



## RESEARCH PAPER

# Constructing a Persuasive Tourism Narrative: The Role of Specialized Language in Shaping Pakistan's Tourism Image

<sup>1</sup>Irram Waheed \* <sup>2</sup> Dr. Sarwet Rasul

1. PhD Scholar, Department of English, Fatima Jinnah Women University, Rawalpindi, Punjab, Pakistan
2. Dean, Faculty of Arts and Social Sciences, Faculty of Islamic and Oriental Learning Fatima Jinnah Women University, Rawalpindi, Punjab, Pakistan

**\*Corresponding Author** | irum.waheed09@gmail.com

## ABSTRACT

The objective of this study is to examine the specialized language employed in Pakistan's tourism promotional materials (TPM), with a focus on the denotative elements and how they help to create the Pakistan's image as a viable and alluring travel destination. It looks at how specialized language on tourism promotional material of Pakistan successfully conveys Pakistan's main attractions, useful information and unique characteristics. It investigates the ways in which linguistic components including function, euphoric adjectives and the absence of sender identification serve to influence and persuade prospective travelers. It is revealed that the denotative component of language is crucial in influencing how people view Pakistan's tourism by promoting clarity, dependability, and trust. The results show that specialized language use not only informs tourists but also strengthens the persuasiveness of advertising, which in turn strengthens Pakistan's image as a destination with a diversified and rich cultural heritage for the potential tourists.

**KEYWORDS** Specialized Language, Destination Image, Tourism Promotional Material, Denotative Aspect, Pakistan Destination Image, Persuasive Strategies

## Introduction

Tourism promotional material (TPM) plays a key role in building and marketing destination image which makes visitors think about how the country looks and ultimately influences them to come to visit the country. Language is pivotal, it informs and persuades the potential tourist to accept the tourist offer. In a competitive global tourism market, such language in promotional materials will be influential in defining what is communicated about a destination, and as an appealing choice for travelers. Pakistan owns lots of opportunities in the event of granting foreign tourist visas such as its unique geographic features, rich cultural and historical background, and the various picturesque places offering the panorama of historic and historical palaces of the country. Its promotional materials, however, are quite effective in conveying these qualities only if some effort has been made to select the right language.

Despite the commonly held viewpoints about Pakistan's tourism promotional materials, this paper concentrates on how factual and objective language is used in the denotative aspects of the destination's image. Though it is marked with a lack of clarity and lack of accuracy in describing the country's offerings, denotative language serves significantly in assisting tourists inquire about the practicalities of Pakistan's visiting like accommodations available, modes of transport, and the major attractions. The study examines different linguistic features such as the use of different functions, euphoric

adjectives, and lack of sender identification both in the formation of an image of Pakistan as a destination of choice and in the persuasion.

This paper demonstrates how specific language features found in the context of tourism website and other promotional content work to present reliable and comprehensive information and to build a positive and credible image of Pakistan based on the specialized denotative features of the language of TPM. The empirical contribution is made by this paper to the understanding of how language plays a role in tourism marketing as a persuasive tool and how effective communication strategies can bring a change to how travelers think about a travel destination.

### **Literature Review**

Tourism promotional materials (TPM) have a central role in the image building of a destination by strategic language to attract the potential tourists and present a captivating identity. However, these materials are not just about the tangible element of a destination, they shape perceptions, elicit emotions and decide whether a person travels to a destination or not. Systemic Functional Linguistics (Halliday, 1978) has offered a framework which talks about observing how language is used socially, as does Van Leeuwen's (2008) work about discourse and power that should be used by a destination to construct specific social realities, reinforcing what defined destination is. Such insights are extended to contemporary multimodal discourse by Kress and Van Leeuwen (2015) in view of the growing reliance on visual and verbal elements in current promotional media. Further contribution comes from Conceptual Metaphor Theory (Lakoff & Johnson, 1980) and Charteris-Black's (2015) work on the use of metaphor in marketing demonstrating the power of a metaphor to evoke strong emotional and cognitive responses by the tourists. Among these frameworks, Dann's (1996) seminal contribution still plays central role in this present study. As Dann explains, tourism discourse diminishes the "strangeness" of destinations by utilizing language that renders the destination familiar and reassuring to prospective visitors. Promotional materials tend to bridge cultural and psychological distances between tourists and strange places by focusing on a denotative language, the clear, factual representation of destinations, which he is also focusing on.

