Tajfel's	200
	categorisation approaches	241
	<i>Critical recap:</i> Categorisation and prejudice	242
	Reflective questions	242
7.4	Schemas and cognitive processing	242
/.4	Which schema will people use?	243
	How schemas shape encoding	243
	How schemas shape memory	244
	How schemas shape inference and evaluation	245
	Critical review of categorisation, schemas and	
	cognitive processing research	246
	Critical recap: Schemas and	
	cognitive processing	248
	Reflective questions	248
7.5	Stereotypes and disconfirming stimuli	248
	Critical reflection on Locksley	
	et al.'s experiments	251
	Rethinking stereotypes in the light	
	of Locksley et al.	251
	Critical recap: Stereotypes and	
	disconfirming stimuli	252
	Reflective questions	253
7.6	Discourse and prejudice	253
	Orientating to the accountability of appearing	
	prejudiced	253
	Box 7.3 Key researcher: Professor Martha	254
	Augoustinos: stereotypes and prejudice	254
	Constructions of difference Interactional context of the talk	257
	Critical review of discourse and prejudice	258 259
	<i>Critical recap:</i> Discourse and prejudice	260
	Reflective questions	260
	Summary Poviow questions	260
	Review questions Recommended reading	261
	Useful weblinks	261 262
	oscjut webtinks	202

\odot	Prosocial behaviour	264
	Introduction	265
	Chapter overview	266
8.1	Why do people engage in prosocial	
	behaviour?	266
	Box 8.1 Try it out: Motivations and	
	emotions in prosocial behaviour	267
	Motivations for prosocial behaviour	267
	Box 8.2 In the news: A tale of two onlookers	268
	Box 8.3 Focus: Three models of	
	motivation for prosocial behaviour	271
	Psychological state and prosocial behaviour	272
	Box 8.4 Focus: Positive and negative	
	moods and prosocial behaviour	273
	<i>Critical recap</i> : Why do people engage	276
	in prosocial behaviour?	276 276
	Reflective questions	270
8.2	Evolutionary perspectives on	270
	prosocial behaviour	276
	Evolutionary theory	276 277
	Kin selection theory Reciprocal altruism	279
	Group selection theory	280
	Box 8.5 Focus: Three models of evolutionary	200
	perspectives on prosocial behaviour	281
	<i>Critical recap</i> : Evolutionary perspectives on	
	prosocial behaviour	281
	Reflective questions	282
8.3	When do people help?	282
	Box 8.6 Try it out: Accounting for	
	prosocial behaviour	283
	Diffusion of responsibility and prosocial	
	behaviour	284
	Box 8.7 Focus: Rethinking Kitty Genovese	285
	Box 8.8 Key researcher: Professor Jane	
	Piliavin: altruism and helping behaviour	289
	Critical recap: Diffusion of responsibility and	
	prosocial behaviour	290
	Reflective questions	291
	Attribution and prosocial behaviour	291
	The just world hypothesis	292
	<i>Critical recap</i> : Attribution and the just world	202
	hypothesis and prosocial behaviour	293
	Reflective questions	293
8.4	Integrating why and when: arousal and	202
	decision making in prosocial behaviour	293
	The arousal: cost–reward model	295
	Critical recap: Integrating why and	
	when: arousal and decision making in prosocial behaviour	299
	Reflective questions	299

8.5	Critiquing research into prosocial	
	behaviour	299
	Help given to and received from	
	known or similar others	300
	Planned helping	300
	Group aspects of prosocial behaviour	301
	Constructing prosocial behaviour	302
	Box 8.9 Try it out: Constructing	
	prosocial behaviour	303
	Critical recap: Critiquing research into	
	prosocial behaviour	304
	Reflective questions	305
	Summary	305
	Review questions	306
	Recommended reading	306
	Useful weblinks	306

