

CURRICULUM VITAE

JOHN CHRISTOPHER HERITAGE

- Present Position: Distinguished Professor of Sociology, University of California, Los Angeles 2009-.
- Education: B.A. (Economics with Sociology), University of Leeds, 1968.
M.A. (Sociology), University of Leeds, 1969.
PhD University of Leeds, 1977. Thesis Title: The Growth of Trade Unionism in the London Clearing Banks 1960-70.
- Previous Positions: Temporary Lecturer in Sociology, University of Leeds, 1970-1.
Research Fellow in Sociology, University of Leeds, 1971-2.
Lecturer in Sociology, University of Warwick, 1972-85.
Senior Lecturer in Sociology, University of Warwick, 1985-88.
Professor of Sociology, University of California, Los Angeles 1988-2009.
- Visiting Positions: Visiting Professor of Sociology, University of California, Santa Barbara, 1986.
Visiting Scholar, Centre for Socio-Legal Studies, Wolfson College, Oxford, 1989.
J.W. Brooks Visiting Professor, Department of English, University of Queensland, 1993.
Fellow, Institute for Advanced Study, Indiana University, 1995.
- Specialization: Conversation analysis, Social Theory, Sociology of Medicine, Mass Communication.
- Honors Received: Member, Sociological Research Association
President, International Society for Conversation Analysis

Publications

Books

1. John Heritage, Garfinkel and Ethnomethodology, Cambridge and New York, Polity Press, 1984, pp.viii + 336. A systematic analysis of the origins and development of ethnomethodological theory and research from 1946 to the 1980s.
2. J. Maxwell Atkinson and John Heritage (eds), Structures of Social Action, Cambridge and New York, Cambridge University Press; Paris, Editions de la Maison des Sciences de l'Homme, 1984, pp.xvi + 447. A collection of 'state of the art' papers in conversation analysis.
3. Graham Button, Paul Drew and John Heritage (eds), Interaction and Language Use, Special Double Issue of Human Studies, 9, 1986. A collection of recent papers in conversation analysis.

* Republished 1991 as an edited collection by University Press of America, Lanham, MD.
4. Paul Drew and John Heritage (eds), Talk at Work, Cambridge and New York, Cambridge University Press, 1992, pp. x + 580. A collection of papers developing the application of conversation analytic techniques to workplace and other forms of interaction in social institutions.
5. Steven Clayman and John Heritage, The News Interview: Journalists and Public Figures on the Air, Cambridge, Cambridge University Press, 2002. A comparative study of the history and interactional dynamics of news interview interaction in the UK and US.
6. John Heritage and Douglas Maynard (eds), Communication in Medical Care: Interactions between Primary Care Physicians and Patients. Cambridge: Cambridge University Press, 2006.
7. Paul Drew and John Heritage (eds.). Conversation Analysis (4 Volumes). London: Sage 2006.
8. John Heritage and Steven Clayman (2010). Talk in Action. Oxford: Blackwell.
9. Gene Lerner, Geoffrey Raymond and John Heritage (eds) (frth). Enabling Human Conduct: Naturalistic Studies of Talk-in-Interaction in Honor of Emanuel A. Schegloff. Amsterdam: Benjamins.
10. Paul Drew and John Heritage (eds.)(frth). Contemporary Studies in Conversation Analysis (4 Volumes). London: Sage 2013.

Journal Articles and Chapters

1. John Heritage, 'Assessing People', in N.Armistead (ed), Reconstructing Social Psychology. Harmondsworth: Penguin, 1974, pp.260-281.
2. John Heritage 'Community and Practicality in Sociology and Beyond', Sociology, 9, 1975, pp.329-339.
3. John Heritage and Rod Watson, 'Recent Developments in the Sociology of Language in Britain', Sociolinguistics Newsletter, 8, 1977, pp.2-6.

4. John Heritage, 'Aspects of the Flexibilities of Natural Language Use', Sociology, 12, 1978, pp.79-103.
5. John Heritage and Rod Watson, 'Formulations as Conversational Objects.' In George Psathas (ed.) Everyday Language. New York, Irvington Press, 1979. pp.123-162.
6. John Heritage, 'Class Situation, White Collar Unionization and the "Double Proletarianization" Thesis', Sociology, 14, 1980, pp.283-294.
7. John Heritage and Rod Watson, 'Aspects of the Properties of Formulations', Semiotica, 30, 1980, pp.245-262.
8. John Heritage, 'Feminization and Unionization: A Case Study from Banking.' In Eva Gamarnikow et al. (eds), Gender, Class and Work. London, Heinemann, 1983, pp.131-148.
9. John Heritage, 'Accounts in Action.' In Nigel Gilbert and Peter Abell (eds), Accounts and Action. Farnborough, Gower House, 1983, pp.117-131.
10. John Heritage, Garfinkel and Ethnomethodology, Cambridge and New York, Polity Press, 1984, pp.viii + 336. Cambridge, Polity Press, 1992.

