

October 2010

CURRICULUM VITAE

DOUGLAS W. MAYNARD

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**PRESENT POSITION:** Conway-Bascom Professor, Department of Sociology, University of Wisconsin

**EDUCATION:**

B.S. Business (major), Industrial Engineering (minor), Oregon State University, June 1968  
M.A. Sociology, University of California, Santa Barbara, December 1975  
Ph.D. Sociology, University of California, Santa Barbara, June 1979

**POSITIONS HELD:**

1979-1985 Assistant Professor of Sociology, University of Wisconsin, Madison (leave: 1981-82)  
1982-1990 Research Affiliate, Waisman Center on Mental Retardation and Human Development  
1985-1989 Associate Professor of Sociology, University of Wisconsin, Madison  
1989-1992 Professor of Sociology, University of Wisconsin, Madison  
1997-2000 Adjunct Professor of Culture and Communication, Indiana University, Bloomington  
1992-2000 Professor of Sociology, Indiana University, Bloomington  
2000-2006 Professor of Sociology, University of Wisconsin, Madison  
2006-present Conway-Bascom Professor of Sociology, University of Wisconsin, Madison

**SPECIAL HONORS OR AWARDS:**

1967-1968 Boeing Scholarship, Oregon State University  
1968 Honors at graduation, B.S. degree, Oregon State University  
1975 Highest Honors on M.A. Thesis and oral defense, UCSB  
1975 Charles B. Spaulding Research Award, Sociology Department, UCSB. (Annual Prize for best graduate student paper)  
1977-1979 University of California Regents' Fellowship  
1981-1982 Postdoctorate Fellow, NIMH Training Grant, Dept. of Psychiatry, U. Wisconsin, Madison  
1990 University of Wisconsin, Department of Sociology Citation for Excellence in Teaching  
1990-1992 University of Wisconsin Vilas Associate Professor (\$26,000 award for outstanding tenured faculty in the humanities and social sciences)  
1992-present Elected member, Sociological Research Association  
1998 Teaching Excellence Recognition Award (\$1000). Indiana University.  
1998-99 National Endowment for the Humanities (NEH) Fellowship. "Bad News, Good News, and Everyday Life." (\$30,000)  
1999-2000 Fund for the Advancement of the Discipline (\$5000), supported by the American Sociological Association and National Science Foundation. Conference on doctor-patient interaction.  
2000 Teaching Excellence Recognition Award (\$1000). Indiana University.  
2000 Rudy Professorship. (Declined.) Indiana University  
2006 Fulbright Scholar Award. One semester (fall), Department of Sociology, University of Helsinki  
2009 Honored Instructors Award. Chadbourne Residential College. UW Division of University Housing

**RESEARCH AND TEACHING INTERESTS:**

Conversational analysis, ethnomethodology, social psychology, sociology of everyday life, sociology of medicine and mental disorder, sociology of technology and science, survey methodology and research, theory

**RESEARCH SUPPORT:**

- 1980           Wisconsin Alumni Research Foundation, summer salary.
- 1980-1981     Wisconsin Center for Education Research Royalty Fund, summer salary, two semesters of research assistance.
- 1981-1982     NIMH Postdoctoral Training Fellowship, Department of Psychiatry, University of Wisconsin, Madison, salary, one semester research assistance.
- 1990-1992     University of Wisconsin Vilas Associate Professor (\$26,000, summer salary)
- 1982-1983     Biomedical Research Support Grant, University of Wisconsin-Madison, Graduate School, funds for two semesters of student hourly research assistance.
- 1984-1986     "Diagnostic News Regarding Developmental Disabilities," New Investigator Research Award, National Institutes of Health, salary support 1984-86, research assistance 1985-86 (\$74,000).
- 1985           Wisconsin Alumni Research Foundation, research assistance, Spring.
- 1985-86       Biomedical Research Support Grant, University of Wisconsin-Madison Graduate School, one year student hourly research assistance.
- 1986-87       Wisconsin Alumni Research Foundation, two summer salaries and summer plus one year research assistance.
- 1988-89       Wisconsin Alumni Research Foundation, one summer salary and two years research assistance.
- 1990-91       Wisconsin Alumni Research Foundation, one-year research assistance.
- "Communication in Regard to HIV-Antibody Testing." Wisconsin Department of Health and Social Services, 50% Fall semester salary; travel for two semesters; recording equipment for data collection (\$22,000 total).
- 1991-93       "Interviewer-Respondent Interaction in the Survey Interview." (With Nora Cate Schaeffer.) U.S. Bureau of the Census. Summer salary, 18 months research assistance. (\$68,614)
- 1991-94       "Interviewer-Respondent Interaction in Standardized Interviewing: A Comparison of Face-to-Face and Computer Assisted Telephone Interviewing." (With Nora Cate Schaeffer.) Ameritech Foundation Fellowship Program, University of Wisconsin. 1.25 months salary, 9 months research assistance, computer equipment. (\$46,768)
- 1996-98       "The Ethnography of a Survey Research Center." Sociological Research Practicum (SRP), Department of Sociology and College of Arts and Sciences, Indiana University. Summer salary, research assistance, research funding. (\$60,800)
- 1998-99       National Endowment for the Humanities (NEH) Fellowship. "Bad News, Good News, and Everyday Life." (\$30,000)
- 1999           Research Leave Supplement Grant. Indiana University Graduate School. (\$36,000)

- 2000 Conference: "Practicing Medicine: A Dialogue on Doctor-Patient Interaction." (With David Takeuchi) Office of Behavioral and Social Science Research at the National Institutes of Health. (\$10,000)
- 2002 Workshop: Methods for Studying Interaction. (With Nora Cate Schaeffer.) Center for the Demography of Health and Aging (CDHA), University of Wisconsin-Madison. April. P30 grant (AG17266) from the National Institute of Aging to CDHA (\$10,000).
- 2003 Interactive Dimensions of Cognition in Interviews of Older Adults. (With Nora Cate Schaeffer and Jennifer Dykema.) Center for the Demography of Health and Aging (CDHA), University of Wisconsin-Madison. April. P30 grant (AG17266) from the National Institute of Aging to CDHA (\$26,397).
- 2003 Uses of the Phrase "I mean" in Everyday Conversation. Wisconsin Alumni Research Foundation, 1 year Project Assistance (\$21,600).
- 2004-05 Defensiveness in Interaction: The Use of I-Mean Prefaced Utterances in Complaint-Type Sequences. Wisconsin Alumni Research Foundation. Academic year Project Assistant. \$11,141.
- 2004-06 Interaction and Cognition in Surveys of Older Adults (With Nora Cate Schaeffer). National Institute of Aging. \$150,000
- 2004-09 Conversational Practices in Telephone Requests for Tissue Donation. Dialysis Clinic Incorporated. 4 years Research Assistance and computer purchase. \$123,893.
- 2006-10 Recruiting Respondents to the Survey Interview. (With Jeremy Freese and Nora Cate Schaeffer). National Science Foundation. \$360,000.
- 2007-09 Event History Calendars & Q-list Forms of Survey Interviewing. (With Robert Belli and Nora Cate Schaeffer). The National Institutes of Health and University of Nebraska. \$45,000.
- 2009-2010 Implicative Discourse in Police Interrogation. University of Wisconsin Graduate School. 9 months Project Assistant position.

## BOOKS

- 1984 *Inside Plea Bargaining: The Language of Negotiation*. (Monograph.) New York: Plenum Press.
- 2002 Maynard, D.W., H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*. New York: Wiley Interscience.
- 2003 *Bad News, Good News: Conversational Order in Everyday Talk and Clinical Settings*. (Monograph.) Chicago: University of Chicago Press.
- Chapter 3 (Conversation Analysis and Ethnography: What Is the Context of an Utterance?) reprinted in Sharlene Hesse-Biber and Patricia Leavey (eds.) *Emergent Methods in Social Research*. Thousand Oaks, CA: Sage Publications. 2006: 55-94.
- 2004 Japanese translation of *Bad News, Good News* (Chapters 1, 2, 4, 5 (coda), 6 (coda), Epilogue). Includes author's new introduction for the translation. Translation by Yoshio Kashida and Mitsuhiro Okada. Tokyo: Keiso-shobo (licensed by University of Chicago Press).
- 2006 John Heritage and Maynard (eds.) *Communication in Medical Care : Interaction between Primary Care Physicians and Patients*. Cambridge, U.K.: Cambridge University Press.