The use of denotative language is a persuasive tool as it consists of concrete, verifiable information, that helps potential tourists to imagine a destination more imaginatively and with confidence. Denotative statements, instead of arousing subjective emotional responses, give true shape to the image of a destination, they make it familiar and trustworthy. For example, there are descriptions like "Pakistan has the world's second highest peak, K2" or "Travel to the ancient archaeological site of Mohenjo-Daro, a UNESCO World Heritage Site." Such descriptions contain straightforward, fact-based sentences that provide prestige, adventure and cultural significance. In terms of denotation, this strategic deployment comprehends Dann's theory because it systematically removes cognitive barriers to travel to an alter place, and more specifically in the case of Pakistan, there are still people who may not consider it as remote or foreign. Promotional materials also give fact on Pakistan's tourism infrastructure such as its modern transportation networks or from its diverse accommodation options and do away with notions of inaccessibility, making the country a viable and welcoming travel destination.

The specialized denotative language draws emphasis on Pakistan's natural marvels including the majestic mountains, lush valleys and serene landscape in creating a certain inviting image of the country. Beyond that, it benefits Pakistan in achieving the competitiveness of the global tourism market by making visual imagination richer.

Amongst this, the right to cultural and historical heritage of Pakistan was further enhanced by references to Badshahi Mosque and city of Taxila, that stress on their social distinction by certain lexical details, for instance, the slogans such as 'A Journey to the Heart of Asia' or the metaphors that support Pakistan as 'Nature's Masterpiece'.

As the TPM pictures a destination image, these practices naturally also reflect global tourism marketing trends in which language has become an important tool. A study of tourism materials such as '100% Pure New Zealand' and 'Come Walkabout' in Australia demonstrates that in commodities to sell abroad, the interplay of factual description and imaginative metaphor is common everywhere to ease familiarity with aspiration. While adopting similar strategies, Pakistan does so with intention of catching up with discourses of global tourism while also tackling its own representational challenges. Overall, the use of denotative language in the tourism promotional material of Pakistan has essentially been not only informational but also had the persuasive role in reducing the perceived strangeness, introducing emotional closeness and a shift in positioning Pakistan in the global tourism imagination. Based on Dann's theoretical insights and as an attempt to draw inspiration from Dann's theoretical insights, this research highlights how language, and even the persuasive use of denotation, plays a crucial role in building a relatable, appealing and trustworthy image of Pakistan for international audiences.

## **Material and Methods**

This research has been carried out in pursuit of an analytically structured framework to investigate the linguistic attributes of tourism promotional materials with specific concern to the denotative properties inherent in the TPM in shaping and promoting the image of the destination Pakistan. The methodology conceived is to systematically explore and interpret the way denotative language features are used in the TPM of a chosen sample from the tourism websites. Research methods used are both qualitative and quantitative and the framework provided by Dann (1996) on how language works in connotation and denotation, to explain how language portrays destination image and persuades potential tourists.

## **Data Collection**

For this research, the sample is ten tourism websites that advertise Pakistan for tourist visiting. Selection was made in these websites in line with their relationship to the tourism of Pakistan and at least 140 characters of information have been put for analysis. A variety of tourism offerings related to natural landscapes, cultural sites and adventure tourism were chosen as websites to present a comprehensive analysis of the linguistic features used to promote Pakistan. The researcher reviewed each website to get the textual data of tourist attractions of Pakistan related to the landmarks, cultural heritage, and scenic destination.

The sample comprises of ten tourism websites which promote Pakistan as a tourist destination. Selections of these websites have been made based on the following criteria:

- a). Websites that portrays tourism of Pakistan.
- b) Minimum 140 text characters so there is enough content for analysis.

Qualitative method is used to analyze the specialized linguistic strategies used in the TPM. The researcher analyses the role of the linguistic strategies to portray the image of destination of Pakistan.

## Framework

This study is structured around several key categories concerned with literal, factual meaning of the TPM, in particular the denotative language. The categories under which the language has been tabulated are the clarity, function, and structure of the language used in the materials and their role in boosting a favorable image of Pakistan. As said by Dann (1996), the denotative aspect of language in tourism is important to reduce the 'strangeness' of a destination and presenting it in a more familiar, approachable terms. According to Dann, in the language of tourism the denotative aspects need to be used so that a destination can portray itself in such a clear and unambiguous way that it makes a place less foreign and more relatable to potential tourists. Based on Dann's view, the following categories are put forward for analysis; specialized linguistic categories play an important role in making tourist perception.

