

Heidi Kevoe Feldman
Department of Communication Studies
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EDUCATION

Ph.D. Communication (Language and Social Interaction), October 2009
Rutgers University, New Brunswick, NJ
School of Communication, Information and Library Studies
Dissertation: *Understanding customer-service through an interactional lens: The organization of action and activity during camera repair calls.*
Directed by Dr. Jenny Mandelbaum and Dr. Jeffrey D. Robinson

M.A. Corporate and Organizational Communication, 2000
Fairleigh Dickinson University

B.S. English (Minor, Speech Communication), 1993
Northeastern University

ACADEMIC EMPLOYMENT

Associate Professor, Communication Studies Department
Northeastern University, Boston, MA
June 2016-Present

Assistant Professor, Communication Studies Department
Northeastern University, Boston, MA
September 2009-June 2016

Lecturer, Department of Communication
Rutgers University
January 2007-May 2009

Graduate Research Assistant
Rutgers University (Dr. Jenny Mandelbaum; Dr. Mark Aakhus; Dr. Jeffrey D. Robinson)
September 2004-December 2005

Adjunct Professor
Fairleigh Dickinson University
September 2001-December 2002

SCHOLARLY PUBLICATIONS

Refereed Journal Articles

Kevoe-Feldman, H. and C. Blair Sutherland (2018, March/April). The “Four Second Rule” for identifying the Active Silent 911 Caller. *Annals of Emergency Dispatch and Response*.

Kevoe-Feldman, H. (forthcoming in 2018) Suppressing Complaints in Customer Service Encounters: An Interactional Approach for Understanding Complaint Management in Service Environments.

Kidwell, M & **Kevoe-Feldman, H.** (forthcoming in 2018) Making an Impression in Traffic Stops: Citizens' Volunteered Accounts in Two Positions

Kevoe-Feldman, H. & Pomerantz, A. (forthcoming in 2018) Critical timing of actions for transferring 911 calls in a wireless call center.

Kevoe-Feldman, H. (2016). “Why Are You Concerned?” A Consideration of Turn Distance and the Organization of the Interrogative Series in “Wellness Check” Calls to a University Police Department. *Discourse Processes*, 53(7) 556-580.

Kevoe-Feldman, H. (2015). Working the overall structural organization of a call: How customers use third position as leverage for gaining service representatives’ assistance in dealing with service problems. *Language and Communication*. 43, 47-57.

Kevoe-Feldman, H. (2015) What can you do for me?: Customer led communication practices to personalize the service encounter. *Communication Monographs*. DOI:10.1080/03637751.2015.1024916

Kevoe-Feldman, H. (2015). Closing the gap in customer service encounters: Customers' use of upshot formulations to manage service responses. *Pragmatics and Society*, 6(1), 67-88.

Kitzinger, C. Lerner, G.H., Wilkinson, S, Zinken, J., **Kevoe-Feldman, H.**, Ellis, S. (2013). Reformulating Place. *Journal of Pragmatics*, 55, 43-50.

Kevoe-Feldman, H. (2012) Customers’ participation in organizational structure: A conversation analytic approach for understanding the action of service inquiries. *Communication Reports*, 25(1), 14-26.

Kevoe-Feldman, H. & Robinson, J.D. (2012). Exploring essentially three-turn courses of action: An institutional case study with implications for ordinary talk. *Discourse Studies*, 14(3), 217-241.

Kevoe-Feldman, H., Robinson, J.D., Mandelbaum, J (2011). Extending the notion of pragmatic completion: The case of the compound action unit. *Journal of Pragmatics*, 43, 3844-3959.

Robinson, J.D. & **Kevoe-Feldman, H.** (2010) Using full repeats to initiate repair on others' questions. *Research on Language and Social Interaction*, 43(3), 232-259.

Book Chapters

Robinson, J. D., & **Kevoe-Feldman, H.** (2016). Making arrangements and the accountability of action. In J. D. Robinson (Ed.), *Accountability in social interaction*. Oxford, England: Oxford University Press. (pp 264-293.)

Kevoe-Feldman, H. (2013). Nonverbal strategies for acing the job interview. In C.J. Liberman (Ed), *Casing persuasive communication*, Dubuque, IA: Kendal Hunt Publishing Co. (pp. 305-317).