## ARTICLES and CHAPTERS:

- 1980            Placement of Topic Changes in Conversation, *Semiotica* 3/4:263-290.
- Maynard and Thomas P. Wilson. On the Reification of Social Structure. Pp. 287-322 in Scott G. McNall and Gary N. Howe (eds.), *Current Perspectives in Social Theory: A Research Annual*. Greenwich, Connecticut: JAI Press.
- 1981            Review of Sexual Scripts: The Social Construction of Female Sexuality, by Judith Long Laws and Pepper Schwartz. In *Sex Roles* 7(12):1234-35.
- 1982            Defendant Attributes in Plea Bargaining: Notes on the Modeling of Sentencing Decisions. *Social Problems* 29(4):347-60.
- Person-descriptions in Plea Bargaining. *Semiotica* 42(2/4):195-213.
- Aspects of Sequential Organization in Plea Bargaining Discourse. *Human Studies* 5:319-344.
- (Book Review) Ethnomethodology: How People Make Sense, by Warren Handel. In *Contemporary Sociology* 11(6):715-16.
- 1983            Social Order and Plea Bargaining in the Court. *Sociological Quarterly* 24(Spring):233-215. Also published in:
- Spencer E. Cahill (ed.) *Inside Social Life: Readings in Sociological Psychology and Microsociology*, pp. 189-195. Los Angeles: Roxbury Publishing Co. 1995.
- Language in the Court. Review essay. *American Bar Foundation Research Journal* 1983(1):211-222.
- (Book Review) Making Sense of Reification: Alfred Schutz and Constructionist Theory, by Burke C. Thomason. *Contemporary Sociology* 12(4):459-60.
- 1984            The Structure of Discourse in Misdemeanor Plea Bargaining. *Law and Society Review* 18(1):301-331. Also published in:
- Lisa Frohmann (ed.) 2008. *Prosecutors and Prosecution*. 75-104. Williston VT: Ashgate Publishing Co.
- Maynard and Don H. Zimmerman. Topical Talk, Ritual, and the Social Organization of Relationships. *Social Psychology Quarterly* 47(4):301-316.
- (Review essay) Structuralism Revisited. *Contemporary Sociology* 13(4):425-28.
- (Book Review) Sociology, Ethnomethodology, and Experience: A Phenomenological Critique, by Mary F. Rogers. *Contemporary Sociology* 13(5):643-44.
- 1985            How Children Start Arguments. *Language in Society* 14:1-29. Also published in:
- Toni-Lee Capossela (ed.) *Language Matters: Readings for College Writers*, pp. 258-79. Fort Worth: Harcourt Brace College Publishers, 1996.
- On the Functions of Social Conflict Among Children. *American Sociological Review* 50:207-223.
- The Question of Justice in the Court Approached by the Analysis of Plea Bargaining Discourse.

- Pp. 153-179 in Teun A. van Dijk (ed.), *Handbook of Discourse Analysis*. London: Academic Press.
- (Book Review) *Language and Politics*, by Fred Dallmayr. *Sociology and Social Research* 70(1):123-24.
- 1986 Offering and Soliciting Collaboration in Multi-Party Disputes Among Children (and other humans). *Human Studies* 9:261-285.
- The Development of Children's Argumentative Skills. Pp. 233-258 in Patricia A. and Peter Adler (eds.), *Sociological Studies of Child Development*. Greenwich, Connecticut: JAI Press.
- (Review essay) New Treatment for an Old Itch. *Contemporary Sociology* 15(3):346-349.
- (Book review) Children's Conversations, by Michael McTear. *First Language* 6:241-3.
- 1987 Language and Social Interaction. Editor's introduction to special issue of *Social Psychology Quarterly* 50:v-vi.
- (guest editor) Special Issue on Language and Social Interaction. *Social Psychology Quarterly* 50(June).
- 1988 On Narratives and Narrative Structure in Plea Bargaining. *Law and Society Review* 22:101-133. Also published in:
- Judith N. Levi and Anne Graffam Walker (eds.) *Language in the Judicial Process*, pp. 65-95. New York: Plenum Press, 1990.
- David R. Papke (ed.), *Narrative and the Legal Discourse: A Reader in Storytelling and the Law*, pp. 102-131. Liverpool, U.K.: Deborah Charles Publications, 1990.
- Language, Interaction, and Social Problems. *Social Problems* 35:101-124.
- (guest editor) Special issue on Language, Interaction, and Social Problems. *Social Problems* 35 (October).
- 1989 On the Ethnography and Analysis of Discourse in Institutional Settings. Pp. 127-146 in James A. Holstein and Gale Miller (eds.) *New Perspectives on Social Problems*. Greenwich, Conn.: JAI Press.
- Notes on the Delivery and Reception of Diagnostic News Regarding Mental Disabilities. Pp. 54-67 in David Helm, Tim Anderson, Albert J. Meehan, and Anne Rawls (eds.), *Interactional Order: New Directions in the Study of Social Order*. New York: Irvington Press.
- Perspective - Display Sequences in Ordinary Talk. *Western Journal of Speech Communication* (special issue on Conversation Analysis) 53:91-113. Also published in:
- Bernard Conein, Michel de Fornel, Louis Quere (eds.) *Les Formes de la Conversation*, pp. 181-212. Paris: CNET.
- 1990 Courtney L. Marlaire and Maynard. Standardized Testing as an Interactional Phenomenon. *Sociology of Education* 63:83-101.
- (Report) Bearing Bad News. *Medical Encounter* 7:2-3.
- Problemi Metodologici Nel'analisi Della Conversazione. Il Caso Della Comunicazione de Diagnosi Cliniche. (Methodological Problems in the Conversational Analysis. The Case of Diagnostic News Deliveries.) *Quaderni di Sociologia* 13:190-203.

- 1991 The Perspective Display Series and the Delivery of Diagnostic News. Pp. 165-192 in Deirdre Boden and Don H. Zimmerman, *Talk and Social Structure*. Cambridge, England: Polity Press, and Berkeley: University of California Press.
- Maynard and Steven E. Clayman. The Diversity of Ethnomethodology. *Annual Review of Sociology* 17:385-418. Palo Alto: Annual Reviews, Inc.
- Interaction and Asymmetry in Clinical Discourse. *American Journal of Sociology* 97:448-95.
- Bearing Bad News in Clinical Settings. Pp. 143-172 in Brenda Dervin and Melvin J. Voigt (eds.) *Progress in Communication Sciences*, Volume 10. Norwood, N.J.: Ablex Publishing.
- (Review essay) Language and Social Life. *Contemporary Sociology* 20:841-3.
- (Comment) Goffman, Garfinkel and Games. *Sociological Theory* 9:277-279.
- (Book review) Conflict Talk: Sociolinguistic Investigations in Conversation, edited by Allen D. Grimshaw. *American Journal of Sociology* 97:265-267.
- 1992 On Co-Implicating Recipients in the Delivery of Diagnostic News. Pp. 331-58 in Paul Drew and John Heritage (eds.) *Talk at Work: Interaction in Institutional Settings*. Cambridge: Cambridge University Press. Also published in:
- Spencer E. Cahill (ed.). *Inside Social Life: Readings in Sociological Psychology and Microsociology*. Los Angeles: Roxbury, 2007:188-200.
- Maynard and Courtney L. Marlaire. Good Reasons for Bad Testing Performance: The Interactional Substrate of Educational Testing. *Qualitative Sociology* 15:177-202. Also published in:
- Dana Kovarsky (ed.) *Constructing (In)Competence: Disabling Evaluations in Clinical and Social Interaction*, pp. 171-196. Mahwah, NJ: Erlbaum, 1999.
- On Method: Conversation Analysis and the Study of Diagnostic News Deliveries. Pp. 113-129 in E. Lawler, B. Markovsky, C. Ridgeway, and H. Walker, *Advances in Group Processes*, Volume 9. Greenwich, Connecticut: JAI Press.
- (Book review) The Politics of Medical Encounters: How Patients and Doctors Deal with Social Problems, by Howard Waitzkin. *American Journal of Sociology* 98:976-79.
- (Report) Giving Advice Regarding "Safer Sex." *Wisconsin AIDS/HIV Update* January:18-20.
- 1993 Maynard and John Manzo. On the Sociology of Justice: Theoretical Notes from an Actual Jury Deliberation. *Sociological Theory* 11:171-193. Also published in:
- Max Travers and John F. Manzo (eds.) *Law in Action: Ethnomethodological and Conversation Analytic Approaches to Law*, pp. 209-37. Aldershot, England and Brookfield, Vermont: Ashgate Publishing, 1997.
- Courtney L. Marlaire and Maynard. Social Problems and the Organization of Talk and Interaction. Pp. 173-198 in James A. Holstein and Gale Miller (eds.) *Reconsidering Social Constructionism: Debates in Social Problems Theory*. New York: Aldine de Gruyter.
- 1994 Maynard and Jack Whalen. Heat to Light: Ethnomethodology. "Point/Counterpoint Forum" in *Social Psychology : Newsletter of the Social Psychology Section of the American Sociological Association* Summer: 2-4.