**Table 1**  
**Denotative Aspect Framework**

Denotative Category	Description	Analytical Focus
Simplified Vocabulary	The use of simple, non-technical and easy to understand language.	Look for instances of simplification of language to make the information accessible to the masses at large.
Clarity	The use of lexical items and sentence structure that is clear and easy to understand.	Look into the language used on the websites and see how ambiguity is reduced and the understanding increased.
Function	They serve with a purpose, such as the purpose for informing, inviting, or persuading.	Analyzes the different functions of each section of the promotional material (e.g., shining the light on attractions).
Structure	All the ways the content is organized and presented on the website.	Try to look at the same organizational structure (as for example the use of headings or bullet points) and its function for clarity.
Lack of Sender's Identification	Lacking mention or underplaying of the sender's identity for it to concentrate on the destination only.	Investigates how the sender's identity is played down, leaving the stage focused on the receiver.
Euphoria	Language that betrays positivity, full of positive emotion that elicits excitement.	Finds euphoric language that tries to boost the destination's positive impression (e.g., 'paradise', 'breathtaking views').

## Data Analysis Process

The process of data analysis is divided into two distinct layers, each layer in turn will progressively explore the linguistic elements of tourism promotional materials. The first layer is to find and group the denotative language used to give a clear, factual description of destination. The second layer looks at the relationship of these denotative elements to their persuasive force, and how the literal information is selectively used in terms of perceptions.

## Denotative Analysis

The promotional material will be analyzed, first, in terms of the denotative language. That is to say, the identification of factual, descriptive phrases to target the potential tourist's visit to attractions, by highlighting their natural, cultural or historical element.

In this layer, the researcher examines how the literal description constructs a clear and structured image of Pakistan for the reader. Phrases that glorify the image of the destination Pakistan by highlighting the key features of certain tourist destinations, for instance 'The Karakoram Highway is a world-renowned road linking Pakistan to China'.

### **Linking Denotation to Persuasion and Destination Image:**

In this section the denotative facts and the connotative language will be linked to highlight how the two fuse together to form perceptions of an ideal destination for the potential tourists in Pakistan. It is the denotative facts, as a beginning, that are persuasively enhanced with the connotative meaning and, together, they constitute the building of a good destination image.

### **Data Analysis**

In this section the results and findings based on the denotative analysis of the linguistic properties in Pakistan's Tourism promotional material (TPM) is presented. It shows how specialized vocabulary, clarity and functional aspects of language at the denotative language portray Pakistan's destination image and raises the persuasive impact of the destination in the TPM of Pakistan. Below is the detailed analysis of all the specialized linguistic features in the TPM

### **Simplified Vocabulary in the TPM of Pakistan**

Pakistan's TPM employs simplified vocabulary to maximize access to a global audience, targeting all the strata and non-native English and Urdu speakers. It has been analyzed that TPM employs specific action-oriented verbs for instance, explore, visit, discover and experience to strategically invite engagement and participation. The lexical items like natural beauty and cultural diversity depicts some of Pakistan's selling points in a couple of phrases, making the content readable as well as emotive. By doing so, it diminishes the communication barriers and renders Pakistan as a friendly, adventurous, and open doorway destination for the potential tourists. The researcher has examined that the promotional material has employed simple yet concise and firm lexical choices to project a very friendly, inclusive, accessible and easy to explore destination for the visitors around the globe.

### **Clarity in the TPM of Pakistan**

The construction of Pakistan's destination image is explained mainly by the one of the central strategies, that is, clarity. Explicit information such as Discover the Stunning Beauty of Northern Pakistan and Embark on a Thrilling Adventure in the Himalayan Peaks of Gilgit-Baltistan, besides giving clear and concise descriptions, also subtly lend the country's appeal. Moreover, the examples like "Experience the Rich Cultural Heritage of Lahore" highlights a clear identification of all the experiences the tourists are going to have in Pakistan. Moreover, the clarity in the information of the exploration of different architecture is also portrayed in the example such as "'Explore the Architectural Marvels of Islamabad". The researcher has examined that clarity as a feature of specialized language of TPM promotes trust and openness, vital to attract and make the international tourist feel at ease. This denotative feature persuades the potential tourist to make an instant decision to visit the destination by bringing in their reader's response to the text. It also portrays the warmth of the host destination to host the visitor.