JOURNAL ARTICLES IN PREPARATION

Papers in Progress

Pomerantz, A. & Kevoe-Feldman, H. (manuscript in progress) Inferential work by 911 dispatchers: Soliciting the missing pieces. (presented at IPRA, Ireland, 2017)

Kevoe-Feldman, H. (data collection in progress) Managing Caller Hysteria in 911 calls

Sikeveland, R., Stokoe, E., **Kevoe-Feldman, H.** (data collection in progress) Turning points in suicide negotiations: Recognizing when a person in crisis chooses life

GRANTS

External - International

“*Interaction in service encounters: Informings in response to customers' requests*” – Leverhulme Trust, London, England. Fabienne Chevalier, University of Nottingham, UK, (PI), Co-investigator. (£80,000.00 grant - rejected)

Internal

“*Communication in police-citizen interaction: Relaying information to officers from calls to University Police Department service center.*”- College of Arts, Media and Design Faculty Research and Creative Activity Incentive Grants – Individual Research and Creative Activity Project Grant. Primary Investigator (\$3,000.00 grant – received March 20, 2013).

INVITED PRESENTATIONS

Invited Lectures and Public Talks

- 2017 Invited Guest Speaker Department of Psychology, Social Interaction Lab meeting. What it's like to work with the Police: Conversations with Dispatchers and how they make sense of silent calls to 911
- 2017 Invited Presenter at DARG (Discourse and Rhetoric Group), Loughborough University, UK: Dealing with People in Crisis – Handling Suicidal 911 Callers
- 2017 Invited Guest Presenter to lead Data Session, University at Albany – SUNY: 911 calls: Interactional Practices for Managing Hysteria in Heroin Overdose Calls
- 2014 Invited Guest Speaker, Northeastern University: “Strategies for Effective Communication with Colleagues and Students.” November.
- 2014 Invited Presenter, University of New Hampshire: “Practices for progressivity in well-being calls to the police: How the ordering of questions matter in the interrogative sequence.” October.
- 2014 Invited Workshop Presenter, Northeastern University School of Criminal Justice. “Crisis Communication: Dealing with the press during a time of crisis.” Presented to the Tunisia National Guard and National Police, May.
- 2014 Invited Presenter, Northeastern University’s Linguistics Department, “Position matters: Exploiting the relationship between action and overall structural organization in customer service calls.” March.
- 2013 Invited Presenter: Harvard University Police Department, Executive Board Meeting: “Managing Check Well-being calls in a University Police Call Center.” December.
- 2013 Invited Presenter for College of Arts, Media and Design “Interactions” “Managing the “check well-being call” in University Police call centers.” October.
- 2012 Invited Presenter for College of Arts, Media and Design, Interactions: “Pressuring the service button: Customers’ use of so-prefaced formulations in service encounters.” April.
- 2011 Invited Guest Lecturer for the professional development workshop, Northeastern University, School of Public Policy and Urban Affairs, “Nonverbal Communication at Work.” January.
- 2008 Invited Guest Speaker for the Teaching Assistant Project (TAP) at Rutgers University, “Public Speaking in the Classroom.” September.

- 2007 Invited Panel Guest for the Invitational Masters Student Institute, Rutgers University. October.

ACADEMIC CONFERENCE PRESENTATIONS

Competitively Accepted Papers - International

- 2017 Pomerantz, A. & **Kevoe-Feldman, H.** "Inferential work by 911 dispatchers: Soliciting the missing pieces." IPrA (International Pragmatics Association), Belfast, Ireland. July, 2017
- 2014 **Kevoe-Feldman, H.** & Robinson, J.D. "Evidence and Explanation for Essentially-Three-Part Sequences of Action in Ordinary Conversation: A Case of Arrangement Making." The 4th International Conference on Conversation Analysis (ICCA-14, UCLA), Los Angeles, CA, June, 2014.
- 2014 Kidwell, M. & **Kevoe-Feldman, H.** "Accounts in Traffic Stops." The 4th International Conference on Conversation Analysis (ICCA-14, UCLA), Los Angeles, CA, June, 2014.
- 2011 **Kevoe-Feldman, H.** "Expanding sequences past the organizational response: Calculation and negotiation in extracting organizational knowledge in customer service encounters," International Communication Association, Boston, MA. May, 2011.
- 2010 **Kevoe-Feldman, H.** "Responses to status inquiries: The organization of a multi-componential responding action," International Conference of Conversation Analysis, Mannheim, Germany, July, 2010.
- 2005 **Kevoe, H.** "Parental Coaxing in action: A conversation analytic approach to understanding the parent's pursuit of compliance," Presented at the International Communication Association, New York, NY, May, 2005.