Sections Reprinted as:

- * 'Ethnomethodologie: Un Defi a la Sociologie "Conventionelle"?', Societes, 1, 1985, 7-9.
 - * 'Conversation Analysis.' In Anthony Giddens (eds.), Sociology: Introductory Readings, Cambridge: Polity Press, 1992, pp.344-6.
 - * 'Conversation and Social Solidarity.' In Spencer Cahill (ed.), Inside Social Life, Roxbury Publishing, 1994.
 - * 'Conversational Organization: Paired Actions.' In Paul Drew and John Heritage (eds.), Conversation Analysis (Volume II): Sequence Organization, pp. 1-10.
 - * 'Preference, Pre-Sequences and the Timing of Social Action.' In Paul Drew and John Heritage (eds.), Conversation Analysis (Volume II): Sequence Organization, pp. 11-26.
11. John Heritage and J. Max Atkinson, 'Introduction', in Structures of Social Action, Cambridge and New York, Cambridge University Press, 1984, pp. 1-15.
 12. John Heritage, 'A Change of State Token and Aspects of Its Sequential Placement', in J.M.Atkinson and J.C.Heritage (eds), Structures of Social Action, Cambridge, Cambridge University Press, 1984, pp. 299-345.
 13. John Heritage, 'Recent Developments in Conversation Analysis', Sociolinguistics, 15, 1985, pp.1-19.
 14. John Heritage, 'Analyzing News Interviews: Aspects of the Production of Talk for an "Overhearing" Audience.' In Teun van Dijk (ed) Handbook of Discourse Analysis (Volume 3). London, Academic Press, 1985, pp.95-117.
 15. John Heritage and David Greatbatch, 'Generating Applause: A Study of Rhetoric and Response at Party Political Conferences', American Journal of Sociology, 92, 1986, pp.110-157.

16. John Heritage, 'Ethnomethodology.' In Anthony Giddens and Jonathan Turner (eds) Social Theory Today. Cambridge, Polity Press, 1987, pp.224-272.

*Spanish translation: 'Ethnomethodologia.' in Anthony Giddens and Jonathan Turner (eds), La Teoria Social, hoy, Alianza Universidad
17. John Heritage, 'Ethnomethodology Apres la Lutte', D.A.R.G. Newsletter, Vol.3, 2, Fall 1987, pp.9-16.
18. John Heritage, 'Explanations as Accounts: A Conversation Analytic Perspective.' In Charles Antaki (ed.), Analyzing Lay Explanation: A Case Book of Methods, London, Sage, 1988, pp.127-144.

*Reprinted as 'Interactional Accountability.' In Bernard Conein et al. (eds.) Les Formes de la Conversation, Paris, CNET, 1990, pp.23-49.
19. John Heritage, Steven Clayman, and Don Zimmerman, 'Discourse and Message Analysis.' In R. Hawkins et al. (eds.) Rethinking Communication Research: Syntheses of Divergent Perspectives, Sage Annual Reviews of Communication Research, Vol.16, 1988, pp.77-109.
20. John Heritage, 'Current Developments in Conversation Analysis.' In Derek Roger and Peter Bull (eds.), Conversation: An Interdisciplinary Perspective. Avon, Multilingual Matters, 1989, pp.21-47. (Updated version of 14 above).
21. John Heritage and David Greatbatch, 'On the Institutional Character of Institutional Talk: The Case of News Interview Interaction.' In Per-Anders Forstorp (ed.), Discourse in Professional and Everyday Culture, Linkoping Studies in Communication, University of Linkoping, Sweden, 1989, pp.47-98.

* Reprinted in Dierdre Boden and Don Zimmerman (eds.), Talk and Social Structure, Berkeley, University of California Press, 1991, pp.95-137.
22. Charles Goodwin and John Heritage, 'Conversation Analysis.' Annual Review of Anthropology, 19, 1990, pp.283-307.

*Reprinted in Sotirios Sarantakos (ed.) Data Analysis, London: Sage, 2007, pp.000-000.
23. Marja-Leena.Sorjonen and John Heritage, 'And-prefacing as a Feature of Question Design.' In Leah Laitinen et al. (eds.), Leikkauspiste [Intersections: Essays on Language and Man]. Helsinki: Finnish Literature Society, 1991, pp. 59-74
24. John Heritage, 'Intention, Meaning and Strategy: Observations on Constraints on Interaction Analysis', Research on Language and Social Interaction, 24, 1990/1991, pp.311-332.
25. John Heritage, 'Ethnomethodology.' In J.Borgatta and M.Borgatta (eds.). The Encyclopedia of Sociology, Vol.2, New York: Macmillan, 1992, pp.588-594.
26. Paul Drew and John Heritage, 'Analyzing talk at work: An introduction.' In Paul Drew and John Heritage (eds.), Talk at Work, Cambridge, Cambridge University Press 1992, pp.3-65.