## **Functional Aspects of Language in TPM of Pakistan**

This section analyses the function of language in TPM. The function refers to the role the language of TPM plays in portraying the destination image of Pakistan. Several functions are investigated in the language of TPM which are analyzed below

### **Emotive Function of the Language of TPM**

Carefully chosen adjectives like majestic, enchanting, vibrant, authentic and hospitable effectively use the emotive function of language. These adjectives raises images in the mind of the reader, and this will elicit feelings of awe, fascination, trust, and excitement. Not only does the emotive language do a better job creating an appealing picture of Pakistan's landscapes, culture and the hospitality, but it also aims to put stereotypes of Pakistan to rest by painting a picture of Pakistan as a dynamic, safe and welcoming destination. Emotional engagement in the language also increases the potential tourists to visit Pakistan with strong desire.

### **Conative Function of the Language of TPM**

Imperative sentences and directly addressing the tourist in the TPM, recognize the conative function. Expressions such as "Embark on an unforgettable journey" and "Witness the awe-inspiring beauty of the Hunza Valley" serve as explicit calls to action. It personalizes the communication by adding vocatives such as "Dear adventure seekers" to make the tourists of the future feel directly addressed and enter communication. What's more, the incentive to carry words such as 'free' is used to arouse interest for potential visitors and encourage them to act, resulting in a persuasive and action-based message.

### **Referential Function of the Language TPM**

The referential function can be seen in the detailed and factual description of Pakistan's tourist attractions, heritage sites and their travel facilities. It also accurately mentions historical landmarks like Mohenjo Daro and Taxila, scenic sites such as the Karakoram Range and Hunza Valley, as well as practical travel information for instance accommodations and visa requirements. By making this factual and detailed presentation to the tourists, TPM not only infuses information into them, but also give an image of Pakistan as a country rich in culture, in abundance and as a worthy and reliable travel destination. TPM provides practical information to reduce uncertainties and travel related anxieties useful in decision making by tourists.

### **Structure of the Language of TPM**

This analysis highlights the structure of Pakistan's tourism promotional websites to act as dual element to provide clear and organized information and to add persuasive appeal to Pakistan as a tourist destination. Right in front of the visitors is designed 'homepage' which is done in high quality visuals and introduction text, and straight away they catch the eye on Pakistan's beautiful destinations and culturally vibrant sites. With categories of "Destinations," "Things to do," and "Accommodation," further navigation structures help users find information in easy, intuitive ways, creating a picture of Pakistan as a place that is open to travelers and easy to navigate. By including sections of 'practical information' such as visa advice, health and safety guidance, local customs, the inclusion of these categories help tourists plan their travel and also add a sense of trust in Pakistan's as a well prepared, hospitable country. Accommodation and service provider listing creates a complete picture of how vast and ready Pakistan's tourism infrastructure is to various preferences and budgets. Visual storytelling is strategically used which placed

photographs and videos, as well as thematic itineraries such as "Northern Pakistan adventure" that help builds the emotional connections with the audience by making them imagine themselves in the middle of the country's vibrant array of offerings. The reduction of barriers to contact, "the presentation of contact details through the click-to-call" link and the strong direction to act "calls to action – 'Plan your trip to Pakistan today'" encourage visitors to engage and act upon the content immediately. The role of TPM in Pakistan is not only limited to informational needs but also the strategic intentions of making Pakistan appear as a diversified hospitable and professional tourism destination.

### **Lack of Sender's Identification in TPM**

An additional important denotative strategy in Pakistan's TPM involves the absence of explicit sender identification. The materials refrain from emphasizing organizations or agencies, instead using the collective 'we' to unify a powerful voice of togetherness. "If you want to see the wonders of Pakistan ... we invite you ... or if you want to come and know Pakistan ... we're open for you ... or anything else," are phrases used to endorse a shared national identity of being a friendly and united country which is ready to welcome visitors. Such a collective voice personalizes the engagement between the potential tourists and destination and unleashes emotional warmth and trust. The material abstains from a corporate or bureaucratic style in promoting the nation's tourism, presenting the work as that of the nation's agencies rather than of an isolated destination. This approach reflects positively with the visitor and gives it a sense of partnership and shared pride; mutually, it encourages the visitors to feel personally welcomed by the Pakistani people. Overall, the strategic use of collective identity using pronoun 'we' helps to soften Pakistan's image by making it appear as an open, unified place that welcomes tourists.

