



LING3381

Language and Culture in the Workplace

Session 1, Weekday attendance, North Ryde 2021

Department of Linguistics

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Notice

As part of [Phase 3 of our return to campus plan](#), most units will now run tutorials, seminars and other small group activities on campus, and most will keep an online version available to those students unable to return or those who choose to continue their studies online.

To check the availability of face-to-face activities for your unit, please go to [timetable viewer](#). To check detailed information on unit assessments visit your unit's iLearn space or consult your unit convenor.

General Information

Unit convenor and teaching staff

Maria Herke

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Credit points

10

Prerequisites

40cps at 2000 level or above

Corequisites

Co-badged status

Unit description

This unit focuses on three main topics: 1) intercultural communication and pragmatic understanding, 2) critical analysis of institutional discourse, and 3) ethnographic description of organisational structures and how linguistic evidence can inform an understanding of workplace/institutional culture. During this unit you will learn how to analyse spoken and written texts according to multiple theoretical frameworks of discourse analysis and develop the tools necessary to critically evaluate workplace structures and practices. The skills and knowledge gained in this unit are applicable in careers focused on solving communication problems between different cultures, or in researching and recommending communication strategies in organisations. Completing this unit will open your eyes to the way in which workplaces and other institutions propagate social inequalities, and provide you with the tools to challenge this.

Important Academic Dates

Information about important academic dates including deadlines for withdrawing from units are available at <https://www.mq.edu.au/study/calendar-of-dates>

Learning Outcomes

On successful completion of this unit, you will be able to:

ULO1: Apply ethnographic methods and linguistic analysis to develop an understanding of how a workplace or other institution constructs an organisational culture.

ULO2: Critically evaluate discourses of power within institutional and organisational contexts.

ULO3: Develop organisational communication strategies that address social and cultural inequalities within a workplace or other institution.

ULO4: Communicate an analysis of workplace language and culture across written and spoken media.

ULO5: Use linguistic analysis of text and interaction to study cultural practice and identity within workplaces and other institutions.

General Assessment Information

All work is submitted electronically. Written assignments are submitted via Turnitin which checks for similarity with other submitted assignments and material on the internet. You should use APA as the format for referencing in all assessments (either 6th or 7th edition).

Additional information regarding task instructions and marking criteria will be made available on iLearn.

Late Penalties

Unless otherwise specified, work submitted late without an approved extension attracts a penalty of 3% of the available mark per day late, up to a maximum of 2 weeks past the deadline, after which late work will not be accepted or marked. Extensions can be applied for by submitting a special consideration request via ask.mq.edu

Assessment Tasks

Name	Weighting	Hurdle	Due
<u>Lecture Engagement Activities</u>	5%	No	Weekly
<u>Workplace Interaction Analysis Task</u>	30%	No	Week 7
<u>Evaluation of communicative practices and strategies video presentation</u>	20%	No	Week 9
<u>Workplace language and culture report</u>	45%	No	Week 13

Lecture Engagement Activities

Assessment Type ¹: Participatory task

Indicative Time on Task ²: 1.5 hours

Due: **Weekly**

Weighting: **5%**

Embedded within the Echo360 slides accompanying each lecture are multiple-choice questions for you to answer which check your understanding of the content. The questions can be attempted multiple times and simply demonstrate that you have listened to the lecture and have understood the content.

On successful completion you will be able to:

- Use linguistic analysis of text and interaction to study cultural practice and identity within workplaces and other institutions.

Workplace Interaction Analysis Task

Assessment Type ¹: Qualitative analysis task

Indicative Time on Task ²: 20 hours

Due: **Week 7**

Weighting: **30%**

For this assessment task, you will be provided with some workplace texts and spoken workplace interactions. You will choose either a text or an interaction to analyse. If you choose to analyse the interaction, you can use either a Conversational Analysis approach or an Interactional Sociolinguistics approach. If you choose the text, you will use a Critical Discourse Analysis Approach. More details about this task will be provided on iLearn.

On successful completion you will be able to:

- Critically evaluate discourses of power within institutional and organisational contexts.
- Communicate an analysis of workplace language and culture across written and spoken media.
- Use linguistic analysis of text and interaction to study cultural practice and identity within workplaces and other institutions.

Evaluation of communicative practices and strategies video presentation

Assessment Type ¹: Media presentation

Indicative Time on Task ²: 20 hours

Due: **Week 9**

Weighting: **20%**

You should choose a workplace or institution as the focus for this task. This should be your own workplace, or any institution with which you are familiar such as a university, a sports team or student society. Your objective is to develop a short (5 minute) presentation that evaluates the communicative practices and strategies used by the organisation you have chosen. The video presentation will be submitted online, and you will receive peer feedback on your video.

On successful completion you will be able to:

- Apply ethnographic methods and linguistic analysis to develop an understanding of how a workplace or other institution constructs an organisational culture.
- Develop organisational communication strategies that address social and cultural inequalities within a workplace or other institution.
- Communicate an analysis of workplace language and culture across written and spoken media.
- Use linguistic analysis of text and interaction to study cultural practice and identity within workplaces and other institutions.

Workplace language and culture report

Assessment Type ¹: Report

Indicative Time on Task ²: 30 hours

Due: **Week 13**

Weighting: **45%**

Building on the evaluation prepared in the video presentation, write a report on the workplace or institution you have chosen. You should focus on the way in which the language used in the workplace (as evidenced by textual artefacts) constructs a workplace culture contextualised by wider understandings of cultural and linguistic diversity.

