

EMOTIONAL LABOUR - ETHNOGRAPHY AND THE HEALTHCARE WORKER

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The University of
Nottingham

UNITED KINGDOM • CHINA • MALAYSIA



- ETHNOGRAPHY INCREASINGLY USED AS A RESEARCH METHODOLOGY IN THE HEALTHCARE CONTEXT **SAVAGE (2006)**
- OF PARTICULAR VALUE IN ORGANISATIONAL STUDIES & QUALITY IMPROVEMENT **LESLIE ET AL. (2014)**
- IN HEALTHCARE RESEARCH ETHNOGRAPHY IS WELL SUITED TO WHERE MEASUREMENT ISN'T EASY AND ISSUES ARE MULTI-FACETED **DIXON-WOODS (2003)**

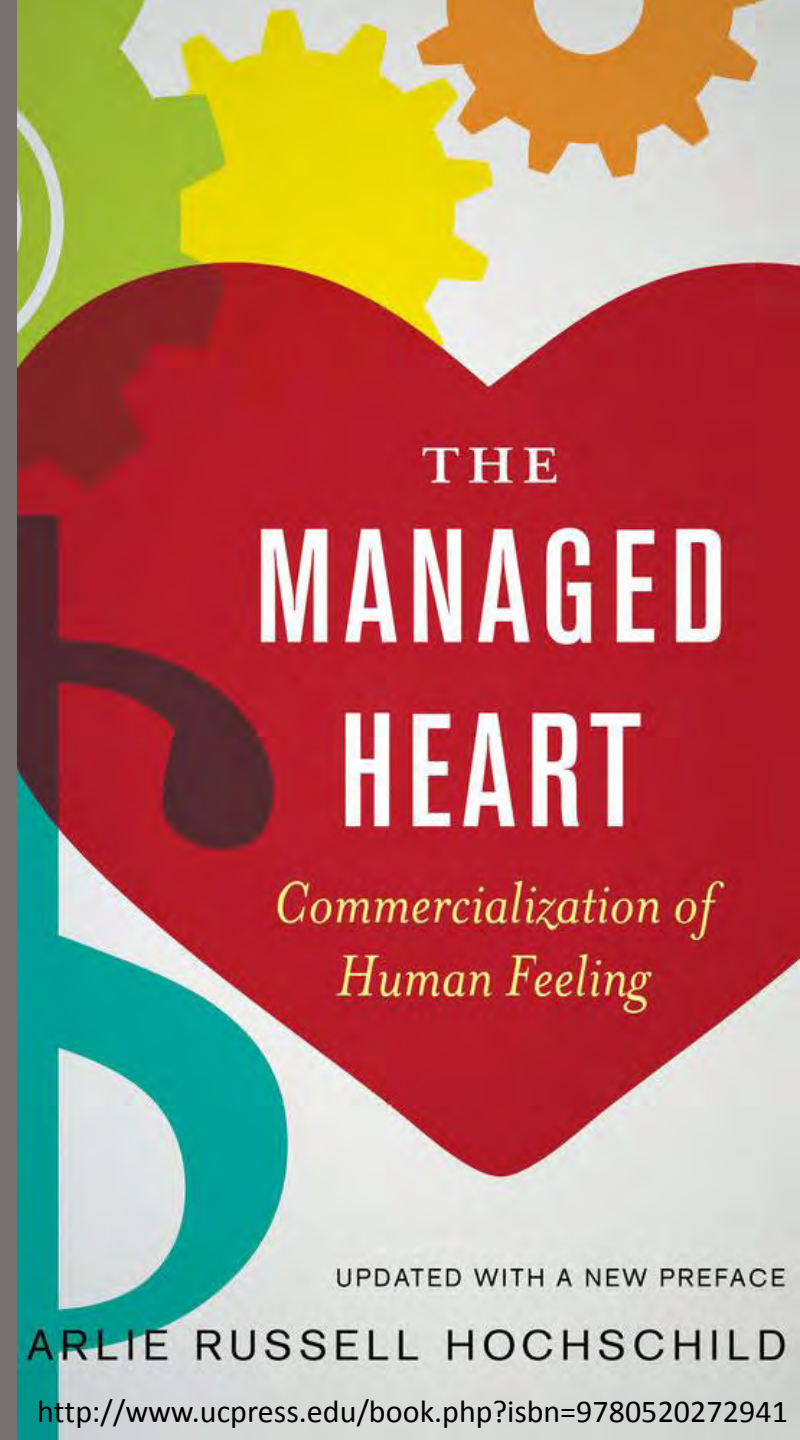
- WHAT DOES THIS MEAN FOR THE ETHNOGRAPHIC RESEARCHER? ALLEN (2004)
MCQUEENEY & LAVELLE (2015)
- IDENTIFICATION WITH STUDY PARTICIPANTS/CONTEXT
- NEGOTIATION OF INSIDER/OUTSIDER STATUS
- *DEMANDS EMOTIONAL LABOUR*

RESEARCH NURSE

LOVELY SUE BRINKLEY WAS FORCED TO PROVE HER LOVE FOR DR. LUKE IN THE ARMS OF ANOTHER MAN



- EMOTIONAL LABOUR IN ETHNOGRAPHIC RESEARCH?
- CONSIDERED IN CRITICAL ETHNOGRAPHIES **MCQUEENEY & LAVELLE (2015)**
- PROBLEMATIC OR POTENTIAL? **EMERALD & CARPENTER (2015)**
- ***RECOGNITION OF EMOTIONAL LABOUR CAN ADD METHODOLOGICAL INTEGRITY***



