

Acknowledgments	ix
Introduction	1
<i>Overview of the Book</i>	3
Goffman's Ideas	4
Summary of the Major Works	8
<i>A Note on Point of View</i>	9
1. Who Was Goffman?	11
<i>Writing Intellectual Biography</i>	11
<i>Canadian Origins</i>	13
<i>Chicago: The Intellectual Forge</i>	15
<i>Scotland: Doing Fieldwork</i>	22
<i>France: Writing Up Fieldwork</i>	23
<i>Return to Chicago: Dissertation</i>	23
<i>Washington, D. C.: Total Institutions</i>	25
<i>UC Berkeley: Academic Acceptance</i>	26
<i>Las Vegas: Frayed Edges of American Civilization</i>	27
<i>Harvard: Time Out</i>	28
<i>University of Pennsylvania: Refining the Chicago Model</i>	29

2.	Goffman's Ideas	33
	<i>Unraveling the Complexities of Face-to-Face Interaction</i>	34
	In the Presence of Others	34
	Embarrassment	35
	Involvement	39
	Deference and Demeanor	42
	Face and Self	44
	Role and Identity	54
	<i>Pleading the Cause of the Powerless</i>	59
	Asylums	60
	Stigma	64
	Gender Advertisements	64
	<i>Framing Reality</i>	66
	Strategic Interaction	66
	Frame Analysis	66
	Forms of Talk	69
	<i>Conclusion</i>	73
	"Felicity's Condition"	73
	"The Interaction Order"	74
3.	Goffman in Communication	76
	<i>Tracking Goffman Across Disciplinary Subfields</i>	80
	Language and Social Interaction	81
	Interpersonal Communication	85
	Health Communication	86
	Organizational Communication	87
	Intercultural/International Communication	88
	Media	89
	Public Relations	91
	Feminist/Critical Theory	92
	Rhetoric/Performance Studies	92
	<i>What Remains to Be Studied</i>	93
	Gossamer Reality	93
	Context	94
	Faulty Persons	95
	Interactions Between Strangers	95
	Interaction Order	96
	<i>Conclusion</i>	96
4.	Goffman's Method	98
	<i>Empirical Natural History</i>	99
	<i>Long-Term Ethnography</i>	101
	<i>Observations, Not Recordings</i>	103

<i>Behavior, Not Individuals</i>	107
<i>Microanalysis</i>	109
<i>Conclusion</i>	111
5. Observing the Interaction Order Through Goffman's Eyes	112
<i>Drawing Patterns</i>	112
<i>A Castle in Normandy</i>	113
<i>From Simple to Complex Situations</i>	114
<i>Extending Goffman</i>	117
<i>Conclusion</i>	125
Conclusion: Goffman as a Way of Life	127
<i>Goffman for Scholars</i>	127
<i>Goffman for Everyone</i>	129
Notes	133
References	141
Name Index	161
Subject Index	168