### **Euphoria in the Language of TPM**

Tied to Pakistan's euphoric TPM, the language employed throughout Pakistan's TPM is a powerful means of emotional sloganeering and persuading. The landscape, cultural experiences, culinary offerings and adventure activities get described by euphoric adjectives such as 'majestic', 'breathtaking', 'enchanted', 'vibrant' and 'exhilarating'. Using this deliberate language about Pakistan choosing a land that is an extraordinary, beautiful country and richly cultural place, it is promising an emotionally fulfilling and unforgettable journey for the visitors. Take the example of descriptors as 'majestic mountain landscapes' or 'awesome views' which are evocative of awe and admiration for travelers who want to travel for natural greatness and adventure. Even historical sites are described as "enchanted," that fills Pakistan's cultural heritage with a romantic and mystical air and increases the destination's appeal to cultural and historical tourists. The euphoric adjectives glorify the tourist destination and instigate the potential tourist to visit the place.

Additionally, by advertizing adventure tourism in such euphoric words as "exhilarating white water rafting" the activities promise adrenaline fueled the travel is targeted to thrill seekers. The use of such emotionally charged language not only allows the destinations of Pakistan's TPM to become more appealing, it also assigns visitor expectations to ensure that Pakistan becomes understood as a country of joy, excitement, of deep satisfaction. As a result, the strategic use of euphoric language heightens the persuasive effect of Pakistan's tourism promotional material and creates an emotional tie between Pakistan's prospect tourists and Pakistan becomes a travel destination. Overall, the findings point out that the denotative linguistic properties of Pakistan's tourism promotional materials, besides being informational, are intrinsically persuasive. The blend

of factual divinity, emotional allure, direct motivational words, good structure and dependable referrals are compelling to place Pakistan as a dynamic, charming, and agreeable Tourist Destination. This use of specialized language is essential to reposition perceptions, overcome stereotypes and support the development of the tourism industry. This correlates with Dann's theory of tourism language, and how it emphasizes such propaganda in favoring created great, emotionally driven realism. Additionally, the TPM structure accomplishes two essential things: supplying unequivocal denotative details to decrease uncertainty and construct trust and serving emotional involvement and picture building by helping simple client experience and arousing visual bliss. The strategic organization has a dual function; first it serves the functions, second, it helps in the overall persuasive mission of presenting Pakistan as a professional, hospitable and easily navigable destination.

The fact that there is no explicit sender identification using "we" further supports collective ownership of the tourism narrative. Through this, it subverts a stigmatisation by stressing solidarity, pride, and common hospitality. This is in line with emotionally charging denotative content through the language of euphoria. The promotional material makes factual descriptions about places, activities, and experiences into emotional convincing narratives by repeatedly describing places, activities, and experiences through adjectives of wonder, excitement and admiration. It is crucial because tourism decisions are not always made based purely on rational thought but also on emotional aspirations.

### **Specialized Language of TPM and Destination Image of Pakistan**

The results are that the strategic employment of denotative linguistic properties enabled a clearer vocabulary, emotive adjectives, persuasive imperatives, and factual references of the word together elevating Pakistan's destination image to be diverse, hospitable, and an exciting place to visit. The combination of emotional appeal, clear information and persuasive language helps to make Pakistan's tourism promotional efforts more credible and more attractive. These linguistic strategies not only provide information to would be travelers but engage and emotionally entice them to the extent that Pakistan is not just perceived in a better light on the World stage but with cooler heads and hearts. Overall, the denotative language used in Pakistan tourism promotional materials conforms to the framework of Dann (1996) in which language is used strategically to create perception of a destination. Dann asserts that tourism language goes beyond aesthetics; it has a pragmatic element of informing, persuading and attracting visitors, and does not relate only to the sense of form. The functional role of language in tourism in Pakistan's promotional materials is demonstrated by using clear, factual and accessible language. The first promotes the Karakoram Highway as a tangible and verifiable fact to the general audience, a concept that would appeal to Dann conducting research on such details.

