

The Network for Peace through Dialogue
in cooperation with **Marymount Manhattan College**

Presents

Dialogue In/As Action

Qualitative and Quantitative Measures of Conversational Effectiveness

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People in dialogue follow implicit linguistic rules of conversational structure embedded in cultural and institutional norms. However, what is implicit can benefit from explicit exploration. Our work considers conversational patterns between teachers and students, dyads with power differentials but shared goals. Our measures are both qualitative and quantitative as we look for alignment of perceptions of effective communication as well as discourse markers that add to successful communication. It has been found that both conversational partners benefit from uncovering and reflecting on their own patterns of directness and indirectness, pacing and pausing, and turn-taking.