**Abstract: *Conflict Talk at Work***

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Maintaining good relationships with co-workers and customers is seen as important for business and for the smooth running of organisational processes in the workplace. At the same time, such activities as problem-solving and negotiating, in which differing views may be expressed or opposing goals pursued, are key to many types of workplace communication. In such situations, disagreement, or even conflict, may arise. Furthermore, workplace interactions are frequently marked by relationships of asymmetry and power, which can also result in conflict if such power relations are resisted or challenged. Given these features of workplace discourse, exploring how conflicts unfold and are handled in workplace interactions provides a rich vein of enquiry, complementing the extensive research on how co-operation is achieved.

Conflict and disagreement have often been conflated, but recent research has shown that it is important to distinguish between these two notions. While conflict can be seen as negatively marked, involving linguistic behaviour that breaches the norm, disagreement, involving ‘opposing views’, and is not inherently negative and may even be the norm in certain types of workplace interaction, such as problem-solving and negotiating .

After defining the features of conflictual talk in relation to interactional features such as disagreement and impoliteness, I will illustrate these features with a variety of examples from naturally-occurring workplace interactions. The talk will conclude with a discussion of the distinctive features of conflict and disagreement at work as compared to conflict in private settings.