

CURRICULUM VITAE
ALEXA HEPBURN, PHD

Research Professor
Department of Communication
School of Communication and Information
Rutgers University
4 Huntington Street,
New Brunswick, NJ 08901
848-932-7603 :: alexa.hepburn@rutgers.edu

EDUCATION

- 1995 PhD: Deconstructing secondary school bullying: A postmodern analysis of power and subjectivity, Glasgow Caledonian University
- 1992 MA (Hons) Arts and Social Sciences, University of Dundee (joint Psychology and Philosophy)

POSITIONS HELD

- 1992 – 1995 Demonstrator in Psychology, Glasgow Caledonian University
- 1994 – 1995 Lecturer (PT) in Psychology, University of Abertay, Dundee
- 1995 – 1996 Lecturer in Social Psychology, Napier University, Edinburgh
- 1996 – 2000 Lecturer/Senior Lecturer in Critical Social Psychology, Staffordshire University
- 2000 – 2002 Senior Lecturer in Psychology, Nottingham Trent University
- 2001 – 2002 Leverhulme Research Fellow
- 2002 – 2009 Senior Lecturer in Social Psychology, Loughborough University
- 2009 – 2015 Reader and Professor of Conversation Analysis, Loughborough University
- 2016-2022 Honorary Professor, Department of Social Sciences, Loughborough University
- 2015 – Research Professor, Department of Communication, Rutgers University

AWARDS AND PRIZES

- 2016 Appointed Honorary Professor, Loughborough University – extended to 2022
- 2005 NSPCC Helpline research was part of a submission that won the Queen’s Anniversary Prize for internationally outstanding work on problems faced by children and young people.
- 1989 George Henderson Prize for top philosophy student, University of Dundee.

MAJOR GRANTS AND FELLOWSHIPS

- 2018- Elected to Scotland’s **Carnegie Trust** as Research Assessor
- 2012-2019 Elected to UK **Economic and Social Research Council** Peer Review College
- 2015-2017 *Loughborough University Advanced Training Courses in Social Sciences*, **Economic and Social Research Council**, £28,999, CI with Professor John Downey (PI).
- 2013-2015 *Evaluation of pooled direct payments for disabled children and their families*, **The UK Government’s Department for Education** National

- Prospectus Programme via Scope's: (this involves conversation analysis of the web forums and interactions between parents and facilitators). £33,333, CI with Samantha McDermid (PI) and Lisa Holmes (CI);
- 2007-2009 *The impact of technological modality on troubles telling and advice giving on a national children's helpline*, **Australian Research Council**, \$175,000, CI with Professors Danby, Emmison and Potter.
- 2001-2002 *Managing Interaction in NSPCC Helpline Calls*, **Leverhulme Research Fellowship**, PI; the fellowship paid for a full year of buyout.

GRANT RELATED ROLES:

Advisory Board:

- Dr Alexandra Kent, Keele University, 10/13 – 9/14 for *Finding Order in a Crisis: Practices for managing time-critical calls to the NSPCC Child Protection Helpline*, **Richard Benjamin Memorial Trust**, £9,995
- Dr Ruth Parry, Nottingham University, 7/13-11/14, *VERDIS: Video-based communication research and training in decision-making in supportive and palliative care*, **Health Foundation** Insight award

Grant Board elected positions:

- Member of Peer Review College, Economic and Social Research Council
- Carnegie Trust Research Assessor

Referee roles:

- Referee for Australian Research Council
- Referee for Dutch Council for the Humanities
- Reviewer for Royal Society Newton Fellowships

PUBLICATIONS

BOOKS

1. **Hepburn, A.** & Potter, J. *Conversation Analysis for Psychologists*. (in preparation, due September 2019).

This has been commissioned as part of a series of methods books to be published by the American Psychological Association.

2. **Hepburn, A.** & Bolden, G. (2017). *Transcribing for Social Research*. London: Sage.

Reviews:

The authors' calm and well-organised coverage pays tribute to a generous variety of transcription styles in the Conversation Analysis tradition. The book is an invaluable source of techniques for capturing the words, whoops, gulps, sighs, eyebrow-flashes and head-nods of language in all the complexity of its performance.

(Charles Antaki 2016-11-18)

An excellent, clear and comprehensive guide to the transcription of talk-in-interaction from the perspective of conversation analysis...

(Charles Goodwin 2016-11-21)

3. **Hepburn, A. & Wiggins, S. (Eds.) (2007).** *Discursive research in practice: New approaches to psychology and interaction.* Cambridge: Cambridge University Press.

This text is the first to showcase and promote applications of discursive research. Featuring contributions from a range of international academics, both pioneers in the field and exciting new researchers, this book illustrates an approach to social science issues that cuts across the traditional disciplinary divisions to provide a rich participant-based understanding of action.

4. **Hepburn, A. (2003).** *An Introduction to Critical Social Psychology.* London: Sage.

This book is an introduction, overview and critical evaluation of the field of critical social psychology. It emphasises how the field has been structured by often-implicit assumptions about the nature of society and social change, the nature of the person, and the nature of science. Its aim is to provide readers with a systematic frame for understanding the value of a body of work that is fast growing, but fragmented and often confused.

Reviews:

...Erudition, sagacity, patience and scholarship radiate from this book. This is an excellent introduction to the various strands of critical thinking to emanate primarily from England, and, to some extent, from continental Europe.

Isaac Prilleltensky, *Journal of Community and Applied Social Psychology.*

...a very accessible introduction... lively and engaging.... Discussion questions are uncharacteristically thought-provoking, while practical exercises also seem better considered than one comes to expect from similar primers, suggesting a successful future as a core text in social psychology courses *The Psychologist*

... an accessible, integrated introduction to a historically contested field notorious for its theoretical complexity and intellectual heterogeneity.

While the book covers a huge range of complex theory...it does so in a way that provides the reader with a clear map of the terrain, and all the tools necessary to set out on further explorations. It remains remarkably accessible given the material, and could usefully be prescribed for an advanced undergraduate or postgraduate course. It also serves as a very useful introduction and primer for anyone exploring the field...provides an excellent introduction to contemporary Critical Social Psychology, which anyone exploring the field would do well to read. *Psychology & Society.*

SPECIAL JOURNAL ISSUES

1. Drew, P., **Hepburn, A.**, Margutti, P. & Galatolo, R. (Eds) (2016). Apologies in Discourse, *Discourse Processes (special issue)*
2. **Hepburn, A. & Wiggins, S. (Eds.) (2005).** Developments in discursive psychology, *Discourse & Society (special issue)* 16(5).

