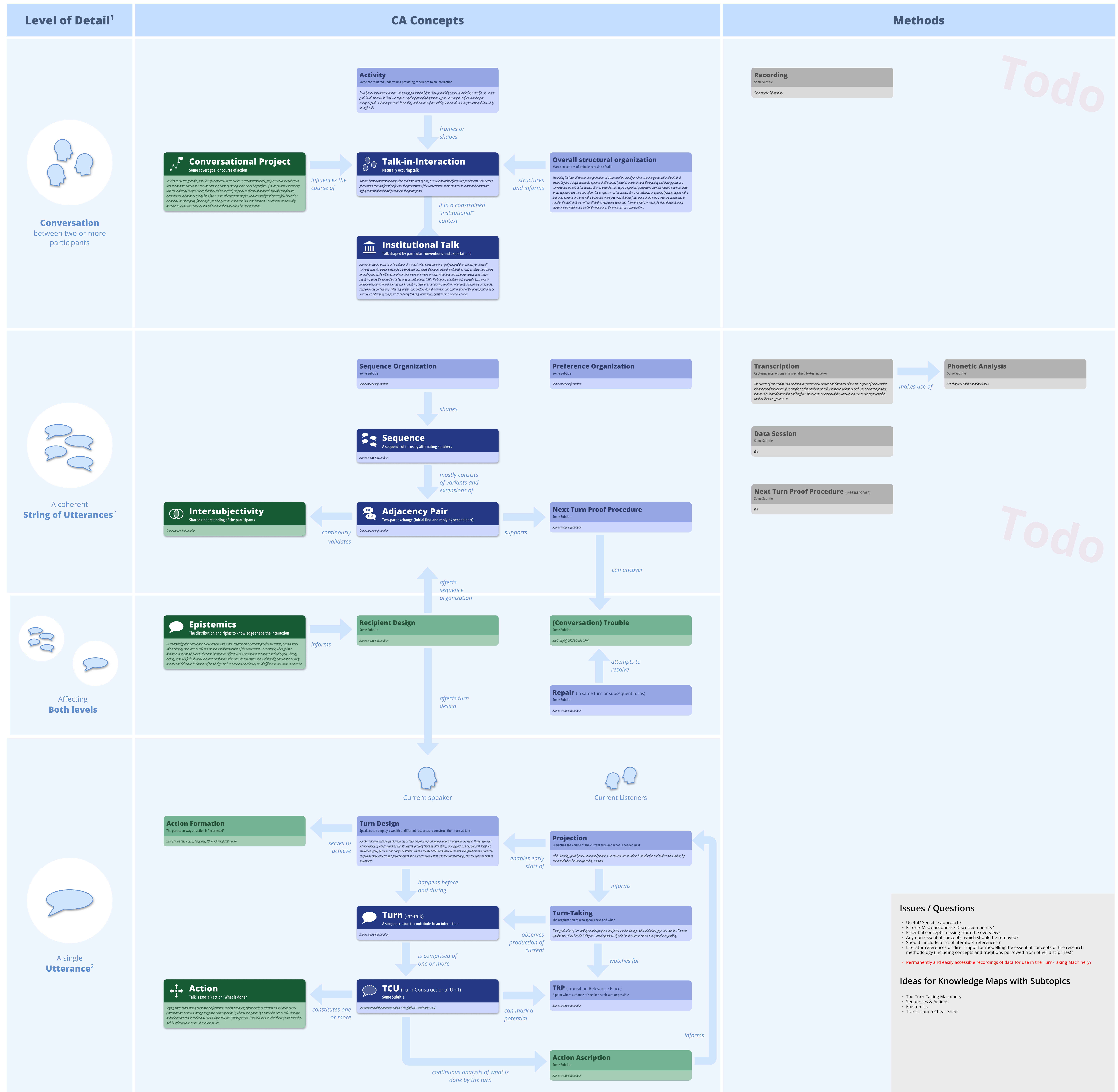


Key Concepts of Conversation Analysis (CA)

An overview of CA's conceptualization of talk-in-interaction

Color Legend

- Observable** (Blue): Phenomena, which are directly observable/measurable: The sound produced by the interactants, the words they utter, their gazes, accompanying physical activities, silences etc.
- Inferred** (Green): Insights based on the careful analysis of observable phenomena. For example, how interactants respond can reveal the (social) action they attribute to the previous turn in the conversation.
- Method** (Grey): The methods and procedures used by researchers in the field of conversation analysis.



¹The terms in this column are purely illustrative and not part of the CA terminology.
²For the sake of simplicity, "utterance" is meant here in the broadest sense possible as any recognizable contribution to a sequence of interaction, including but not limited to speech, non-verbal utterances, gestures and facial expressions.