

Paper Sessions and Symposia

Monday 6th April	Heights	Sydney	Amsterdam	San Francisco	Rome	Montreal	Conference Syndicate (RM)
4.00 - 5.30	<i>Skills</i>	<i>Interactive Service Work</i>	<i>Equality and Fairness</i>	<i>Identity</i>	<i>Unions/Union Renewal</i>	<i>Work Organization</i>	<i>Call Centres and Off-Shoring</i>
	Hampson and Junor: Employability and the substance of soft skills	Huzell and Larsson: Employers' Aesthetic Demands and profitability of the Company	Loretto and Vickerstaff: Extending Working Lives: Rights and responsibilities	Jaros: Identity and the workplace: An assessment of contextualist and discursive approaches	Duran-Palma: Chile's 'contract labour movement' and prospects for union revitalisation	Harley et al.: High Performance Work Systems and the Disciplined Worker Thesis: An Empirical Test	Angus: The future of the Indian Call Centre Generation
	Hurrell et al.: More than a 'humpty dumpty word': A defence of the status of soft skills	Cullen: Attractive Workers/Attractive Work: Unemployed Job Seekers' Access to Interactive Service Work	Richards: A labour process analysis of the exclusion of Adults with Asperger Syndrome from the workplace	Marks: The missing self: personal identity and social identity at work	Massó: The individualisation of the employment relationship	Reid: Deadlines, Interruptions and Volume of Work – Contrasting Sources and Experiences of Intensity in Software Work	Howcroft et al.: The good, the bad and the ugly: A historical overview of business process outsourcing to India
	Pruijt and Dérégée: Has the new job security increased freedom or glorification of an erosion of workers' rights?	Cohen: Training clients and re-making temporalities: self-employed workers' strategies of temporal production	McKay and Murphree: Self Sufficiency for Ex-Offenders	Summers and Hallier: The Role of Identity Frameworks in the development of Lifestyle Terrains	Lafferty: Union strategy, decentralisation and deregulation: Australia and New Zealand 1991-2007	Vidal: Lean Production in the US Manufacturing Field: Multiplex Institutionalization, Variegated Implementation	Schönauer et al.: Embedded disembedding interactions: the (limited) transnationalisation of the call-centre industry
Chair	Ewart Keep	Dennis Nickson	Caroline Lloyd	Doris Eikhof	Andy Danford	Virginia Doellgast	Jo McBride

Tuesday 7th April	Apex	Sydney	Heights	Amsterdam	San Francisco	Rome	Montreal	Conference Syndicate (RM)
9.00 – 10.30	<i>Work Organization/ Absenteeism</i>	<i>Work-Life Balance/ Wellbeing</i>	<i>Identity</i>	<i>Retail</i>	<i>Reclaiming Resistance</i>	<i>Care/Service Work</i>	<i>Labour Market/ Employability</i>	<i>Voluntary Sector</i>
	Cushen: 'The work is all they have': An ethnographic analysis of knowledge work processes, bureaucracy and hierarchy in a leading multi-national.	Sandiford and Seymour: Serving and consuming: alcohol, work and leisure in hospitality occupations	Zuin: Occupation and identity: work, skills and gender in contemporary secretarial work	Nickson et al.: Understanding Variability in Retail Work: An Analysis of Labour Supply and Skills Demands in Clothing, Footwear and Leather Goods	Thompson and Ackroyd: Resisting Resistance? Moving the Debate on	Russell: Nursing on the Line: Work Rationalisation or Professional Call Centres?	Blakely: New Labour's Employability and Skills Agenda: Perceptions from the Margins	Davies: Transfer and transformation – Outsourcing public services to the voluntary sector
	Danford et al.: 'You don't need a weatherman to know which way the wind blows': public sector reform and its impact upon climatology scientists in the UK	Muckenhaber: And who will support the precarious Small entrepreneurs? Results of a discourse analytical oriented study on special interest groups support for small entrepreneurs.	Shuchi: Stereotyping and detoxification as modes of negotiating and sustaining work identities: A study of Indian call centre employees	Price: Life amongst the aisles: Restructuring supermarket work	Karlsson: Stranger on the shore: A foreigner looks at the British debate on resistance and organisational misbehaviour	Wibberley: Recognising domiciliary care as real work	Wickham et al: Migrating into recession: Polish migrants in the new Irish labour market	Kelliher and Parry: HRM in the UK Voluntary Sector: Exploring the influence of government as a purchaser of services
	Taylor et al.: 'Too Scared to Go Sick' – Reformulating a Research Agenda on Sickness Absenteeism	Roslender et al: Promoting employee health and wellbeing as a further component of effective value creation and delivery	Haunschild and Eikhof: Exploring the Link between Identity and Labour Process in the Cultural Industries - Empirical Pitfalls and Theoretical Challenges	Roberts: The 'Lost Boys': An overlooked detail in retail?	Zheng: Control and Resistance in Management Transfer: A case of Japanese synthetic fibre plant in China	Caceres et al. : Local development and care services in Catalonia	Hampson and Morgan: Institutional Decomposition in Work Competence Policy: A New Permanent Revolution?	Schouteten: Organisational change and job satisfaction among voluntary and paid workers
Chair	Bill Harley	Donald Hislop	Jerry Hallier	Irena Grugulis	Henrietta Huzell	Diane McKay	Shiona Chillas	Donna Baines