ARTICLES IN REFEREED JOURNALS

1. Potter, J. & **Hepburn, A.** (under submission). Shaming Interrogatives: Socialization, admonishment and emotion in discursive practices over family mealtimes. *British Journal of Social Psychology*

2. Bolden, G., **Hepburn**, A. & Potter, J. (in press, 2019). Subversive completions: Turn-taking resources for commandeering the recipient's action in progress. *Research on Language and Social Interaction*.
3. Ford, J., **Hepburn**, A., & Parry, R. (in press, 2019). What do displays of empathy do in palliative care? *Discourse Studies*.
4. Bolden, G., Angell, B. & **Hepburn**, A. (2018). How clients solicit medication changes in psychiatry, *Sociology of Health and Illness*
5. Hepburn, A. & Mandelbaum, J. (2018). Analysing burp sequences. *The Psychologist*, 31: 28-47.
6. Drew, P. & **Hepburn**, A. (2016). Absent apologies, *Discourse Processes*, 53 (1-2), 114-131.
7. Drew, P., **Hepburn**, A., Margutti, P. & Galatolo, R. (2016). Introduction to the special issue on Apologising in discourse, *Discourse Processes*, 53:1-4.
8. Jenkins, L. & **Hepburn**, A. (2015). Children's sensations as interactional phenomena: A conversation analysis of expressions of pain and discomfort, *Qualitative Research in Psychology*, 12(4), 472-491.
9. Potter, J., & **Hepburn**, A. (2015). Somewhere between evil and normal: Traces of morality in a child protection helpline. *Journal of Applied Linguistics and Professional Practice*, 9, 245-262.
10. Shaw, C., Potter, J. & **Hepburn**, A. (2015). Advice-implicative actions: Using interrogatives and assessments to deliver advice in mundane conversation, *Discourse Studies*, 17:3, 317-342.
11. **Hepburn**, A., Wilkinson, S., & Butler, C. (2014). Intervening with Conversation Analysis in Telephone Helpline Services: Strategies to Improve Effectiveness, *Research on Language and Social Interaction*, 47, 239-254.
12. Shaw, C., & **Hepburn**, A. (2013). Managing the Moral Implications of Advice in Informal Interaction. *Research on Language and Social Interaction*, 46(4), 344-362.
13. Stokoe, E., **Hepburn**, A., & Antaki, C., (2012). Beware the 'Loughborough School'? Interaction and the politics of intervention, *British Journal of Social Psychology*, 51 (3), 486-496.
14. **Hepburn**, A., Wilkinson, S., & Shaw, R. (2012). Repairing Self and Recipient Reference, *Research on Language and Social Interaction*, 45(2), 175-190.
15. Lerner, G., Bolden, G., **Hepburn**, A. & Mandelbaum, J. (2012). Reference Recalibration Repairs: Adjusting the precision of formulations for the task at hand, *Research on Language and Social Interaction*, 45 (2), 191-212.
16. **Hepburn**, A. & Potter, J. (2011). Designing the recipient: Some practices that manage advice resistance in institutional settings, *Social Psychology Quarterly*, 74, 216-241.
17. **Hepburn**, A. & Potter, J. (2011). Threats: Power, family mealtimes and social influence, *British Journal of Social Psychology*, 50, 99-120.
18. Potter, J., Tileaga, C. & **Hepburn**, A. (2011). Inequality in action, *International Journal of Education and Psychology in the Community*, 1, 43-60.
19. Butler, C., Potter, J., Danby, S., Emmison, M. & **Hepburn**, A. (2010). Advice implicative interrogatives: Building 'client centred' support in a children's helpline, *Social Psychology Quarterly*, 73, 265-287.
20. Potter, J. & **Hepburn**, A. (2010). Putting aspiration into words: 'Laugh particles', managing descriptive trouble and modulating action, *Journal of Pragmatics*, 42, 1543-1555.

21. Edwards, D., **Hepburn**, A. & Potter, J. (2009). Psychology, sociology and interaction: Disciplinary allegiance or analytic quality? a response to Housley and Fitzgerald, *Qualitative Research*, 8, 669-678.
22. **Hepburn**, A. & Potter, J. (2007). Crying receipts: Time, empathy and institutional practice, *Research on Language and Social Interaction*, 40, 89-116.
23. Potter, J. & **Hepburn**, A. (2007). Life is out there: A comment on Griffin, *Discourse Studies*, 9, 277-283.
24. **Hepburn**, A. (2006). Getting closer at a distance: Theory and the contingencies of practice, *Theory & Psychology*, (16) 3, 325-342.
25. **Hepburn**, A. (2005). 'You're not takin me seriously': Ethics and asymmetry in calls to a child protection helpline, *Journal of Constructivist Psychology*, 18, 255-276.
26. **Hepburn**, A. & Wiggins, S. (2005). Editorial: Developments in discursive psychology, *Discourse & Society*, 16, 595-602.
27. **Hepburn**, A. & Wiggins, S. (2005). Size matters: Constructing accountable bodies in NSPCC helpline and family mealtime talk, *Discourse & Society*, 16, 625-647.
28. Potter, J. & **Hepburn**, A. (2005). Action, interaction and interviews – Some responses to Hollway, Mischler and Smith, *Qualitative research in Psychology*, 2, 319-325.
29. Potter, J. & **Hepburn**, A. (2005). Qualitative interviews in psychology: problems and possibilities, *Qualitative research in Psychology*, 2, 281-307.
30. Potter, J. & **Hepburn**, A. (2005). Discursive psychology as a qualitative approach for analysing interaction in medical settings, *Medical Education*, 39, 338-344.
31. Stokoe, E. H. & **Hepburn**, A. (2005). 'You can hear a lot through the walls': Noise formulations in neighbour complaints, *Discourse & Society*, 16, 647-674.
32. **Hepburn**, A. (2004). Crying: Notes on description, transcription and interaction, *Research on Language and Social Interaction*, 37, 251-90.
33. Potter, J. & **Hepburn**, A. (2003). 'I'm a bit concerned' – Call openings on a child protection helpline, *Research on Language and Social Interaction*, 36, 197-240.
34. **Hepburn**, A. & Brown, S.J. (2001). Teacher Stress and the Management of Accountability, *Human Relations*, 54(6): 531-555.
35. **Hepburn**, A. (2000). On the alleged incompatibility between feminism and relativism, *Feminism and Psychology*. 10 (1), 91-106.
36. **Hepburn**, A. (2000). Power lines: Derrida, discursive psychology and the management of accusations of school bullying, *British Journal of Social Psychology*, 39, 605-628.
37. **Hepburn**, A. (1999). Derrida and Psychology: Deconstruction and its ab/uses in critical and discursive psychologies, *Theory and Psychology*, 9 (5), 641-667.
38. **Hepburn**, A. (1999). Postmodernity and the politics of feminist psychology. *Radical Psychology*. Vol. 1, Issue 2, URL: <http://www.yorku.ca/faculty/academic/danaa/hepburn.html>
39. **Hepburn**, A. (1998). Uses and abuses of deconstruction in critical psychology, *Current Trends in the History & Philosophy of Psychology*, 1, 67-72.
40. **Hepburn**, A. (1997). Discursive strategies in bullying talk, *Education and Society*, 15, 13-31.

