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## **ONCOLOGY SELF-HELP GROUPS**

**Context:** The sequence below is taken from a recording of an oncology self-help group meeting taking place in San Giovanni in Persiceto, a small town near Bologna. The group is composed of both former and present oncology patients. it does not include any professional figure (e.g., psychologists) managing the interaction. There is just a facilitator (here Serena (SER)), who is in charge of checking if participants address each other with kindness. Serena (SER) has endured cancer as well.

On that day, Maura (MAU) rejoined the group after a long a time. Maura is therefore informing the members of her health conditions. At this point of the conversation, she is telling about her hair loss, which she regards as problematic and distressful.

**Session aim**: we are interested in exploring which verbal (but, if need be, also non-verbal) practices participants deploy to support each other.



```
01
     MAU:
                                      [l'ULTIMA VOLTA:::]
                                         last
                                                ti:::me
02
              (0.2)
03
      MAU:
              avendo fat[to ci]nque radio m:assacranti, che secondo me mi hanno he=
           due to the five aggressive radiation treatments I had, which in my opinion he
04
      EBE:
                         [ e h.]
                          eh.
              =£'mehnte tir#ato£ °una bella legnata, °# .h (0.7) °mi son venuti via
05
      MAU:
                                     toll on me
                                                       .h
                really
                        took
                                 its
                                                               ((the hair)) fell
              tutti.°<mi son venuti ^via una parte qua, sotto la doc<sup>†</sup>cia, (0.4)
06
              off.
                                           off here
                                                         in the shower,
                       one part
                                   fell
                                     ^((joins fingers and moves hands up and
07
      pia:
              down))
              che sem~bravo:~ l'ultima dei <moica: îni,> e fphoih dhoîpo c'avevo
08
              which made me look like the last of the mohicans and then later
              qua:£ °i° capelli, e >ho detto< (°beh non sto come una p^a-°) .h
09
              my hair was here and I said (well I don't want to look cr-) .h
10
      ser:
                                                                        ^((smiles))
              (0.4)//((SER keeps smiling and leans slightly back))
11
              c'è g[ente che lo FA: °tu°tto] oppure non lo s[ o ]
12
      MAU:
            there are people who shave their head off or I don't know
                   [^↑ h u: p p ə :
13
                                       həh ]
      SER:
                        huppə:
                                       həh
                    ^((mimics the act of smoothing the hair back with a smiley
              face))
                                                              [^.hh]
14
      (?):
                                                              ^((inclines the head
15
      pia:
              and closes eyes while making a sympathetic face expression))
              ditemi ^vo:i
16
      MAU:
              you tell me
17
      pia:
                     ^((shakes head))
18
              (.)
              ^^non s[i- ci si:, °]
19
      PIA:
                doesn't one- one,
               ^((mimics head shaving))
                     [io non lo-] io ho detto °io [mi rado tutta°]
20
      MAU:
                                  I
                                          said
                                                  I shave my head off
21
                                                     [^°ci si- si ra][de tutta.°]
      PTA .
                                                    one does- one does shave it off
                                                     ^((mimics head shaving))
22
      EBE:
                                                                     [a secom[a di]=
                                                                      according to
23
      SER:
                                                                             [(eh) =
                                                                                eh
2.4
      EBE:
              =t u- come t i senti ]
               you- how you feel about it
              =fatto ^be:ne come ti se]nti ^t[u <maura.> come:: eh he ][:h ]
2.5
      SER:
             you did the right thing as you feel about it Maura a::s eh he:h
26
      EBE:
                                              [come ti senti meglio tu sai?]
                                               as it makes you feel at ease you know?
27
      MAU:
                                                                             [PERÒ] A
                                                                              but
28
              STO GI:RÎO:, (0.3) mi è rimasta qua.
              this time
                                I haven't made peace with it.
29
              (0.6)
```

```
30
              .h perché la qui=\#°eh° lə:\#- l'operazione che ho <u>fa</u>tto il dodici
     MAU:
              .h because the fif- eh tha:- the surgery I had on the twelfth
              giugno >dell'anno< <scorso:,> (0.4) qua non li <avevo,> solo dietro,
31
                             year
                     last
                                                I had none here, just in the back,
              però li avevo davanti non SO forse perché ero "un" po' <intontita>=io
32
              but I had it in the front I don't know perhaps because I was a bit dazed
33
              non mi vedevo die:tro ho detto vabbè:
              I couldn't see myself from behind and I said well okay
34
              (.)
35
              ^°eh°
      SER:
               eh
              ^((nods))
36
              .h però: la gente si gi<u>ra</u>va mi >diceva< °beh ma 'scolta maura
     MAU:
                      people turned and told me well but listen Maura
              .h but
37
              ma=\#m::h\# ma vatti bene a sistemarli dico \underline{ma}< 'desso mi vado poi a
              but=m::h but go get it fixed properly but now I mean I'll go
              sistemare se mi va° ^.h [io gli risponde]vo eh
38
              have it fixed then if I want .h I rebutted them eh
39
     ser:
                                  ^((nods))
                                      [^ hh - hh - hh ]
      PIA:
40
                                       ^((nods))
      PIA:
              °°c[ehr[to °°
41
42
      SER:
              °°c[er-[sì (ma)°°] è giusto.]
                sur- yes but that's right
                              ]
43
      EBE:
                 [cer[t o
                  sure
44
     MAU:
                    [SE HO FA]TTO delle (mh) ]
                     if I did some (mh)
45
              (0.4)
46
              °°eh beh [ certo°° ]
      PIA:
                eh well sure
                       [°eh° scus]a eh; ((shakes head))
47
      SER:
                         eh excuse me eh
48
              (0.4)
49
      SER:
              certo punto [(
                                     e:h) cioè] [
                                                     ^e h ]
              at a certain point (
                                     e:h) I mean
                                                      eh
                                                     ^((nods))
                          [c'è poco da sistemare]
50
      PIA:
                           there's little to fix
51
     LAU:
                                                  [sì a me]no che Îuno
                                                   yes
                                                         unless
                                                                   one
52
              [(bada anche) ai fatti su]oi ([
                                                                     ]
                                                                             ) ]
               (also minds) one own's business (
                                                                    )
              [ (che discorso) ]
53
     PIA:
                    nonsense
54
     MAU:
                                             [(MM)]
                                                            M A I::::)
                                                 never.
                                                            neve::::r
```