- Steven E. Clayman and Maynard. Ethnomethodology and Conversation Analysis. Pp. 1-30 in Paul ten Have and George Psathas (eds.) *Situated Order: Studies in the Social Organization of Talk and Embodied Activities*. Washington D.C.: University Press of America.
- 1995 Maynard and Marilyn R. Whalen. Language, Action, and Social Interaction. Pp. 149-175 in K. Cook, G. Fine and J. House (eds.) *Sociological Perspectives in Social Psychology*. Boston: Allyn & Bacon
- Virginia T. Gill and Maynard. On 'Labeling' in Actual Interaction: Delivering and Receiving Diagnoses of Developmental Disabilities. *Social Problems* 42:11-37.
- (Report) On Receiving a Diagnosis of Diabetes and Giving Up Maple Syrup. *Medical Encounter* 11:15-18.
- 1996 Nora Cate Schaeffer and Maynard. From Paradigm to Prototype and Back Again: Interactive Aspects of 'Cognitive Processing' in Standardized Survey Interviews. Pp. 65-88 in Norbert Schwarz and Seymour Sudman (eds.) *Answering Questions: Methodology for Determining Cognitive and Communicating Processes in Survey Research*. San Francisco: Jossey Bass. Also published in:
- Hedwig te Molder & Jonathan Potter (eds.). *Conversation and Cognition*. Cambridge: Cambridge University Press, pp. 114-133. 2005.
- Anne Marie Kinnell and Maynard. The Delivery and Receipt of Safer Sex Advice in Pre-test Counseling Sessions for HIV and AIDS. *Journal of Contemporary Ethnography* 35:405-437.
- On 'Realization' in Everyday Life: The Forecasting of Bad News as a Social Relation. *American Sociological Review* 61:109-131.
- Introduction of Harold Garfinkel for the Cooley-Mead Award. *Social Psychology Quarterly* 59:1-4. Also translated into Japanese by Masayuki Goto:
- Seijo Communication Review* 12 (March 1998):93-101.
- William A. Corsaro and Maynard. Format Tying in Discussion and Argumentation Among Italian and American Children. Pp. 157-74 in D. Slobin, J. Gerhardt, A. Kyratzis, and J. Guo (eds.) *Social Interaction, Social Context and Language: Essays in Honor of Susan Ervin-Tripp*. Mahwah, N.J.: Lawrence Erlbaum.
- 1997 The News Delivery Sequence: Bad News and Good News in Conversational Interaction. *Research on Language and Social Interaction* 30:93-130.
- Maynard and Nora Cate Schaeffer. Keeping the Gate: Declinations to Participate in the Survey Interview. *Sociological Methods and Research* 26:34-79.
- Structural Aspects of Bad News and Good News in Conversational Interaction. Pp. 59-76 in Aurelia Marcarino (ed.) *Analisi Della Conversazione e Prospettive di Ricerca in Ethnomethodologia*. Urbino, Italy: Edizioni Quattro Ventia.
- (Report) How to Tell Patients Bad News: The Strategy of 'Forecasting'."Highlights from Medical Grand Rounds. *Cleveland Clinic Journal of Medicine* 64:181-82.
- (Book review) Aids Counselling: Institutional Interaction And Clinical Practice, by Anssi Peräkylä. *Sociolinguistics* 1:142-45.
- 1998 Jeremy Freese and Maynard. Prosodic Features of Bad News and Good News in Conversation.

*Language in Society* 27:195-219.

Karen Lutfey and Maynard. Bad News in Oncology: How Doctor and Patient Talk about Death and Dying Without Using Those Words. *Social Psychology Quarterly* 31:301-320.

Praising vs. Blaming the Messenger: Moral Issues In Deliveries Of Good And Bad News.” *Research on Language and Social Interaction* 31:359-95. (Per Linell and Jörg Bergmann (eds.) special double issue on *Morality in Discourse*.)

- (Book review) The New Language of Qualitative Methodology, by Jaber F. Gubrium and James A. Holstein. *Contemporary Sociology* 27:343-45.
- 1999 (Book review) Claiming Power in Doctor-Patient Talk, by Nancy Ainsworth-Vaughn. *American Journal of Sociology* 105:598-600.
- 2000 Maynard and Nora Cate Schaeffer. Toward a Sociology of Social Scientific Knowledge: Survey Research and Ethnomethodology’s Asymmetric Alternates. *Social Studies of Science* 30:323-370.
- Also (translated into French by Albert Ogien) as: “La Pratique Des Sondages Vue Par L’Ethnométhodologie.” 2001. Pp. 175-206 in M. de Fornel, A. Ogien et Louise Quéré (eds.) *L’ethnométhodologie: Une Sociologie Radicale*. Paris: Éditions La Découverte.
- (reprint) Frame Analysis of Plea Bargaining. In G.A. Fine and G.W.H. Smith. *Erving Goffman*. (Originally Chapter 3 of *Inside Plea Bargaining*.) London and Newbury Park, CA: Sage.
- (Review essay) Harvey Sacks: Social Science & Conversation Analysis, by David Silverman. *Language in Society* 29:590-94.
- 2001 Danielle Lavin and Maynard. Standardization vs. Rapport: Respondent Laughter and Interviewer Reaction During Telephone Surveys. *American Sociological Review* 66:453-79. Also published in:
- D.W. Maynard, H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*, pp. 335-364. New York: Wiley Interscience, 2002.
- 2002 Maynard and Nora Cate Schaeffer. Standardization and Its Discontents. Pp. 3-46 in D.W. Maynard, H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*. New York: Wiley Interscience.
- Maynard and Nora Cate Schaeffer. Opening and Closing the Gate: The Work of Optimism in Recruiting Survey Respondents. Pp. 179-204 in D.W. Maynard, H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*. New York: Wiley Interscience.
- Maynard and Nora Cate Schaeffer. Refusal Conversion and Tailoring. Pp. 219-240 in D.W. Maynard, H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*. New York: Wiley Interscience.
- Nora Cate Schaeffer and Maynard. Occasions for Intervention: Interactional Resources for Comprehension in Standardized Survey Interviews. Pp. 261-280 in D.W. Maynard, H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*. New York: Wiley Interscience.



- Robert Moore and Maynard. Achieving Understanding in the Standardized Survey Interview: The Organization of Repair. Pp. 281-312 in D.W. Maynard, H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*. New York: Wiley Interscience.
- Jocelyn Viterna and Maynard. How Uniform is Standardization? Variation Within and Across Survey Centers Regarding Protocols for Interviewing. Pp. 365-398 in D.W. Maynard, H. Houtkoop-Steenstra, N.C. Schaeffer, and H. van der Zouwen (eds.) *Standardization and Tacit Knowledge: Interaction and Practice in the Survey Interview*. New York: Wiley Interscience.
- 2003 Maynard and Richard M. Frankel. Indeterminacy and Uncertainty in The Delivery of Diagnostic News in Internal Medicine: A Single Case Analysis. Pp. 393-410 in Phil Glenn, Curt LeBaron, and Jenny Mandelbaum (eds.) *Studies in Language and Social Interaction: Essays in Honor of Robert Hopper*. Mahwah, N.J.: Lawrence Erlbaum.
- Maynard and Ansii Peräkylä. Language and Social Interaction. Pp. 233-258 in John DeLamater (ed.) *Handbook of Social Psychology*. New York: Kluwer Academic/Plenum.
- Maynard and Steven E. Clayman. Ethnomethodology and Conversation Analysis. Pp. 173-202 in L. Reynolds and N. Herman-Kinney (eds.) *Handbook of Symbolic Interactionism*. Walnut Creek, CA: Altamira Press.
- 2004 On Predicating a Diagnosis as an Attribute of a Person. *Discourse Studies* 6:53-76.
- 2005 Maynard and John Heritage. Conversation Analysis, Doctor-Patient Interaction and Medical Communication. *Medical Education* 39:428-435.
- Social Actions, Gestalts, and Designations of Disability: Lessons from and about Autism. *Social Problems* 52:499-524.
- 2006 Does It Mean I'm Gonna Die? On Meaning Assessment in the Delivery of Diagnostic News. *Social Science & Medicine* 62:1902-1916.
- John Heritage and Maynard. Problems and Prospects in the Study of Physician-Patient Interaction. *Annual Review of Sociology* 32:351-74.
- Cognition on the Ground. *Discourse Studies* 8: 105-115.
- John Heritage and Maynard. Introduction: Analyzing Interaction between Doctors and Patients in Primary Care Encounters. Pp. 1-21 in J. Heritage and D. W. Maynard (eds.) *Communication in Medical Care : Communication between Primary Care Physicians and Patients*. Cambridge, U.K.: Cambridge University Press.
- Virginia T. Gill and Maynard. Patients' Explanations for Health Problems and Physicians' Responsiveness in the Medical Interview. P. 115-150 in Heritage and Maynard (eds.) *Communication in Medical Care : Communication between Primary Care Physicians and Patients*.
- Maynard and Richard M. Frankel. On the Edge of Rationality in Primary Care Medicine: Bad News, Good News, and Uncertainty. Pp. 248-78 in Heritage and Maynard (eds.) *Communication in Medical Care : Communication between Primary Care Physicians and Patients*.
- Maynard and Nora Cate Schaeffer. Standardization-in-Interaction: The Survey Interview. Pp. 9-27 in Paul Drew, Geoff Raymond, and Darin Weinberg (eds.) *Talk and Interaction in Social Research Methods*. London: Sage.