41. **Hepburn, A.** (1997). Teachers and Secondary School Bullying: a postmodern discourse analysis, *Discourse and Society*, 8, 27-48.

CHAPTERS IN EDITED COLLECTIONS

1. Park, S.H. and **Hepburn, A.** (2020, in press). Questions and Interrogatives. In > Callon (Ed.) *The International Encyclopedia of Linguistic Anthropology*. Wiley-Blackwell.
2. **Hepburn, A.** & Bolden, G. (2019, in press) Gail Jefferson. In P. Atkinson, S. Delamont, M. Hardy & M. Williams (Eds.). *The Sage Encyclopedia of Research Methods*. London: Sage.
3. Potter, J. & **Hepburn, A.** (2019, in press). Somewhere between evil and normal: Traces of morality in a child protection helpline. In J. Cromdal & M. Tholander (Eds). *Morality in Practice: Exploring Childhood, Parenthood and Schooling in Everyday Life*. London: Equinox.
4. **Hepburn, A.**, Potter, J. & Shaw, C. (2018). Advice Giving and Advice Resistance on Telephone Helplines. In McGeorge, E., and Van Swol, L. (Eds). *The Oxford Handbook of Advice* (pp. 153-173). Oxford University Press.
5. Bolden, G. & **Hepburn, A.** (2017). Transcription for Conversation Analysis. In J. Nussbaum (Ed.). *Oxford Research Encyclopedia of Communication*. New York: Oxford University Press.
6. Childs, C. & **Hepburn, A.** (2016). Discursive Psychology and Emotion. In C. Tileaga & E. Stokoe (Eds). *Handbook of Discursive Psychology* (pp. 114-128). London: Routledge.
7. Clark, A. & **Hepburn, A.** (2015). Deconstruction: The Foundations of Critical Psychology. In I. Parker (Ed). *Handbook of Critical Psychology* (pp. 297-305). London; Bloomsbury.
8. **Hepburn, A.** & Varney, S. (2013). Beyond ((Laughter)): Some notes on transcription. In Glenn, P. & Holt, E. (Eds). *Studies of laughter in interaction* (pp. 25-38). London; Bloomsbury.
9. Shaw, C., **Hepburn, A.** & Potter, J. (2013). Having the last laugh: On post-completion laughter particles. In Glenn, P. & Holt, E. (Eds). *Studies of laughter in interaction* (pp. 91-106). London; Bloomsbury.
10. Potter, J. & **Hepburn, A.** (2012). Discourse analysis. In Becker, S. & Bryman, A. (Eds). *Understanding research for social policy and social work: Themes, methods and approaches* (pp 343-346). Bristol: The Policy Press.
11. **Hepburn, A.** & Bolden, G. (2013). The conversation analytic approach to transcription. In Sidnell, J. & Stivers, T. (Eds). *Blackwell Handbook of Conversation Analysis* (pp 57-76). Oxford: Blackwell.
12. **Hepburn, A.** & Potter, J. (2012). Crying and crying responses. In A. Peräkylä & M-L. Sorjonen (Eds). *Emotion in interaction* (pp. 194-210). Oxford: Oxford University Press.
13. Potter, J. & **Hepburn, A.** (2012). Eight challenges for interview researchers. J.F. Gubrium and J.A. Holstein (Eds). *Handbook of Interview Research (2nd Ed.)* (pp. 555-570). London: Sage.
14. **Hepburn, A.** & Potter, J. (2011). Recipients designed: Tag questions and gender. In S. Speer and E.H. Stokoe (Eds.) *Conversation Analysis and Gender*. Cambridge: Cambridge University Press.

