The phraseology of intertextuality in English for professional communication

Martin Warren
Research Centre for Professional Communication in English
English Department, The Hong Kong Polytechnic University

ABSTRACT

There is increasing interest in researching phraseology and intertextuality, but they are not usually studied together. This paper explores the implications of combining the two in the learning and teaching of English for professional communication. Using data compiled at the Hong Kong-based Research Centre for Professional Communication in English, in combination with the recently developed corpus linguistics methodology of 'congramming' (Cheng et al. 2006, Cheng et al. 2009), this study investigates how intertextuality can be signalled in a corpus of discourse flows. A discourse flow is a series of interconnected discourses and the flows in this study were collected from a professional over a period of one week. Concgramming is the process of fully automatically identifying concgrams in a text or corpus. Concgrams are co-occurrences of words (e.g. *hard* and *work*) irrespective of any constituent variation (*work hard*, *work* very *hard*, *work* so very *hard*, etc.) and positional variation (i.e. *work hard*, *hard work*, etc.) that might be present. Using concgrams extracted from the discourse flow corpus, examples of frequent phraseologies associated with the signalling of intertextuality are identified and their role in the realisation of intertextuality discussed.

Keywords: *concgram, constituent variation, discourse flow, intertextuality, phraseology, positional variation*

INTRODUCTION

Descriptions of the nature of professional discourse are hard to come by because it is difficult for the researcher to access professional discourses due to the thorny issues of confidentiality and/or the reluctance of professionals and their organisations to permit researchers to collect and analyse their discourses. These difficulties are well documented by others interested in investigating business and professional discourses (see, for example, Candlin 2002, Louhiala-Salminen 2002, McCarthy and Handford 2004, Sarangi 2002,). This study examines the discourses a professional engages with over a working week. It is particularly interested in how a specific discourse flow relies on intertextuality to situate each discourse relative to other discourses in the flow and whether there is a phraseology associated with signalling this form of intertextuality.

A discourse (or text) does not exist in isolation. Each one is usually based partly on prior discourses, partly on the current communicative goals of the speaker or writer, and partly in anticipating or predicting future discourses. This study is interested in the interconnectedness of discourse events and how they are explicitly managed in discourse flows. The very existence of discourse flows is evidence of the "intertextuality" (e.g. de Beaugrande 1980) of discourses, which is the process by which parts of a specific discourse(s) become part of other discourses. By means of intertextuality, the information in a specific discourse is "condensed, reformulated and reshaped to fit the purposes of the author" (Ventola 1999: 109). This is not the first study to look at discourse flows. For example, a study by Gimenez (2006) looks at what he terms "embedded" business e-mails which is the term he uses to describe a discourse flow. Others have studied such flows and termed them "mosiac messages" (Markus 1994) and "e-mail dialogues" (Eklundh and MacDonald 1994). However, other studies on interconnectedness and intertextuality have not examined how these phenomena are signalled, which is the focus of this study.

When the data for the project were collected it was recognised that the researchers' needs, expectations and interpretations with regard to the data collected may sometimes differ from those of the professionals who provided the data. Sarangi (2002: 99) emphasises the importance of understanding "professional practice and knowledge representations from the insiders' perspective". In order to follow Sarangi's advice on how to better analyse and interpret the discourses collected, additional information was collected including information that would assist in determining whether or not the discourses collected were interconnected. The data examined in this paper were collected over a five-day period from an Information Technology (IT) Manager based at a multinational bank in Hong Kong. The data collected consist mainly of e-mail correspondence written in English between the IT manager and his colleagues, both internal and external to the multinational bank. The data were analysed and collated into discourse flows consisting of interconnected e-mails which were sometimes also interconnected with other types of discourse such as meetings, telephone calls, informal discussions and reports. At the end of the data collection period, there was a review of the data collected to determine whether or not it was necessary to go back to the subject for more information in order to better understand and analyse the data. After the data

were analysed, the researcher again met with the subject to discuss the findings and conclusions.

The input of the IT professional was particularly important in helping the researchers to correctly identify discourses belonging to the same discourse flow. A simple illustration of a discourse flow is shown in Figure 1 below.

prior discourses   ⟷   **current discours**e   ⟷   predicted discourses

Figure 1. Discourse flow.