27. John Heritage and Sue Sefi, 'Dilemmas of Advice: Aspects of the Delivery and Reception of Advice in Interactions between Health Visitors and First Time Mothers.' In Paul Drew and John Heritage (eds.), Talk at Work, Cambridge, Cambridge University Press, 1992, pp.359-419.
28. John Heritage, 'Ethnomethodology.' In T.Bottomore and W.Outhwaite (eds.) The Blackwell Dictionary of Twentieth Century Social Thought, Oxford: Blackwell, 1992, pp.206-208.
29. John Heritage, 'Conversation Analysis. In T.Bottomore and W.Outhwaite (eds.) The Blackwell Dictionary of Twentieth Century Social Thought, Oxford: Blackwell, 1992, pp.110-111.
30. John Heritage and Marja-Leena Sorjonen, 'Constituting and maintaining activities across sequences: and-prefacing as a feature of question design.' Language in Society, 1994, 23:1-29.
31. John Heritage and Andrew Roth, 'Grammar and institution: questions and questioning in the broadcast news interview.' Research on Language and Social Interaction, 1995, 28:1-60.
32. John Heritage, 'Conversation analysis: methodological aspects.' In Uta M. Quasthoff (ed.), Aspects of Oral Communication, Berlin: De Gruyter, 1995, pp.391-418.
33. John Heritage, 'Conversation analysis and institutional talk: analyzing data.' In David Silverman (ed.), Qualitative Research: Theory, Method and Practice, London: Sage, 1997, pp.161-182. [Updated 2nd Edition, 2004]
 - *Reprinted in David Bartholomew (ed.), Measurement, London: Sage 2006.
 - *Reprinted in Paul Drew and John Heritage (eds.), Conversation Analysis (Vol. IV): Institutional Interactions, Sage, 2006, pp.1-26.
34. Lawrence Kleinman, Elizabeth Boyd and John Heritage, 'Adherence to prescribed explicit criteria during utilization review: an analysis of communications between attending and reviewing physicians.' Journal of the American Medical Association, 278(6): 497-501.
35. John Heritage, 'Oh-prefaced Responses to Inquiry.' Language and Society, 1998, 27(3):291-334.
 - *Reprinted in Paul Drew and John Heritage (eds.), Conversation Analysis (Vol. III): Turn Design and Action Formation, Sage, 2006, pp.311-362.
36. John Heritage, 'Conversation Analysis and Institutional Talk: Analyzing Distinctive Turn-Taking Systems.' In Jana Hoffmanova et al. (eds.) Dialoganalyse VI (Volume 2), Tubingen: Niemeyer, 1998, pp.3-17
37. John Heritage, 'Harold Garfinkel', in Rob Stones (ed.), Key Sociological Thinkers, London: Macmillan, 1998, pp.175-188.
38. John Heritage and Anna Lindström, 'Motherhood, medicine and morality: scenes from a medical encounter.' Research on Language and Social Interaction, 1998, 31(3-4): 397-438.
39. John Heritage and Tanya Stivers, 'Online commentary in acute medical visits: a method of shaping patient expectations.' Social Science and Medicine, 1999, 49:1501-1517.
 - *Reprinted in Robert Dingwall (ed), Qualitative Health Research, Sage frth

40. John Heritage, 'CA at Century's End: practices of talk-in-interaction, their distributions and their outcomes.' Research on Language and Social Interaction, 1999, 32(1-2), pp.69-76.
41. John Heritage, 'Goffman, Garfinkel, Conversation Analysis.' In Margaret Wetherell et al. (eds), Discourse Theory and Practice: A Reader for Researchers. London, Sage, 2001, pp.47-56.
42. John Heritage, 'Ad hoc inquiries: two preferences in the design of 'routine' questions in an open context.' In Douglas Maynard, Hanneke Houtkoop-Steenstra, Nora Kate Schaeffer and Hans van der Zouwen (ed.), Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview. New York, Wiley Interscience, 2001, pp.313-333.
43. Tanya Stivers and John Heritage, 'Breaking the sequential mold: narrative and other methods of answering "more than the question" during comprehensive history taking.' Text, 2001, 21(1/2): 151-185.
44. John Heritage, Elizabeth Boyd and Lawrence Kleinman, 'Subverting Criteria: Precedents and their status in decisions to finance surgery.' Sociology of Health and Illness, (2001) 23(5): 701-728.
- * Reprinted in John Hughes and Donald Light (eds), Rationing Health Care: Constructed Realities & Professional Practices. Oxford, Blackwell (2002): 149-175.
45. John Heritage, 'Ethnoscience and their significance for conversation linguistics.' In G. Antos et al. (eds), Linguistics of Text and Conversation: An International Handbook of Contemporary Research. Berlin: De Gruyter, 2001, pp. 908-919.
46. John Heritage, 'Schegloff, Emanuel.' In R. Mesthrie (ed.) (2001), A Concise Encyclopedia of Sociolinguistics, Oxford: Pergamon Press, pp.909-910.
47. John Heritage, 'Oh-prefaced responses to assessments: a method of modifying agreement/disagreement.' In Cecilia Ford, Barbara Fox and Sandra Thompson (eds), The Language of Turn and Sequence, New York, Oxford University Press, 2002, pp.196-224.
48. John Heritage, 'The Limits of Questioning: Negative Interrogatives and Hostile Question Content.' Journal of Pragmatics, (2002) 34: 1427-1446.
49. John Heritage, 'Conversation analysis' in Neil J. Smelser and Paul B. Baltes (eds.) International Encyclopedia of the Social and Behavioral Sciences. 2002, pp. 2741-2744.
50. John Heritage, 'Designing Questions and setting agendas in the news interview.' In Philip Glenn, Curtis LeBaron and Jenny Mandelbaum (ed.), Studies in language and Social Interaction, Mahwah NJ: Erlbaum, 2002, pp.57-90.
51. Steven Clayman and John Heritage, (2002) 'Questioning Presidents: Journalistic deference and adversarialness in the press conferences of US Presidents Eisenhower and Reagan.' Journal of Communication, 52(4):749-775.
- *Reprinted in Paul Drew and John Heritage (eds.), Conversation Analysis (Vol. IV): Institutional Interactions, Sage, 2006, pp.267-298.
- *Reprinted in Mats Ekström (ed), News from the Interview Society, Sage, 2006.