15. **Hepburn, A.** & Potter, J. (2010). Interrogating tears: Some uses of 'tag questions' in a child protection helpline. In A.F. Freed & S. Ehrlich (Eds). *"Why Do You Ask?": The Function of Questions in Institutional Discourse* (pp. 69-86). Oxford: Oxford University Press.
16. Potter, J. & **Hepburn, A.** (2010). A kind of governance: Rules, time and psychology in institutional organization. In Hindmarsh, J. & Llewellyn, N. (Eds). *Organization, Interaction and Practice* (pp. 49-73). Cambridge: Cambridge University Press.
17. **Hepburn, A.** & Jackson, C. (2009). Rethinking Subjectivity: A discursive psychological approach to cognition and emotion. In D. Fox, I. Prilleltensky & Austin, S. (Eds). *An introduction to critical psychology, 2nd ed.* London: Sage.
18. Potter, J. & **Hepburn, A.** (2008). Discursive constructionism. In Holstein, J.A. & Gubrium, J.F. (Eds). *Handbook of constructionist research* (pp. 275-293). New York: Guildford.
19. **Hepburn, A.** & Wiggins, S. (2007). Discursive research: Themes and debates. In A. Hepburn & S. Wiggins (Eds.) *Discursive research in practice: New approaches to psychology and interaction* (pp 1-28). Cambridge: Cambridge University Press.
20. Potter, J., & **Hepburn, A.** (2007). Discursive psychology: mind and reality in practice. In A. Weatherall, B. Watson & C. Gallois (Eds.), *Language, discourse and social psychology* (pp. 160-181). New York: Palgrave MacMillan.
21. Potter, J. & **Hepburn, A.** (2007). Chairing democracy: Psychology, time and negotiating the institution. In J.P. McDaniel and K. Tracy (Eds). *The prettier doll: Rhetoric, discourse and ordinary democracy* (pp176-204). Tuscaloosa, AL: University of Alabama Press.
22. Wiggins, S. & **Hepburn, A.** (2007). Food abuse: Mealtimes, helplines and troubled eating. In A. Hepburn & S. Wiggins (Eds.). *Discursive research in practice: New approaches to psychology and interaction* (pp. 263-280). Cambridge: Cambridge University Press.
23. Wiggins, S. & **Hepburn, A.** (2007). Discursive Research: Applications and Implications. In A. Hepburn & S. Wiggins (Eds.). *Discursive research in practice: New approaches to psychology and interaction* (pp.281-291). Cambridge: Cambridge University Press.
24. **Hepburn, A.** (2006). Deconstruction. In V. Jupp (Ed). *The Sage dictionary of social research* (pp. 62-64). London: Sage.
25. **Hepburn, A.** (2006). Constructionism. In V. Jupp (Ed). *The Sage dictionary of social research* (pp. 38-40). London: Sage.
26. Potter, J. & **Hepburn, A.** (2004). Analysis of NSPCC call openings. In S. Becker & A. Bryman (Eds). *Understanding research methods for social policy and practice* (pp. 311-13). London; The Policy Press.
27. **Hepburn, A.** & Potter, J. (2003). Discourse analytic practice. In C. Seale, D. Silverman, J. Gubrium & G. Gobo (Eds). *Qualitative research practice* (pp. 180-196). London; Sage.
28. **Hepburn, A.** (2002). Figuring gender in teachers' talk about school bullying. In P. McIlvenny (Ed.) *Talking Gender and Sexuality* (pp. 263-288). Amsterdam: Benjamin.

REPRINTS OF ARTICLES AND CHAPTERS

- Hepburn, A.** & Wiggins, S. (2014). Developments in Discursive Psychology. In Gough, B. (Ed.). *Qualitative Research in Psychology* (Vol 4 pp.). London: Sage. (This is a

- reprint of Hepburn, A. & Wiggins, S. (2005). Editorial: Developments in discursive psychology, *Discourse & Society*, 16, 595-602.)
- Potter, J. & **Hepburn**, A. (2014). Qualitative interviews in psychology: problems and possibilities. In Gough, B. (Ed.). *Qualitative Research in Psychology* (Vol 2 pp.). London: Sage. (This is a reprint of Potter, J. & Hepburn, A. (2005). Qualitative interviews in psychology: problems and possibilities, *Qualitative research in Psychology*, 2, 281-307.)
- Potter, J. & **Hepburn**, A. (2011). Psicología discursiva: Mente y realidad en la práctica (pp. 117-139). In Overjero, A. & Ramos, J. (Eds). *Psicología social crítica*. Querétaro: Biblioteca Nueva. (This is a reprint of Potter, J. & Hepburn, A. (2007). Discursive psychology, institutions and child protection. In A. Weatherall, B. Watson & C. Gallois (Eds). *Language and Social Psychology Handbook* (pp. 160-181). London: Palgrave.)
- Hepburn**, A., (2003). Relativism and Feminist Psychology. In Gergen, M. & Gergen, K.J. (Eds). *Social Construction: A reader* (pp. 237-247). London; Sage. (This is an edited reprint of Hepburn, A. (2000). On the alleged incompatibility between feminism and relativism, *Feminism and Psychology*. 10 (1), 91-106.)
- Potter, J. & **Hepburn**, A. (2007). Qualitative interviews in psychology: problems and possibilities. In Potter, J. (Ed.). *Discourse and psychology: Volume 1 Theory and Method* (pp. 303-329). London: Sage. (This is a reprint of Potter, J. & Hepburn, A. (2005). Qualitative interviews in psychology: problems and possibilities, *Qualitative research in Psychology*, 2, 281-307.)

BOOK REVIEWS

1. **Hepburn**, A. (2003). Review of Gwyn, R. Communicating Health and Illness, *Qualitative Research*, 3, 425-6.
2. **Hepburn**, A. (2002). Review of Miller & Scholnik (Eds.) Toward a Feminist Developmental psychology. *Contemporary Psychology: The APA review of books*.
3. **Hepburn**, A. (2000). Review of Gergen: An Invitation to Social Construction, *The Psychologist*, 13, 516-7.
4. **Hepburn**, A. (1999). Review of Edwards: Discourse and Cognition, *BPS History and Philosophy Section Newsletter*.
5. **Hepburn**, A. (1998). Review of Burman et al.: Psychology, Discourse, Practice, *Feminism and Psychology*, 8 207-209.
6. **Hepburn**, A. (1998). Review of Ibáñez and Íñiguez: Critical Social Psychology, and Burman: Deconstructing Feminist Psychology, *Discourse and Society*, 9.
7. **Hepburn**, A. (1996). Review of Kitzinger and Wilkinson: Feminism and Discourse, *The Psychologist*, 9, 557-8.
8. **Hepburn**, A. (1995). Challenging women: psychology's exclusions, feminist possibilities. *British Psychology Society Psychology Of Women Section Newsletter*.
9. **Hepburn**, A. (1995). Review of The Professional Psychologist's Handbook, *Careers Guidance Today*, 3, 280-1.

IN PREPARATION

1. Hepburn, A. (in prep) The preference for self-direction as a parents' resource for socialization
2. Smoliak, O., MacMartin, C., **Hepburn**, A., LeCouteur, A., & Elliott, R. (in prep). Therapeutic Collaboration in Emotion-Focused Therapy: A Conversation Analytic Study. *Research on Language and Social Interaction*.

