## ERY) NG F MAN



"One of the most trenchant contributions to social psychology in this generation."—American Journal of Sociology

## INTRODUCTION

When an individual enters the presence of others, they commonly seek to acquire information about him or to bring into play information about him already possessed. They will be interested in his general socio-economic status, his conception of self, his attitude toward them, his competence, his trustworthiness, etc. Although some of this information seems to be sought almost as an end in itself, there are usually quite practical reasons for acquiring it. Information about the individual helps to define the situation, enabling others to know in advance what he will expect of them and what they may expect of him. Informed in these ways, the others will know how best to act in order to call forth a desired response from him.

or know of, the individual by virtue of experience prior to one before them or, more important, to apply untested previous experience with individuals roughly similar to the duct and appearance which allow them to apply their with the individual, observers can glean clues from his conavailable for conveying this information. If unacquainted predicting his present and future behavior. sistence and generality of psychological traits as a means of dence he provides as to who and what he is. If they know, the individual says about himself or on documentary evito be found in a given social setting. They can rely on what perience that only individuals of a particular kind are likely stereotypes to him. They can also assume from past exaccessible and many carriers (or "sign-vehicles") become the interaction, they can rely on assumptions as to the per-For those present, many sources of information become

However, during the period in which the individual is in the immediate presence of the others, few events may occur which directly provide the others with the conclusive information they will need if they are to direct wisely their own

The novelist means us to see that Preedy is improperly concerned with the extensive impressions he feels his sheer bodily action is giving off to those around him. We can malign Preedy further by assuming that he has acted merely in order to give a particular impression, that this is a false impression, and that the others present receive either no impression at all, or, worse still, the impression that Preedy is affectedly trying to cause them to receive this particular impression. But the important point for us here is that the kind of impression Preedy thinks he is making is in fact the kind of impression that others correctly and incorrectly glean from someone in their midst.

a given definition of the situation and "effectively" fostered view and say that the individual has "effectively" so far as the others act as if the individual had conveyed a uation and come to conclusions that are warranted neither efforts to convey something, or may misunderstand the sitsciously disposed to create such an impression. The others, is likely to be evoked from those impressed by the expresparticular impression, we may take a functional or pragmatic by the individual's intent nor by the facts. In any case, in in their turn, may be suitably impressed by the individual's sion. Sometimes the traditions of an individual's role will response (other than vague acceptance or approval) that sciously express himself in a particular way, but chiefly calculating in his activity but be relatively unaware that the understanding that a given state of affairs obtains kind and yet he may be neither consciously nor unconlead him to give a well-designed impression of a particular this kind of expression and not because of any particular because the tradition of his group or social status require this is the case. Sometimes he will intentionally and conact in a thoroughly calculating manner, expressing himself which they come to have. Sometimes the individual will he is concerned to obtain. Sometimes the individual will be to others that is likely to evoke from them a specific response in a given way solely in order to give the kind of impression his actions will influence the definition of the situation I have said that when an individual appears before others projected

> others may divide what they witness into two parts; a part special comment here. Knowing that the individual is likely of only one stream of his communication, the witnesses of munication process, the individual presumably being aware aspects of his expressive behavior as a check upon the vamay then use what are considered to be the ungovernable chiefly derived from the expressions he gives off. The others will, being chiefly his verbal assertions, and a part in regard to present himself in a light that is favorable to him, the one crofter's wife, in serving native dishes to a visitor from this stream and one other. For example, in Shetland Isle this a fundamental asymmetry is demonstrated in the comlidity of what is conveyed by the governable aspects. In to which he seems to have little concern or control, being that is relatively easy for the individual to manipulate at expressed in chewing the food, using these signs as a check with which he passed food into his mouth, and the gusto the mainland of Britain, would listen with a polite smile to still another person (C). She would then covertly examine was in the presence of A but engaged in conversation with thought of another acquaintance (B), would wait until B order to discover what one acquaintance (A) "actually" on the stated feelings of the eater. The same woman, in visitor lifted his fork or spoon to his mouth, the eagerness time she would take note of the rapidity with which the his polite claims of liking what he was eating; at the same constraints and tactful deceptions, and freely express what with C. Not being in conversation with B, and not being directly observed by him, A would sometimes relax usual the facial expressions of A as he regarded B in conversation would observe the unobserved observer. he was "actually" feeling about B. This Shetlander, in short, There is one aspect of the others' response that bears