On successful completion you will be able to:

- Apply ethnographic methods and linguistic analysis to develop an understanding of how a workplace or other institution constructs an organisational culture.
- Critically evaluate discourses of power within institutional and organisational contexts.
- Develop organisational communication strategies that address social and cultural inequalities within a workplace or other institution.
- Communicate an analysis of workplace language and culture across written and spoken media.
- Use linguistic analysis of text and interaction to study cultural practice and identity within

workplaces and other institutions.

¹ If you need help with your assignment, please contact:

- the academic teaching staff in your unit for guidance in understanding or completing this type of assessment
- the [Writing Centre](#) for academic skills support.

² Indicative time-on-task is an estimate of the time required for completion of the assessment task and is subject to individual variation

Delivery and Resources

Lectures and Seminars

This unit is taught by one pre-recorded lecture each week, uploaded to Echo360 by Monday of each week, and one face-to-face seminar which takes place on a Wednesday (10-11am). A drop-in office hour is also available (details on iLearn).

You should make sure you have viewed the lecture before coming to class. It will also contain participation quizzes for you to check your understanding. The completion of these counts towards your unit mark.

Required Textbook

Vine, Bernadette. (2020) *Introducing Language in the Workplace*. Cambridge: CUP.

Please buy a copy of this if you can. The library has been unable to source an electronic copy at the present time. All other readings will be made available via Leganto.

Unit Schedule

Provisional Schedule - note that this may be subject to change. Consult iLearn for the most up-to-date schedule.

Readings from the required textbook are listed.

Week	Recorded Lecture	Seminar	Textbook reading
1.	Introduction to Language in the Workplace	Types of Workplace Talk	Ch.1 pp. 3-14 Ch. 2 pp. 15-21
1.	Conversation Analysis & Interactional Sociolinguistics	Analysing Interaction	Ch2. pp. 22-44
1.	Critical Discourse Studies & Multimodality	Analysing Discourse Critically	

1.	Directives and Requests at Work	Healthcare Discourse	Ch. 3 pp. 51-84
1.	Humour and Narrative	Phatic Communion	Ch. 4 pp. 85-117
1.	Conflict and Disagreement	Power and Identity	Ch. 5 pp. 119-156
1.	Leadership and Organisational Structure	Leadership Emergence	Ch. 6 pp. 159-184
1.	Gender	Challenging Gender Stereotypes	Ch. 7 pp. 185-209
1.	Culture	Intercultural (mis)communication	Ch. 8 pp. 211-235
1.	Taboo Language	The social (and institutional) functions of swearing	
1.	Video Presentations	Discussion of Video Presentations	
1.	Applications of Workplace Research	Working with workplaces	
1.	No class	No class	

Policies and Procedures

Macquarie University policies and procedures are accessible from [Policy Central \(https://policies.mq.edu.au\)](https://policies.mq.edu.au). Students should be aware of the following policies in particular with regard to Learning and Teaching:

- [Academic Appeals Policy](#)
- [Academic Integrity Policy](#)
- [Academic Progression Policy](#)
- [Assessment Policy](#)
- [Fitness to Practice Procedure](#)
- [Grade Appeal Policy](#)
- [Complaint Management Procedure for Students and Members of the Public](#)
- [Special Consideration Policy](#)

Students seeking more policy resources can visit [Student Policies \(https://students.mq.edu.au/support/study/policies\)](https://students.mq.edu.au/support/study/policies). It is your one-stop-shop for the key policies you need to know about throughout your undergraduate student journey.

To find other policies relating to Teaching and Learning, visit [Policy Central \(https://policies.mq.edu.au\)](https://policies.mq.edu.au) and use the [search tool](#).

Student Code of Conduct

Macquarie University students have a responsibility to be familiar with the Student Code of Conduct: <https://students.mq.edu.au/admin/other-resources/student-conduct>

Results

Results published on platform other than [eStudent](#), (eg. iLearn, Coursera etc.) or released directly by your Unit Convenor, are not confirmed as they are subject to final approval by the University. Once approved, final results will be sent to your student email address and will be made available in [eStudent](#). For more information visit ask.mq.edu.au or if you are a Global MBA student contact globalmba.support@mq.edu.au

Student Support

Macquarie University provides a range of support services for students. For details, visit <http://students.mq.edu.au/support/>

Learning Skills

Learning Skills (mq.edu.au/learningskills) provides academic writing resources and study strategies to help you improve your marks and take control of your study.

- [Getting help with your assignment](#)
- [Workshops](#)
- [StudyWise](#)
- [Academic Integrity Module](#)

The Library provides online and face to face support to help you find and use relevant information resources.

- [Subject and Research Guides](#)
- [Ask a Librarian](#)

Student Services and Support

Students with a disability are encouraged to contact the [Disability Service](#) who can provide appropriate help with any issues that arise during their studies.

Student Enquiries

For all student enquiries, visit Student Connect at ask.mq.edu.au

If you are a Global MBA student contact globalmba.support@mq.edu.au

IT Help

For help with University computer systems and technology, visit http://www.mq.edu.au/about_us/offices_and_units/information_technology/help/.

When using the University's IT, you must adhere to the [Acceptable Use of IT Resources Policy](#). The policy applies to all who connect to the MQ network including students.

Changes from Previous Offering

This is a new unit for 2021.