In Figure 1, the current discourse is depicted in the centre of a discourse flow. This discourse makes reference to prior discourses (for example, a telephone discussion, project report, meeting or prior e-mail) and it may also refer to discourses which are prospected or predicted to occur by the speaker/writer of the current discourse. Just as the current discourse at the centre of this discourse flow is in part comprised of prior and predicted discourses, so each of the prior and each of the predicted discourses are also comprised of prior and predicted texts. In this way, all discourses are intertextual in that they are comprised partly of previous discourses and also typically prospect or predict future discourses. Importantly, the ability of a speaker or writer to master intertextuality, and to appropriately signal it, helps to facilitate communication in professional contexts and hence is an important component of professional communicative competence.

In the data collected, thirty-two separate discourse flows were identified across a five-day period. In this particular professional context, e-mail communication is the main means of communication and so contributes significantly to intertextuality. The discourse flows total approximately 30,000 words of data and they were also compiled as a small corpus to assist in examining the language used to signal intertextuality.

INTERTEXTUALITY

Candlin and Maley (1997: 203) describe one important way in which "discourses are internally viable" which is that they manifest "a plurality of sources" and are "thus

intertextual" in nature. In other words, a discourse is less coherent, or may even be incoherent, if it is not appropriately situated within its discourse flow relative to both prior and predicted discourses. Situating a discourse within its discourse flow requires the partial incorporation, or references to, prior discourses and, typically, the prospection or prediction of future discourses.

There are a number of forms intertextuality can take, according to Bhatia (2004: 126-127). For example, "texts providing a context" (ibid: 126) such as the response to a prior request or "texts within and around the text" (ibid: 127) as in the sequencing of sections or chapters in a text. Also, "texts explicitly referred to in the text" (ibid: 127) such as the explicit use of citations and "texts implicitly referred to in the text" such as the adaptation of a well-known quotes in a text which then relies on the shared knowledge between the participants to be correctly understood. The last of the forms described by Bhatia are "texts embedded within the text" and "texts mixed with the text" (ibid: 127). An example of the former is when a different genre is used within a text, for example a section of a legal document in a business e-mail, and an example of the latter is the use of direct quotes in the text. All of the forms of intertextuality described by Bhatia need to be handled appropriately by speakers and writers, and they all require that the speaker or writer signals to the hearer or reader that intertextuality is taking place. Failure to signal intertextuality may result in the discourse being less intelligible to the hearer or reader.

Examples of intertextuality manifested in e-mails collected in this study are given below (Example 1). In the e-mails, intertextuality related to prior texts is <u>underlined</u> while intertextuality related to predicted texts is shown in *italics*. The e-mails have been anonymised and all participant names are denoted with a capital letter followed for four Xs (for example, AXXXX) and all confidential information and company names are denoted with three Xs.

Example 1. A sequence of e-mails illustrating intertextuality
(<u>Prior texts underlined</u>, *predicted texts in italics*)

E-mail 1

From: DXXXX
Sent: Friday, June 13, 2008 1:35 PM
To: AXXXX; KXXXX
Cc: TXXXX; NXXXX; RXXXX; SXXXX
Subject: RE: Changes required for indirect Facilities & cases with guarantors rating >=
5 6. without approval to use it - RE: Test Cases
Importance: High

1. Hi AXXXX & KXXXX
2. <u>Previously, AXXXX told us that we should use Event supertype = '0' instead of</u>
3. <u>'2'</u> *to obtain the approved limit* for <u>indirect facility</u>. We <u>amended the iDecision</u>
4. <u>Calculator</u> and <u>managed to test the case</u> with <u>approved indirect facility</u>
5. successfully. However, when we try to <u>re-test the similar case again recently, it</u>
6. failed and we realized that the <u>Event supertype = '0'</u> is not found for <u>the approved</u>
7. <u>indirect facility</u> (but only found '2' & '1').

8. *Please advise* ASAP which <u>Event supertype (XXX)</u> we should use? <u>AXXXX</u>
9. <u>said we should only look at column "XXX XX DOM object"</u>. *I will log this as a*
10. XXX *problem.*

11. Also, <u>the Facility country of risk attribute (XXX) was in previous XXX XML</u>,
12. but is now missing. *Has* <u>XXX version</u> *changed recently which affected these?*

13. Thanks.
14. DXXXX

E-mail 2

From: AXXXX
Sent: Friday, 13 June 2008 2:04 PM
To: LXXXX; BXXXX
Cc: VXXXX; PXXXX; JXXXX
Subject: FW: Changes required for Indirect Facilities & cases with guarantors rating
>= 5 without approval to use it - RE: Test Cases
Importance: High

1. LXXXX/BXXXX,
2. <u>This</u> is another error of <u>the FRR interface</u> that <u>field value</u> is not matched with
3. <u>Interface specification</u>.
4. *Please fix* or *clarify* <u>this</u> ASAP.

