

Dr. Emily C. Hofstetter

Curriculum Vitae

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Previous Positions

- 2018-present. *Biträdande universitetslektor* (Research Fellow), Linköping University. Multimodal interaction and the boundaries of ‘language’.
2018. *Visiting scholar*, Rutgers University.
2018. *Research associate*, University College London. Neonatal decision making.
- 2016-2018. *University teacher (Teaching fellow)*, Loughborough University. Teaching on undergraduate psychology programme; Quantitative and mixed methodologies; Qualitative methodology; Biological psychology; Social identity.
- 2016-2017. *Research assistant*, Loughborough University, Talking Safety project. Analyzing conversations between managers and staff about health and safety.
- 2013-2016. *Teaching assistant and demonstrator*, Loughborough University: (1st year courses: Social psychology practicals, Social psychology and relationships; 2nd year courses: Qualitative research methods, Understanding human interaction)
- 2015-2016. *Seminar tutor*, Loughborough University (2nd year courses: Biological psychology; Cognitive psychology)
- 2013-2016. *Freelance transcriber*. (For clients at Trinity College Dublin, Loughborough, Leeds, Sheffield, Wolverhampton, and York Universities)
2014. *Research assistant*, Content analysis coder (Unlock, Prof. Sue Wilkinson 2016)
- 2013-2014. *Research assistant*, Content analysis coder (BBC Trust: Rural Impartiality Review, Prof. James Stanyer et al. 2014).
- 2012-2013. *Teaching Assistant*, University of Toronto. Introduction to Biological Anthropology.

Education

- PhD 2013-2016. Doctor of Philosophy, Loughborough University. Thesis title: *Citizens getting help: Interactions at the constituency office*. Supervisor: Prof. Elizabeth Stokoe. Passed without corrections. Examiners: Profs. Paul Drew & Mats Ekström.
- MA 2012-2013. Master’s Degree in Anthropology, University of Toronto. Distinction. Thesis title: *Intentionality reading as a function in North American English*.
- BSc 2006-2010. Honours Bachelor of Science: Anthropology. University of Toronto. High Distinction.

Publications

Journal Articles

1. **Hofstetter, E.** & Robles, J. (in press). Manipulation in board game interactions: Being a sporting player. *Symbolic Interaction*.

2. **Hofstetter, E.** & Stokoe, E. (2018). Getting service at the constituency office: Analyzing citizens' encounters with their Member of Parliament. *Text & Talk*, 38(5), 551-573.
3. Albert, S., Albury, C., Alexander, M., Harris, T., **Hofstetter, E.**, Holmes, T. & Stokoe, E. (2018). The conversation rollercoaster: Conversation analysis and the public science of talk. *Discourse Studies*, 20(3), 397-424.
4. **Hofstetter, E.** & Stokoe, E. (2015). Offers of assistance in politician-constituent interaction. *Discourse Studies*, 17(6), 724-751.

Book Chapters

1. **Hofstetter, E.** (accepted). Sequence organization: Understanding what drives talk. In A. de Fina and A. Georgakopoulou (eds.) *Handbook of Discourse Studies*. Cambridge: Cambridge University Press.
2. **Hofstetter, E.** & Stokoe, E. (in press). Making the political relevant: How constituents and Members of Parliament raise political topics at constituency surgeries. In Kranert, M. & Horan, G. (eds) *'Doing politics': Discursivity, performativity and mediation in political discourse*. Amsterdam, John Benjamins.

Dissertation

1. **Hofstetter, E.** (2016). *Citizens getting help: Interactions at the constituency office*. Loughborough University: Loughborough, UK.

Book Reviews

1. **Hofstetter, E.** (2016). [Review of the book *Talking About Troubles in Conversation* by Gail Jefferson. Edited by Paul Drew, John Heritage, Gene Lerner, and Anita Pomerantz]. *Journal of Sociolinguistics*.

Under Review

1. Sikveland, R., Huma, B., **Hofstetter, E.** & Stokoe, E. (under review). Stop building rapport: Interactional problems with current institutional rapport strategies. *Consumer Research*.

Manuscripts

1. **Hofstetter, E.** (in preparation). Remembering objects in an experiment: Investigating the effects of an experimental setting and script on interaction and performance.

Presentations and Conferences

Peer-review Conferences

1. Robles, J. & **Hofstetter, E.** (2018). *Game moves and game strategy: The morality of competing in board games*. ICCA, Loughborough, UK.
2. **Hofstetter, E.** (2018). *Non-lexical 'moans': Response cries in board game interaction*. ICCA, Loughborough, UK.
3. Robles, J. & **Hofstetter, E.** (2018). *Manipulation in board game interactions: Accountability, timing, and morality*. ICA, Prague, Czech Republic.
4. **Hofstetter, E.** (2018). *Conversational variables in an experiment: A conversation analysis of an experiment*. British Psychological Society, Nottingham, UK.
5. Robles, J. & **Hofstetter, E.** (2017). *Moral dimensions of ascribing intention in board game interaction*. NCA, Dallas, USA.