Now given the fact that others are likely to check up on the more controllable aspects of behavior by means of the less controllable, one can expect that sometimes the individual will try to exploit this very possibility, guiding the impression he makes through behavior felt to be reliably

of interaction or lie concealed within it. For example, the "true" or "real" attitudes, beliefs, and emotions of the individual can be ascertained only indirectly, through his avowals or through what appears to be involuntary exothers a product or service, they will often find that during the interaction there will be no time and place immediately available for eating the pudding that the proof can be found though or natural signs of something not directly available to the senses. In Ichheiser's terms, the individual will have be to act so that he intentionally or unintentionally expresses in some way by him.

Capacity to give impressions) appears to involve two radically different kinds of sign activity: the expression that he gives, and the expression that he gives off. The first involves verbal symbols or their substitutes which he uses admittedly and solely to convey the information that he and the munication in the traditional and narrow sense. This is communication was performed for reasons other than the information conveyed in this way. As we shall have to see, this distinction has an only initial validity. The individual does of both of these types of communication, the first involving deceit, the second feigning.

Taking communication in both its narrow and broad sense, one finds that when the individual is in the immediate presence of others, his activity will have a promissory character. The others are likely to find that they must accept the individual on faith, offering him a just return

<sup>1</sup> Gustav Ichheiser, "Misunderstandings in Human Relations," Supplement to *The American Journal of Sociology*, LV (September, 1949), pp. 6–7.

while he is present before them in exchange for something whose true value will not be established until after he has left their presence. (Of course, the others also live by inference in their dealings with the physical world, but it is only in the world of social interaction that the objects about which they make inferences will purposely facilitate and hinder this inferential process.) The security that they justifiably feel in making inferences about the individual will vary, of course, depending on such factors as the amount of information they already possess about him, but no amount of such past evidence can entirely obviate the necessity of acting on the basis of inferences. As William I. Thomas suggested:

It is also highly important for us to realize that we do not as a matter of fact lead our lives, make our decisions, and reach our goals in everyday life either statistically or scientifically. We live by inference. I am, let us say, your guest. You do not know, you cannot determine scientifically, that I will not steal your money or your spoons. But inferentially I will not, and inferentially you have me as a guest.<sup>2</sup>

Let us now turn from the others to the point of view of he the individual who presents himself before them. He may wish them to think highly of him, or to think that he thinks highly of them, or to perceive how in fact he feels toward to ensure sufficient harmony so that the interaction can be sustained, or to defraud, get rid of, confuse, mislead, antagonize, or insult them. Regardless of the particular objective which the individual has in mind and of his motive for having this objective, it will be in his interests to control the conduct of the others, especially their responsive treatment of him.<sup>3</sup> This control is achieved largely by influence

<sup>2</sup> Quoted in E. H. Volkart, editor, Social Behavior and Personality, Contributions of W. I. Thomas to Theory and Social Research (New York: Social Science Research Council, 1951), p. 5.

P. 5. 8 Here I owe much to an unpublished paper by Tom Burns of the University of Edinburgh. He presents the argument that in

to formulate, and he can influence this definition by expressing himself in such a way as to give them the kind of impression that will lead them to act voluntarily in accordance with his own plan. Thus, when an individual appears in the presence of others, there will usually be some reason for him to mobilize his activity so that it will convey an impression to others which it is in his interests to convey. Since a girl's dormitory mates will glean evidence of her popularity from the calls she receives on the phone, we can suspect that some girls will arrange for calls to be made, and Willard Waller's finding can be anticipated:

It has been reported by many observers that a girl who is called to the telephone in the dormitories will often allow herself to be called several times, in order to give all the other girls ample opportunity to hear her paged.

Of the two kinds of communication—expressions given and expressions given off—this report will be primarily concerned with the latter, with the more theatrical and contextual kind, the non-verbal, presumably unintentional kind, whether this communication be purposely engineered or not. As an example of what we must try to examine, I would like to cite at length a novelistic incident in which Preedy, a vacationing Englishman, makes his first appearance on the beach of his summer hotel in Spain:

But in any case he took care to avoid catching anyone's eye. First of all, he had to make it clear to those potential companions of his holiday that they were of no concern to him whatsoever. He stared through them, round

all interaction a basic underlying theme is the desire of each participant to guide and control the responses made by the others present. A similar argument has been advanced by Jay Haley in a recent unpublished paper, but in regard to a special kind of control, that having to do with defining the nature of the relationship of those involved in the interaction.

the relationship of those involved in the interaction.

