

Short Curriculum Vitae, Prof. Alexa Hepburn

School of Communications & Information

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Qualifications

MA (Hons) Psychology and Philosophy, University of Dundee, 1992.

PhD Deconstructing Secondary School Bullying, Glasgow Caledonian University, 1995.

Academic Posts

- Lecturer in Social Psychology, Napier University, Edinburgh, 1995-1996.
- Senior Lecturer in Critical Social Psychology, Staffordshire University, 1996-2000.
- Senior Lecturer in Psychology, Nottingham Trent University, UK, 2000-2002.
- Professor in Conversation analysis, Loughborough University, 2002-2015
- Research Professor, Department of Communication, Rutgers University, USA, 2015-2024
- Honorary Professor, Department of Social Sciences, Loughborough University, 2016-
- Professor Emerita, Department of Communication, Rutgers University, USA, 2024-

Academic Leadership and Achievements

- 10,000 citations; h-index 43 (Google Scholar)
- 14 Keynotes and Plenaries across UK, USA, Europe. Australia and Scandinavia
- 41 workshops on CA and discursive psychology across 12 different countries
- 51 invited Departmental Seminars across 11 different countries
- 70+ conference papers in 14 different countries
- Chair, Language and Social Interaction Division, National Communication Association
- Founder and past Director of the Loughborough University Helpline Research Unit
- Director of the Rutgers University Conversation Analysis Laboratory (RUCAL)
- Originator and Director for MSc Conversation Analysis and MSc Discursive Psychology at Loughborough University
- Editorial board membership of 4 journals; reviewer for 43 journals and 9 book publishers
- 5 books; 115+ journal articles, book chapters and book reviews
- Referee: Australian Research Council, Royal Society & Dutch Humanities Council

Selected Research Funding

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| 2015-2017 | <i>Skills, strategies and challenges in communicating about pain in health-care of people with long term and terminal illnesses</i> The Health Foundation FS000638 £37,426, CI with Dr. Ruth Parry, PI. |
| 2014-2017 | <i>VERDIS: Video based communication research and training in decision making and empathy in supportive and palliative care</i> The Health Foundation RC000664 £196,041, CI with Dr. Ruth Parry, PI. |
| 2015-2017 | <i>Loughborough University Advanced Training Courses in Social Sciences</i> , Economic and Social Research Council ES/M005860/1, £28,999, CI with Professor John Downey (PI). |
| 2013-2015 | <i>Evaluation of pooled direct payments for disabled children and their families</i> , The UK Government's Department for Education National Prospectus Programme via Scope's: £33,333, CI with Samantha McDermid (PI) and Lisa Holmes (CI); |
| 2007-2009 | <i>The impact of technological modality on troubles telling and advice giving on a national children's helpline</i> , Australian Research Council, \$175,000, CI with Professor Susan Danby (PI), Professor Michael Emmison (CI) and Professor Jonathan Potter (CI). |
| 2001-2002 | <i>Managing Interaction in NSPCC Helpline Calls</i> , Leverhulme Research Fellowship, PI; the fellowship paid for a full year of buyout. |

Selected Awards

1989	George Henderson Prize for top philosophy student, Dundee University
2001-2002	PI Leverhulme Research Fellowship for NSPCC Helpline research
2005	NSPCC Helpline research was part of a submission that won the UK's Queen's Anniversary Prize for work on problems faced by young people
2012-2026	Elected to UK's Economic and Social Research Council Peer Review College
2017-2026	Elected as core Research Assessor for the Carnegie Trust