- Comment—Bad News and Good News: Losing vs. Finding the Phenomenon in Legal Settings. *Law & Social Inquiry* 31:477-497.
- 2007 Maynard and T. Kardash. Ethnomethodology. Pp. 1483-1486 in G. Ritzer (ed.) *Encyclopedia of Sociology*. Boston: Blackwell.
- 2008 Maynard and P. L. Hudak. Small Talk, High States: Interactional Disattentiveness in the Context of Prosocial Doctor-Patient Interaction. *Language in Society* 37:661-687.
- E. Cabell H. Gathman, Maynard, and Nora Cate Schaeffer. The Respondents Are All Above Average: Compliment Sequences in a Survey Interview. *Research on Language and Social Interaction* 41:271-301.
- 2009 Nora Cate Schaeffer and Maynard. The Contemporary Standardized Survey Interview. Pp. 31-57 in F. G. Conrad and M. F. Schober (eds.) *Envisioning the Survey Interview of the Future*. New York: Wiley.
- T. Elizabeth Weathersbee and Maynard. Dialing for Donations: The Artful Request for Human Tissue. *Sociology of Health & Illness* 31:803-816.
- Also pp. 17-30 in A. Pilnick, J. Hindmarsh, and V.T. Gill (eds.), 2010. *Policy, Participation and New Technologies*. Malden MA (USA), and Oxford UK: Wiley-Blackwell.
- 2010 Maynard, S.E. Clayman, T. Halkowski, and M. Kidwell. Toward an Interdisciplinary Field: Language and Social Interaction Research at the University of California, Santa Barbara. Pp. 313-333 in W. Leeds-Hurwitz (ed.) *The Social History of Language and Social Interaction Research*. Cresskill, NJ: Humana Press.
- Demur, Defer, and Deter: Concrete Actual Practices for Negotiation in Interaction. *Negotiation Journal* 26:125-143.
- Nora Cate Schaeffer, Jennifer Dykema, and Maynard. Interviewers and Interviewing. Pp. 437-470 in Peter V. Marsden and James D. Wright (eds.) *Handbook of Survey Research*. Bingley, UK: Emerald.
- Maynard, J. Freese, and N.C. Schaeffer. Calling for Participation: Requests, Blocking Moves, and Rational (Inter)action in Survey Introductions. *American Sociological Review* 75:791-814.
- In press Pamela L. Hudak and Douglas W. Maynard. An Interactional Approach to Conceptualizing Small Talk in Medical Interactions. *Sociology of Health and Illness*.
- M. Emirbayer and Maynard. Pragmatism and Ethnomethodology. *Qualitative Sociology*.
- Forthcoming Defensive Mechanisms: I-Mean Prefaced Utterances in Complaint and Other Conversational Sequences. In Makoto Hayashi, Geoff Raymond, and Jack Sidnell (eds.) *Conversational Repair and Human Understanding*. Cambridge UK: Cambridge University Press.
- Everyone and No One to Turn To: Intellectual Roots for Conversation Analysis. In Jack Sidnell and Tanya Stivers (eds.) *Handbook of Conversation Analysis*. New York: Blackwell-Wiley.

**ARTICLES UNDER SUBMISSION or FORTHCOMING:**

- R & R            Maynard and Matthew M. Hollander. Asking to Speak with Another: An Everyday Skill for the Telephone and Obtaining Survey Participation. *Social Psychology Quarterly*.
- Submitted        Nora Cate Schaeffer, Dana Garbarski, Jeremy Freese, and Maynard. Beyond the Paradigmatic Opening: Sample Member's Questions and Their Placement in the Call for Participation. *Journal of Official Statistics*.
- Forthcoming     Directing Children: Neurotypical vs. Autistic Responsiveness. In Anssi Peräkylä and Marja-Leena Sorjonen (eds.) *Emotion in Interaction*. Cambridge UK: Cambridge University Press.

**PAPERS PRESENTED AT PROFESSIONAL MEETINGS:**

- 1977            "On the Reification of Social Structure: Toward a Contextual Sociology" (with Thomas P. Wilson). Annual meetings of the American Sociological Association, Chicago: August.
- "Placement of Topic Changes in Conversation." Annual meetings of the ASA, Chicago: August.
- 1978            "The Conversational Structure of Character Identification and Character Assessment in Plea Bargaining." Annual meetings of the American Anthropological Association, Los Angeles: Nov.
- 1979            "The Initiation of Topics in Conversation: A Study of the Social Organization of Relationships" (with Don H. Zimmerman). Annual meetings of the ASA, Boston: August.
- "Character Description in Context: A Study of Plea Bargaining Talk." Annual meetings of the ASA, Boston: August.
- 1980            "A Conversational System for Negotiating: The Case of Plea Bargaining." Law and Society Association/Research Committee on Sociology of Law Joint Meeting, Madison, Wisconsin: June.
- "Bargaining Practices in Face-to-Face Negotiation." Annual meetings of the ASA, New York: August.
- 1981            "A Discourse System for Negotiation: The Case of Plea Bargaining." Annual meetings of the ASA, Toronto: August.
- 1982            "Delivery and Reception of Diagnostic News: Notes on Professional-Client Interaction." Annual meetings of the Society for the Study of Social Problems, San Francisco: September.
- 1983            "On the Ethnography and Analysis of Plea Bargaining Discourse." Annual meetings of the Law and Society Association, Denver: June.
- "Children's Disputes in Classroom Reading Groups." Annual meetings of the Society for the Study of Social Problems, Detroit: August.
- 1984            "Alignment Structures in Children's Disputes." Annual meetings of the Midwest Sociological Society, Chicago: April.
- "A Mother With Triplets, Two of Whom Are Autistic: A Study of Mother-Child Interaction" (with Lyn McDonald-Wikler and Richard M. Frankel). Annual convention of the American Association on Mental Deficiency. Minneapolis: May.
- "The Politics of Children's Disputes." Annual meetings of the ASA, San Antonio: August.

- "The Development of Children's Argumentative Skills." Annual meetings of the Society for the Study of Symbolic Interaction, San Antonio: August.
- 1985 "The Delivery and Receipt of Diagnostic News: Why Communication is Not Enough." Annual meetings of the International Communication Association, Honolulu: May.
- "How and Why Clinicians Ask Parents Their View of a Child's 'Problem'." Annual meetings of the ASA, Washington, D.C.: August.
- 1986 "Delivery and Receipt of Diagnostic News in a Clinical Setting." Annual meetings of the International Communication Association, Chicago: May.
- "On Labeling Theory and Developmental Disabilities." Annual meetings of the Society for the Study of Symbolic Interaction. New York: August.
- 1987 "Educational Diagnosis" (with Courtney L. Marlaire). Invited session on Micro-interactional Analysis in the Workplace. Annual meetings of the American Anthropological Association. Chicago: November.
- 1988 "The Interactional Substrate of Educational Testing" (with Courtney L. Marlaire). Annual meetings of the Midwest Sociological Society. Minneapolis: March.
- 1989 "'Justice' as an Interactional and Discursive Resource for Jurors" (with John Manzo). Annual meetings of the Law and Society Association. Madison: June.
- 1990 "Gaze and Talk in an Alternate Speech Exchange System: The Case of the News Interview" (with Steven E. Clayman). Annual meetings of the Midwest Sociological Society. Chicago: April.
- "Forecasting Bad News." Quadrennial meetings of the International Sociological Association. Madrid: July.
- "On the Interactional and Institutional Bases of Asymmetry in Clinical Discourse." Meetings of the International Pragmatics Association. Barcelona: July.
- "The Interactional Substrate of Educational Testing" (with Courtney L. Marlaire). Annual meetings of the ASA. Washington, D.C.: August.
- "'Justice' as an Interactional and Discursive Resource for Jurors" (with John Manzo). Annual meetings of the ASA. Washington, D.C.: August.
- 1991 "The Diversity of Ethnomethodology." Annual meetings of the Midwest Sociological Society. Des Moines: April.
- 1992 "On the Actuality of the Labeling Process" (with Virginia Teas Gill). Annual Meetings of the ASA. Pittsburgh: August.
- 1993 "Forecasting Bad News in Clinical and Other Settings." Annual Meetings of the Pacific Sociological Association. Portland: April.
- "Declinations of the Request to Participate in the Survey Interview" (with Nora Cate Schaeffer and Robert M. Cradock.) Annual Meetings of the American Association for Public Opinion Research. Chicago: May.
- "Problems of Giving Advice During HIV Counseling" (with Anne Marie Kinnell.) Annual Meetings of the ASA. Miami: August.