3. Potter, J., Hepburn, A. & Edwards, D. (in prep.) Some uses of subject- and object-side assessments
4. Ford, J. & Hepburn, A. (in prep) Some common features of empathic responses across institutional encounters
5. O'Reilly et al
6. Jenkins and Hepburn
- 7.

PHD STUDENTS

Advising - All completed students have passed their vivas within 4 years

1. 2000 Dr Helen Lee Discourses of spirituality (co-supervised)
2. 2003 Dr Sam Bishop Effectiveness of peer counselling in schools
3. 2004 Dr Claudia Mastache Clients' questions in therapy sessions
4. 2007 Dr Mandi Hodges Alcohol helpline interaction
5. 2008 Dr Sam Brooks Weight management talk
6. 2010 Dr Penny Xanthopolou Christian evangelist interaction
7. 2011 Dr Carrie Childs 'Want' and 'need' formulations (co-supervised)
8. 2012 Dr Alex Craven/Kent Directive in family mealtimes (co-supervised)
9. 2013 Dr Laura Jenkins Interaction among families dealing with child illness
10. 2013 Dr Chloe Shaw Advice in Mother Daughter Interactions
11. Scott Varney Humour and Laughter in interaction (PT)
12. 2018 Joe Ford Empathic interaction in hospice end of life care (co-supervised)
13. 2018 Ann Doehring Seizure clinic consultations (co-supervised)
14. 2018 Kathrina Connabeer Advising in medical communication (co-supervised)

External advisor role

15. 2006 Dr Jess Harris Upset in doctor-patient interaction (co-supervised)
16. 2014 Dr Stephen DiDomenico Interactions on a suicide prevention helpline
(external supervisor for University of Rutgers, USA)
17. Rachel Watson Power relations between clinicians and parents with emotional and relationship difficulties (external co-supervisor for Tavistock Clinic)

Rutgers University graduate student committee membership

- Kaicheng Zhang, 2016 - current
- Song Hee Park, 2015-current
- Alexa Bolaños-Carpio, Interactions in calls to the 9-1-1 emergency system in Costa Rica. 2012-2017, defended January 2017; currently faculty at the University of Costa Rica
- Darcey Searles, Building family: The interactional practices of families with young children. Committee member, defended Summer 2018
- Stephen DiDomenico, *Help seeking in action: Managing interaction and mental health on a crisis help line*, 2009-2015, defended Summer 2015; currently Assistant Professor at SUNY New Paltz

EXTERNAL PHD EXAMINER

2019	University of Malaya
2018	Nanyang Technological University, Singapore
2017	Nanyang Technological University, Singapore
2014	Rutgers University, Communication Department
2012	University of York, Sociology Department
2011	University of Adelaide, Psychology Department
2011	University of Wageningen, Netherlands
2002	Murdoch University, Perth, Australia

EXTERNAL EXAMINING

for degree Programmes

2004-2007 Department of Communication, Sheffield Hallam University, UK

For hiring positions

2017 Department of Social Sciences, University of Eastern Finland, tenure track associate professor/university researcher in social psychology

TEACHING

Recent undergraduate modules developed and taught include:

At Loughborough University:

- Controversies in Social Psychology (SSA109)
- Psychological Statistics 1A and 1B (SSA105-106)
- Understanding Human Interaction (SSB104)
- Social Psychology and Social Problems (SSC136)
- Social Psychological Project Supervision (SSC199)

At Rutgers:

- Language Behaviour and Communication

Recent graduate modules developed and taught include:

At Loughborough I designed 2 new Masters programmes – Masters in Conversation Analysis and Masters in Discursive Psychology, and designed and taught on the following courses:

- Methods for Interaction Research
- Applied Interaction Research
- Developing Skills in Conversation Analysis
- Introduction to Discourse
- Discursive Psychology: fundamental issues
- Advances in Discursive Psychology

At Rutgers:

- Applied Interaction Research in Health and Wellness
- Introduction to Conversation analysis – ran as 3 workshops in Spring 2017 and 2018
- Communication and Emotion for MCM Spring 2018, 2019

INVITED PLENARY, KEYNOTE PAPERS AND SYMPOSIA

1. 2017: **Colloquium** for the Center for Language, Interaction, and Culture at UCLA – Responding to Emotion: The interactional production of empathy and sympathy, April 19th
2. 2016: **Plenary**, Socialization in family mealtimes: from asking to admonishing, LANSI, Columbia University, NYC
3. 2015: **Plenary**, Admonishments in family mealtimes, Ecole Normale Supérieure de Lyon,
4. 2014: Closing **Plenary**, Conversational Practices, Loughborough University annual conference (with Paul Drew)
5. 2014: **Plenary** at the Association for the Teaching of Psychology Annual Conference, Loughborough University
6. 2013: **Keynote** speaker and discussant at the winter school for doctoral students, University of Tampere, Finland
7. 2012: **Keynote** at the Black and Minority Ethnic Groups' Conference on critical psychology, London
8. 2011: Opening **Plenary**, Laughter and Humor in Interaction, Emerson Conference, Boston
9. 2011: Invited to organise and chair a **debate** for the BPS Social Psychology Section Conference, Cambridge University
10. 2002: **Keynote** speaker at NSPCC annual conference 'Getting Closer at a Distance', London
11. 2001: **Plenary** speaker at Talking Race and Prejudice: The Murdoch symposium on talk-in-interaction, Murdoch University, Perth
12. 2001: **Plenary** talk at conference on Conversation Analysis and Therapy, Brunel University, London