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11.00 - 12.30	<i>Theorising the Labour Process</i>	<i>Trade Unions/Union Renewal</i>	<i>Identity</i>	<i>Retail</i>	<i>Reclaiming Resistance</i>	<i>Care/Service Work</i>	<i>Accountants, Labour and the Crisis</i>	<i>Voluntary Sector</i>
	Elger: What does Critical Realism Add to Case-study Research?	Kirton and Healy: Women trade union leaders in Barbados: Exploring the local within the global	Clarke et al.: From Craft and Trade to Occupation: the changing identity of the European bricklayer	Tilly et al: Working in Large Food Retailers: A US-France Comparative Perspective	Ladner: "Where do I hide my time?": Time reckoning, technology, and resistance among Web workers	Kessler et al.: Opening the Window: Death and the Support Worker	Sy et al.: Labor Processing Labor: A New Critical Literature for AIS and MIS	Juliet Macmahon, Sarah MacCurtain and Tom Turner: Examining Climate in the context of a Voluntary sector under pressure: The particular case of two Intellectual Disability providers in Ireland
	Brook: Towards a resilient integration of emotional labour theory with Labour Process Analysis	Byford: The Organising Model of Union revitalisation in unionised workplaces: Is there room for improvement? A Case Study in two higher education establishments.	Schaefer et al.: Volvo for life? Self Identities at a Car Manufacturing Plant	Newsome et al.: 'At the end of the day they want the stuff out of the door and they don't care how we do it' Understanding the nature of work in grocery distribution and warehousing	Paulsen: Painting capitalism: empty labor and the issue of soldiering	Sadler-Moore: How management sequentially eroded the acute trust hospital Registered Nurse [RN] Labour force: From a 'gold' to a 'silver' to a 'bronze' patient service: An ethnographic study.	Tinker et al.: Auditing Ourselves into Crisis - Again!	Donna Baines: Resistance as Emotional Labour: The Australian and Canadian Nonprofit Social Services
	Tsogas: Towards A New Theory of Work - Developing Theoretical Perspectives For Work And Employment Regulation in A Post- Industrial Society	Carter and Stevenson: Flow and contra-flow in English Teacher Unionism	Brockmann: Learning biographies: apprenticeship and identity in England and Germany	Hocquelet: Productive Restructurations and Commitment at Work in French retail stores: The Invisible Hand from the Market to the Organisation	Schonenboom: Technology Policies With Teeth: Can Recalcitrant Workbloggers Be Co- opted and Controlled?	Harvard and Naschberger: "Observations of changes of behaviours and statutes of the user-patient with hospitals: which effects on work and on social dialogue? – The case of a public university hospital in France"		Mike Hemmings: Managerialism and union organising in Not- for-profit and Voluntary Welfare Organisations and control over the labour process
Chair	Chris Smith	Martin Upchurch	Abigail Marks	Odul Bozkurt	Jacques Belanger	Heather McKay	Robin Roslender	Ian Cunningham