THE
**MANAGED
HEART**

*Commercialization of
Human Feeling*

UPDATED WITH A NEW PREFACE

ARLIE RUSSELL HOCHSCHILD

<http://www.ucpress.edu/book.php?isbn=9780520272941>

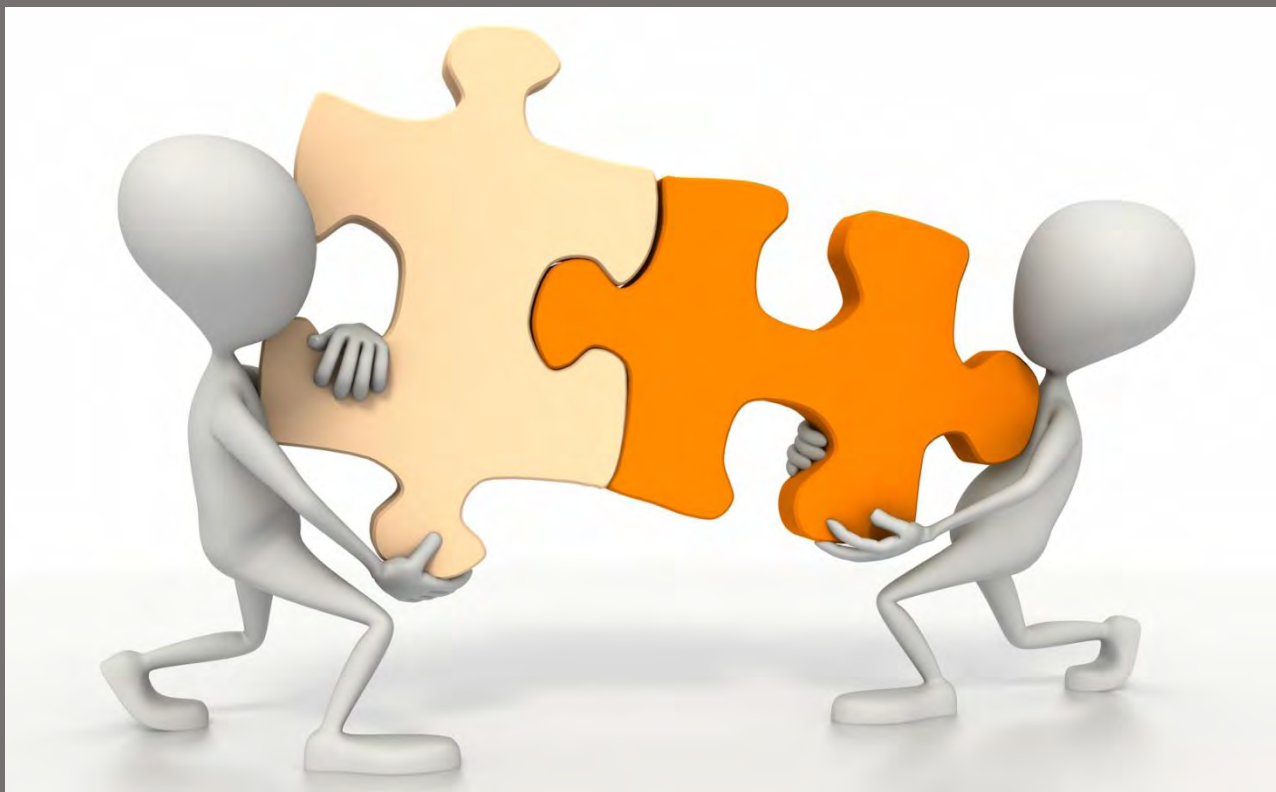


<http://cbsnews1.cbsiatic.com/hub//r/2014/07/17/78a3b8d0-ff4e-45a6-a866-f10edf9ec8af/thumbnaill/620x350/7284095ae6579eab27bdfef17bd03a0f5/erstock.jpg>

**NOVICE RESEARCHER BUT
EXPERIENCED NURSE**



“I FELT IT IN MY HEART”



- REFLEXIVITY-IN-ACTION
- CONNECTION THROUGH DIALOGUE
- MANAGING EMOTIONS...
- ...EVEN IN **MUNDANE** SITUATIONS
- OPENS UP A REAL-TIME SPACE WITHIN WHICH WE CAN EXPLORE OUR EMOTIONAL RESPONSES

MAKING SENSE OF THIS ACCOUNT...?

- **USEFUL ADDITIONAL RESOURCE**
- **SIGNAL AND AMPLIFIER**
- **ETHNOGRAPHIC TEAMS MUST HAVE AWARENESS OF EMOTIONAL LABOUR, AND DEVELOP SKILLS OF REFLEXIVITY-IN-ACTION**
- **SELF-AWARENESS AND ATTENTION TO INTERNAL DIALOGUE CRITICAL TO THIS ENDEAVOUR**
- **RECOGNISE THAT EMOTIONS HAVE AN EPISTEMOLOGICAL SIGNIFICANCE**



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THANK YOU FOR LISTENING

ANY QUESTIONS?

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