5. PXXXX,
6. *Please log* <u>an XXX</u> on <u>XXX</u>.

7. Regards
8. AXXXX

E-mail 3

From:BXXXX
Sent: Friday, June 13, 2008 *2:55* PM
To:AXXXX
Cc: VXXXX; PXXXX; JXXXX; KXXXX
Subject: RE: Changes required for Indirect Facilities & cases with guarantors rating >= 5 6. without approval to use it - RE: Test Cases

1. Hi AXXXX,
2. *Could l understand* at which stage of the Credit application lifecycle this seems to
3. be an issue?

4. At the point of approval the lifecycle event is $XXX = 2$. However, *remember*
5. *that the RMs would like to see* the previously approved $(XXX = 0)$, the
6. proposed line $(XXX = l)$ and the approved line $(XXX = 2)$.

7. *You might want to note that* the approved timeline here under $XXX = 2$ *can be*
8. *amended* by CCU INPUT units if the workflow path of "Approved On Paper"
9. is taken. Hence the snapshot for the FRR calc at the approved timeline here *too*
10. *may also change* if CCU INPUT *has to make changes to* the limits as per the hard
11. copy approved XXX.

12. However, *once everything has been confirmed approved, the final XXX document*
13. *printed* and the credit facility *detaches from* the credit application, the facility only
14. has "existing" events (ie. $XXX = 0)$. That will also be synonymous with *your*
15. *approved line* for the facility.

16. *I need to find out from development* if anything has changed in the XXX object
17. preventing the Facility country of risk attribute (XXX) that was in previous
18. XXX XML, but is now missing. LXXXX, *can you help raise an XXX assist* for
19. this?

20. *Hope this clarifies.*

21. Thanks.
22. BXXXX.

E-mail 4

From: AXXXX
Sent: Friday, June 13, 2008 3:06 PM
To: DXXXX
Cc*: VXXXX; PXXXX; HXXXX; SXXXX; FXXXX; GXXXX

Subject: FW: Changes required for Indirect Facilities & cases with guarantors rating > 6. 5 without approval to use it - RE: Test Cases

1. DXXXX,
2. I think <u>the question from XXX</u> is that in which stage we would like to have <u>the</u>
3. <u>FRR</u> calculated.

4. *You can call me to discuss* and if necessary, *we can get GXXXX and HXXXX*
5. *involved.*

6. Regards
7. AXXXX

One notable aspect of intertextuality such as that depicted in the above sequence of consecutive e-mails, which are taken from a larger discourse flow, is that the writer usually begins the discourse by invoking a prior discourse and closes by predicting a future discourse. This structure can be seen in e-mails 1, 2 and 4 in which the writers begin and end in this manner. The exception is e-mail 3 which begins with a question, and questions, of course, typically predict a future discourse, but, even in e-mail 3, the opening question, while predicting a future discourse, contains a reference to a prior discourse. Writers, therefore, have a strong tendency to begin a new discourse by situating it relative to prior discourses. There is also a strong tendency to end a discourse with the prospection or prediction of a future discourse and this can be seen in all of the above e-mails which end with questions (e-mails 1 and 3), requests for action (e-mail 2) and offers of assistance (e-mail 4). The stereotypical opening and closing formulaics are 'thank you for your e-mail' and 'thank you in advance for your help' and neither of these are found here which is to be expected in a fast-moving discourse flow between colleagues where these four e-mails are written and read within a short timeframe of approximately ninety minutes.

Most importantly, all of the above e-mails clearly show that intertextuality is by no means confined to the opening and closing stages of e-mails. They demonstrate that intertextuality is to be found throughout and references to prior and predicted discourses account for most of the contents of these discourses. Intertextuality, therefore, is not a minor factor when describing the composition of a discourse, in these business e-mails it plays a major role. On balance, there are more references to prior discourses across the four e-mails, but a number are also predicted. Prior discourses are sometimes

paraphrased (see, for example, e-mail 3, lines 9-11) and sometimes they are quoted directly (see, for example, e-mail 1, line 2). However it is achieved, intertextuality needs to be signalled and below some of more frequent phraseologies used when doing this are examined.