1.4	-			
		٠		
		-		
		-	7	

9 Aggression and intergroup conflict

	conflict	308
	Introduction	309
	Chapter overview	310
9.1	Evolutionary approaches to aggression	310
	Konrad Lorenz	310
	Reviewing evolutionary approaches	
	to aggression	311
	Critical recap: Evolutionary approaches to	
	aggression	312
	Reflective questions	312
9.2	Situational approaches to aggression	312
	Frustration-aggression hypothesis	312
	Critical recap: Frustration-aggression	
	hypothesis	313
	Reflective questions	313
	Box 9.1 Focus: Temperature and	
	aggression	314
	Leonard Berkowitz's aggressive and aversive	
	stimuli and aggression	314
	Box 9.2 Focus: Media effects research	316
	Critical review of Leonard Berkowitz's aggressi	ive
	and aversive stimuli and aggression	317
	Critical recap: Leonard Berkowitz's aggressi	ve
	and aversive stimuli and aggression	318
	Reflective questions	318
9.3	Dolf Zillmann's excitation transfer and	
	aggression model	318
	Box 9.3 Focus: Does erotica increase or	
	decrease aggression?	320
	Box 9.4 Try it out: Arousal and aggression	321
	Critical review of Dolf Zillmann's excitation	
	transfer and aggression model	321

	Critical recap: Dolf Zillmann's excitation	
	transfer and aggression model	322
	Reflective questions	322
9.4	General aggression model	322
	Critical review of the general aggression	
	model	324
	Box 9.5 In the news: Understanding	
	military aggression	325
	Critical recap: General aggression model	325
	<i>Reflective questions</i>	325
9.5	Critical review of how experiments measure	!
	aggression and its causes	326
	Box 9.6 Focus: How aggression has been	
	measured in aggression research	327
	Critical recap: How experiments measure	
	aggression and its causes	328
	Reflective questions	329
9.6	Deindividuation	329
	Box 9.7 Focus: Summary of classic and	
	contemporary deindividuation theories	332
	Box 9.8 Try it out: Deindividuation	332
	Box 9.9 Focus: Anonymity and situational	
	cues (Johnson & Downing, 1979)	333
	Social identity deindividuation effects (SIDE)	333
	Box 9.10 Focus: Summary of social identity	
	deindividuation effects (SIDE)	335
	Critical review of deindividuation	335
	Box 9.11 In the news: The St Paul's riot	
	of 1980	336
	Critical recap: Deindividuation	337
	Reflective questions	337
9.7	Social identity theory and intergroup	227
	behaviour	337
	Social identity content and chronic conflict	338
	Box 9.12 Focus: Summary of social identity	339
	theory and intergroup behaviour	559
	Box 9.13 In the news: The murder	339
	of Eugene Terre' Blanche Critical review of social identity theory and	
	intergroup behaviour	340
	Box 9.14 Key researcher: Professor Rupert	5,0
	Brown: intergroup relations and prejudice	341
	<i>Critical recap:</i> Social identity theory and	-
	intergroup behaviour	343
	Reflective questions	343
9.8	Realistic conflict theory	343
5.0	Box 9.15 Try it out: Intergroup conflict	343
	Muzafer Sherif's summer camp studies	344
	Critical review of realistic conflict theory	346
	<i>Critical recap:</i> Realistic conflict theory	347
	Reflective questions	347
	· ·	

9.9	Aggression and intergroup conflict –			
	a critical appraisal	347		
	Are groups a negative influence on social			
	behaviour?	347		
	Defining aggression	348		
	Process versus content	348		
	Box 9.16 Try it out: Implicit definitions of			
	aggression	348		
	Ideologies that justify aggression	349		
	Summary	349		
	Review questions	350		
	Recommended reading	351		
	Useful weblinks	351		
10	Social influence and			
	intragroup processes	352		
	Introduction	353		
	Chapter overview	353		

0.1	Conformity
	Solomon Asch
	John Turner
	Box 10.1 Focus: Informational and
	normative influences
	Critical review of Asch's conformity
	experiments