Selected Publications

- Potter, J., & Hepburn, A. (forthcoming 2026). *Emotionography: Theory, Research, and Method*. American Psychological Society.
- Jenkins, L., Potter, J., Hepburn, A., & Macdougall, C. (2025). Communicating anaphylaxis risk in pediatric allergy consultations: A conversation analytic study. *Patient Education and Counseling*, 109284.
- van Burgsteden, L., van Eck, C. W., & Hepburn, A. (2025). From Diplomacy to Disrespect: Conversational Polarization in the Oval Office. *Political Communication*, 42(5), 908-916.
- Oloff, F., & Hepburn, A. (2024). Multimodal transcription: Capturing the Audible and Visible. *The Cambridge Handbook of Methods in Conversation Analysis*, 115.
- Tremblett, M., Jenkins, L., Potter, J., & Hepburn, A. (2025). Special section examining risk discussions across clinical specialties using conversation analysis: From information transfer to an interactional perspective. *Patient Education and Counseling*, 109283.
- Jenkins, L., Hepburn, A., Potter, J., & Macdougall, C. (2024). "Are you otherwise fit and well?": past medical history questions in UK paediatric consultations. *Patient Education and Counseling*, 121, 108104.
- Hepburn, A., Potter, J., & Caldwell, M. (2023). The visible politics of intersubjectivity: Constructing knowledge as shared to manage resistance in news interviews. *Journal of Language and Social Psychology*, 42(5-6), 544-564.
- Hepburn, A., & Potter, J. (2023). Understanding mixed emotions in organized helping through emotionography. *Frontiers in Psychology*, 14, 1236148.
- Bolden, G. B., Hepburn, A., & Mandelbaum, J. (2023). The distinctive uses of right in British and American English interaction. *Journal of Pragmatics*, 205, 78-91.
- Bolden, G. B., Hepburn, A., Potter, J., Zhan, K., Wei, W., Park, S. H., Shirokov, A., Chun, H. C., Kurlenkova, A., Licciardello, D., Caldwell, M., Mandelbaum, J., & Mikesell, L. (2022). Over-Exposed Self-Correction: Practices for Managing Competence and Morality. *Research on Language & Social Interaction*, 55(2). doi: 10.3389/fpsyg.2023.1236148
- Park, S.H. & Hepburn, A. (2022) The Benefits of a Jeffersonian Transcript. *Frontiers in Communication*. 7:779434. doi: 10.3389/fcomm.2022.779434
- Smoliak, O., MacMartin, C., Hepburn, A., Le Couteur, A., Elliott, R., & Quinn-Nilas, C. (2021) Authority in therapeutic interaction: a conversation analytic study. *Journal of Marital and Family Therapy*. <https://doi.org/10.1111/jmft.12471>
- deSouza, D., Park, S. H., Wei, W., Zhan, K., Bolden, G., Hepburn, A., Mandelbaum, J., Mikesell, L., & Potter, J. (2021). The Gratitude Opportunity Space. *Social Interaction. Video-Based Studies of Human Sociality*, 4(1). <https://doi.org/10.7146/si.v4i1.122437>
- Hepburn, A., & Potter, J. (2021). *Essentials of conversation analysis*. American Psychological Association.
- Ford, J., & Hepburn, A. (2021). Responding empathically from shifting epistemic terrains. In *How Emotions Are Made in Talk* (pp. 189-209). John Benjamins Publishing Company.
- Jenkins, L., Hepburn, A., MacDougall, C. (2020). How and Why Children Instigate Talk in Pediatric Allergy Consultations: A Conversation Analytic Account. *Social Science & Medicine*. 266 (article 113291).
- Hepburn, A. (2020). The preference for self-direction as a resource for parents' socialisation practices. *Qualitative Research in Psychology*, 17(3), 450-468.
- Potter, J., Hepburn, A. & Edwards, D. (2020). Rethinking Attitudes and Social Psychology – Issues of Function, Order, and Combination in Subject-Side and Object-Side Assessments in Natural Settings. *Qualitative Research in Psychology*, (17)3, (pp. 336-356). 10.1080/14780887.2020.1725952
- Bolden, Galina, Hepburn, Alexa & Potter, Jonathan (2019). Subversive completions: Turn-taking resources for commandeering the recipient's action in progress. *Research on Language and Social Interaction*.
- Ford, Joseph., Hepburn, Alexa, & Parry, Ruth. (2019). What do displays of empathy do in palliative care? *Discourse Studies*. 2(1): 22-37. <https://doi.org/10.1177/1461445618814030>