Signalling intertextuality

It has been shown that intertextuality is prevalent in the e-mails examined in this study. Incorporating intertextuality into a discourse requires the speaker or writer to signal that it is taking place in order for the discourse to be intelligible to the hearer or reader. An earlier preliminary study (Warren, 2008) identified words and invariant clusters which are associated with the signalling of intertextuality. For example, *please*, *as*, and *based on* occur frequently in the data and were found to be associated with prior discourses, *as discussed*, *based on your advice*, or with predicted discourses, *please check*. This study, however, is interested in uncovering phraseologies associated with this function which may exhibit variation.

In order to find instances of phraseological variation, the discourse flow corpus was "concgrammed" (Cheng et al. 2006, Cheng et al. 2009, Greaves and Warren 2007, Warren, 2009) using ConcGram 1.0 (Greaves 2009). This software is specifically designed to fully automatically find word co-occurrences irrespective of variation and therefore reveals the full range of phraseologies in a text or corpus as opposed to software which is focused on finding n-grams (sometimes termed 'clusters' or 'bundles') which is unable to automatically find instances of phraseological variation. As a result, less predictable phraseologies were uncovered. The use of n-grams, such as *based on*, which contain predictable lexical words to signal intertextuality is perhaps not so surprising. However, ConcGram found other less predictable phrases associated with intertextuality which are less predictable and contain a core set of so-called 'grammatical' words. The importance of the co-selection of grammatical words framing more lexically-rich words, termed 'collocational frameworks" (Renouf and Sinclair 1991), has received very little attention. This lack of attention has not been helped by the use of stop lists (i.e. lists of words, typically frequent grammatical words, deliberately excluded from corpus searches) which pushes them further off many

researchers' radar. The phraseological tendency in language, or what Sinclair (1987) terms "the idiom principle", whereby words are co-selected by speakers and writers to create meaning, has yet to be fully described and all the forms and variation that these co-selections take need to be better understood.

Figures 2-6 below provide instances of some of the more frequent phraseologies found to signal intertextuality. For each phraseology, the total number of occurrences associated with intertextuality is given as a percentage of the total number of occurrences in the discourse flow corpus to underline the extent to which these phraseologies are associated with intertextuality. Phraseologies are defined broadly in this study as all recurrent co-selections of two or more words in the corpus and here the interest is in those phraseologies which serve explicitly to introduce, or otherwise signal the boundaries of, intertextuality in the e-mails. It should also be pointed out that the convention for representing concgrams which exhibit variation is to write the words comprising the concgram alphabetically separated by a forward slash.

predict

```
1       in the matter. As discussed, the soonest we can get back the XXX reports from XXX will be by
2         ASAP (by today/ tomorrow or Monday( so we can make the changes early next week and test before
3   work on this Saturday on data conversion and we can test the patch as well.
4    to clean up the XXX trigger tables and then we can resume the online interface testing  Back up the
5  You can change from FIXED to  Pending   that we can discuss the impact. Regards AXXXX
6        can you clarify with him as well on how we can identify the status of the RE in XXX as well as
7     by day end, tomorrow, if possible, so that we can communicate the changes to JXXXX asap. Tks
8  up the data as of Feb 2008. let's discuss how we can manage the data gap between Feb and cutover date.
```

prior

```
9       and trying to recreate. In some instances we can find the problem in others we can  t and we don't
10          which is name of OOA risk entity, and we can't find the record in XXX. But we can find the
```

Figure 2. Instances of "can/the/we", 15/17 (88%).

In Figure 2, 88% of the instances of the phraseology *we can + the* are used to introduce intertextuality in the form of both predicted and prior discourses. This phraseology frames a main verb which indicates the form of action to be taken in the case of predicted discourses (for example, 'make', 'test', 'discuss') or the action that has been taken in the case of prior discourses ('find'), and is then typically followed by a reference to the contents of the future discourse (for example, 'XXX reports', 'patch' and 'changes') or the prior discourse ('problem' and 'record'). The variation in this particular phraseology is confined to constituency variation.