• Willard Waller, "The Rating and Dating Complex," American Sociological Review, II, p. 730.

them, over them—eyes lost in space. The beach might have been empty. If by chance a ball was thrown his way, he looked surprised; then let a smile of amusement lighten his face (Kindly Preedy), looked round dazed to see that there were people on the beach, tossed it back with a smile to himself and not a smile at the people, and then resumed carelessly his nonchalant survey of space.

But it was time to institute a little parade, the parade of the Ideal Preedy. By devious handlings he gave any who wanted to look a chance to see the title of his book—a Spanish translation of Homer, classic thus, but not daring, cosmopolitan too—and then gathered together his beach-wrap and bag into a neat sand-resistant pile (Methodical and Sensible Preedy), rose slowly to stretch at ease his huge frame (Big-Cat Preedy), and tossed aside his sandals (Carefree Preedy, after all).

The marriage of Preedy and the seal There were alternative rituals. The first involved the stroll that turns into a run and a dive straight into the water, thereafter smoothing into a strong splashless crawl towards the horizon. But of course not really to the horizon. Quite suddenly he would turn on to his back and thrash great white splashes with his legs, somehow thus showing that he could have swum further had he wanted to, and then would stand up a quarter out of water for all to see who

The alternative course was simpler, it avoided the cold-water shock and it avoided the risk of appearing too high-spirited. The point was to appear to be so used to the sea, the Mediterranean, and this particular beach, that one might as well be in the sea as out of it. It involved a slow stroll down and into the edge of the water—not even noticing his toes were wet, land and water all the same to him!—with his eyes up at the sky gravely surveying portents, invisible to others, of the weather (Local Fisherman Preedy).

5 William Sansom, A Contest of Ladies (London: Hogarth, 1956), pp. 230-32.

one just before reaching the door. However, some visitors, expression he was manifesting and replace it with a sociable thus ensuring the projection of a constant image. blindly adopt a social face a long distance from the house, in appreciating that this examination was occurring, would times took pleasure in watching the visitor drop whatever unobserved as he approached the house, islanders somelight within it usually made it possible to observe the visitor of physical obstructions outside the cottage and lack of as he passed through the door into the cottage. Since lack ordinarily wear at least a hint of an expectant warm smile a neighbor dropped in to have a cup of tea, he would specific illustration may be cited from Shetland Isle. When then not as easily discover where he actually stands. A formant talking to others; observers of the observer will accepting look while listening to an informant, but may also social circle, the participant observer may not only wear an be careful to wear the same look when observing the ininforming.6 For example, in gaining admission to a tight

gestion that the arts of piercing an individual's effort at munication process. Here I would like only to add the sugmanaged to control. This again provides a check upon the behavior, thus re-establishing the asymmetry of the comtion some shading of conduct that the individual has not pects of his behavior, and seek in this very act of manipulaindividual is manipulating the presumably spontaneous asby controlling it. The others of course may sense that the guided aspect of the individual's conduct, he can gain much likely to be relatively unsuspicious of the presumably unrediscovery. It should be added that since the others are finite cycle of concealment, discovery, false revelation, and the stage for a kind of information game—a potentially inindividual's behavior, this time his presumably uncalculated states the symmetry of the communication process, and sets This kind of control upon the part of the individual rein-

calculated unintentionality seem better developed than our capacity to manipulate our own behavior, so that regardless of how many steps have occurred in the information game, the witness is likely to have the advantage over the actor, and the initial asymmetry of the communication process is

