

Speaker: Jo Angouri, Professor in Sociolinguistics, University of Warwick.

Time and Location: 15:00-16:00, Thursday 12 March 2026; in-person at WBS in Room 1.003

Register: Email cohcr@wbs.ac.uk to book your place

=Aw::: mate don't worry_ : managing relationships in pre-hospital emergency response.

Decision making in medical emergency contexts is always complex and often requires teams and professionals to align and reach agreement in a time-sensitive process, while negotiating competing priorities and resource constraints. In this talk, I draw on ongoing work on shared decision making involving professionals representing different organisations in the pre-hospital care system.

Special attention is paid to one central role, the Critical Care Practitioner, which occupies a pivotal position in this process. I reflect on our current thinking on the shared agency involved in this process and the work of professionals in managing relationships in this context. Although the role of relationships is highlighted across the literature on organisational decision making, we show here that it needs to be understood in relation to the activities in which professionals are engaged.

I close by discussing the recently introduced framework developed by our team, the P.A.T.H.S. framework, Participants, Artefacts, Transition Stages, Historicity, Setting (Angouri et al., 2024), and consider its affordances for capturing the dynamic and distributed nature of decision-making in emergency contexts and beyond.

Jo Angouri is Professor in Sociolinguistics at the University of Warwick; Visiting Distinguished Professor at Aalto University, School of Business, Finland; Fellow of the Vrije Universiteit Brussel and Erskine Fellow at the University of Canterbury, NZ. Jo is a National Teaching Fellow and the International Subject Chair for Linguistics, Language, Communication and Media on the Scopus board, the founding editor of the *Multilingual Matters' Language at Work* series and Editor-in-chief of *Discourse & Communication*. Her research sits at the interface of sociolinguistics, pragmatics and discourse analysis and her interests include complex decision making in workplace (corporate/ health) settings; multilingualism, language and politics as well as the future of research methodology.