INVITED WORKSHOPS IN DISCURSIVE PSYCHOLOGY, CONVERSATION ANALYSIS AND DISCOURSE ANALYSIS

- | | |
|------|--|
| 2019 | Emotion in interaction, University of Utrecht, Netherlands |
| 2018 | Transcription practices for ICCA 18 (with Galina Bolden) |
| 2015 | Nanyang Technical University, Singapore |
| 2015 | Ecole Normale Supérieure de Lyon, Lyon |
| 2015 | ESRC Loughborough University, Applied conversation analysis |
| 2014 | University of California Los Angeles, transcription practices (July, with Galina Bolden for ICCA 14) |
| | Loughborough University, Conversation Analysis (Sue Wilkinson) |
| 2013 | Ecole Normale Supérieure de Lyon, mealtime interaction, (Dec.) |
| | Loughborough University Conversation Analysis (Sept. Paul Drew) |
| | University of Bologna Conversation Analysis, (March, Paul Drew) |
| | Loughborough University, Medical Interaction (June, Paul Drew) |
| | Universitat Autònoma de Barcelona, Discursive Psychology, (February with Jonathan Potter) |
| 2012 | University of East London, Clinical Interaction, December 2012 |
| | University of Malaya, Kuala Lumpur, Discursive Psychology, December (with Jonathan Potter) |

	Parenting across Scotland charity for practitioners, May
	Loughborough University transcription, DARG Conference, March.
2011	Beilefeld University
2010	University of Adelaide
	Queensland University of Technology
	Griffiths University, Brisbane
2008	University of Jyväskylä, Finland
	University of Canberra (with Jonathan Potter)
	Queensland University of Technology and Griffiths University
	St Andrews University (with Jonathan Potter)
	University of Plymouth
	University of Essex
2007	Loughborough University (ESRC-NCRM funded)
	Universitat Autònoma de Barcelona
	National University of Columbia, Bogota (with Jonathan Potter)
2006	Loughborough University (ESRC-NCRM funded) x 2
	University of Adelaide (with Jonathan Potter)
	Queensland University of Technology and Griffiths University
	University of Southern Denmark, Odense
2005	University of Jyväskylä, Finland (with Jonathan Potter)
2004	University of Queensland, Australia (with Jonathan Potter)
	University of Adelaide, Australia x 2 (1 with Jonathan Potter)
	University of Lund, Sweden (with Jonathan Potter)
2002	University of Adelaide, Australia (with Jonathan Potter)
	Flinders University, Adelaide (with Jonathan Potter)

INVITED DEPARTMENTAL SEMINARS

2019	University of Utrecht, Netherlands
2017	UCLA
	Columbia University
2016	Hunter College
2015	Nanyang Technological University, Singapore
2014	University of Surrey, UK
	University of Ulster, UK
	Ecole Normale Supérieure de Lyon, France
	University of Edinburgh
2012	University of Malaya
	University of Sheffield, UK
2011	Max Plank Institute, Nijmegen, May, Netherlands
	Max Plank Institute, Nijmegen, September, Netherlands
2010	University of Adelaide, Australia
	Queensland University of Technology, Australia
	Griffiths University, Brisbane, Australia
	University of Edinburgh, Scotland
2009	University of California, Santa Barbara, December
	University of Adelaide, December
2008	University of Helsinki
	University of Jyväskylä, Finland
	University of Adelaide
	University of Canberra
	University of St Andrews

	University of Plymouth
	University of Essex
2007	University of York, UK, Feminism and Conversation Analysis Unit Rutgers, New Jersey
	National University of Columbia, Bogota, Columbia
2006	University of Adelaide
	University of Queensland
2005	University of Leicester
	University of Bath
	University of Jyväskylä, Finland
2004	Manchester Metropolitan University, UK
	University of Rome, La Sapienza, Italy
	York University, UK
	University of Surrey
	Lund University, Sweden
2003	Lancaster University, UK
	Aalborg University, Denmark
2002	University of Adelaide
	Flinders University, Adelaide
	South Australian Women in Psychology Annual Meeting
1999	Loughborough University, Women's Studies Research Group
	Bolton Institute
1997	Bolton Institute
1996	University of Stirling
	University of Dundee

CONFERENCE PAPERS

1. **Hepburn, A.**, Mandelbaum, J. (2017) 'Responding to "Children's" Social Infractions: The Case of Burping'. Intersubjectivity in action, Helsinki May 2017
2. Galina Bolden, Beth Angell, and Alexa **Hepburn** – *Clients' Requests for Medication Changes in Psychiatry* Intersubjectivity in action, Helsinki May 2017
3. **Hepburn, A.**, Bolden, Potter, Subversive completions in interaction, San Diego, ICA 2017
4. **Hepburn, A.**, Bolden, Potter, Subversive completions in interaction Intersubjectivity in action, Helsinki May 2017
5. Galina Bolden, Beth Angell, and Alexa **Hepburn** – *Clients' Requests for Medication Changes in Psychiatry Bristol, CACE 2017*
6. **Hepburn, A.** and Mandelbaum, Invoking intentionality in responding to behavioral transgressions in family mealtime interactions: the case of burping Belfast IPrA 2017
7. **Hepburn, A.**, Bolden, Potter, Subversive completions in interaction Intersubjectivity in action Dallas, NCA 2017
8. Alexa **Hepburn, A.** and Jonathan Potter – *Shaming, Admonishing and Socializing: Family Meals and Social Development* National Communication Association, Philadelphia, November, 2016
9. Responding to "Children's" Social Infractions: The Case of Burping (Alexa **Hepburn, A.**, Loughborough University; Jenny S. Mandelbaum, Rutgers University) NCA 2015
10. **Hepburn, A.** & Potter, J. The epistemics of shame: Admonishments, interrogatives and behaviour, National Communication Association, Chicago, November, 2014.
11. **Hepburn, A.**, Shaw, C. & Potter, J. Advice resistance in a child protection helpline, International Conference on Conversation Analysis, UCLA, July, 2014.