6. **Hofstetter, E.** (2016, September). *Intention ascription in board game interaction*. Presentation at the 13th AWIA Symposium, University of Ghent, The Netherlands.
7. **Hofstetter, E.** (2015, October). *Political talk as conversational action*. Presentation at 3rd Political Discourse Data Day, Loughborough, United Kingdom.
8. **Hofstetter, E.** (2015, August). *Discussing 'money' at the office of a Member of Parliament: delicacy and case-building*. Presentation at the International Institute for Ethnomethodology and Conversation Analysis 2015 Conference, Kolding, Denmark.
9. **Hofstetter, E.** (2015, June). *Saving the 'face' of our MPs: Political comments at MP surgeries*. Presentation at Political Discourse: Multidisciplinary Approaches Conference, London, United Kingdom.
10. **Hofstetter, E.** (2015, April). *Political comments at MP surgeries*. Presentation at EMCA Doctoral Network Meeting Nottingham, United Kingdom.
11. **Hofstetter, E.** (2014, November). *Demonstrating 'progress' to clients at Member of Parliament surgeries*. Presentation at Interactional Competences in Institutional Practices International Conference, Neuchâtel, Switzerland.
12. **Hofstetter, E.** (2014, August). *Can you remind me of your name please? Practices for remembering constituents at the office of a Member of Parliament*. Presentation at the 3rd Conference on Applied Qualitative Research in Psychology, Derby, United Kingdom.
13. **Hofstetter, E.** (2014, August). *Political comments at MP surgeries*. Presented at the Sheffield Political Discourse Data Day, Sheffield, United Kingdom.
14. **Hofstetter, E.** (2013, March). *The mind reading assumption: intentionality and speech act theory in North American English*. Presentation at the MEDUSA Anthropology Graduate Symposium, Toronto, Canada.

Workshops & Impact Presentations

1. **Hofstetter, E.** (2017, September). *Jefferson Transcription 101*. A video-blog for teaching CA. <https://youtu.be/I1LpilDKp2I>
2. **Hofstetter, E.** (2017, September). *Talking safety: Training based on conversational research for health and safety staff*. Leicester University, September 20.
3. **Hofstetter, E.** & Stokoe, S. (2017, June). *Talking safety: CARM workshop for Health and Safety professionals*. Warwick Innovation Centre, June 16.
4. **Hofstetter, E.** & Stokoe, S. (2017). *Talking safety: CARM workshop for Health and Safety professionals*. Loughborough University, May 16-17.
5. **Hofstetter, E.** (2017, October). *Talking safety: Initial findings of interaction research on Health and Safety conversations*. Loughborough University, Oct. 26.
6. **Hofstetter, E.** (2016, October). *Action ascription*. A video-blog for teaching CA. <https://youtu.be/CN6anGiNMgs>
7. **Hofstetter, E.** (2016, September). *The conversation rollercoaster: Talkaoke with live conversation analysis*. *New Scientist Live Festival*. London: United Kingdom.
8. **Hofstetter, E.** (2016, May). *How encryption works and tools to encrypt data*. Workshop for the LiQUiD Lab Qualitative Research Group, Loughborough, United Kingdom.
9. **Hofstetter, E.** (2016, May). *The projector isn't working! Preventing and solving AV issues for academics*. Workshop for the EMCA Doctoral Training Network, Sheffield, United Kingdom.
10. **Hofstetter, E.** (2016, April). *The projector isn't working! Preventing and solving AV issues for academics*. Workshop for the LiQUiD Lab Qualitative Research Group, Loughborough, United Kingdom.

11. **Hofstetter, E.** (2016, April) *Repair*. A video-blog for teaching CA. Featured on the ‘emcawiki.net’ CA resource website. <https://youtu.be/H4D3zGk2wds>
12. **Hofstetter, E.** (2016, February) *Response relevance*. A video-blog for teaching CA. Featured on the ‘emcawiki.net’ CA resource website. <https://youtu.be/pLSmv9KJcdw>
13. **Hofstetter, E.** (2015, June). *Grounded theory*. Workshop for the LiQUiD Lab Qualitative Research Group, Loughborough, United Kingdom.
14. **Hofstetter, E.** (2015, May). *Good practices for reassuring constituents*. Feedback workshop for participants in PhD data collection on constituency offices.
15. **Hofstetter, E.** (2015, May). *Using Word with transcripts and Audacity*. Workshop for the LiQUiD Lab Qualitative Research Group, Loughborough, United Kingdom.
16. **Hofstetter, E.** (April, 2015). *Using Word with transcripts and Audacity*. Workshop for EMCA Doctoral Network Meeting Nottingham, United Kingdom.
17. **Hofstetter, E.** (2014, October). *Audio Editing – A Workshop in Comparing Audacity and Audition*. Workshop at the EMCA Doctoral Training Network Meeting, London, United Kingdom.
18. **Hofstetter, E.** (2014, May). *‘How can I help?’ How one phrase can kick start a meeting*. Feedback workshop for participants in PhD data collection on constituency offices.