of the situation by virtue of their response to the individual seem to be, will themselves effectively project a definition of the situation when he appears before others, we must likely to be retained. another so that open contradiction will not occur. I do not several different participants are sufficiently attuned to one and by virtue of any lines of action they initiate to him. also see that the others, however passive their role may of the others present. This kind of harmony is an optimistic really feels and honestly agrees with the expressed feelings when each individual present candidly expresses what he mean that there will be the kind of consensus that arises Ordinarily the definitions of the situation projected by the of society. Rather, each participant is expected to suppress ideal and in any case not necessary for the smooth working obliged to give lip service. Further, there is usually a kind ments which assert values to which everyone present feels each participant concealing his own wants behind stateface of agreement, this veneer of consensus, is facilitated by situation which he feels the others will be able to find at his immediate heartfelt feelings, conveying a view of the of division of definitional labor. Each participant is alleast temporarily acceptable. The maintenance of this surmatters which are vital to him but not immediately imgether the participants contribute to a single over-all definiby which he accounts for his past activity. In exchange for portant to others, e.g., the rationalizations and justifications agreement as to what exists but rather a real agreement tion of the situation which involves not so much a real We have then a kind of interactional modus vicendi. Toimportant to others but not immediately important to him. this courtesy he remains silent or non-committal on matters lowed to establish the tentative official ruling regarding When we allow that the individual projects a definition

<sup>&</sup>lt;sup>6</sup> The widely read and rather sound writings of Stephen Potter are concerned in part with signs that can be engineered to give a shrewd observer the apparently incidental cues he needs to discover concealed virtues the gamesman does not in fact possess.

differences in content, however, the general form of these other hand, the specialist often maintains an image of disworking arrangements is the same. petence and integrity of the specialist. Regardless of such the client responds with a show of respect for the cominterested involvement in the problem of the client, while for the other is maintained. In service occupations, on the in a different type of setting. Thus, between two friends at consensus established in one interaction setting will be quite of the situation.7 I will refer to this level of agreement as a lunch, a reciprocal show of affection, respect, and concern different in content from the working consensus established "working consensus." It is to be understood that the working the desirability of avoiding an open conflict of definitions rarily honored. Real agreement will also exist concerning

opments be related without contradiction to, and even built up from, the initial positions taken by the several particwill of course occur, but it is essential that these later develadditions and modifications in this initial informational state things. As the interaction among the participants progresses. be and requires him to drop all pretenses of being other initial projection commits him to what he is proposing to starts to build up lines of responsive action. The individual's tion that the individual starts to define the situation and low participants, for it is on the basis of this initial informapreciate the crucial importance of the information that the definitional claims made by the others present, we can apindividual intially possesses or acquires concerning his fel-In noting the tendency for a participant to accept the

of translating a serious conflict of views into one that can be handled within a framework acceptable to all present. disagreeing participants must carefully continue to express to-ward one another. This debaters' or academic definition of the <sup>7</sup> An interaction can be purposely set up as a time and place for voicing differences in opinion, but in such cases participants must be careful to agree not to disagree on the proper tone of situation may also be invoked suddenly and judiciously as a way ments are to be phrased, and upon the mutual respect which voice, vocabulary, and degree of seriousness in which all argu-

> make a choice as to what line of treatment to demand fpants. It would seem that an individual can more easily an encounter than he can alter the line of treatment that is from and extend to the others present at the beginning of being pursued once the interaction is underway.

ALT A AVOLUTIONS

as an example: on the part of the server when he is of lower socio-economic relation, a capacity that will require subtle aggressiveness ment of those in service occupations will often hinge upon that first impressions are important. Thus, the work adjuststatus than his client. W. F. Whyte suggests the waitress a capacity to seize and hold the initiative in the service In everyday life, of course, there is a clear understanding

customer relationship is, "Does the waitress get the jump customers. She acts with some skill to control their beon the customer, or does the customer get the jump on bears up under pressure does not simply respond to her nature of this question. . . . the waitress?" The skilled waitress realizes the crucial havior. The first question to ask when we look at the The first point that stands out is that the waitress who

and there is never any question as to who is in charge.8 waiting for an answer, takes his menu away from him so says, "May I change the cover, please?" and, without leaning on the table studying the menu. She greets him, clear off the dirty dishes and change the cloth. He is now that a new customer has seated himself before she could dence and without hesitation. For example, she may find that he moves back from the table, and she goes about her work. The relationship is handled politely but firmly, The skilled waitress tackles the customer with confi-

is itself merely the initial interaction in an extended series When the interaction that is initiated by "first impressions" of interactions involving the same participants, we speak of "getting off on the right foot" and feel that it is crucial that