Critical recap: Conformity

Reflective questions

10.2 Minority influence ~ . .

10.3 Stanley Milgram's studies of obedience

What happened in Milgram's experiments?	364
Variations in Milgram's experimental	
procedure	366
Box 10.5 Focus: Classic research: Overview	
of Milgram's obedience studies	366
Milgram's results	368
Making sense of Milgram's findings	369
Milgram's notion of the 'agentic state'	370
When people disobey	372
Box 10.6 In the news: Libyan pilots who	
did not obey their orders	373
Critical review of Stanley Milgram's studies of	
obedience	373

		Critical recap: Stanley Milgram's studies	
347		of obedience	374
		Box 10.7 In the news: Prisoner abuse	
347		at Abu Ghraib	375
348		Reflective questions	376
348	10.4	Professor Philip Zimbardo's Stanford prison	
		experiment	376
348		What happened in the Stanford prison	
349		experiment?	376
349		Making sense of the Stanford prison	
350		experiment	378
351		Box 10.8 Focus: Classic research: Professor	
351		Philip Zimbardo's Stanford prison	
		experiment	379
		Critical review of Professor Philip Zimbardo's	
		Stanford prison experiment	382
352		Critical recap: Professor Philip Zimbardo's	
353		Stanford prison experiment	383
353		Reflective questions	383
354	10.5	Rethinking social influence and	
355		the individual	383
356		Box 10.9 Focus: Overview of the main types	
		of social influence	384
357		Judith Butler: social norms as our horizon and	
		resource	384
358		Michel Foucault: morality and practice	
358		of the self	384
358		Reflecting on Butler and Foucault	385
359		Critical recap: Rethinking social influence	
555		and the individual	386
360		Reflective questions	386
500		Summary	386
361		Review questions	387
361		Recommended reading	387
362		Useful weblinks	388
362		,	
363	A	Communication and	
364	V		
364		interaction	390
364		Introduction	391
504		Chapter overview	391
366	11.1	Expressing attitudes and emotions	392
500	1	Albert Mehrabian	393
366		Box 11.1 Focus: Classic research: Non-verbal	
368		communication experiments (Mehrabian	

communication experiments (Mehrabian	
& Ferris, 1967; Mehrabian	
& Weiner, 1967)	394
Michael Argyle	395
Box 11.2 Focus: Classic research: Message	
versus style of delivery (Argyle et al.	
1970, 1971)	395

	Facial expressions	397		designer of high-heel shoes' (based on
	Box 11.3 Focus: Classic research: Cross-			Palomares, 2009)
	cultural enactments of basic emotions			Multiple speech identities
	(Ekman, 1980)	398		The social construction of identity
	Box 11.4 In the news: Are there tell-			Critical recap: Communication and identity
	tale signs of deception?	399		Reflective questions
	Critical recap: Expressing attitudes		11.5	Doing interaction
	and emotions	399		Box 11.8 Focus: Classic research:
	Reflective questions	400		Gaze and speakership (Kendon, 1967)
11.2	Conveying information	400		Box 11.9 Focus: Was Kendon (1967) right?
	Critical recap: Conveying information	402		The challenge from Beattie (1978) and
	Reflective questions	402		Rutter et al. (1978)
11.3	Communication and relationships	402		Box 11.10 Focus: Goodwin (1980) speech
	Michael Argyle and Janet Dean (1965)	402		perturbation and addressee gaze. Returning
	Mark Knapp's model of the stages of			to Extract 11.6 (Goodwin, 1980, p. 278)
	interaction	404		Box 11.11 Key researcher: Professor
	Box 11.5 Focus: Friends, Season 9,			Charles Goodwin: non-vocal interaction
	Episode 9	405		Critical recap: Doing interaction
	Critical recap: Communication and			Reflective questions
	relationships	406		Summary
	Reflective questions	406		Review questions
11.4	Communication and identity	406		Recommended reading
	Box 11.6 Try it out: Accent and identity	406		Useful weblinks
	Comparisons of Standard English and dialects	407		
	Speech accommodation	407		Glossary
	Social identities	408		References
	Box 11.7 Focus: Examples of e-mails			Name index
	responding to the question 'Who is the be	st		Subject index