Competitively Accepted Papers – National

- 2016 **Kevoe-Feldman, H.** & C. Blair Sutherland. "Making sense out of silence in 9-1-1 calls. The Association of Public Communication Officials Atlantic Chapter annual convention. Albany, NY, October, 2016.
- 2016 **Kevoe-Feldman, H.** "The payoff for suppressing complaints in customer service encounters." National Communication Association, Language and Social Interaction Division. Philadelphia, November, 2016.
- 2016 **Kevoe-Feldman, H.** & Pomerantz, A. "The problem of transfer to a second dispatcher in a 911 Wireless Call Center." National Communication Association, Language and Social Interaction Division. Philadelphia, November, 2016.

- 2015 Robinson, J. & **Kevoe-Feldman, H.** Making Arrangements and the Accountability of Action. National Communication Association, Language and Social Interaction Division. Las Vegas, November 2015.
- 2015 Kidwell, M. & **Kevoe-Feldman, H.** Cooperation as a Communicative Accomplishment in Police Traffic Stops. National Communication Association, Language and Social Interaction Division. Las Vegas, November 2015.
- 2015 **Kevoe-Feldman, H.** "A Contradiction in Action: The Interactional Achievement of Suppressing Complaints in a Customer Service Encounters." Language and Social Interaction Working Group (LANSI), Teachers College, Columbia University, October, 2015.
- 2014 **Kevoe-Feldman, H.** "The organization of action in Check-Well Being Calls: A case of a University Police Department's management of incoming calls." National Communication Association (Language and Social Interaction Division, Chicago, November, 2014.
- 2012 **Kevoe-Feldman, H.** "Pressuring the service button: Customers' use of so-prefaced formulations in service encounters," National Communication Association (Language and Social Interaction Division), Orlando, November 2012.
- 2012 **Kevoe-Feldman, H.** "The accountability of conduct in service encounters: Customers' complaints as a last defense against organizational authority," National Communication Association (Language and Social Interaction Division), Orlando, November 2012.
- 2012 **Kevoe-Feldman, H.** "Position matters: Complaints, complainability and negative observation in customer service encounters," Language and Social Interaction Working Group (LANSI), Teachers College, Columbia University, September, 2012.
- 2011 **Kevoe-Feldman, H.**, & Robinson, J.D. "Exploring essentially three-part courses or action." National Communication Association, (Language and Social Interaction Division), New Orleans, November, 2011.
- 2011 Kitzinger, C. Lerner, G.H., Ellis, S., **Kevoe-Feldman, H.**, Wilkinson, S, Zinken, J {with Viney, R, Hepburn, A, Dixon, S, Vazquez Carranza, A, Butler, C, Busch, G, Barnes, R.} "Some Things Reformulations Tell Us About Formulating Time And Place," National Communication Association, (Language and Social Interaction Division), New Orleans, November, 2011.
- 2010 **Kevoe-Feldman, H.** "Structuration in customer service encounters: Enacting organizational structures through talk," National Communication Association (Organizational Communication Division) San Francisco, November, 2010.

- 2008 **Kevoe-Feldman, H.** "What is the Status of "Status": Understanding the Action of Soliciting an Update on Equipment Being Repaired," National Communication Association (Language and Social Interaction Division), San Diego, CA, November, 2008. TOP FOUR PAPER.
- 2007 Robinson, J.D. & **Kevoe-Feldman, H.** (2007, November). "The Partial, Questioning Repeat as a Practice of Repair Initiation," National Communication Association (Language and Social Interaction Division), Chicago, November, 2007,
- 2005 Sweet, D. & **Kevoe, H.** "A Five-Year Review of Family Communication," National Communication Association (Family Communication Division) Boston, November, 2005.
- 2005 **Kevoe, H.** "Parental coaxing in action: a conversation analytic approach to understanding the parent's pursuit of compliance," Presented at the National Communication Association (Language and Social Interaction Division), Boston, November, 2005
- 2005 Robinson, J.D. & **Kevoe, H.** "The Interpersonal and Interactional Implications of Others Initiating Repair via Questioning Repeats," National Communication Association (Language and Social Interaction Division), Boston, November, 2005.