VII, Industry and Society, ed. W. F. Whyte (New York: McGraw-Hill, 1946), pp. 132-33. 8 W. F. Whyte, "When Workers and Customers Meet," Chap-

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following view: we do so. Thus, one learns that some teachers take the

they'll just look at you and laugh. If you start out easy-going, when you try to get tough, to start off tough, then you can ease up as you go along, new class in, I let them know who's boss . . . You've got you're through. So I start out tough. The first day I get a You can't ever let them get the upper hand on you or

culty will be prevented.10 the ward and made to see who is boss, much future diffithe new patient is sharply put in his place the first day on Similarly, attendants in mental institutions may feel that if

ease, nonplussed, out of countenance, embarrassed, expericredited may feel ashamed while the others present may moments the individual whose presentation has been discome untenable, and the participants find themselves nute social system of face-to-face interaction breaks down. encing the kind of anomy that is generated when the miwrongly defined and is now no longer defined. At such feel hostile, and all the participants may come to feel ill at lodged in an interaction for which the situation has been the responses of the participants had been predicated beembarrassed halt. Some of the assumptions upon which occur, the interaction itself may come to a confused and doubt upon this projection. When these disruptive events others, we can assume that events may occur within the definition of the situation when he enters the presence of interaction which contradict, discredit, or otherwise throw Given the fact that the individual effectively projects a

for the co-operative activity that follows-in stressing this situation projected by an individual tends to provide a plan In stressing the fact that the initial definition of the

Teacher interview quoted by Howard S. Becker, "Social Class Variations in the Teacher-Pupil Relationship," Journal of Educational Sociology, XXV, p. 459.
10 Harold Taxel, "Authority Structure in a Mental Hospital Ward" (unpublished Master's thesis, Department of Sociology,

University of Chicago, 1953).

ety is organized on the principle that any individual who projections that will chiefly concern us in this report. Socidistinctive moral character. It is this moral character of that any projected definition of the situation also has a action point of view-we must not overlook the crucial fact expect that others will value and treat him in an appropripossesses certain social characteristics has a moral right to projects a definition of the situation and thereby makes what he claims he is. In consequence, when an individual that an individual who implicitly or explicitly signifies that ate way. Connected with this principle is a second, namely not appear to be11 and hence forgoes the treatment that manner that persons of his kind have a right to expect. the others, obliging them to value and treat him in the an implicit or explicit claim to be a person of a particuhe has certain social characteristics ought in fact to be would be appropriate for such individuals. The others find, He also implicitly forgoes all claims to be things he does lar kind, he automatically exerts a moral demand upon then, that the individual has informed them as to what is and as to what they ought to see as the "is."

ently they would occur more frequently were not constant strategies and tactics to protect his own projections, we constantly employed to avoid these embarrassments and precautions taken. We find that preventive practices are tions by the frequency with which they occur, for apparprojected by another, we speak of "protective practices" or may refer to them as "defensive practices"; when a particsuccessfully avoided. When the individual employs these pensate for discrediting occurrences that have not been ipant employs them to save the definition of the situation that corrective practices are constantly employed to com-One cannot judge the importance of definitional disrup-

threat to individual freedom. See Jean-Paul Sartre, Being and Nothingness, trans. by Hazel E. Barnes (New York: Philosophical Library, 1956), p. 365 ff. can be has been stressed by Existentialists, who see it as a basic 11 This role of the witness in limiting what it is the individual

impression did not exert tact in their reception of it. were not employed, we are less ready perhaps to see that no fostered impression would survive if defensive practices few impressions could survive if those who received the It should be added that while we may be ready to see that prise the techniques employed to safeguard the impression "tact." Together, defensive and protective practices comfostered by an individual during his presence before others.