Tuesday 7th April	Apex	Sydney	Heights	Amsterdam	San Francisco	Rome	Montreal	Conference Syndicate (RM)
1.30 - 3.00	<i>Work Organization</i>	<i>Trade Unions and Union Renewal</i>	<i>Identity</i>	<i>Retail</i>	<i>Reclaiming Resistance</i>	<i>Care/Service Work</i>	<i>Labour Market/Employability</i>	<i>Voluntary Sector</i>
	Stewart and Murphy: Surviving Lean Injury, Redundancy and Retirement in the Lean Society	Simms: Appropriating the brand: union organising in front-line service work	Vincent: Social identity the gender advantage amongst HR consultants: is the new economy's "network ethic" really ethical?	Lynch et al: Union strategies in representing 'new workers': The case of Australian and UK retail unions	Holgate et al.: The influence of identity, 'community' and social networks on how workers access support for work-based problems	Warhurst et al.: Hotel Room Attendants and Job Quality: A Comparison of Work, Wages and Labour Market Institutions in Europe and the US	Chillas: The changing nature of graduate employment: reconciling the labour market for graduates with the labour process in graduate jobs	Rutherford: Exploring Voluntary Sector Pay in the UK: Testing the 'warm glow' theory.
	Stroud and Fairbrother: Changing experiences of (steel)work: Capitalism, Technology and the Question of Skill	Gekara: Navigating Uncertain Seas: Maritime Sector Unions in the Fight against Decline through Cross-border Alliances- the Nautilus Project	Morrison: Change: A Threat and A Promise	Hermet: Willingness to cooperate and social integration of Mini-jobbers in to the permanent staff: An explorative study in the retail-sector	Chan and Smith: Reclaiming Workers' Collectiveness in China's Global Factories	Baum et al.: Mobilities and hospitality work	Tholen: Employability and Varieties of Capitalism	Pollert et al.: Underfunded and Overwhelmed: the Voluntary Sector and Employment Deregulation
	Doellgast: Still a Coordinated Model? Market Liberalization and the Transformation of Employment Relations in the German Telecommunications Industry	Darlington: Strike Activity on London Underground: Incidence, Dynamics and Causes	Casacon and Hallier: Wearing two hats: doctor managers' experiences in two Spanish hospitals	Grugulis et al.: "No place to hide"? The realities of leadership in UK supermarkets	Korczynski: The Sense of Humor: Critical poetics of work-related joking in a Taylorized factory	Knox: 'Dumb and Dumber' ? Temporary Work and Temporary Work Agency Use in the Australian Hotel Industry	Danner: Women in the artistic professions: contribution of sociology to the analysis of the processes of "social closure"	Charlesworth and Marshall: Retention of Paid Care Workers: Some Paradoxical Effects
Chair	Phil Taylor	Gregor Gall	Linda Clarke	Chris Warhurst	Susanne Stromberg	Mary Gatta	Maarten van Klaveren	Phil James

