



Applying Corpus Linguistics in (Radical) Workplaces: Language, Identities, and Discursive Practices of Transgender Workers in Outsourced Call Centers

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Applied Corpus Linguistics (ACL) is understood to include the use of corpus resources, approaches, and tools in order to deeply examine real-world settings, to explore patterning in public discourses in obtaining fresh understandings of how language is used and construed alongside new and existing behaviors and policies (Thompson & Friginal, 2020). For this presentation, I argue for the critical role of ACL as a methodological approach in contributing linguistics-based solutions to (and explications of) societal divergences during these challenging times. Specifically, I highlight my current research documenting and comparing the discourse of transgender women in the Philippines who are working as customer call center representatives, serving callers primarily from the United States. I examine frequency-based distributions and their macro and micro social and language policy implications from specialized corpora of English cross-cultural, professional/transactional interactions. My theoretical and analytical framework emphasizes the identification of discursive practices across socio-cultural structures and task dimensions of talk in this communicative domain, focusing especially upon speakers' understanding of role-relationships; discursal goals and objectives; cultural, racial, and gender-based identities; and power dynamics at work. This framework allows me to establish an overarching, corpus-based research question, followed by very specific sub-questions that are intended to analyze micro-linguistic features and how they influence behaviors and attitudes (Baker et al., 2008; Biber, 2006; Gentil, 2013). Transgender people are one of the most marginalized and neglected sectors in the Philippines in terms of human rights protection (United Nations Human Rights Council, 2010) but global call centers have become havens for gender-nonconforming professionals (Talusan, 2016).

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