- 1994 "Forecasting Bad News, Part II: Complexities of the Process." Annual meetings of the American Association for Applied Linguistics. Baltimore: March.
- "Problems of Giving Advice During HIV Counseling" (with Anne Marie Kinnell.) Annual Meetings of the Midwest Sociological Society. St. Louis: March.
- "Placement and Types of Declinations of Requests to Participate in the Survey Interview" (with Nora Cate Schaeffer and Robert M. Craddock.) Quadrennial meetings of the International Sociological Association. Bielefeld, Germany: July.
- "Bad News and Good News in Conversational Interaction." Annual meetings of the ASA. Los Angeles: August.
- "Forecasting Bad News, Part III: Historico-Cultural Variation and Local Contingencies." The Third Kentucky Conference on Narrative. Department of Communication, University of Kentucky. Lexington: October.
- 1996 "Observations on the Stoic Response to Bad Diagnostic News." Annual Meetings of the American Association for Applied Linguistics. Chicago: March
- "Occasioning Intervention: Interactional Resources for Comprehension in Standardized Survey Interviews." (With Nora Cate Schaeffer.) Annual Meetings of the American Association for Public Opinion Research. Salt Lake City: May
- 1997 "The Stoic Response to Bad Diagnostic News." Annual Meetings of the Midwest Sociological Society. Des Moines: April.
- "Survey Interviews: Refusal Conversion as a Particular Task." Annual Meetings of the American Sociological Association. Toronto: August.
- 1998 "Autism at Home and in the Clinic." Conversation Analysis and Health Care Communication Pre-Conference. University of Amsterdam. Amsterdam, the Netherlands: June.
- "Bad News, Good News, and Uncertainty in the Primary Care Encounter." Conference on Communication in Health Care. NIVEL (the Netherlands Institute of Primary Health Care). Amsterdam, the Netherlands: June.
- "Ethnomethodological Order: The Embodied Telling of a Seeing." Special Session on Micro-Social Orders. Annual Meetings of the American Sociological Association. San Francisco: August.
- "Analytic Alternation: The Everyday Workworld of a Survey Interviewer." Special session on Challenging Linear Reality. Annual Meetings of the American Sociological Association. San Francisco: August.
- 1999 "Ethnography and Conversation Analysis." Annual Meetings of the Midwest Sociological Society. Minneapolis: April
- Gestalt Perception: The Embodied Telling of a Seeing." Annual Meetings of the Midwest Sociological Society. Minneapolis: April
- 2001 "Whose News is This and How Should I React? Social Relationships in Bad and Good News." Annual Meetings of the Midwest Sociological Society. St. Louis: April
- 2003 "'Does it Mean I'm Gonna Die?' On Problems of Meaning and Interpretation in Everyday Life." Annual Meetings of the International Communication Association. San Diego: May

- 2004 "On Defensive I-mean Prefaced Utterances in Complaint Sequences." Annual Meetings of the National Communication Association. Chicago: November.
- 2005 "'Does It Mean I'm Gonna Die?' On Meaning Assessment in the Delivery of Diagnostic News." Annual Meetings of the American Sociological Association. Philadelphia: August.
- Cabell Gathman, Maynard, and Nora Cate Schaeffer. "Compliment Sandwiches." The 14th World Congress of Applied Linguistics (AILA). Madison: July.
- 2006 Nora Cate Schaeffer and Maynard. "Interaction in Telephone Interviews: Some Things that Interviewers and Respondents Do." The Second International Conference on Telephone Survey Methodology. Miami: January.
- Nora Cate Schaeffer and Maynard. Sounds of Silence: Response Latency in Cognitive Assessments. Annual meetings of the American Association for Public Opinion Research. Montreal: May.
- "An Initial Investigation on the Use of Condolences in Ordinary Conversation and in Telephone Requests for Tissue Donation." International Conference on Conversation Analysis. Helsinki: May.
- , Annual Meetings of the American Sociological Association. Montreal: August.
- Maynard and Mustafa Emirbayer. Pragmatism and Ethnomethodology. Annual Meetings of the American Sociological Association. Montreal: August.
- 2007 Nora Cate Schaeffer, Jennifer Dykema, Dana Garbarski, and Maynard. Cognitive Ability and Paralinguistic Measures of Response Error." Annual meetings of the American Association for Public Opinion Research. Anaheim: May.
- Maynard and Pam Hudak. Small Talk, High Stakes: Interactional Disattentiveness in the Context of Prosocial Doctor-Patient Interaction. Annual Meetings of the American Sociological Association. New York: August.
- 2008 Requesting as a Social Action: Implications for Nonresponse and "Leverage-Saliency" in the Survey Interview. Annual Meetings of the American Sociological Association. Boston: August.
- 2009 Demur, Defer, and Deter: Some Usable Devices for Negotiation in Interaction. Annual Meetings of the American Sociological Association. San Francisco: August.
- Richard M. Frankel and Maynard. Some Surprising Findings about Bad News. International Conference on Communication in Health. Miami, Florida: October.
- 2010 Directing Children: Neurotypical vs. Autistic Responsiveness. International Conference on Conversation Analysis. Mannheim, Germany: July.

**INVITED PAPERS AND COLLOQUIA:**

- 1981 "On Adjacency Pairs and Action Sequences." Annual Conference on Ethnomethodology and Conversational Analysis, Boston University: August.
- 1983 "On Arguables and Argumentatives in Children's Interaction." Annual Conference on Ethnomethodology and Conversation Analysis, Boston University: August.

- "Opposition and Argument in Children's Interaction." Sociolinguistic Seminar, Department of Sociology, Indiana University: November.
- 1984 "Offered and Solicited Alignments in Children's Disputes." At the International and Multidisciplinary Conference on Interaction and Language Use, under the auspices of the British Sociological Association, Sociology of Language Study Group. Plymouth, England: July.
- "Methods and Topics in the Study of Diagnostic News Delivery." Department of Sociology, Marquette University: November.
- 1985 "Asking Parents Their View of a Child's Disability." At the Sixth Annual Conference on Discourse Analysis. Temple University, Philadelphia: March.
- "Autism and Interaction: A Comparison of Mother-Child Relationships Involving Triplets, Two of Whom are Autistic" (with Lynn McDonald-Wikler and Richard M. Frankel). Annual Convention of the Wisconsin Speech-Language-Hearing Association. Madison: April.
- "Narratives and Narrative Structure in Plea Bargaining." National Science Foundation Symposium on Language and the Judicial Process, Summer Linguistic Institute, Georgetown University. Washington, D.C.: July.
- "The Delivery of Diagnostic News." Pacific Linguistics Conference, University of Oregon. Department of Linguistics. Eugene: October.
- 1986 "Clinical Discourse vs. Everyday Talk: The Use of Perspective Queries." At Talk and Social Structure: An International Conference, University of California, Santa Barbara: March.
- "Workshop: On Communication in the Informing Interview." Developmental Disabilities Conference, sponsored by the Institute for Continuing Education, Hurley Medical Center and Mott Children's Health Center of Flint, Michigan. Dearborn: May.
- 1987 "The Interactional Substrate of Educational Testing" (with Courtney Marlaire). At the Conference on Video Analysis, University of Surrey. Guildford, England: July.
- "Interactional Competence and Testing Competence" (with Courtney Marlaire). At the Conference on Action Analysis and Conversation Analysis. Maison des Sciences de l'Homme. Paris, France: September.
- 1988 "Narratives in Plea Bargaining." Law School Colloquium Series. Indiana University: February.
- "The Interactional Substrate of Educational Testing." Sociolinguistic Seminar, Department of Sociology, Indiana University: February.
- 1989 "Diagnostic News Deliveries." Primary Care Conference, Department of Internal Medicine, University of Wisconsin Clinical Sciences Center: April.
- "Actual Order in Everyday Life: The Interactional Substrate." Keynote Address, Sociology Graduate Student Conference. Northern Illinois University, DeKalb: October.
- 1990 "Ethnography and Conversation Analysis." Informal talk to graduate seminar on Institutions and Interaction (Robert Emerson and John Heritage, instructors). Department of Sociology, University of California. Los Angeles: May.
- "On the Interactional and Institutional Basis of Asymmetry in Clinical Discourse." Keynote speaker, EPOS (Ethnomethodological, Phenomenological, and Observational Studies) Mini-

Conference. Department of Sociology, University of California. Los Angeles: May.

- 1991 "Teaching Ethnomethodology." Didactic Session, annual meetings of the North Central Sociological Association. Detroit: April.
- "The Unity and Diversity of Ethnomethodology and Conversation Analysis" (with Steve Clayman). Plenary Session, Current Work in Ethnomethodology and Conversation Analysis, University of Amsterdam: July.
- "Deliveries of Diagnosis and Problems of Meaning." Lecture Session, Current Work in Ethnomethodology and Conversation Analysis, University of Amsterdam. July.
- "Forecasting 'Bad' Diagnostic News." Keynote address at the 1991 International Consensus Conference on Doctor-Patient Communication. Toronto: November.
- 1992 "Forecasting 'Bad' Diagnostic News." Address to faculty, Highland Hospital and the University of Rochester School of Medicine. Rochester, N.Y.: January.
- "Methodological Issues in the Study of Diagnostic News Deliveries." Workshop presentation to the Qualitative Research Interest Group, Highland Hospital and the University of Rochester School of Medicine. Rochester, N.Y.: January.
- "'Justice' as a Phenomenon of Order: Notes on the Organization of a Jury Deliberation." Lecture at the International Symposium, Negotiations in the Workplace: Discourse and Interactional Perspectives. Aalborg University, Denmark: May.
- "Forecasting Bad News in Clinical and Other Settings." Lecture to the Department of Communication, University of Linköping, Sweden: May.
- "Citing the Evidence vs. Asserting the Condition in the Delivery of Diagnostic News." Lecture to the Department of Communication, University of Linköping, Sweden: May.
- 1993 "Openings of Telephone Survey Interviews." Department of Sociology Colloquium. University of Oregon. Eugene: April.
- "Bad News and Good News in Clinical Settings." Presentation to Department of Medicine. University of Wisconsin Medical School. May: Milwaukee.
- "Forecasting Bad News in Clinical and Other Settings." Department of Sociology Colloquium. Marquette University. May: Milwaukee.
- "Cognitive Processing as an Interactive Achievement." Allerton Conference on Methods of Determining Cognitive Processes Used to Answer Questions. Sponsored by the Survey Research Laboratory, University of Illinois (Norbert Schwarz and Seymour Sudman, co-organizers). November: Champagne-Urbana.
- 1994 "On the Conversational Preference for Good News over Bad News." Conference on Perspectives and Current Work on Ethnomethodology and Conversational Analysis. Centro Internazionale Di Semiotica E Linguistica. Urbino, Italy: July.
- 1995 "The Forecasting of Bad News: Clinical Applications." Department of Family Medicine. School of Medicine, Indiana University/Purdue University, Indianapolis (IUPUI). Indianapolis: February.
- "Asymmetries Between Good News and Bad News in Conversational Interaction." Department of Sociology Colloquium. University of Cincinnati. March: Cincinnati.