12. Drew, P. & **Hepburn, A.** Absent apologies, International Conference on Conversation Analysis, UCLA, July, 2014.
13. Sutherland, A. & **Hepburn, A.** Epistemics of advice in family therapy, International Conference on Conversation Analysis, UCLA, July, 2014.
14. Potter, J. & **Hepburn, A.** Admonishments and the practical (interactional) business of socialisation, International Conference on Conversation Analysis, UCLA, July, 2014.
15. Childs, C. & **Hepburn, A.** 'Anger' in interaction: Sequential and prosodic properties, International Conference on Conversation Analysis, UCLA, July, 2014.
16. **Hepburn, A.** & Potter, J. Turning Practices into Strategies: Emotion in Helpline Interaction, International Communication Association Conference, London, June, 2013.
17. **Hepburn, A.** & Augoustinos, M. 'That's Interesting': When Appearances are Deceiving, Discourse Communication Conversation conference, Loughborough University, March 2012
18. **Hepburn, A.** Threats in family Mealtimes, Celebrating Childhood Diversity, University of Sheffield , July, 2012
19. Shaw, C., **Hepburn, A.** and Potter, J. Advice Impicative Actions, Celebrate COMMunity, 98th annual National Communication Association Conference in Orlando, November 2012
20. **Hepburn, A.** Introducing divergent perspectives in social psychology at the British Psychological Society conference in Cambridge in Sept 2011;
21. **Hepburn, A.** & Stokoe, E. (Loughborough University) 'Rapport' in institutional encounters: The epistemic complexities of empathy, sympathy, affiliation and alignment and their consequences for 'successful outcomes', International Pragmatics Association, Manchester University July 2011 IPrA
22. **Hepburn, A.** & Koole, T., Emotion in Interaction panel conveners. 12th International Pragmatics Conference in Manchester Uninversity, 2011
23. Lerner, G. Bolden, G., **Hepburn, A.** & Mandelbaum, J., Recalibration Repairs; Adjusting formulations for the task at hand, International Conference in Conversation Analysis, Manheim, July 2010
24. **Hepburn, A.** & Potter, J., The visible politics of interknowledgeability: Some practices of tag questioning in media interviews, International Conference in Conversation Analysis, Manheim, July 2010
25. **Hepburn, A.** The sequential politics of intersubjectivity: the role of turn medial tag questions in managing knowledge, stance and alignment, National Communication Conference, San Francisco, November 2010
26. **Hepburn, A.** Designing the Recipient: Tag questions in advice resistance sequences, American Sociological Association, Boston, July 2008.
27. **Hepburn, A.** Interior design: Imperatives and tag questions, Language, Culture and Mind, Odense, July 2008.
28. **Hepburn, A.** & Potter, J. Mediating mentality: The interactional management of advice resistance, workshop on mediation talk, Newcastle University, June 2008
29. **Hepburn, A.** Tag questions and recipient design, Questions and Interaction, Loughborough, November 2007
30. **Hepburn, A.** Turn medial tag questions, National Communication Association, Chicago November 2007

31. Potter, J. & **Hepburn**, A. Interpolated particles of aspiration in child protection helpline interaction, International Pragmatics Association, Gothenburg, July 2007
32. Hepburn A. & Potter, J. Designing the Recipient: some uses of tag questions in child protection helpline interaction, International Pragmatics Association, Gothenburg, July 2007
33. **Hepburn**, A. & Potter, J. Crying receipts and the nature of empathy, International Conference in Conversation Analysis, Helsinki, May 2006
34. Potter, J. & **Hepburn**, A. Saying it twice: Transitions from open narrative telling to information seeking in calls to a child protection helpline, International Pragmatics Association, Lake Garda, Italy, July 2005
35. **Hepburn**, A. What are friends for? Practical uses of 'friend' constructions in a telephone helpline, BPS Social Psychology Section Conference, London School of Economics, September 2003.
36. Wiggins, S. & **Hepburn**, A. Sizing you up: accountable bodies and changing eating habits, International conference in critical psychology, University of Bath, August 2003.
37. Stokoe, E. & **Hepburn**, A. 'You can hear a lot through the walls': Noise formulations in neighbour talk, International conference in critical psychology, University of Bath, August 2003.
38. **Hepburn**, A. & Potter, J., Psychology in institutional talk, International Conference in Conversation Analysis, Copenhagen, May 2002.
39. **Hepburn**, A., Building a helping psychology: discursive psychology and institutional interaction, invited paper for 'therapy and interaction' symposium convened by Marja-Leena Sorenson, National Communication Association Conference, Atlanta, November 2001.
40. **Hepburn**, A., Critical Social Psychology: The critical context. Invited paper for 'Theory in social psychology: Beyond the mid-range', symposium convened by S. Brown and P. Stenner, BPS Centenary Annual Conference, History & Philosophy Section, March 2001.
41. **Hepburn**, A., Teachers' talk about gender and school bullying, Seventh International Conference of Language and Social Psychology, University of Cardiff, June-July 2000.
42. **Hepburn**, A. Teachers' talk about gender and school bullying, International Pragmatics Association, Budapest, July 2000.
43. **Hepburn**, A., Exploring the construction of gender in teachers' talk about bullying, Talking Gender and Sexuality, Aalborg University, Denmark, November 1999.
44. **Hepburn**, A., The Discursive Construction of School Bullying, Critical Psychology and Action Research Conference, Bolton Institute, July 1999.
45. **Hepburn**, A., Derrida and Psychology: deconstruction and its ab/uses in critical and discursive psychologies, Deconstruction Reading Politics, Staffordshire University, July 1999.
46. **Hepburn**, A., Deconstructing gendered identities: Feminism, postmodernism and discourse analysis, BPS Psychology of Women Section Conference, Loughborough, July 1997.
47. **Hepburn**, A., Deconstructing gendered identities: Feminism, postmodernism and discourse analysis, Transformations: Gender, culture and subjectivity, Lancaster University, July 1997.

48. **Hepburn, A.**, Discursive strategies in teachers' bullying talk, International Communication Association, Montreal, May 1997.
49. **Hepburn, A.**, Ab/uses of deconstruction in psychology, International Conference of Theoretical Psychology, Berlin, May 1997.
50. **Hepburn, A.**, Discursive strategies in teachers' bullying talk, Sixth International Conference of Language and Social Psychology, University of Ottawa, May 1997.
51. **Hepburn, A.**, Uses and abuses of deconstruction in critical psychology, BPS History and Philosophy Section Conference, York, March 1997.
52. **Hepburn, A.**, The intimidation of ideological dilemmas: teachers and secondary school bullying, BPS Social Psychology Section Conference, York, September 1995.
53. **Hepburn, A.**, Gender and subjectivity in psychology, Women in Psychology Group, Glasgow Caledonian University, May 1995.
54. **Hepburn, A.**, Discourses and dilemmas of gendered identity, BPS Women In Psychology Conference, University of Leeds, July 1995.
55. **Hepburn, A.**, A defence of postmodern politics and the deconstructed self, Understanding the Social World: Towards An Integrative Approach, Huddersfield University, July 1995.
56. Siann, G., **Hepburn, A.** & Beloff, H. Gender Differences in the perceptions of feminism and feminists, BPS Annual Conference, Blackpool, April 1993.