Other Presentations (Research groups, working papers)

1. Hofstetter, E. (2018, July). *Analyzing a memory experiment with CA*. Presentation at the Discourse and Rhetoric Group, Loughborough, United Kingdom.
2. **Hofstetter, E.** (2016, February). *Recognizing voices using standard CA anonymization protocols: A pilot experiment and discussion*. Presentation at the Discourse and Rhetoric Group, Loughborough, United Kingdom.
3. **Hofstetter, E.** (2015, June). *How to criticize your MP*. Presentation at Café Academique, Loughborough, United Kingdom. [Invited]
4. **Hofstetter, E.** (2015, February) *Political comments at MP surgeries: Making government relevant*. Presentation at Cul-Com CAMARG, Loughborough, United Kingdom.
5. And lots and lots of data sessions...

Awards and Scholarships

2017	National Communication Association (NCA)	Dissertation of the Year Award from NCA: Language and Social Interaction Division	\$100
2016	Loughborough University, CARM Enterprises	Talking Safety postdoctoral grant	£5000 6 months
2016	Centre for Research in Communication & Culture	Grant for online video development	£500 12 months
2016	Loughborough University	Tuition grant	£14 000 12 months
2015	University College London	Political Discourse Conference Grant	£100

2015	Loughborough Graduate School	Conference Grant	£400
2015	Loughborough Graduate School	Conference Grant	£100
2014	Discourse and Rhetoric Group	Travel Grant	£500 1 month
2014	John Guest Phillips Memorial Fund	Travelling Scholarship	£500 2 months
2012	University of Toronto	Graduate Fellowship	\$8 000 12 months
2012	University of Toronto Anthropology Department	Teaching Fellowship	\$1 000 12 months
2010	Gordon Cressy Foundation	Student Leadership Award	\$0
2010	Trinity College, University of Toronto	College Scholar (top 10% graduating class)	\$0
2009	Trinity College, University of Toronto	Buscombe Scholarship (For community service, academic excellence)	\$5 000 12 months
2007	Trinity College, University of Toronto	Jessie Clark McPherson Scholarship (For academic excellence and proficiency)	\$1 000 12 months
2006-2010	University of Toronto	Dean's List (3.5 GPA+)	\$0
2006-2010	Foresters Insurance Foundation	Foresters Scholarship	\$8 000 48 months

Teaching

Year	University	Module/Course	Role
2017 2018	Loughborough University	Psychology Practicals (First year, psychology, mixed methodologies in practical sessions)	Sole lecturer + responsible examiner: designed course, lectured, sole grader
2017	Loughborough University	Self & Identity (First year, across social sciences, lectures)	Sole lecturer + responsible examiner: designed course, lectured, sole grader
2017	Loughborough University	Social Psychology & Relationships (First year, social psychology, lectures + practical sessions)	Sole lecturer + responsible examiner: designed course, lectured, sole grader
2017	Loughborough University	Forensic Psychology (Third year, across social sciences)	Coursework grading
2017	Loughborough University	Self & Identity (First year, across social sciences, lectures)	Responsible examiner (lead team of lecturers, designed course), also

			lecturer, sole grader
2016 2017	Loughborough University	Personal Tutor	Tutor for nine first year students
2016 2015	Loughborough University	Biological Psychology (Second year, psychology, seminars)	Ran seminars, designed material within seminar to lecturer's specification
2016	Loughborough University	Qualitative Foundations (First year, psychology, qualitative methods in practical sessions)	Demonstrator
2016 2014 2013	Loughborough University	Researching Social Life (Second year, psychology, qualitative methods in practical sessions)	Demonstrator
2016	Loughborough University	Cognitive Psychology (Second year, psychology, seminars)	Ran seminars, designed material within seminar to lecturer's specification
2015x2 2014x2	Loughborough University	Psychology Practicals, (First year, psychology, mixed methodologies in practical sessions)	Demonstrator
2015	Loughborough University	Understanding Human Interaction (Second year, psychology, conversation analysis in practical sessions)	Demonstrator
2014 2013	Loughborough University	Social Psychology & Relationships (First year, psychology, practical sessions)	Demonstrator
2013 2012	University of Toronto	Biological Anthropology Practicals (Second & third years, anthropology & biology, practical sessions)	Ran seminars, designed material within seminar to lecturer's specification
2013 2012 2011	St. Michael's College School	Technical Theatre (High school, ages 14-18, practical sessions & actual performances)	Designed content, ran sessions, supervised students