"Bad News and Schizophrenia: The Use of Narrative in Qualitative Research." Conference on Qualitative Analysis. Research Infrastructure Support Program, Indiana Consortium for Mental Health Services Research. Spencer, Indiana: April.

"The Benign Order of Everyday Life: Asymmetries Between Good News and Bad News in Conversational Interaction." EPOS (Ethnomethodological, Phenomenological, and Observational Studies) Program, Department of Sociology. University of California, Los Angeles. Also presented at the Department of Sociology, University of California, Santa Barbara. May.

Introduction of Harold Garfinkel, winner of the Social Psychology Section's Cooley-Mead Award. Annual Meetings of the ASA. Washington D.C.: August.

1996 "Bad News Stories/Bad News in Conversation: Exploring the Relation Between Narrative Accounts and Real-time Interaction." Opening address, Third Symposium on Oral Communication in Organizations. University of Utrecht, the Netherlands: March

The Structure of Bad and Good News Deliveries in Conversational Interaction. Closing address, Third Symposium on Oral Communication in Organizations. University of Utrecht, the Netherlands: March

"Bad News, Good News: Conversation Analytic Investigations of Talk, Discourse, and Interaction." Invited Ph.D Seminar, Department of Language and Intercultural Studies, Aalborg University. Aalborg, Denmark: April

"Conversation Analysis and Ethnography." Opening Presentation, Talk and Context: ESRC Symposium on Conversation Analysis. Lancaster University. Lancaster, England: April 22-3

"Giving Bad News and the Doctor-Patient Relationship." Grand Rounds: The Cleveland Clinic Foundation. Cleveland: December.

1997 "Toward a Sociology of Social Scientific Knowledge: Ethnomethodology, Conversation Analysis, and Survey Research." Massachusetts Interdisciplinary Discourse Analysis Seminar (MIDAS). Center for Literary and Cultural Studies, Harvard University. Cambridge: April 28.

"On Competence." Keynote Address, Alpha Kappa Delta (Sociology Honorary Society). Department of Sociology, Purdue University.

"Toward a Sociology of Social Scientific Knowledge," and "Refusal Conversation as Work in a Survey Research Center." Conference on L'Ethnométhodologie: Une Sociologie Improbable?. Centre Culturel International, Association des Amis de Pontigny-Cerisy. Cerisy las Salle, France: June.

"Refusal Conversation as a Local, Particular, and Embodied Task." International Conference on Current Topics in Survey Sampling. University of Nebraska—Lincoln: October.

1998 "The Survey Interview: Refusal Conversation as a Local, Embodied, and Situated Task." Invited for session on *Discourse Analysis in Institutional Settings: A Dialogue on Theory and Practice*. Annual Meetings of the American Association for Applied Linguistics. Seattle: March

"Bad News, Good News, and Uncertainty in the Primary Care Encounter." Invited Lecture, Department of Sociology. Helsinki, Finland: University of Helsinki: June.

"Toward a Sociology of Social Scientific Knowledge: Ethnomethodology, Conversation Analysis, and Survey Research." Colloquium, Department of Sociology. Santa Barbara: University of California. November.

- "Giving Bad Diagnostic News." Indiana University Medical School (Second Year Medical Students.) Bloomington: October.
- 1999 "The Ethnography of a Survey Research Center." Xerox Palo Alto Research Center. Palo Alto: September.
- 2000 The Symptom Residue: What is Leftover in the Context of Good Diagnostic News." At Practicing Medicine: A Conference on Doctor-Patient Interaction. Indianapolis: January.
- "The Ethnography of a Survey Research Center, with a specific focus on Refusal Conversion." Colloquium, Department of Sociology. Los Angeles: University of California. February.
- "Ethnography and Conversation Analysis." Ethnography Workshop, Department of Sociology. Los Angeles: University of California. February.
- 2001 "Ethnography of the Survey Research Center." Department of Sociology, Northwestern University. Evanston, IL: May.
- "The Benign Order of Everyday Life: Clinical Implications." Surgical Intensive Care Unit, Washington University School of Medicine. St Louis: September.
- "The Benign Order of Everyday Life: Sociological Implications." School of Communication, San Diego State University. San Diego: September.
- "How to Give Bad News and Good News." Department of Preventive Medicine, Kaiser Permanente and University of California, San Diego. San Diego: September.
- "Bad News and Good News in the Clinic." Conference on *Primary Care Update in Psychiatry: What Our Patients Tell Us*. Indiana Consortium for Mental Health Services Research. Indianapolis: November.
- 2002 "Whose News Is This and How to Respond? Bad News, Good News, and Social Relations." Invited Plenary Address. International Conference on Conversation Analysis. Copenhagen, Denmark: May.
- "Ethnography and Conversation Analysis: What is the Context of an Utterance?" Invited Address. Conference on Texts, Interaction, and Ethnography. University of Tampere, Finland: May.
- "Asymmetries Between Bad News And Good News: The Benign Order Of Everyday Life. Invited colloquium. Department of Communication Arts, University of Wisconsin, Madison: September.
- 2003 "Stories about Bad and Good News: Research, Clinical, and Classroom Applications." Mellon Grant Workshop on the Call of Stories. Center for the Humanities, University of Wisconsin, Madison: January.
- "Interactional Facets of Commonsense Reasoning in the Testing of Children with Autism." Invited brown bag presentation, Research Participation Core, Waisman Center, University of Wisconsin, Madison: April.
- "Does it Mean I'm Gonna Die?" Deliveries of News and Problems of Meaning. Lecture to the faculty in Social Psychology. Tampere: University of Finland: May
- "Gestalt Objects as Concerted Achievements: Lessons from Autism." Plenary address. The International Institute for Ethnomethodology and Conversation Analysis Manchester Conference. Manchester, England: July

- 2004 “How to Tell the News.” University of Tokyo School of Medicine, and Consortium of Universities. Tokyo and Kyoto. Japan: February and March.
- “Ethnomethodology, Conversation Analysis, and the Sociological Future: Lessons from Autism.” University of Toyo, Tokyo, and Consortium of Universities, Kyoto. Japan: February and March.
- “Does it Mean I’m Gonna Die?” Deliveries of News and Problems of Meaning.” Keynote address. Qualitative Health Research Conference. Banff, Canada: May
- “Avoiding Blame for Smoking/Claiming Responsibility for Quitting: How Does a Doctor Respond?” (with Timothy Halkowski). Conference on *Blame and Responsibility in Medicine*. Medical Humanities Symposium. Indianapolis: October.
- 2005 “How to Tell the News: Good and Bad Tidings in the Clinic.” Grand Rounds. Department of Pediatrics, University of Wisconsin Medical School. February.
- Grand Rounds. Southern Illinois University School of Medicine. March.
- Grand Rounds. Neonatal Intensive Care Unit. Madison, WI: Meriter Hospital.
- “Requests for Tissue Donation and Acceptance/Declination: Preliminary Observations.” Annual meetings of Donor Services Incorporated. Sacramento: March.
- “Condolence Offerings in Requests for Tissue Donation.” Donor Services Incorporated. Nashville: October.
- 2006 “Requesting Participation in the Survey Interview.” U.S. Bureau of the Census. Washington DC: March.
- Graduate School of Linguistics. University of Utrecht, the Netherlands: September.
- Autism in Interaction: Gestalt Psychology and Clinical Testing. Department of Social Psychology. University of Tampere, Finland: September.
- Defensiveness in Interaction: The Use of I-Mean Prefaced Utterances in Complaint and Other Conversational Sequences. Department of Linguistics. University of Odense, Denmark: October.
- Department of Sociology. University of Helsinki, Finland: November.
- Commonsense and Autistic Intelligence: Further Notes on the Interactional Substrate of Clinical Testing. Institute of Pedagogy. Uppsala University, Sweden: November.
- Department of Sociology. York, England: November.
- Department of Speech Sciences. University of Helsinki, Finland: December.
- 2007 Small Talk, High Stakes: Interactional Disattentiveness In Doctor-Patient Interaction. Plenary presentation. International Meeting on Conversation Analysis and Clinical Encounters. Exeter UK. Peninsula Medical School, University of Exeter: July.
- 2008 Defensiveness in interaction: The use of I-mean prefaced utterances in complaint and other conversational sequences. Workshop on Repair (funded by the Social Sciences and Humanities

Research Council of Canada, Cannaught Fund at the University of Toronto, and the Max Planck Institute for Psycholinguistics, Nijmegen). Toronto: March.

