



## **WEBINAR**

### ***Business english***

**“I will take responsibility and I am so so sorry”:  
Problem-solving talk in the Clinton Email Corpus”**

***Prof. Rachele De Felice***

*Department of English, UCL -Uppsala University*

***Gregory Garretson,***

*Department of English, Uppsala University*

***Annalisa Zanola***

*University of Brescia*

***April 19<sup>th</sup>, 2021 h. 10.00 CEST (UTC +2)***

***[Live presentation on Teams >>](#)***

Problem-solving talk in the workplace has been studied from both linguistic and organizational-management perspectives (e.g. Kim and Angouri 2019, Mangrum et al. 2001), albeit generally focusing on spoken contexts such as meetings, where it is typically identified manually. We, as corpus linguists, are interested in developing a semi-automated approach to detecting instances of this type of interaction in large corpora, which can then be used to expand current theories of PST.

The nature of the Clinton Email Corpus means that there is a range of problems to study, from scheduling mishaps to serious political crises and natural disasters. In this talk, we answer the following questions: 1) Can we automatically identify instances of ‘problems’ in such a corpus? 2) What does analysis of these ‘problems’ contribute to our understanding of PST?

In this talk, we will present our model of problem-solving talk, describe the method we have developed for detecting instances of PST, and go through a qualitative analysis of a few case studies from the corpus.