Administration

- 2016-2018. *Organizing committee, ICCA 2018.* Coordinating submissions, scheduling, volunteers, audio-video.
2017. *IEMCA panel organizer: Morality at play.* Hofstetter, E. & Edwards, R.
- 2014-2017. *Editor, Newsletter for the Ethnomethodology and Conversation Analysis Section of the American Sociological Association.*
2016. *Conference organizer, EMCA Doctoral Training Network, Oct. 3-4, 2016, at Loughborough University.*
- 2013-2016. *Steering committee and graduate student representative, Ethnomethodology and Conversation Analysis Doctoral Training Network.* 2014: organized 2 inaugural technical and digital skills workshops for EMCA postgraduates, contributed to development of network, online media coordinator. 2015: led 2 skills workshops for postgraduates, 1 reading group seminar. 2016: led 1 technical skills workshop, 1 reading group seminar.

- 2013-2016. *Chair*, LiQUiD Lab Qualitative Research Group. 2015-16, organizing 5 events, including peer-to-peer learning, 5 invited speakers across the UK, and faculty seminars. In 2014-15 organized 4 career and research development workshops, with 6 invited speakers, for Loughborough qualitative postgraduates. *Committee executive* 2013-2014, organizing 3 additional events. Successful funding applications, 2013-2016.
- 2014-2015. *Coordinator of the Discourse and Rhetoric Group*, Loughborough University. Responsible for soliciting and organizing weekly presentations by guest researchers, organizing social events, facilitating weekly discussion groups, creating and organizing skills workshops for postgraduates.
- 2012-2014. *Section editor* for *vis-à-vis: Explorations in Anthropology*, graduate anthropology peer-reviewed journal at the University of Toronto.
- 2011-2013. *Consulting researcher* on business solutions, St. Michael's College School.
2008. *Field assistant*, Rudabanya excavation, Prof. D. Begun.
2008. *Consulting researcher*, University of Toronto Students Union, creating first student union-sponsored students' scholarship guide.

Additional Skills

Workshops Taken (Training) in Conversation Analysis

2016. Multimodal transcription. Workshop by Elwys de Stefani, December 7th, 2016.
2015. Action design. Workshops by Professor Paul Drew, October 14th- December 2nd, 2015.
2015. Data analysis in institutional interaction. Workshops by Professors Paul Drew and John Heritage. March 18th and 24th, 2015.
- 2014-2015. Master's in Conversation Analysis and Discursive Psychology: Workshops by Professors Jonathan Potter, Paul Drew, Sue Wilkinson, John Heritage, Elizabeth Stokoe, Dr. Carly Butler, and Dr. Alexa Hepburn. October 10th, 2014 – March 29th, 2015.
2014. Data analysis in institutional talk. Workshops by Professor Paul Drew, February 5th-April 3rd, 2014, with guest lecturer Professor John Heritage.
- 2013-2014. Master's in Conversation Analysis and Discursive Psychology: Workshops by Professors Jonathan Potter, Paul Drew, Sue Wilkinson, John Heritage, Elizabeth Stokoe, Dr. Carly Butler, and Dr. Alexa Hepburn. November 1st, 2013 – April 6th, 2014.
2013. Institutional interaction. Workshop by Professor Paul Drew, October 16th- November 20th, 2013.

SQL Programming. I have experience managing a SQL database, creating custom SQL reports, and administering back-end and user-end modifications, over the course of 2 years (2011-2013) doing SQL programming at St. Michael's College School. In conjunction with SQL, I was also working with Windows SQL Management Studio, and with the event management software, Artifax.

Audio and Video Editing. I am adept with the programs VLC, Audacity, Adobe Audition, Adobe Premiere, and QuickTime, and processes of noise reduction, compression, filtering. I can anonymize data (voice pitch alterations, as well as facial blurring in video data). Through my earlier work in technical theatre, I also have experience with microphones and AV equipment (projectors, etc.).

Languages. I am native in English and proficient French. I have beginner's experience in Spanish, German, and Scot's Gaelic.

2010. *J'Explore*, Gov. of Canada. Québec immersion program with L'école de langue français et du culture québécoise à l'Université de Québec à Chicoutimi.