

Different kinds of participants in interaction: humans, robots and pets  
Interaction seminar 9 February 2022

### Complaints in Sweden-Swedish and Finland-Swedish service interactions

*Klara Skogmyr Marian, Jenny Nilsson, Catrin Norrby*

This study investigates complaints and expressions of negative stance in Sweden-Swedish and Finland-Swedish service interactions. Complaints can be either 'direct' (directed at the recipient of the complaint) or 'indirect' (about a third party or state-of-affairs), although sometimes this dichotomy is not so straight-forward (cf. Edwards, 2005). Complaining may be used for different interactional purposes, such as to obtain a service (Kevoe-Feldman, 2018) or to seek moral support from coparticipants (e.g. Drew, 1998). Using conversation analysis, we draw on a corpus of approximately 1100 interactions at service institutions such as ticket offices and libraries to analyze what kind of complaints customers produce, how and for what interactional purposes they do so, and how service staff responds to complaints. Although most interactions are short, unproblematic, and involve limited talk that is unrelated to the service task, both direct and indirect complaints occasionally occur. We present preliminary analyses of these complaints, focusing specifically on cases of indirect complaints, and invite observations from the audience on a few empirical examples.

### The emergence of trouble in turn-taking in human-robot interactions: The case of projection and anticipation of turn completion

*Ali Reza Majlesi*

This study deals with the emergence of troubles in turn-taking in conversation with a social humanoid robot called Furhat. More specifically, we focus on the consequence of such troubles for the organization of interaction and the challenges it imposes on human participants to configure their participation and calibrate their responses according to the robot's turn-designs. The analysis in this study documents different practices that human participants adopt particularly in response to their unmet expectations when the robot's turn continuation and/or completion are projectable and anticipated.

### Interaction in human-human-animal encounters

*Jenny Nilsson, Stefan Norrthon*

We are compiling a video corpus of everyday interactions where at least two humans and one domesticated animal (dog or horse) are present. We use multimodal interactional analyses (Mondada 2018) to understand how humans and animals together organize themselves in interaction (see e.g. Logue & Stivers 2012, Mondémé 2020, 2021). In this contribution, we focus on how human participants orient to each other as well as to animals present. We are particularly interested in how human participants use embodied resources when giving animals a voice in conversation.