

Pragmatic Protocol

Adapted from Prutting & Kirchner: Pragmatic Aspects of Language (1987)

Name: _____

Date: _____

COMMUNICATIVE ACT	DEFINITION	ALWAYS APPROPRIATE	SOMETIMES APPROPRIATE	ABSENT	NO OPPORTUNITY TO OBSERVE	EXAMPLES/COMMENTS
VERBAL ACTS						
<i>Speech Acts</i>						
• Speech act pair analysis	The ability to take both speaker and listener role appropriate to the context					
• Variety of speech acts	The variety of speech acts or what one can do with language such as comment, assert, request, promise, and so forth					
<i>Topic</i>						
• Selection	The selection of a topic appropriate to the multidimensional aspects of context					
• Introduction	Introduction of a new topic in the discourse					
• Maintenance	Coherent maintenance of topic across the discourse					
• Change	Change of topic in the discourse					
<i>Turn Taking</i>						
• Initiation	Initiation of speech acts					
• Response	Responding as a listener to speech acts					
• Repair / revision	The ability to repair a conversation when a breakdown occurs, and the ability to ask for a repair when misunderstanding or ambiguity has occurred					

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VERBAL ACTS						
<i>Turn Taking (continued)</i>						
• Pause time	Pause time that is too short or too long between words, in response to a question, or between sentences					
• Interruption/ overlap	Interruptions between speaker and listener; overlap refers to two people talking at once					
• Feedback to speakers	Verbal behavior to give the listener feedback such as <i>yeah</i> and <i>really</i> ; nonverbal behavior such as head nods to show positive reactions and side to side to express negative effects or disbelief					
• Adjacency	Utterances that occur immediately after the partner's utterance					
• Contingency	Utterances that share the same topic with a preceding utterance and that add information to the prior communicative act					
• Quantity/ conciseness	The contribution should be as informative as required but not too informative					
<i>Lexical Selection/Use Across Speech Acts</i>						
• Specificity / accuracy	Lexical items of best fit considering the text					
• Cohesion	The recognizable unity or connectedness of text					
<i>Stylistic Variations</i>						
• The varying of communicative styles	Adaptations used by the speaker under various dyadic conditions (e.g., polite forms, different syntax, changes in vocal quality)					

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PARALINGUISTIC ASPECTS						
<i>Intelligibility and Prosodics</i>						
• Intelligibility	The extent to which the message is understood					
• Vocal intensity	The loudness or softness of the message					
• Vocal quality	The resonance and/or laryngeal characteristics of the vocal tract					
• Prosody	The intonation and stress patterns of the message; variations of loudness, pitch, and duration					
• Fluency	The smoothness, consistency, and rate of the message					
NONVERBAL ASPECTS						
<i>Kenesics and Proxemics</i>						
• Physical proximity	The distance that the speaker and listener sit or stand from one another					
• Physical contacts	The number of times and placement of contacts between speaker and listener					
• Body posture	Forward lean is when the speaker or listener moves away from a 90-degree angle toward the other person; recline is slouching down from waist and moving away from the partner; side to side is when a person moves to the right or left					
• Foot/leg and hand/arm movements	Any movement of the foot/leg or hand/arm (touching self or moving an object or touching part of the body, clothing, or self)					
• Gestures	Any movements that support, complement, or replace verbal behavior					
• Facial expression	A positive expression as in the corners of the mouth turned upward; a negative expression is a downward turn; a neutral expression is the face in resting position					
• Eye gaze	One looks directly at the other's face; mutual gaze is when both members of the dyad look at the other					