52. John Heritage, 'Presenting Emanuel Schegloff.' In Carlo Prevignano and Paul Thibault (eds.), Discussing Conversation Analysis: Emanuel Schegloff. Amsterdam: Benjamins, 2003, pp.1-10.
53. Rita Mangione-Smith, Tanya Stivers, Marc Elliott, Laurie McDonald and John Heritage (2003) 'Online commentary on physical exam findings: a communication tool for avoiding inappropriate antibiotic prescribing?' Social Science and Medicine 56(2):313-320.
54. Tanya Stivers, Rita Mangione-Smith, Marc Elliott, Laurie McDonald and John Heritage (2003) 'Why do physicians think parents expect antibiotics? What parents report vs what physicians believe.' Journal of Family Practice 52(2):140-148.
55. Robin DiMatteo, Jeffrey Robinson, John Heritage, Mellisah Tabbarrah and Sarah Fox (2003). 'Correspondence Among Patients' Self Reports, Medical Records, and Audio/Videotapes of Physician-Patient Visits.' Health Communication. 15(4):393-413.
56. Rita Mangione-Smith, Marc Elliott, Tanya Stivers, Laurie McDonald, John Heritage, and Elizabeth A. McGlynn (2004). 'Racial/Ethnic Variation in Parent Expectations for Antibiotics: Implications for Public Health Campaigns.' Pediatrics 113(5):e385-e394.
57. John Heritage, (2005) 'Conversation Analysis and Institutional Talk.' In Kristine Fitch and Robert Sanders (eds.), Handbook of Language and Social Interaction, Mahwah NJ: Erlbaum, pp.103-146.
58. John Heritage and Geoffrey Raymond (2005), 'The Terms of Agreement: Indexing Epistemic Authority and Subordination in Talk-in-Interaction.' Social Psychology Quarterly 68(1):15-38.
59. Douglas Maynard and John Heritage, (2005), 'Conversation analysis, doctor-patient interaction and medical communication.' Medical Education 39:428-435.
60. John Heritage (2005). 'Cognition in Discourse.' In Hedwig Te Molder and Jonathan Potter (eds) Discourse and Cognition: Perspectives and Arguments. Cambridge, Cambridge University Press, pp. 184-202.
61. Jeffrey Robinson and John Heritage, (2005) 'The Structure of Patients' Presenting Concerns: The Relevance of Current Symptoms.' Social Science and Medicine. 61(2): 481-493.
62. John Heritage (2005). 'Revisiting authority in physician-patient interaction.' In Judith F. Duchan and Dana Kovarsky (eds) Diagnosis as Cultural Practice. New York, Mouton De Gruyter, pp.83-102.
63. John Heritage and Jeffrey Robinson, (2006). 'The Structure of Patients' Presenting Concerns: Physicians' Opening Questions.' Health Communication. 19(2):89-102.
64. Jeffrey Robinson and John Heritage (2006). 'Physicians' opening questions and patient satisfaction.' Patient Education and Counseling. 60:279-285.
65. Geoffrey Raymond and John Heritage (2006). 'The epistemics of social relations: Owning grandchildren.' Language in Society. 35(5):677-405.

66. John Heritage and Douglas Maynard (2006). 'Problems and prospects in the study of doctor-patient interaction: 30 years of research in primary care.' Annual Review of Sociology. 32: 351-374.
- *Reprinted in Bernice Pescosolido, Jack Martin, Jane McLeod and Anne Rogers (eds.) The Handbook of Health, Illness and Healing. New York: Springer, pp.000-000.
67. Steven Clayman, Marc Elliott, John Heritage and Laurie McDonald (2006). 'Historical Trends in Questioning Presidents 1953-2000', Presidential Studies Quarterly. 36(4):561-583.
68. John Heritage and Douglas Maynard, 'Introduction: Analyzing Interaction between Doctors and Patients in Primary Care Encounters.' In John Heritage and Douglas Maynard (eds.) (2006). Communication in Medical Care: Interaction between Primary Care Physicians and Patients. Cambridge: Cambridge University Press, pp. 1-21.
69. John Heritage and Jeffrey Robinson, 'Accounting for the visit: giving reasons for seeking medical care,' in John Heritage and Douglas Maynard (eds), (2006). Communication in Medical Care: Interaction between Primary Care Physicians and Patients. Cambridge: Cambridge University Press, pp. 48-85.
70. Elizabeth Boyd and John Heritage, 'Taking the Patient's Medical History: Questioning During Comprehensive History Taking', in John Heritage and Douglas Maynard (eds) (2006). Communication in Medical Care: Interaction between Primary Care Physicians and Patients. Cambridge: Cambridge University Press, pp.151-184.
71. Paul Drew and John Heritage, 'Introduction'. In Paul Drew and John Heritage (eds.) Conversation Analysis (Volume 1), London: Sage, pp. i-xvii.
72. Rita Mangione-Smith, Marc Elliott, Tanya Stivers, Laurie McDonald and John Heritage (2006). 'Ruling out the need for antibiotics: Are we sending the right message?' Archives of Pediatrics and Adolescent Medicine, 160:945-952.
73. John Heritage, 'Conversation Analysis,' 'Discourse Analysis,' 'Language,' 'Language Games,' 'Linguistic Turn,' 'Ludwig Wittgenstein.' In Bryan Turner (ed), Cambridge Dictionary of Sociology, Cambridge: Cambridge University Press.
74. Derjung M. Tarn, John Heritage, Debora A. Paterniti, Ron D. Hays, Richard L. Kravitz and Neil S. Wenger (2006). 'Physician communication when prescribing new medications.' Archives of Internal Medicine, 166: 1855-1862.
75. Derjung M. Tarn, Debora A. Paterniti, John Heritage, Ron D. Hays, Richard L. Kravitz and Neil S. Wenger (2006). 'Physician communication about the cost of newly prescribed medications.' American Journal of Managed Care, 12: 657-664.
76. Steven Clayman, John Heritage, Marc Elliott and Laurie McDonald (2007). 'When the Watchdog Barks: Conditions of Aggressive Questioning in Presidential News Conferences.' American Sociological Review 72:23-41.
77. John Heritage (2007), 'Intersubjectivity and progressivity in references to persons (and places).' In Tanya Stivers and N.J.Enfield (eds.), Person Reference in Interaction: Linguistic, Cultural and Social Perspectives, Cambridge: Cambridge University Press, pp. 255-280.