- Bolden, Galina B., Angell, Beth, & Hepburn, Alexa (2019). *How clients solicit medication changes in psychiatry, Sociology of Health and Illness*. <https://doi.org/10.1111/1467-9566.12843>
- Potter, J. & Hepburn, A. (2019). Shaming Interrogatives: Socialization, admonishment, and emotion in discursive practices over family mealtimes. *British Journal of Social Psychology*, 59(2), 347-364.
- 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.
- Hepburn, A. & Bolden, G. (2017). *Transcribing for social research*. Sage.
- 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.
- Drew, P., & Hepburn, A. (2016). Absent apologies. *Discourse Processes*, 53(1-2), 114-131.
- 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.
- 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.
- 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.
- Shaw, Chloe, & Hepburn, Alexa (2013). Managing the Moral Implications of Advice in Informal Interaction. *Research on Language and Social Interaction*, 46(4), 344-362.
- 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
- 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.
- Stokoe, E., Hepburn, A., and Antaki, C., (2012). Beware the 'Loughborough School'? Interaction and the politics of intervention, *British Journal of Social Psychology*, 51 (3), 486-496.
- Hepburn, A., Wilkinson, S., & Shaw, R. (2012). Repairing self and recipient reference. *Research on Language and Social Interaction*, 45(2), 175-190.
- Hepburn, A. & Potter, J. (2011). Designing the recipient: Some practices that manage advice resistance in institutional settings, *Social Psychology Quarterly*, 74, 216-241.
- Hepburn, A. & Potter, J. (2011). Threats: Power, family mealtimes and social influence, *British Journal of Social Psychology*, 50, 99-120.
- Hepburn, Alexa & Potter, Jonathan (2011a). Designing the recipient: Some practices that manage advice resistance in institutional settings, *Social Psychology Quarterly*, 74, 216-241.
- Hepburn, Alexa & Potter, Jonathan (2011b). Threats: Power, family mealtimes and social influence, *British Journal of Social Psychology*, 50, 99-120.
- Potter, Jonathan, Tileaga, C. & Hepburn, Alexa (2011). Inequality in action, *International Journal of Education and Psychology in the Community*, 1, 43-60.
- Butler, C., Potter, Jonathan, Danby, S., Emmison, M. & Hepburn, Alexa (2010). Advice implicative interrogatives: Building 'client centred' support in a children's helpline, *Social Psychology Quarterly*, 73, 265-287.
- Potter, Jonathan & Hepburn, Alexa (2010). Putting aspiration into words: 'Laugh particles', managing descriptive trouble and modulating action, *Journal of Pragmatics*, 42, 1543-1555.
- Edwards, Derek, Hepburn, Alexa & Potter, Jonathan (2009). Psychology, sociology and interaction: Disciplinary allegiance or analytic quality? a response to Housley and Fitzgerald, *Qualitative Research*, 8, 669-678.
- Lerner, G., Bolden, Galina, Hepburn, Alexa & 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.
- Hepburn, A. & Potter, J. (2007). Crying receipts: Time, empathy and institutional practice. *Research on Language and Social Interaction*, 40, 89-116.
- Hepburn, A. & Wiggins, S. (Eds.) (2007). *Discursive research in practice: New approaches to psychology and interaction*. Cambridge: Cambridge University Press.
1. Hepburn, Alexa (2006). Getting closer at a distance: Theory and the contingencies of practice, *Theory & Psychology*, 16(3), 325-342.
 2. Hepburn, Alexa (2005). 'You're not taking me seriously': Ethics and asymmetry in calls to a child protection helpline, *Journal of Constructivist Psychology*, 18, 255-276.

3. Hepburn, Alexa & Wiggins, S. (2005). Editorial: Developments in discursive psychology, *Discourse & Society*, 16, 595-602.
4. Hepburn, Alexa & Wiggins, S. (2005). Size matters: Constructing accountable bodies in NSPCC helpline and family mealtime talk, *Discourse & Society*, 16, 625-647.
5. Potter, Jonathan & Hepburn, Alexa (2005). Action, interaction and interviews – Some responses to Hollway, Mischler and Smith, *Qualitative research in Psychology*, 2, 319-325.
6. Potter, Jonathan & Hepburn, Alexa (2005). Qualitative interviews in psychology: problems and possibilities, *Qualitative research in Psychology*, 2, 281-307.
7. Potter, Jonathan & Hepburn, Alexa (2005). Discursive psychology as a qualitative approach for analysing interaction in medical settings, *Medical Education*, 39, 338-344.
8. Stokoe, Elizabeth H. & Hepburn, Alexa (2005). 'You can hear a lot through the walls': Noise formulations in neighbour complaints, *Discourse & Society*, 16, 647-674.
9. Hepburn, Alexa (2004). Crying: Notes on description, transcription and interaction, *Research on Language and Social Interaction*, 37, 251-90.
10. Potter, Jonathan & Hepburn, Alexa (2003). 'I'm a bit concerned' – Call openings on a child protection helpline, *Research on Language and Social Interaction*, 36, 197-240.
11. Hepburn, Alexa & Brown, S.J. (2001). Teacher Stress and the Management of Accountability, *Human Relations*, 54(6): 531-555.
12. Hepburn, Alexa (2000). On the alleged incompatibility between feminism and relativism, *Feminism and Psychology*, 10 (1), 91-106.
13. Hepburn, Alexa (2000). Power lines: Derrida, discursive psychology and the management of accusations of school bullying, *British Journal of Social Psychology*, 39, 605-628.
14. Hepburn, Alexa (1999). Derrida and Psychology: Deconstruction and its ab/uses in critical and discursive psychologies, *Theory and Psychology*, 9 (5), 641-667.