Competitively Accepted Papers - Regional

- 2005 **Kevoe, H.** "Enacting Organizational Structure: A conversation analytic approach to responding to customer calls," New Jersey Communication Association, Trenton, April, 2005.
- 2005 **Kevoe, H.** "Coaxing in parent-child interaction: A conversation analytic approach to understanding the post-resistance pursuit of compliance," New Jersey Communication Association, Trenton, April, 2005.
- 2005 **Kevoe, H.** "Parental Coaxing In Action: A Conversation Analytic Approach To Understanding The Post-Resistance Pursuit Of Compliance," Western Communication San Francisco, February, 2005.
- 2000 **Kevoe, H.** "Breaking the Language Barrier: A Comprehensive Study of Internet Symbols for Global Communication on the Internet," New Jersey Communication Association, Madison, NJ, April, 2000

International and National Competitively Accepted Research Training Workshops

- 2017 Research Fellowship Loughborough University, Loughborough, UK.

- Special Journal Issue for Suicide in 911 calls and Police Encounters, October, 2017
- 2017 Advanced Conversation Analysis Workshop, University of Colorado. (Jeffrey D. Robinson, Chase Raymond, Paul Drew, Marja-Leena Sorjonen, and Barbara Fox organizers). June 25-July 1 2017
- 2016 Medical Interaction Workshop, Rutgers University. (John Heritage & Anita Pomerantz) November 5-8, 2016
- 2013 CARM (Conversation Analytic Role Play Method), presentation by Elizabeth Stokoe, hosted by Northeastern University and University of New Hampshire, Boston, MA May, 2013 (**Heidi Kevoe-Feldman** and Mardi Kidwell, Workshop Organizers)
- 2010 International advanced conversation analysis research practicum, University of Loughborough University, UK, July, 2010. (Gene Lerner, Ceilia Kitzinger, Organizers)
- 2008 Workshop on repair and the achievement of understanding in talk-in-interaction. University of Toronto, Canada, March, 2008. (Jack Sidnell and Tayna Stivers, Organizers)
- 2006 Conversation Analysis Advanced Summer Institute, University of California, Los Angeles, July, 2006. (Emanuel Schegloff, John Heritage, Gene Lerner, Organizers)
- 2005 Rutgers Conversation Analysis Advanced Summer Institute, Rutgers University, New Brunswick, NJ, June, 2005. (Jenny Mandelbaum, Jeffrey D. Robinson, Organizers)
- 2004 Advanced Conversation Analysis Workshop and Data Session, National Communication Association conference, Chicago, IL, November, 2004.
- 2004 Conversation Analysis Workshop, International interdisciplinary conference on Gender, Sexuality and Health, Vancouver, British Columbia, June, 2004.

TEACHING

Undergraduate Conference Papers Supervisor

- 2016 Jacqueline Gay, "Information Derailment: Crisis Communication on the MBTA." The 42nd National Undergraduate Honors Conference, DePauw University, Greencastle, IN April 7-6, 2016
- 2016 Heather Jensen, "Pedestrian Accountability." Nonverbal Behavior Preconference,

17th Annual Convention of the Society for Personality and Social Psychology.
San Diego, CA Jan 28, 2016.

- 2016 Marlie Austin “The Role of Mutual Respect in Conflict Resolution.”
The McCroskey-Richmond Undergraduate Scholars Conference.
Eastern Communication Association. March, 2016
- 2016 Kristina Norris “Self-initiated repair and gesture by people with disabilities.”
The McCroskey-Richmond Undergraduate Scholars Conference.
Eastern Communication Association. March, 2016
- 2016 Lauren Serzanin “A crisis on campus: How the University of Virginia
responded.” The McCroskey-Richmond Undergraduate Scholars Conference.
Eastern Communication Association. March, 2016
- 2015 Allison Smith, “Analyzing Family Conflict through Bowen Family Systems
Theory: A case study.” 2nd Annual Conflict Conference (TCC). The University of
Texas, Austin. April 2015.
- 2015 Katherine Desrosiers “Interpersonal conflict and attachment in close groups:
Interactional responses to deviate behavior.” DePauw Undergraduate Honors
Conference, Greencastle, IN, April 2015.
- 2015 Kitty T. Cheung “Understanding the Sewol Crisis through Hofstede’s Cultural
Dimensions.” Eastern Communication Association, Philadelphia, PA, May 2015
- 2014 Sarah Urbonas, “Defining Culture and Image Restoration: The Misuse of Crisis
Communication by Lowes After Pulling Advertisements from ‘All-American
Muslim’ Television Series”, DePauw Undergraduate Honors Conference,
Greencastle, IN, April, 2014
- 2014 Kathryn Sena, “Penn State University Crisis Communication Plan”, Eastern
Communication Association, Providence, RI, April 2014
- 2013 Elisabeth Fiumara, “Image Restoration Plan for FIFA”, NCA Undergraduate
Honors Conference, Washington, D.C., May 2013

