

Abstract

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Communication in the Workplace contains six of the papers presented at the FUMS conference on 6 April 2004. The study of spoken and written workplace communication is a growing field of research all over the world, and in this volume studies carried out in Sweden, Finland and New Zealand are presented. Janet Holmes' paper analyses the relational and transactional functions of workplace discourse from a socio-pragmatic point of view. Karin Milles discusses the invisible order of the workplace meeting, looking for example at how people accomplish closings. Anne Kankaraanta presents a study on e-mail messages written by Finns and Swedes in a Finnish–Swedish company where English is the corporate language. Ulla Börestam's paper, too, deals with inter-Nordic mergers, in her case with a focus on how the issues of culture and cultural differences are brought up in discourse. Britt-Louise Gunnarsson's paper discusses the verbal construction of large organizations by means of both written and spoken data. Anna-Malin Karlson, finally, presents an analysis of the role of written discourse in the working life of people employed in the goods and services sectors.

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Preface

On 6 April 2004, around 100 scholars and students met in Uppsala for a conference on the theme of *Communication in the Workplace*. The conference, held under the auspices of the Unit for Advanced Studies in Modern Swedish (FUMS), was organized by Britt-Louise Gunnarsson. Its aim was twofold: to provide an overview of research on text and talk in professional settings for a wide audience, and to offer a forum for interdisciplinary exchange. The study of spoken and written workplace communication is a growing field of research all over the world. The opening lecture was given by Professor Janet Holmes from Wellington, New Zealand, who presented the research being conducted within the Wellington Language in the Workplace Project, which she directs. Her lecture was followed by seven presentations by scholars who described Swedish and Finnish studies on communication in workplaces, ranging from companies and international groups to hospitals, shops and construction sites.

This volume contains six of the papers presented at the FUMS conference. Janet Holmes' paper analyses the relational and transactional functions of workplace discourse from a socio-pragmatic point of view. Karin Milles discusses the invisible order of the workplace meeting, looking for example at how people accomplish closings. Anne Kankaraanta presents a study on e-mail messages written by Finns and Swedes in a Finnish–Swedish company where English is the corporate language. Ulla Börestam's paper, too, deals with inter-Nordic mergers, in her case with a focus on how the issues of culture and cultural differences are brought up in discourse. Britt-Louise Gunnarsson's paper discusses the verbal construction of large organizations by means of both written and spoken data. Anna-Malin Karlson, finally, presents an analysis of the role of written discourse in the working life of people employed in the goods and services sectors.

Uppsala, February 2005

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