2 *right*: this is an all-purpose question tag; tags are added at the end of a clause and typically ask the listener for confirmation – sometimes called a 'response getter'.

Cool: an evaluative 'insert': inserts are stand-alone elements that are common in spoken language and have a variety of functions.

Yeah: another type of insert, this time functioning as a positive response to the previous utterance.

Mm-hmm: A 'back-channel' device, i.e. a way that listeners indicate they are following the conversation but, for the moment, are not intending to launch a turn. *Great*, *Okay*, *Wow*, *Phew* (later in the conversation) are also back-channel devices.

kinda (*kind of*): indicates lack of assertion or vagueness.

y'know: an appeal to shared knowledge, often serving to engage with the listener.

Oh my gosh: Another insert, signalling the speaker's appraisal of what follows.

like: like *kinda*, this indicates that what follows is not exact.

I mean: a common monitoring device, whereby the speaker corrects or re-phrases what they have just said; on its own it can register surprise or indignation.

That's crazy: An evaluative backchannel device – evaluating what the speaker is saying is an important listener role.

But: Another insert – the listener is signalling the contrast from 'That's crazy' to 'Good training'.

Good training: the listener sums up the gist of the previous speaker's turn in order to demonstrate understanding and to show empathy.