Instances of similar phraseologies are illustrated in Figures 3 and 4.

predict

```
1     to the XXX customer correctly. I think we might  need users to manually look up the data either to (1
2    is a permission issue with the date file. We'll  need to re-run this before re-send.
3      want to confirm our understanding. 1. We just  need to determine if the customer is approved and this
4   with proposed amount (not approved yet),we will  need to identify this, to exclude it for XXX
5       by AXXXX,this is a expected change  We will  need to check with XXX whether there is any impact
6           XXX? Please take this as priority that we  need to change the XXX rules  Regards AXXXX
7      XXX data integrity? Regards. SXXXX SXXXX, We  need to discuss with XXX and will update you soon
8       a meeting at 2? See you at 2/F first. If we  need to get HXXXX  s team to be involved, we will go
9      required. Here are the summary. Moreover. we  need more feedback to see whether we need to make any
10        are run successfully on the server side  We  need more information to investigate
```

Figure 3. Instances of "need/to/we", 37/41 (90%).

The phraseology *we + need + to* occurs more frequently in the corpus than *we can + the* (41 versus 17) and almost all of the instances (90%) are associated with the onset of intertextuality and all of these are predicting a future discourse in the ongoing discourse flow. Again, variation is confined to constituency variation with the use of modal verbs between *we* and *need* in lines 1-5. This phraseology forms part of a larger verb group which includes a lexical verb that usually indicates the action to be taken in the predicted discourse (for example, 'identify', 'check', 'change' and 'discuss').

In figure 4, there are three phraseologies which are, again, associated with predicting discourses in the discourse flow.

predict

```
1      are treated as official once they are input  can you clarify with him as well on how ,
2    a batch cycle for XXX to move it to datamart;  can you advise how we can move forward on this asp
3        remove the manager ID and provide to you  can you please check in XXX if there  s any RM
4 But taking into account LXXXX  s remarks below,  can you confirm whether you are okay with our
5    CA statuses except for 'Completed' status  4)  Can you give examples? Regards, LXXXX Hi all, In
6    if this is in XXX Monday and if so. maybe you  can try and have a look. Thereafter if you need
7   we would like to have the XXX calculated. You  can call me to discuss and if necessary, we can get
8        XXX worksheet as well. Please see if you  can use it or if you have tracking it in another
9 up now after the hardening exercise by XXX. You  can continue the verification. Pls note that it will
10          Thanks Cheers VXXXX Hi VXXXX. Yes you  can start the conversion script  For conversion. the
```

predict

```
1     run into April (originally planned 31/3/2008)  would you advise if any way to test this out? Best
2       my responses below. Regards. JXXXX CXXXX.  Would you suggest the appropriate timeslot for running
3              Regards, CXXXX LXXXX.  Could you confirm that the XXX-XXX interface does not
4           Thanks. Cheers VXXXX Hi VXXXX,  Could you please check the following error for the
5    latest life cycle status of the risk entity?  Would you please elaborate more how the suggested
6   is listed the cases have already been expired  Would you please generate the report of list of
7    (((XXX) hangs on the last online call again.  Would you please help to check what happen? PXXXX
8        WXXXX and BXXXX. Please advise if you  could join us for the meeting? Please advise. Regards.
9 pproaches. if possible? Would appreciate if you  could get XXX to revert by day end, tomorrow, if
10        our discussion. would appreciate if you  could confirm with AXXXX what should be the expected
```

Figure 4. Instances of "can/you", 26/28 (92%) and "could or would/you", 29/29 (100%).

The phraseologies in Figure 4 are very strongly associated with the prediction of future discourses and, in the case of *could* or *would/you*, all of the instances in the discourse

flow corpus are associated with the onset of this form of intertextuality. Also, while these phraseologies do not exhibit constituency variation, they can have positional variation. Irrespective of the variation that is exhibited, they are all associated with requests for action and the nature of the action to be taken is provided by a wide variety of lexical verbs (for example, 'clarify', advise', 'check', 'suggest', 'confirm', 'continue', 'elaborate', 'generate', 'call' and 'join').

Figure 5 shows examples one of the more unlikely phraseologies, *to/you*, found to be associated with the onset of intertextuality in the data studied.

predict

```
1        changes have been updated in FE We'll send to you this afternoon when ready. Please kindly
2      have no data for the decoding. When you talk to AXXXX on what he meant by 11 input in risk
3       be applied in tomorrow lunch time. You need to provide the XXX command in tomorrow morning that
4           Credit Application is blank you may like to review the status if XXX confirm the handling
5              Business Condition reports. You may want to liaise with BXXXX if you need to refer to the
```
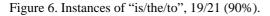
prior

```
6         DXXXX DXXXX, I have just send the email to you. XXX said that we need to kill an instance
7      you that XXX Purchase Order has been issued to you. P.O NUMBER XXX PO has been sent
8           you. P.O NUMBER XXX  PO has been sent to you via XXX to your WO1 inbox please let me
9 have tracking it in another worksheet eg similar to what you have for interface testing its fine I
10                  regards WXXXX Hi WXXXX. This is to notify you that XXX Purchase Order has been
```

Figure 5. Instances of "to/you", 41/43 (95%).

