

Features of spoken English (Cf. Rühlemann, 2008)

1) Discourse management

- a) Relevance
- b) Coherence (see below)**
- c) Extent

2) Interactive communication

- a) Initiating
 - b) Responding (see below)**
 - c) Hesitation
 - d) Turn-taking
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Coherence:

Discourse markers: *okay, well, you know, I mean, right, actually, like, I think, so, cos, you see, I don't know:*

- Initiating a turn
- Introducing new topic
- Ending a turn
- Finishing a topic

Responding:

Backchannels (carry-on signals, convergence tokens, non-minimal response tokens):

Verbal:

- Vocalisations (*mm, hm*)
- Single words (*yeah, yes, really, absolutely*)
- Cluster (*yeah really, oh right, all right*)
- Collocations/Idioms (*I know, I see, oh my God*)
- Tags (*Did he?, Was it?*)
- Affirmative echo (*that's right*)

Non-verbal:

- Nodding one's head
- Smiles
- Gesture