78. John Heritage, Jeffrey Robinson, Marc Elliott, Megan Beckett and Michael Wilkes (2007), 'Reducing Patients' Unmet Concerns in Primary Care: The Difference One Word Can Make.' Journal of General Internal Medicine 22: 1429-33.
79. Ignasi Clemente, Seung-Hee Lee and John Heritage (2008). 'Children in chronic pain: Promoting pediatric patients' symptom accounts in tertiary care.' Social Science and Medicine 66: 1418-1428.
80. Kelly Haskard, Summer Williams, Robin DiMatteo, John Heritage and Robert Rosenthal (2008). 'The Provider's Voice: Patient Satisfaction and The Content filtered Speech of Nurses and Physicians in Primary Medical Care.' Journal of Nonverbal Behavior 32:1-20.
81. John Heritage (2008). 'Conversation Analysis as Social Theory.' In Bryan Turner (ed) The New Blackwell Companion to Social Theory, Oxford: Blackwell, pp.300-320.
82. John Heritage (2008). 'Constructing and Navigating Epistemic Landscapes.' The Journal of Studies in Contemporary Sociological Theory, 2:14-25 (in Japanese).
83. Steven Clayman and John Heritage (2008). 'Question Design and Press-State Relations.' The Journal of Studies in Contemporary Sociological Theory, 2:26-36 (in Japanese).
84. Derjung M. Tarn, Debora A. Paterniti, Richard L. Kravitz, John Heritage, Honghu Liu, Sue Kim and Neil S. Wenger (2008). How much time does it take to prescribe a new medication? Patient Education and Counseling 72: 311–319.
85. Derjung Tarn, John Heritage, Debora Paterniti, Ron Hays, Richard Kravitz and Neil Wenger (2008). 'Prescribing New Medications: A Taxonomy of Physician-Patient Communication.' Communication and Medicine. 5(2):195-208.
86. Kelly Haskard, Robin DiMatteo and John Heritage (2009). 'Affective and Instrumental Communication in Primary Care Interactions: Predicting the Satisfaction of Nursing Staff and Patients.' Health Communication 24:21-32.
87. John Heritage, (2009). 'Negotiating the Legitimacy of Medical Problems: A Multi-phase Concern for Patients and Physicians.' In Dale Brashers and Deana Goldsmith (eds), Communicating to Manage Health and Illness. New York, Routledge, pp.147-164.
88. Sarah Fox, John Heritage, Susan Stockdale, Steven Asch, Naihua Duan and Steven Reise. (2009). 'Cancer screening adherence: How much does physician-patient communication matter?' Patient Education and Counseling 75:178-184.
89. John Heritage (2009). '[Conversation Analysis as an Approach to the Medical Encounter](#)'. In John B. McKinlay and Lisa Marceau (eds), e-Source: Behavioral and Social Science Research Interactive Textbook. Office of Behavioral and Social Science Research. <http://www.esourceresearch.org/>
90. John Heritage (2010), 'Questioning in Medicine.' In Alice Freed and Susan Ehrlich (eds). "Why Do You Ask?": The Function of Questions in Institutional Discourse, New York: Oxford University Press, pp.42-68.