PROFESSIONAL ACTIVITIES AND SOCIETIES

- Director and founder member of the Center for Language, Interaction, and Health, Rutgers University
- Director and founder member of the Helpline Research Unit, Loughborough University
- Member of Peer Review College, Economic and Social Research Council
- Referee for Australian Research Council
- Referee for Dutch Council for the Humanities
- Reviewer for Royal Society Newton Fellowships
- Affiliate, York University Feminist Conversation Analysis Unit
- Member of the Discourse and Rhetoric Group, Loughborough University
- Member of International Society for Conversation Analysis
- Member of the National Communication Association

SERVICE TO THE DEPARTMENT/SCHOOL

RUTGERS DEPARTMENT OF COMMUNICATION COMMITTEES

Research Development Committee (2016 - current)

SCHOOL COMMITTEES

SC&I Diversity Committee (2018 – current)

SERVICE TO DISCIPLINE

EDITORIAL BOARD MEMBER

1. British Journal of Social Psychology
2. Theory and Psychology

3. Research on Children in Social Interaction
4. The Psychology of Women and Equalities Review (British Psychological Society publication)

JOURNAL REFEREE

1. Annual Review of Critical Psychology
2. Appetite
3. Applied Linguistics
4. British Journal of Psychology
5. British Journal of Social Psychology
6. Children and Society
7. Culture and Psychology
8. Discourse and Society
9. Discourse Studies
10. European Journal of Communication
11. Education and Society
12. Feminism and Psychology
13. Frontiers
14. Human Relations
15. International Journal of Critical Psychology
16. Journal of Community and Applied Social Psychology
17. Journal of Pragmatics
18. Journal of Sociolinguistics
19. Language in Society
20. Open Sociology Journal
21. Open Applied Linguistics Journal
22. Open Communication Journal
23. Political Psychology
24. Pragmatics and Society
25. Psycho-Oncology
26. Psychology and Health
27. Qualitative Research in Psychology
28. Research on Language and Social Interaction
29. Radical Psychology
30. Social and Behavioural Psychology
31. Social and Personal Psychology Compass
32. Sociology of Health and Illness
33. Social Psychology Quarterly
34. Social Science and Medicine
35. Subjectivity
36. Text and Talk

37. Theory and Psychology

REFeree OF BOOK AND SOFTWARE PROPOSALS

1. Cambridge University Press
2. John Benjamins
3. Polity Press
4. Routledge
5. Sage
6. Taylor and Francis
7. University of Adelaide Press
8. Wiley-Blackwell
9. Palgrave Macmillan

CONFERENCE PAPER/PROPOSAL REVIEWER

- 2018 NCA Conference
- 2017 NCA Conference
- 2017 Intersubjectivity in Action
- 2014 NCA Conference
- 2014 International Conference on Conversation Analysis
- 2013 NCA Conference
- 2012 NCA Conference

ACADEMIC LEADERSHIP

- Vice Chair Elect, Vice Chair, Chair, Immediate Past Chair, Language and Social Interaction Division, National Communication Association, USA (2015-2019)
- Carnegie Trust Research Assessor
- RBHS IRB membership at Rutgers, 2016
- Developed and organised 7 workshops since arriving at Rutgers
- Developed the Center for Language, Interaction, and Health at Rutgers, website pending
- Co-organiser, conference on Conversation Analysis and Clinical Encounters, Loughborough University, 2nd - 4th July 2015
- Postgraduate Coordinator for Department of Social Sciences at Loughborough University 1/9/06-1/9/09
- Director of the Social Psychology Programme 1/9/10 – 1/9/2013
- Founder and Director of the Helpline Research Unit at Loughborough 2012
- Developer and Programme Director for two MSc programmes at Loughborough: Conversation Analysis and Discursive Psychology (new in October 2014)
- Impact 'champion' for the Research Excellence Framework, 2014
- Established Loughborough Social Science Department's first student placements scheme, which started in October 2012, and acted as the first Departmental placement coordinator
- I have been appointed as a member of the UK's Economic and Social Research Council's 'Peer Review College', from 2012 extended to September 2019

- Adviser to Dr Alexandra Kent, Keele University, 10/13 – 9/14 for *Finding Order in a Crisis: Practices for managing time-critical calls to the NSPCC Child Protection Helpline*, Richard Benjamin Memorial Trust, £9,995
- Adviser to Dr Ruth Parry, Nottingham University, 7/13-11/14, *VERDIS: Video-based communication research and training in decision-making in supportive and palliative care*, Health Foundation Insight award

IMPACT AND PUBLIC ENGAGEMENT

Since 2000 I have developed strong working relationship with the UK's NSPCC helpline, a 24 hr national child protection helpline, and have offered several informal workshops providing feedback on analysis. In 2012 I formed the Helpline Research Unit to bring together other colleagues working on helplines, and provide a more structured forum for the application of our work. Since then I have gathered evidence to show that my research on helpline interactions has had a significant impact on helpline training and quality control, benefitting helpline organisations, call-takers, and users, and has been included in the Loughborough University's Research Excellence Framework submission as evidence of impact. The impact has been realised through:

- Engagement and dissemination activities that have increased understanding of helpline interactions amongst managers and call-takers;
- Training and development activities that have changed call-takers' practices;
- Consultation and evaluations that have changed organisational policy and practice (for example, considering the trajectory of calls with failed outcomes).

I have established a formal research partnership with the UK's Helplines Partnership. They currently accredit over 450 UK helplines, which will now receive training that will be informed by my research.

I have been part of a team that has established a formal partnership between Loughborough University and Nottinghamshire Police

In March 2014 I co-organized a three-day workshop on the analysis of medical interaction at Loughborough, and in July 2015 co-organised a conference entitled 'Conversation analysis and clinical encounters' at Loughborough in which a range healthcare practitioners were invited and engaged with. This is part of a broader interest in developing research and training in the study of clinical and mental health interaction in a range of settings, which I am