Honors Thesis Advisor

- 2015 Kailyn Gaines and Ana Porta, “Protecting the People: The Relationship
Between the Police and the Community”, Honors Interdisciplinary Thesis
project, collaborating with the NEU Honors Program, School of Criminal
Justice, and Media and Screen Studies.

Courses

Northeastern University (*New course, +New prep, #Writing Intensive)

COMMXXXX Analyzing Conversation in Everyday life

COMM1231 Principles of Organizational Communication (F09x2: 30 and 30 students; S10: 30 students; S12: 11 students; F12: 16 students; S13: 19 students; S14: 27 students)

+#COMM3532 Theories of Conflict and Negotiation (F10: 28 students; F11: 30 students; S12: 10 students; F13: 19 students, F14: 19, S15: 15 students). #As of Spring 2010 this class become a writing intensive course, capped at 19 students

*+#COMM4535 Nonverbal Social Interaction (F10: 15 students; F11: 15 students; S13: 29 students; S14: 16 students; S15: 12 students)

+#COMM2631 Crisis Communication and Image Management (F12: 19 students; F13: 16 students; F14: 19)

*+COMM4992 Direct Study (F12: 1 student; Summer1,'13: 1 student; F13: 3 students; S14 1 student; F14 1 student; F15 2 students; S16 1 student)

Rutgers University

192:443:01 Nonverbal Communication

Fairleigh Dickinson University

COMM2099 Professional Communication

ENGW1101 College Writing Workshop

SERVICE

Professional Leadership

National Communication Association, Language and Social Interaction Division

Immediate Past Chair 2014-2015

Chair 2013-2014

Vice-Chair, 2012-2013 (conference planner)

Vice-Chair Elect, 2011-2012

Professional Activities: Journal Reviewer

Research on Language and Social Interaction

Pragmatics and Society

Western Journal of Communication

Journal of Pragmatics

External Reviewer, Iowa State University, Presidential Initiative for Interdisciplinary Research [PIIR] Program 2013

NCA Language and Social Interaction Division

Institutional Service (Northeastern University)

University/College

Chair of the Academic Affairs Committee, College of Arts, Media and Design, Spring 2016; member from 2013-2015

Undergraduate Admissions Professional Development session, invited guest speaker, Spring 2013

NEU Law School Brainstorming session: "How might NUSL increase our yield in admissions?" – invited guest participant Spring 2013

Committee on Graduate Programs MA/MFA combined Masters Degree, Spring 2011

Committee on the Future of the Communication Studies Department, 2009

Phone-a-thon early acceptance students, participant 2010- 2013

Department

Undergraduate Coordinator 2017-

Tenure and Promotion Committee, Member 2017-2018

Tenure and Promotion Committee, Chair for non-tenure track 2016-2018

Curriculum Committee, 2012-2014
Chair (2014-2016)

Search Committee for Chair of Communication Studies Department, Spring 2012

Curtis Haigh Scholarship, Committee 2009, 2010, 2011

Department representative at approximately a dozen Major Fairs, Open Houses, or New Student Orientations, 2009-2014

Committee on the Future of the Communication Studies Department, 2009

Faculty Advisor – Fall 2009- Present

Event Organizer for the ICA gathering sponsored by the Department Communication, Spring 2011

Student Communication Club Faculty Adviser 2010-2013

Undergraduate TA program, member Fall 2010

AWARDS & HONORS

Research Fellowship, Loughborough University October 2017; March 2018

Top 4 paper, Language and Social Interaction Division at the National Communication Association Convention, San Diego, CA, 2008.

Visiting Scholar, University of California, Los Angeles, Department of Sociology, January-June, 2006

Visiting Scholar, University of California, Santa Barbara, Sociology Department, January-June, 2006.

PROFESSIONAL MEMBERSHIPS

NCA November 2004 – Present

ICA November 2004-2011