EMOTIONAL LABOUR - ETHNOGRAPHY AND THE HEALTHCARE WORKER

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• 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

http://vintagenurseromancenovels.blogspot.co.uk/2011/08/research-nurse.html
- EMOTIONAL LABOUR IN ETHNOGRAPHIC RESEARCH?
- CONSIDERED IN CRITICAL ETHNOGRAPHIES MCQUEENEY & LAVELLE (2015)
- RECOGNITION OF EMOTIONAL LABOUR CAN ADD METHODOLOGICAL INTEGRITY
“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
THANK YOU FOR LISTENING

ANY QUESTIONS?

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References


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Leslie, M., Paradis E. et al. (2014) Applying ethnography to the study of context in healthcare quality and safety. BMJ Quality and Safety. 23 (2) 99-105