91. Debora Paterniti, Tonya Fancher, Camille Cipri, Stefan Timmermans, John Heritage and Richard Kravitz (2010). 'Getting to "No:": Strategies physicians use to deny patient requests.' Archives of Internal Medicine. 170:381-388.
92. John Heritage, Marc Elliott, Tanya Stivers, Andrea Richardson and Rita Mangione-Smith (2010). 'Reducing Inappropriate Antibiotics Prescribing: The Role of Online Commentary.' Patient Education and Counseling. 81:119-125.
93. Steven Clayman and John Heritage (2010). 'Question design as a comparative and historical window into president-press relations.' In Markku Haakana, Minna Laakso and Jan Lindstrom (ed.) Talk in Interaction: Comparative Dimensions. Helsinki, pp. 299-315.
94. John Heritage (2010). 'Conversation Analysis: Practices and Methods'. In David Silverman (ed.) Qualitative Research (3rd Edition). London: Sage, 208-230.
95. Steven Clayman, Marc Elliott, John Heritage and Megan Beckett (2010). 'A Watershed in White House Journalism: Explaining the Post-1968 Rise of Aggressive Presidential News.' Political Communication 27: 229-247.
96. Heritage, John (2011). "A Galilean Moment in Social Theory? Language, Culture and their Emergent Properties." Qualitative Sociology 34: 263-270.
97. Heritage, John (2011). Territories of Knowledge, Territories of Experience: Empathic Moments in Interaction. In Tanya Stivers, Lorenza Mondada and Jakob Steensig (ed.) The Morality of Knowledge in Conversation. Cambridge: Cambridge University Press, pp. 159-183.
98. John Heritage and Jeffrey Robinson (2011). 'Applying Conversation Analysis to the Primary-Care Visit: Reflections on a Study of Patients' Unmet Concerns.' In Charles Antaki (ed.), Applied Conversation Analysis: Changing Institutional Practices. Basingstoke: Palgrave Macmillan, pp.15-31.
99. John Heritage (2011). Un momento galileiano in teoria sociale? Il linguaggio, la cultura e le loro proprietà emergent. Quaderni di Teoria Sociale 11:177-191.
100. John Heritage (2011). 'The Interaction Order and Clinical Practice: Some Observations on Dysfunctions and Action Steps.' Patient Education and Counseling 84:338-343.
101. John Heritage and Steven Clayman (2012). 'Melvin Pollner: A View from the Suburbs.' American Sociologist 43:99-108.
102. Steven Clayman, Marc Elliott, John Heritage and Megan Beckett (2012). 'The Presidents' Questioners: Consequential Attributes of the White House Press Corps.' International Journal of Press/Politics 17:100-121.
103. Heritage, John (2012). "Epistemics in Action: Action Formation and Territories of Knowledge." Research on Language and Social Interaction 45:1-29.
104. John Heritage (2012). 'The Epistemic Engine: Sequence Organization and Territories of Knowledge.' Research on Language and Social Interaction 45:30-52.

105. John Heritage (2012). 'Beyond and behind the words: Some reactions to my commentators,' Research on Language and Social Interaction 45:76-81.
106. Steven Clayman and John Heritage (2012). 'Question Design and Social Contexts: The Case of U.S. Presidential News Conferences and Press-State Relations.' In Ruth Ayass and Christian Meyer (eds.) Sociality in Slow Motion. Frankfurt: Velbrueck, pp.503-524. [in German]
107. Douglas J. Opel, Jeffrey D. Robinson, John Heritage, Carolyn Korfiatis, James A. Taylor and Rita Mangione-Smith (2012). 'Characterizing providers' immunization communication practices during health supervision visits with vaccine-hesitant parents: A pilot study.' Vaccine 30: 1269-1275.
108. John Heritage and Anna Lindström (2012). 'Knowledge, Empathy and Emotion in a Medical Encounter.; in Anssi Peräkylä and Marja-Leena Sorjonen (eds.) Emotion and Affect in Interaction. Oxford: Oxford University Press: 256-273.
109. John Heritage and Anna Lindström (2012), 'Advice-giving: Terminable and Interminable.' In Holger Limberg and Miriam Locher (eds), Discourse of Advice. Amsterdam: Benjamins: 169-194.
110. Raymond, Geoffrey and John Heritage (2012) One Question After Another: Same-Turn-Repair In The Formation Of Yes/No Type Initiating Actions, in Makoto Hayashi, Geoffrey Raymond and Jack Sidnell (eds.) Conversational Repair and Human Understanding. Cambridge University Press: 213-272.
111. John Heritage and Geoffrey Raymond (2012). 'Navigating Epistemic Landscapes: Acquiescence, Agency and Resistance in Initial Elements of Responses to Polar Questions.' In J.P. de Ruiter (ed.), Questions: Formal, functional and interactional perspectives. Cambridge: Cambridge University Press: 179-192.
112. John Heritage and Tanya Stivers (2012). 'Conversation Analysis in Sociology.' In Jack Sidnell and Tanya Stivers (eds.) Handbook of Conversation Analysis. Boston: Wiley-Blackwell: 659-673.
113. Anita Pomerantz and John Heritage (2012). 'Preference.' In Jack Sidnell and Tanya Stivers (eds.) Handbook of Conversation Analysis. Boston: Wiley-Blackwell: 210-228.
114. John Heritage (2012) 'Epistemics in Conversation' In Jack Sidnell and Tanya Stivers (eds.) Handbook of Conversation Analysis. Boston: Wiley-Blackwell: 370-394.
115. John Heritage (2012). 'Universal Dilemmas and Collateralized Practices.' Current Anthropology 52:322-3.
116. Ruey-Juan Wu and John Heritage (frth). 'Particles and Epistemics: Convergences and Divergences between English and Mandarin.' In Gene Lerner, Geoffrey Raymond and John Heritage (eds). Enabling Human Conduct: Naturalistic Studies of Talk-in-Interaction in Honor of Emanuel A. Schegloff. Amsterdam: Benjamins
117. Margaret Heritage and John Heritage (frth). 'Teacher questioning: The epicenter of instruction and assessment,' Applied Measurement in Education.

118. John Heritage (frth). 'Foreword.' In Wayne Beach (ed.) Handbook of Patient-Provider Interactions. New York: Hampton Press.