Observations about Requesting as a Social Action: Implications for Nonresponse in the WLS Survey Interview. Sociology Departmental Colloquium. University of California, Santa Barbara: April.

Small Talk, High Stakes: Interactional Disattentiveness in the Context Of Prosocial Doctor-Patient Interaction. Plenary presentation. Conference on Language, Interaction, and Culture (CLIC). University of California, Los Angeles: May.

Observations about Requesting as a Social Action: Implications for Nonresponse in the WLS Survey Interview. Invited keynote. Sovako Summer School, University of Tampere, Finland: June.

Micro-Emotion Work in the Delivery and Receipt of Bad & Good News. Plenary address. Workshop on Talk and Emotions. University of Helsinki, Finland. June.

Small Talk, High Stakes: Interactional Disattentiveness in the Context of Prosocial Doctor-Patient Interaction. Research and Teaching Forum, American Academy on Communication in Healthcare. Madison: October.

Demur, Defer, and Deter: Some Usable Devices for Negotiation in Interaction. Program on Negotiation. Harvard Law School. Cambridge: December.

2009      Calling for Participation, Dialing for Donations: Observations on the Sociolinguistic Action of "Requesting." Allen D. and Polly Grimshaw Lecture. Department of Sociology, Indiana University. Bloomington: October.

2010      Calling for Participation Ethnomethodological & Other Observations on Making and Responding to Requests. Department of Sociology, Northwestern University. Evanston IL: March.

----- Department of Sociology, Princeton University. Princeton NJ: April.

Conversation Analysis and Emotional Disorders. Interdisciplinary Seminar: Interaction and Psychophysiology in Regulation of Emotions. Sofia Cultural Center, University of Helsinki. Finland: May.

Analysis of Emergency Room End of Life Scenario. Science in Society Invited Preseminar: Responsibility of Scientists and Public for 21<sup>st</sup> Century. Japanese Society for Science and Technology Studies. Tokyo: August.

**COURSES TAUGHT:**

- Conversational Analysis (undergraduate and graduate)
- Ethnomethodology (undergraduate and graduate)
- Language and Social Interaction
- Processes of Deviant Behavior
- Sociology of Mental Health and Mental Disorder
- Social Problems
- Undergraduate and Graduate Social Psychology

**POST-DOCTORAL STUDENTS SUPERVISED:**

- 1984-87: **Albert J. Meehan** (NIMH Social Science Fellow in the Department of Psychiatry)  
 1986-87: **Anne W. Rawls** (NIMH Social Science Fellow in the Department of Psychiatry)  
 1987-89: **Steven E. Clayman** (NIMH Social Science Fellow in the Department of Psychiatry)  
 1990-92: **Marilyn R. Whalen** (NIMH Social Science Fellow in the Department of Psychiatry)

**PH.D DISSERTATIONS SUPERVISED:**

- 1986: **Ann Reisner** (Agricultural Journalism), Decision-Making Among News Editors (University of Wisconsin)  
 1988: **Courtney L. Marlaire**, Doing the Test: Collaborative Work in Special Education Assessments. (University of Wisconsin)  
 1993: **John F. Manzo**, The Social Organization of Talk and Experience in Jury Deliberations. (University of Wisconsin)  
 1995: **Virginia Teas Gill**, Patients' Explanations and Doctors' Responses in Clinical Interaction (University of Wisconsin)  
 1997: **Anne Marie Kofmehl Kinnell**, A Study of HIV Prevention and Test Counseling: The Social Organization of Client-Centered Discourse. (Indiana University)  
 1999: **Robert Moore**, Achieving Understanding in the Standardized Survey Interview. (Indiana University)  
 2000: **Karen Lutfey**, Social Dimensions of Noncompliance with Medical Treatment Regimens: The Case of Diabetes. (Indiana University)  
 2002: **Danielle Lavin**, The Local Production of the Notion of "Rehabilitation": Building a Case in Parole Hearings. (Indiana University)  
 2010: **Teddy Elizabeth Weathersbee**, Requests and Responses in Relation to Tissue Donation at a Dialysis Clinic. (University of Wisconsin)  
 2011 (expected) **Cabell Gathman**, The Presentation of Self in Everyday Social Network Sites: Facebook as a Topic of Inquiry.

**M.A. THESES SUPERVISED:**

- 1986: **Timothy Halkowski**, Talk About the Mentally Ill: Collectivity Categorization and the Interactional Construction of Deviance (University of Wisconsin)  
 1987: **Norman Jensen**, Topic Management in Doctor-Patient Conversations (University of Wisconsin)  
 1988: **John Manzo**, Jury Deliberation as a Member's Accomplishment: The Achievement of a Unanimous Decision (University of Wisconsin)  
 1989: **Virginia Teas**, Labeling and the Delivery of Diagnostic News (University of Wisconsin)  
 1990: **Thomas Conroy**, The Occurrence of Informings in Ordinary Conversational Contexts (University of Wisconsin)  
**Brian A. Costello**, The Delivery and Receipt of Recommendations in the Doctor-Patient Encounter (University of Wisconsin)  
 1990: **Robert M. Cradock**, Preserving Scientificity: Processes of Clinical Mundane Reasoning (University of Wisconsin)  
 1992: **Anne Marie Kofmehl Kinnell**: Doing a "Proposal of the Situation" in the Delivery and Receipt of Safer Sex Advice (University of Wisconsin)  
 1994: **Robert J. Moore**, Dereification in Zen Buddhism: A Theoretical Contribution to Peter L. Berger's Social constructionist Approach to Religion (University of Wisconsin)  
 1995: **Karen Lutfey**, Collaborative Navigation: The Interactive Work of Doctors and Patients in Two Oncological News Deliveries (Indiana University)  
**Jeremy Freese**, On the Use of Prosodic Resources in the Accomplishment of Conversational News Deliveries (Indiana University)  
 1998: **Danielle Lavin**, An Ethnomethodological Approach to Laughter in the Survey Interview: Interviewer Response/Non-response to Respondent-Initiated Laughter (Indiana University)

- 1999: **Todd Goodwin**, Managing Participation in a Local Work Collectivity: Finding Space, Eavesdropping, and Standardization in the Survey Research Center (Indiana University)
- 1999: **Katy Hadley**, Managing the Interactional Gate: Going Along with the Request to Participate in a Telephone Survey Interview (Indiana University)
- 1999: **Thom Heil**, "The Interview Was Really Good Overall?": Advice-Giving and Advice-Reception in a Supervisory Feedback Session (Indiana University)
- 1999: **Chadwick Menning**, Reigning in the Respondent: Easy and Difficult Ways of Getting a Standardized Answer When it Fails the First Time (Indiana University)
- 1999: **Shari Woodbury**, Interviewer Strategies for Maximizing Acceptances in the Front End of the Survey Interview (Indiana University)
- 2000: **Jocelyn S. Viterna**, Seeking "Standardization" in the Standardized Survey Interview (Indiana University)
- 2000: **Kimberly Darnall**, The Recording of Answers to Open-Ended Questions in Telephone Survey Interviews: An Investigation into the Concerted Practical Actions of Interviewers (Indiana University)
- 2001: **Michie Kawashima**, Echolalia: Its Roles in Clinical Interactions. (Indiana University)
- 2001: **Martine Delannay**, The Constructed Incarceration: On the Bus. (University of Wisconsin)
- 2003: **Teddy Kardash**, Doing Sexuality. (University of Wisconsin)
- 2003: **Jonathan Courtney**, The Social Construction of Atmosphere in a Neighborhood Bar (University of Wisconsin)
- 2004: **Mike Horgan**, "What Would You Say?" Some Practices for Answering Questions in Telephone Survey Interviews (University of Wisconsin)
- 2005: **Cabell Gathman**, Complimenting the Respondent: How Interviewers Handle Performances on Cognitive Tasks in the Survey. (University of Wisconsin)
- 2008: **Jason Nolen**, Entitlement, Contingency, and Presumption in the Request for Survey Participation. (University of Wisconsin)
- 2008: **Matt Hollander**, The Interactional Organization of Telephone Survey Openings. (University of Wisconsin)
- 2010 (expected): **David Schelly**, Wrongfully Suspected: The Sequential Organization of Complaints, Accusations, and Denials in Police Interrogations.