Besides, this denotative language also promotes persuasion as the foundation of trust and authenticity. TPM offerS clear and direct descriptions about the country not only about the country as a place with abundant cultural and natural resources but also as an accessible and credible destination. In addition, Dann (1996) posits that with respect to tourism promotion, the emotive and conative function of the language is also an important part of creating emotive and behavioral responses in the audience. In Pakistan's TPM, this denotative language tells, and serves as a basis for the emotive appeals, before these emotional adjectives and invitations to explore the object. The promotional materials employ simple language that explains Pakistan's attributes and, in doing so, prepares the ground for more persuasive, emotive, connotative language in keeping with Dann's broader conception of language's construction of not only informational but also emotional dimensions of destination image in tourism promotion. Therefore, Dann's theory is used



in Pakistan's tourism materials by using denotative language which combines factual clarity and emotional resonance to develop a powerful and convincing destination image of Pakistan and allures the potential tourists to be the actual tourists.

## **Conclusion**

In conclusion, the persuasive power by which Pakistan is trying to promote its attractions in terms of tourism is linked to the specialized language of TPM. This language provides a solid basis of clear, factual and precise as a content of an efficient tourism communication strategy which does not just provide information but also lures visitors. Through use of information about the specific details and features of Pakistan's landmarks, landscape, and cultural heritage, it tells what Pakistan has to offer in specific details, and in the practical context of logistics, accommodations, and transportation. This clarity proves to the audience that it has clear eyes and ears, and that it is well informed and thus can be trusted to make proper travel decisions.

The denotative language can be used to show Pakistan's tourists attractions its serene valleys, bustling bazaars, and beautiful festivals to help the potential tourists to predict what they are going to experience. These factual descriptions facilitate a practical and concrete thought as to what you would experience once there, sorting out a country's lures by taking a definite shape and a source of comfort. Additionally, with tourism material talking to the potential tourist, not only does it inform him about the different services and amenities available, but it also helps the potential tourist feel comfortable and convenient which makes a huge difference in the potential tourist decision making process.

As a persuasive ground, the denotative language provides an appearance of reliability and credulity, which is important in building a good and welcoming image of Pakistan. These materials give transparent and detailed information about what you have and what are the uncertainties or concerns that potential travelers may have. By presenting these materials, readers have a more positive perception about the destination Pakistan. By adopting this, it not only informs, but also reassures potential visitors that Pakistan is a well-organized, safe, and enjoyable holiday home.

The denotative language contributes significantly to the writing of Pakistan's destination image in the broader context of the marketing image building. It is more than just information sharing which has subliminally affected the tourist potential, persuading them by highlighting the country's advantage: natural beauty, rich history, and inseparable hospitality. With this clarity and persuasive language in place, it not only draws the attention but also motivates action to make Pakistan a traveler's next destination and possess a positive, action-oriented perception of the country.

## References

- Charteris-Black, J. (2015). *The communication of persuasion in tourism promotion*. Routledge.
- Choudhri, S., & Shehzad, W. (2024). Linguistic projection of Pakistan's official tourism websites: Implications for tourism sustainability. *Kashmir Journal of Language Research*, 27(1) <https://kjl.r.pk>
- Dann, G. M. S. (1996). *The language of tourism: A sociolinguistic perspective*. Cengage Learning.
- Ghazni, R. (2022, December 6–8). *How social media affects the perception of tourism destination image (TDI) of potential visitors to Pakistan*. In Proceedings of the International Conference for Internet Technology and Secured Transactions (ICITST-2022). Retrieved from <https://infonomics-society.org>
- Halliday, M. A. K. (1978). *Language as social semiotic: The social interpretation of language and meaning*. Edward Arnold.
- Jawaid, W. (2024). An analysis of Pakistan's destination attributes and their effects on international tourists' intentions to visit. *Turyzm/Tourism*, 34(1), 147–157. Retrieved from <https://www.academia.edu/123675688>
- Kress, G., & Van Leeuwen, T. (2015). *Reading images: The grammar of visual design* (2nd ed.). Routledge.
- Lakoff, G., & Johnson, M. (1980). *Metaphors we live by*. University of Chicago Press.
- Van Leeuwen, T. (2008). *Discourse and practice: New tools for critical discourse analysis*. University Press.