Grants Received

1. Social Science Research Council (Great Britain) - £670. Co-recipient (with D.R.Watson) of a travel grant of the SSRC-DFG Interchange Scheme to report on contemporary developments in sociolinguistics in West Germany, 1978.
2. Social Science Research council (Great Britain) - £4,300. Co-recipient (with J.M.Atkinson) of a Conference Grant to organise a conference on Practical Reasoning and Discourse Processes at St. Hugh's College, Oxford, 1979.
3. Economic and Social Research Council (Great Britain) - £34,540. A grant for research on 'The Televised Behaviour of Public Figures', 1983-5.
4. Ambulatory Pediatrics Association - \$10,000. A grant for research into doctor-doctor interactions in a quality assurance peer review program. 1992. [Co-Principal Investigator with Dr. L. Kleinman]
5. NIH/NCI - \$1,266,000. 'Variation in Physician and Patient Use of Mammography', 1993. [Co-investigator with Professor S.Fox]
6. NIH/NCI - \$3,326,572 'Community Trial to Increase Cancer Screening Adherence', [Co-investigator with Professor S.Fox and others]
7. Agency for Health Care Policy and Research - \$93,851 'Online Commentary Use and Antimicrobial Prescribing', [Co-investigator with Professor Rita Mangione-Smith]
8. National Science Foundation - \$180,000. 'The Evolution of Questioning in Presidential Press Conferences'. [Co-PI with Steven Clayman]
9. Agency for Healthcare Research and Quality - \$676,107. 'Communication and satisfaction with primary care teams'. [Principal Investigator]
10. Agency for Healthcare Research and Quality - \$300,000. 'Addressing Patients' Multiple Concerns in the Primary Care Visit.' [Principal Investigator]
11. NIH/National Inst of Child Health and Human Development – Subcontract. 'Improving Communication during Pediatric Visits for Acute Respiratory Illness.' [Subcontract PI]
12. NSF - \$200,000. 'Strengthening Qualitative Research Through Methodological Innovation and Integration: An Integration of Conversation Analysis and Ethnography.' [co-PI with Stefan Timmermans]

Work for Television

1. Consultant to (and participant in) Granada Television's World in Action for a programme on political oratory, transmitted 24/9/1984.
2. Consultant to BBC television for the making of two programs in a five part series: The Interview Game, transmitted 1985.

Invited Lectures and Conference Presentations 2007-12 (Selected Sample)

- 2012 'Introduction to Conversation Analysis'. School of Foreign Languages, Shanxi University, China, July 2012 (one week Masterclass with Paul Drew).
- 2012 'Epistemics in Conversation.' Symposium on Knowledge and Discourse, Pompeu Fabra University, Barcelona, Spain, April 2012.
- 2012 Advanced Workshop in Conversation Analysis, University of Osaka, Osaka Japan, March 2012. (one week Masterclass with Paul Drew).
- 2012 'Aspects of Action Formation in Offers and Requests,' Advanced Workshop in Conversation Analysis, University of Osaka, Osaka Japan, March 2012.
- 2011 'Talk Matters!' Grand Rounds, University of Southern Illinois Medical School, September 2011.
- 2011 'Harold Garfinkel.' American Sociological Association Annual Meetings, Las Vegas, Nevada, August 2011.
- 2011 'Talk Matters!' Third International Conference on Conversation Analysis and Clinical Encounters, University of York, England, July 2011.
- 2011 'Action formation: Crossover Cases.' Max Planck Institute for Psycholinguistics, Nijmegen, Netherlands, March 2011.
- 2011 'A Legitimation Crisis in Medicine: One Conversation at a Time.' Center for Language Interaction and Culture Symposium on Legitimation Crises, UCLA, February 2011.
- 2011 'Epistemics in Action.' International Pragmatics Association Biennial Conference, Manchester, England, July 2011.
- 2010 'Territories of Knowledge: Territories of Experience: Empathic Moments in Interaction.' Third International Conference on conversation Analysis, Mannheim, Germany, July 2010.
- 2010 'Applied Conversation Analysis: Reflections on the Unmet Concerns Study.' Third International Conference on Conversation Analysis, Mannheim, Germany, July 2010.
- 2010 'The Problem Presentation Slot in Primary Care as an Interactional Achievement'. Workshop on Formulation and Epistemic Authority, Department of Language and Cultural Sciences, University of Modena, Italy, September 2010.

- 2010 'Reducing Inappropriate Antibiotics Prescribing: Communication Factors.' School of Medicine, University of Modena, Italy, September 2010.
- 2010 'Conversation Analysis as an Approach to the Medical Encounter: Practices, Actions and Outcomes.' Plenary Address to the Biennial Conference of the European Association for Communication in Healthcare. Verona Italy. September 2010.
- 2010 'Contextual Aspects of Prescribing Decisions.' Biennial Conference of the European Association for Communication in Healthcare. Verona Italy. September 2010.
- 2010 'Territories of Knowledge: Territories of Experience: Empathic Moments in Interaction.' Annual Meetings of the American Sociological Association, San Francisco, August 2010.
- 2010 'Authority, Expectations and Accountability in Medicine: The Case of Online Commentary.' Annual Meetings of the American Sociological Association, San Francisco, August 2010.
- 2010 'Quantification in Conversation Analysis'. Seminar on Interaction and Psychophysiology in the Regulation of Emotions. Helsinki, Finland, May 2010.
- 2010 'Epistemics in Action.' Plenary Address. Second International conference on Language and Interaction. Universidade do Vale do Rio dos Sinos, in São Leopoldo, Brazil. March 2010
- 2009 Advanced Workshop in Conversation Analysis, Maiji Gakuin University Tokyo Japan, March 2009. (one week Masterclass with Paul Drew).
- 2008 'Question Design in Healthcare Settings.' Workshop on 'Conversation Analysis and Medical Interaction,' School of Medicine, University of Toronto, March 2008.
- 2008 'Questions and/or Repair'. Symposium on Repair and Intersubjectivity in Talk and Interaction, University of Toronto, Canada, March 2008.
- 2008 'Constructing and Navigating Epistemic Landscapes: Progressivity, Agency and Resistance in Initial Elements of Responses to Yes/No Questions.' Annual Meeting of the National Communication Association, San Diego, November 2008.
- 2008 'Territories of Knowledge, Territories of Experience: (Not so) Empathic Moments in Interaction.' Discourse Analysis Research Group, University of Loughborough, England, June 2008.
- 2007 Reducing Inappropriate Antibiotics Prescribing: Communication Factors.' Department of Primary Care, University of Otago School of Medicine, Dunedin, New Zealand, September 2007.
- 2007 'Designing Questions in the Medical Interview.' Department of Primary Care, University of Otago School of Medicine, Wellington, New Zealand, September 2007.
- 2007 'Studies in Question Design.' Invited Lecture, Department of Linguistics, University of Auckland, New Zealand, September 2007.
- 2007 'Constructing and Navigating Epistemic Landscapes: Progressivity, Agency and Resistance in Initial Elements of Answer Design to Yes/No Questions.' Queensland University of Technology. Brisbane, Australia, September 2007.