This phraseology occurs frequently (43 instances) and also has a strong association with intertextuality (95%). It has both constituency and positional variation and can signal both prior and predicted discourses. When it is used in its contiguous form, *to you*, it is in the context of the writer referring to a prior discourse which is accessible to the reader (lines 6-8) or, in the case of predicted texts, a discourse that will be accessible to the reader in the future (line 1). In the other instances, *you* again refers to the reader and the *to*-infinitive states the action taken ('notify') in a prior discourse or requested to be taken (for example, 'provide' and 'liaise') in a predicted discourse.

Figure 6 is another unlikely phraseology composed of grammatical words which has considerable variation, both constituency and positional, and is strongly associated (90%) with the initiation of intertextuality in the e-mails.

predict

```
1     if this approach is selected, the following is to be done:- Initially conversion do not run
2   Subject: any update on whether the XXX patch is ready to deploy in XXX? Regards,
3           the running job  The most we can do is to kick-off the loading job before we leave and
```

prior

```
4       our logic below is correct. Thanks  This is to confirm the changes to check the CA life cycle
5   Please confirm ASAP. Thanks. OK Hi all, This is to confirm the following domain change XXX
5         extraction will be if the risk entity is attached to any CA with life cycle  statue <>
7         Regards AXXXX KXXXX, The project team is targeting to do another XXX conversion this
8               Regards AXXXX Hi AY.XXX. This is the update to XXX domain as confirmed by HXXXX
9       installation? Regards JXXXX AXXXX, Here is the procedure to fix the problem. Login
10 error in XXX online risk cal. appears that it is related to the data exchange job. Please
```

Figure 6. Instances of "is/the/to", 19/21 (90%).

Despite the extent of the phraseological variation, the patterns of usage are evident whether they are associated with predicted or prior discourses. In all of the above instances, *the* is used in combination with either the identification of the predicted discourse (for example, 'following' and 'XXX patch') or prior discourse ('risk entity', 'update', 'procedure' and 'changes') or the individual(s) responsible for the discourse (line 7). While *is* and *to* are typically used in combination with the action required (for example, '*is to* be done' and '*is* ready *to* deploy') or the action taken (for example, 'This *is to* confirm the changes' and 'Here *is* the procedure *to* fix the problem').

CONCLUSIONS

This paper has shown, through the examination of e-mails collected in a professional context, that each e-mail is part of a discourse flow. This in turn means that an important component of each of these e-mails is its intertextuality which results from the speaker or writer situating each e-mail within the discourse flow. It is argued that the inability to situate a discourse within its discourse flow may result in the discourse being less intelligible to the hearer or reader. Intertextuality is a major component of the e-mails examined in this study and is the product of referencing both prior and future discourses.

Given the levels of complexity in both producing and interpreting the widespread intertextuality to be found in almost any discourse, an important aspect of professional communication is that the speaker or writer needs to be able to effectively signal the boundaries of intertextuality. This study has found that there are identifiable phraseologies, which are used almost exclusively for this function.

While there are a number of options available to speakers and writers to signal intertextuality, there are discernible patterns of phraseology associated with the signalling of both prior and predicted discourses and these patterns, in turn, contribute to the coherence achieved by intertextuality. The study of the phraseology of interconnected discourses rather than individual words has been shown to be a good way of uncovering how intertextuality is managed by writers and speakers.

What has been most significant with regard to the phraseologies associated with signaling intertextuality identified in this study is that they are predominantly comprised of grammatical words which frame or foreground a wider variety of lexically-rich words. Given the potential variety of lexically-rich words that can be framed or foregrounded by these phraseologies of grammatical words, it has been shown that it is often the co-selection of grammatical words which is the more easily identified source of signalling intertextuality, and the borders of intertextuality, in a discourse based on their frequency in the discourse flow corpus. This finding further underlines the importance of not excluding grammatical words when searching a corpus.