#### OTHER TEACHING ACTIVITIES:

- 1979-present Organizer of informal Sociolinguistic and Conversation Analytic Data Sessions, University of Wisconsin, 1979-1992, Indiana University 1992-2000, and University of Wisconsin 2000-present. These are bi-weekly or periodic fora to which graduate students, faculty, and outside visitors bring interactional data for session participants to analyze.
- 1998-present Web site for my class on Language and Social Interaction (Soc. 535). The purpose is to make assignments for the class more interactive between student and instructor and among the students themselves. Interactional episodes as captured on audio and video are digitized and available at the site, and students are able to do analyses at their computer workstations (in clusters or at home), communicating by email with other students and with the instructor.
- 2001 Institute of Social Research Intensive Program, Indiana University. Ethnomethodology and Conversation Analysis. Week long, all-day seminar for graduates and postdoctorates. July 17-21.
- 2005 Interview on *To the Best of Our Knowledge*. Program about good and bad news. Wisconsin Public Radio. Madison, WI: May 4. <http://www.wpr.org/book/050410a.html>
- 2005 Presenter and Discussant, Summer Research Opportunities Program (SROP) Conference, Committee on Institutional Cooperation. Madison, WI: July 15-16.
- 2004-2006 Workshop on Ethnomethodology and Conversation Analysis. Research Talk Qualitative Research Summer Intensive. Long Island, New York: June.

- 2007 Short Course on Ethnomethodology and Conversation Analysis. Department of Linguistics. Odense University, Denmark: October.
- 2007 Bad & Good News in Qualitative Health Research and Clinical Settings. Short Course in Clinical Research Breakout Session. (With Cameron Macdonald.) Health Sciences Learning Center. University of Wisconsin—Madison: August.
- 2008 Master class in conversation analysis. Sovako Summer School, University of Tampere, Finland: June.
- 2009 Department of Pediatrics Conference: Differential Diagnosis and Delivering Bad News. Dr. Dan Schumacher, organizer. UW School of Medicine and Public Health: August.
- 2010 Conversation Analysis: My Approach (with Professors Ceci Ford and Junko Mori. Qualitative Research Community session. University of Wisconsin, Madison: October.

**ADMINISTRATIVE AND COMMITTEE SERVICE:**

Wisconsin Update (Department of Sociology Publication), Spring 1980, Spring 1981  
Sociology Assignment Committee, University of Wisconsin, 1979-81; 1982-84  
Sociology Evaluation and Improvement of Instruction, University of Wisconsin, 1980-81  
Faculty Senate, University of Wisconsin, 1983-85  
Sociology Advanced Standing Committee, Chairman, University of Wisconsin, 1985-1988  
Sociology Assistant Professor Review Committee, University of Wisconsin, 1987-88  
Sociology Committee on Visitors, University of Wisconsin, 1986-1992  
Various Reading Committees for Sociology Senior Recruitment, University of Wisconsin, 1987-1992  
Executive Committee, Faculty Division of the Social Sciences, University of Wisconsin, 1991-92  
Committee on Undergraduate Education, College of Arts and Sciences, Indiana University, 1994-96  
Ad hoc Committee on the Graduate Program, Department of Sociology, Indiana University, 1995-96  
Executive Committee, Department of Sociology, Indiana University, 1993-1998  
Personnel Committee, Department of Sociology, Indiana University, 1995-2000  
Summer Faculty Fellowship Committee, Graduate School, Indiana University, 1997-1999  
Executive Committee, Indiana University American Association of University Professors, 1999-2000  
Bloomington Faculty Council, Indiana University, 1999-2000  
Affirmative Action Committee, Indiana University, 1999-2000  
Salary Committee, Sociology, University of Wisconsin, 2000-2001  
Teaching Awards Committee, Sociology, University of Wisconsin, 2000-2002  
Assistant Professor Review Committee, University of Wisconsin, 2002-2003  
Director of Graduate Studies, Department of Sociology, University of Wisconsin, 2003-2006  
Social Studies Fellowships Committee, The Graduate School, University of Wisconsin, 2003-2006  
Faculty Executive Committee (for recruitment and support of Advanced Opportunity Fellowship students), College of Letters and Sciences, University of Wisconsin, 2005-2006  
Chair, Committee for the Recruitment and Retention of Minorities, Department of Sociology, University of Wisconsin, 2004-2006.  
Member, Committee for the Recruitment and Retention of Minorities, Department of Sociology, University of Wisconsin, 2003-present.  
Faculty Steering Committee, Science and Technology Studies program, University of Wisconsin, 2004-2008  
Chair, Department of Sociology, University of Wisconsin, 2007-2010

**PROFESSIONAL MEMBERSHIPS:**

American Sociological Association  
Society for the Study of Social Problems  
Midwest Sociological Society

National Communication Association  
International Society for Conversation Analysis

**PROFESSIONAL SERVICE:**

Referee: American Sociological Review, American Journal of Sociology, Journal for the Theory of Social Behavior, Law and Society Review, National Science Foundation, Social Problems, Social Psychology Quarterly, Sociological Focus, Sociology of Education, Symbolic Interaction, etc.

Discussant: Session on Multiple Approaches to Social Interaction, American Sociological Association, Atlanta: August, 1988

Session on Sociolinguistics, Midwest Sociological Association, Cincinnati: August, 1991

Summer Research Opportunities Program (SROP) Conference, Madison: July, 2005

Organizer: Session on Sociolinguistics, Midwest Sociological Society Meetings, St. Louis, Missouri: April 1985

Session on Ethnomethodology and Social Problems Theory, Society for the Study of Social Problems meetings. New York: August, 1986

Session on Language and Social Interaction: Theoretical Considerations, Midwest Sociological Society meetings. St. Louis: April, 1989

Session on Sociolinguistics, American Sociological Association meetings. San Francisco: August, 1989

Session on Conversation Analysis. American Sociological Association meetings. San Francisco: August, 1989.

Ethnomethodology roundtable. Department of Sociology, University of Wisconsin. Madison: March, 1990.

Session on Perspectives on Goffman's Sociology. Midwest Sociological Society. Chicago: April, 1990.

Workshop on Conversation Analysis. Social Psychology Section, American Sociological Association meetings. August, 1990.

Sociolinguistic Sessions. Research Committee 25, International Sociological Association meetings. Bielefeld, Germany. July 1994.

Session on Ethnomethodology and Conversational Analysis. American Sociological Association meetings. New York: August, 1996

Session on Interaction in Medical Settings. American Sociological Association meetings. New York: August, 1996

Intensive Weekend Workshop: "Practicing Medicine: A Dialogue on Doctor-Patient Interaction." The Indiana Consortium for Mental Health Services Research (Profs. Bernice Pescosolido and David Takeuchi, co-directors). Larue Carter Hospital, Indianapolis: January, 2000

Workshop on Methods for Studying Interaction. (With Nora Cate Schaeffer.) Center for the Demography of Health and Aging (CDHA), University of Wisconsin-Madison: April, 2002.



Session on Conversation Analysis. American Sociological Association meetings. San Francisco: August, 2004.

Session on Doctor-Patient Interaction. American Sociological Association meetings. San Francisco: August, 2004.

Symposium on "Forms of Interviewing: Interactional Dynamics and Institutional Effects." (With Timothy Halkowski). 14th Applied International Linguistics Association Congress. Madison, Wisconsin: July 2005.

Session on Conversation Analysis American Sociological Association meetings. San Francisco: August, 2005.

Session on "From Sociology to Ethnomethodology to Conversation Analysis: The Career of Don H. Zimmerman." American Sociological Association meetings. San Francisco: August, 2005.

Session on Conversation Analysis and Ethnomethodology. American Sociological Association meetings. Montreal: August, 2006.

Presider: Roundtable on "New Directions in Research Methods: Digital Video." American Sociological Association meetings. Anaheim: August, 2001

Session on Ethnomethodology and Conversation Analysis. American Sociological Association meetings. Boston: August, 2008

Editorial Board: *Social Psychology Quarterly*, 1988-1992

*Language in Society*, 1990-present

*Sociological Theory*, 1992-1994.

*Journal of Contemporary Ethnography*, 1994-99

*American Sociological Review*, 1996-1999

*Text*, 1996-present

*Discourse Studies*, 1998-present

*Psychotherapie und Sozialwissenschaft*, 1998-present

*Research on Language and Social Interaction*, 2002-present

*Communication & Medicine*, 2002-present

*Social Psychology Quarterly*, 2005-present

Deputy or  
Advisory  
Editor: *Social Psychology Quarterly*, 2000-2003  
*The Sociological Quarterly*, 2004-present

Invited Member: Subcommittee of ASA Publications Committee to Evaluate the American Sociological Review, 1989

American Sociological Association Dissertation Award Committee, 1991-1993

Nominations Committee, Theory Section, American Sociological Association, 1996-7

Elected Member: Council, Social Psychology Section, American Sociological Association, 1994-1996

C. Wright Mills Award Committee, Society for the Study of Social Problems, 1999-2000

Vice President: Research Committee 25, Sociolinguistics, International Sociological Association, 1990-1994

Chair: Cooley-Mead Award Committee, Social Psychology Section, American Sociological Association, 1993-94

Nominations Committee, Theory Section, American Sociological Association, 1994-5

Membership Committee, Social Psychology Section, American Sociological Association, 1997-8

Co-organizer: Section on Ethnomethodology and Conversation Analysis. American Sociological Association. 2001-2004. Section-in-formation achieved full section status in 2005.

Council: Section on Ethnomethodology and Conversation Analysis. American Sociological Association. 2006-present.

Scandinavia  
Peer Review  
Committee Fulbright Scholar Program, Council for International Exchange of Scholars. A Division of the Institute of International Education, U.S. Department of State. Washington D.C.: 2009-2011.