back home and inadvertently asking mother to "pass the away from home is rigorously he-man, tell stories of coming of times a client ridiculously misunderstood form instrucor decorum was humorously discredited. Public servants tell bizarre definition of the situation.18 Seamen, whose home tions, giving answers which implied an unanticipated and print occurred, and the paper's assumption of objectivity neither the house nor anyone in it was ready for him. the time a guest got his dates mixed and arrived when dreams of getting into impossible positions. Families tell of expectations. The individual may tell himself through be modest in their claims and reasonable in their projected sis for anxieties, and a sanction for inducing individuals to does not have a ready supply of these games, reveries, and admirably resolved. There seems to be no grouping which Journalists tell of times when an all-too-meaningful miscautionary tales, to be used as a source of humor, a catharwhich occurred, almost occurred, or occurred and were dered, or fictitious-are told and retold, detailing disruptions exposures occur. Anecdotes from the past-real, embroiengineered.12 Fantasies are created in which devastating ments which are to be taken unseriously are purposely cal jokes and social games are played in which embarrassplay a significant role in the social life of the group. Practinote that an intense interest in these disruptions comes to prevent disruption of projected definitions, we may also In addition to the fact that precautions are taken to

queen asked a republican ambassador about the health of fucking butter."14 Diplomats tell of the time a near-sighted his king. 15

craft and stage management are sometimes trivial but they report is concerned with some of the common techniques to control the impression they receive of the situation. This appears before others he will have many motives for trying ployment of these techniques. The specific content of any that persons employ to sustain such impressions and with are quite general; they seem to occur everywhere in social with the participant's dramaturgical problems of presenting social system, will not be at issue; I shall be concerned only it plays in the interdependent activities of an on-going activity presented by the individual participant, or the role some of the common contingencies associated with the emanalysis. the activity before others. The issues dealt with by stagelife, providing a clear-cut dimension for formal sociological To summarize, then, I assume that when an individual

definitions that are implied in what has gone before and roughly defined as the reciprocal influence of individuals interaction (that is, face-to-face interaction) may be required for what is to follow. For the purpose of this report, point of reference, we may refer to those who contribute a particular participant and his performance as a basic continuous presence; the term "an encounter" would do sion when a given set of individuals are in one another's all the interaction which occurs throughout any one occadiate physical presence. An interaction may be defined as upon one another's actions when in one another's immeof a given participant on a given occasion which serves to as well. A "performance" may be defined as all the activity influence in any way any of the other participants. Taking It will be convenient to end this introduction with some

14 Walter M. Beattle, Jr., "The Merchant Seaman" (unpublished M.A. Report, Department of Sociology, University

New York: Dutton, 1952), p. 46. of Chicago, 1950), p. 35.
15 Sir Frederick Ponsonby, Recollections of Three Reigns

<sup>12</sup> Goffman, op. ct., pp. 319-27.
18 Peter Blau, "Dynamics of Bureaucracy" (Ph.D. dissertation, Department of Sociology, Columbia University, forthcoming, University of Chicago Press), pp. 127-29.

the other performances as the audience, observers, or coparticipants. The pre-established pattern of action which is unfolded during a performance and which may be presented or played through on other occasions may be called be related to conventional structural ones. When an individual or performer plays the same part to the same audience on different occasions, a social relationship is likely to duties attached to a given status, we can say that a social role will involve one or more parts and that each of these series of occasions to the same kinds of audience or to an audience of the same persons.

a routine of interaction and any particular instance when this routine is played through, see John von Neumann and Oslar Morgenstern, The Theory of Cames and Economic Behaviour (2nd ed.; Princeton: Princeton University Press, 1947), p. 49.

#### Chapter I

### PERFORMANCES

# Belief in the Part One is Playing

When an individual plays a part he implicitly requests his observers to take seriously the impression that is fostered before them. They are asked to believe that the character they see actually possesses the attributes he appears to possess, that the task he performs will have the consequences that are implicitly claimed for it, and that, in general, matters are what they appear to be. In line with this, there is the popular view that the individual offers his performance and puts on his show "for the benefit of other performances by turning the question around and looking at the individual's own belief in the impression of reality that he attempts to engender in those among whom he finds himself.

At one extreme, one finds that the performer can be fully fiken in by his own act; he can be sincerely convinced that the impression of reality which he stages is the real reality. When his audience is also convinced in this way about the show he puts on—and this seems to be the typical case—then for the moment at least, only the sociologist or the socially disgruntled will have any doubts about the realness of what is presented.

At the other extreme, we find that the performer may not be taken in at all by his own routine. This possibility is understandable, since no one is in quite as good an observational position to see through the act as the person who puts it on. Coupled with this, the performer may be moved to guide the conviction of his audience only as a means to