More research is needed, but from these initial findings it is increasingly better understood that professionals often need to signal intertextuality in their professional discourses and that there is an identifiable set of phraseologies associated with this important discourse function which could have implications for the learning and teaching of English for Specific purposes. It is important to have the ability to refer to, and accurately reference, prior and predicted discourses, as well as the ability to summarise prior discourses and succinctly revise specific aspects of them. Coupled with these skills is the need for a heightened awareness on the part of speakers and writers with regard to the importance of intertextuality and appropriately signalling its presence in the ongoing discourse flow.

Acknowledgements

REFERENCES

Bhatia, V. 2004. *Worlds of Written Discourse.* London: Continuum.

Candlin, C. (Ed.) 2002. *Research and Practice in Professional Discourse.* Hong Kong: City University of Hong Kong.

Candlin, C. and Maley, Y. 1997. Intertextuality and interdiscursivity in the discourse of alternative dispute resolution. In Gunnarsson, B-L, Linell, P. and Nordberg, B. et al (Eds.) *The Construction of Professional Discourse*. London: Longman, 201–222.

Cheng, W., Greaves, C. and Warren, M. 2006. From n-gram to skipgram to concgrarn. *International Journal of Corpus Linguistics* 11 (4), 411-433.

Cheng, W., Greaves, C., Sinclair, J. McH. and Warren, M. 2009. Uncovering the extent of the phraseological tendency: towards a systematic analysis of concgrams, *Applied Linguistics,* 30 (2), 236-252.

de Beaugrande, R. 1980. *Text, Discourse and Process.* London: Longman.

Eklundh, S. and MacDonald, C. 1994. The use of quoting to preserve context in electronic mail dialogues. *IEEE Transactions on Professional Communication* 37 (4), 97-202.

Gimenez, J. 2006. Embedded business e-mails: meeting new demands in international communication. *English for Specific Purposes* 25, 154-172.

Greaves, C. 2009. *ConcGram 1.0: a phraseological search engine.* Amsterdam: John Benjamins.

Greaves, C. and Warren, M. 2007. Concgramming: A computer-driven approach to learning the phraseology of English. *ReCALL Journal* 17 (3), 287-306.

Louhiala-Salminen, L. 2002. The fly's perspective: discourse in the daily routine of a business manager. *English for Specific Purposes,* 21, 211-231.

Markus, M. 1994. Electronic mail as the medium of managerial choice. *Organization Science* 5 (4), 502-527.

McCarthy, M. and Handford, M. 2004. "Invisible to us": a preliminary corpus-based study of spoken business English. In Connor, U. & T. Upton (Eds.), *Discourse in*

the Professions: Perspectives from Corpus Linguistics. Amsterdam/Philadelphia: John Benjamins, 167-202.

Renouf, A.J. and Sinclair, J.McH. 1991. Collocational Frameworks in English. In Aijmer, K. and B. Altenberg (eds.) *English Corpus Linguistics: Studies in Honour of Jan Svartvik*. London: Longman, 128-43.

Sarangi, S. 2002. Discourse practitioners as a community of interprofessional practice: some insights from health communication research. In Candlin, C. (Ed.), *Research and Practice in Professional Discourse*. Hong Kong: City University of Hong Kong, 95-113.

Sarangi, S., and Coulthard, M. (Eds.) 2000. *Discourse and Social Life*. London: Longman.

Sinclair, J.McH. 1987. Collocation: A Progress Report. In Steele, R. and T. Threadgold (Eds.) *Language Topics: Essays in Honour of Michael Halliday*. Amsterdam: John Benjamins, 319-331.

Ventola, E. 1999. Semiotic Spanning at Conferences: Cohesion and Coherence in and across Conference Papers and their Discussions. In Bublitz, W., U. Lenk and E. Ventola (Eds.) *Coherence in Spoken and Written Discourse*. Amsterdam: John Benjamins, 101-124.

Warren, M. 2008. The Role of Intertextuality in Discourse Coherence. International Conference: Discourse Coherence - Text and Theory. Centre de Linguistique Theoretique et Appliquee (CELTA), Paris-Sorbonne University, Paris, France, September 18-20, 2008.

Warren, M. 2009. Why Concgram? In Greaves, C. (Ed.) *ConcGram 1.0: a phraseological search engine*. Amsterdam: John Benjamins, 1-11.