- 2007 'Navigating Epistemic Landscapes: Responses to Polar (Yes/No) Questions.' Plenary Address to Japanese Society for Social Theory, Tokyo, Japan, September 2007.
- 2007 'Territories of Knowledge, Territories of Experience: (Not so) Empathic Moments in Interaction.' Plenary Address to the Symposium about Language and Society (SALSA), University of Texas-Austin, April 2007.
- 2007 'Particles and Epistemics: Convergences and Divergencies between English and Mandarin.' International Pragmatics Association Biennial Meetings, Gothenburg, Sweden, July 2007. (with Regina Wu)
- 2007 'Constructing and Navigating Epistemic Landscapes: Progressivity, Agency and Resistance in Initial Elements of Responses to Yes/No Questions.' International Pragmatics Association Biennial Meetings, Gothenburg, Sweden, July 2007.
- 2007 'Designing Questions in the Medical Interview.' Plenary Address to the International Meeting on CA and Clinical Encounters, Exeter University, UK, July 2007.
- 2007 'Growing Points in Conversation Analysis; Identities and Relationships in Action: Question Design.' Public Lecture sponsored by the ESRC Identities and Social Action Programme, The National Centre for Research Methods and The University of Manchester, July 2007.

Presentations have additionally been made at the following universities and research institutions:

United Kingdom:

Bath; Birmingham; Bristol; Cambridge; Durham; Essex; Lancaster; Leeds; Leicester; London (Goldsmiths College); Manchester; Newcastle; Oxford; Plymouth (Polytechnic); Reading; Warwick; York.

United States:

Arizona; Boston; UC Berkeley; UCLA; UC San Diego; UC Santa Barbara; Colorado-Boulder, Denver; Illinois-Urbana-Champaign; Indiana University; Purdue University; Rutgers; San Diego State; Stanford; SUNY Buffalo; Texas-Austin; Wisconsin-Madison.

World:

Amsterdam; Auckland; Barcelona; Berlin; Copenhagen; Dunedin; Helsinki; Konstanz; Kyoto, La Trobe; Linköping, Melbourne; Modena; Monash; Odense; Osaka; Paris; Queensland; Roskilde, Saitama, Tampere, Tokyo, Toronto; Wellington.

Corporate:

IBM Research Center, Brussels; Xerox PARC, Palo Alto.

Professional Activities

Founding Co-organiser of the British Sociological Association Sociology of Language Study Group, 1978-84.

Editorial Boards:

Sociology (Journal of the British Sociological Association), 1976-82.
Pragmatics and Beyond, (Monograph Series of the International Pragmatics Association), 1988-
Language and Communication (Journal) 1990-93.
American Sociological Review (Journal of the American Sociological Association), 1993-96.
Research on Language and Social Interaction (Journal) 1992-
Discourse and Society (Journal), 1995-
Journal of Sociolinguistics (Journal), 1995-2006
Discourse Studies (Journal), 1997-
Social Psychology Quarterly (Journal) 2000-2003
Communication and Medicine (Journal) 2002-
Communication Theory (Journal) 2002-2004
Sociology of Health and Illness – Advisory Board 2003-

Occasional External referee for:

American Anthropologist
American Journal of Sociology
American Sociological Review
Biomed Central
British Journal of Social Psychology
British Journal of Sociology
Current Anthropology
Discourse and Society
Humor - The International Journal of Humor Research
Journal of Contemporary Ethnography
Journal of Language and Social Psychology
Journal of Pragmatics
Journal of Sociolinguistics
Language in Society
Law and Society Review
Research on Language and Social Interaction
Social Problems
Social Psychology Quarterly
Social Science and Medicine
Social Studies of Science
Sociological Review
Sociological Theory
Sociology
Sociology of Health and Illness
Text
Theory, Culture and Society

The Economic and Social Research Council (Great Britain)
National Science Foundation (United States)
Social Sciences and Humanities Research Council of Canada.
Economic and Social Research Council/Medical Research Council/Science and Engineering Research
Council "Cognitive Science/HCI Initiative" (Great Britain).