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3.30 -5.00	Equality	<i>Trade Unions/Union Renewal</i>	<i>Identity</i>	<i>Retail</i>	<i>Reclaiming Resistance</i>	<i>Care/Service Work</i>	<i>Work Organization/Public Sector</i>	<i>Voluntary Sector</i>
	Piipsa: "We've managed it just because they're all women" – Regimed and manageable women?	Upchurch et al.: Alternative Futures for West European Trade Unions: towards a typology	Kylin: Blood, sweat and tears – a study on the process of leadership and social identity in a military context	Debdulal Saha: Financial Accessibility in the informal retail sector; A study of street vendors in Mumbai	Bouquin: Resistance to work and at the workplace, a blind spot for french sociology ? of work:	Lloyd et al.: Is there a 'high road' in the hotel industry?	Li: Consent and dissent amongst Chinese schoolteachers: a study of the reaction of schoolteachers to recent government educational reforms in Guangzhou city	Moffat, et al.: Process as Labour: Implementing Anti-Oppression Practices in a Feminist Organization
	Leinonen: Gender and hierarchy in promoting gender equality in the Finnish Defence Forces	O'Sullivan and Turner: Union strategy and recruitment success: the case of Ireland	Baldry and Barnes: The Open Plan Academy	Mulholland: In Search of Teamworking in a Major Supermarket	Belanger and Thuderoz: The Repertoire of Employee Opposition under Current Modes of Management Control	Guegnard and Bosse: Projects, Careers and Resistances in Hotels	Etherington: Revitalising understandings of the importance of consent in the reproduction of quality regimes in Scottish Further Education	Baines and Cunningham: 'White Knuckle Care Work' – Working on the edge with the most excluded
	McKay et al: The Balancing Act: A Study of Women Lawyers in New Jersey	Gall and Fiorito: Can 'union organising' regenerate labour unionism in Britain and the United States?	MacKenzie and Marks: Pits and pitfalls: Researching class and identity	Stream Conclusion	Stromberg: Controlled by space and physical surroundings: Experiences from the food industry	Efthymiou: Work Processes and Labour Control in a Luxury Hotel	Ellis and Smith: Profit before People: Workers' Experiences of Privatisation at British Gas and National Savings and Investments	James: Outsourcing in the British social care sector: a consideration of the feasibility of 'beyond market' contracting
Chair	Wendy Loretto	Kate Mulholland	Steve Vincent	Kirsty Newsome	Paul Stewart	Mary Gatta	Anna Pollert	Sarah Charlesworth
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5.15 – 6.15	<i>Symposia: Bodies, Body Work and the Labour Process</i>	<i>Symposia: Critique and its limits: How Can we Make a Difference?</i>		<i>Symposia: Creative Industries and Labour Process Analysis</i>	<i>Symposia: On the Front Line: Renewing the Ethnographic Tradition</i>			
Convenors	Rachel Cohen, Deborah Dean Carrie Purcell and Carol Wolkowitz	Michael Rowlinson, Paul Thompson, Damian O'Doherty		Alan McKinlay, Chris Smith + industry participants	Phil Taylor, Chris Warhurst, Laurence Connelly, Claire Lyall, Anna Pollert			

Wednesday 8th April	Apex	Sydney	Heights	Amsterdam	San Francisco
9.00 - 10.00	<i>Creative Industries</i>	<i>Voluntary Sector</i>	<i>Equality</i>	<i>Work Organization</i>	<i>Work Life Balance</i>
	Randle: Freelancers in the Media Industries: Between Entrepreneur and Underclass?	Ian Cunningham & Dennis Nickson: Retendering and the Voluntary sector – Implications for terms and conditions and workforce attitudes	Sieben and Ortleib: Diversity orders in organizations. A critical analysis based on structuration theory	Kirchoff: Norm Systems and Professional Work	Hislop and Axtell: Mobile Phone Use in Work: The inevitable Blurring of Work-Life Boundaries?
	Stoyanova and Grugulis: Periphery Center-Stage: Small Regional Independents and Skills	Stream Conclusion	Mattila: Identity at play - the negotiations between domestic workers and employers in Jaipur, India	Briken: All quiet on the workplace front? - Security Work and the Labour Process	Olofsdotter: Work family balance. The possibilities and difficulties for Temporary Agency Workers in Sweden
Chair	Alan McKinlay	Donna Baines	Maeve Houlihan	Vaughan Ellis	Sharon Bolton
Wednesday 8th April	Apex	Sydney	Heights	Amsterdam	San Francisco
10.30 - 12.00	<i>Equality</i>	<i>Identity</i>	<i>Labour Markets/Employability</i>	<i>Trade Unions /Union Renewal</i>	<i>Work Organization</i>
	Gatta: More Than Just Opening Doors: Gender, the Building Trades and United States Workforce Policy	Kirk: Working through change: oral testimony, identity and the place of anecdotes	Doogan: The Labour Market and Reproduction of Labour Power	Bailey: Can you hear us? The Effectiveness of European Works Councils as a Mechanism for Employee Voice for Hungarian Workers	Holgrewe et al.: Flexibility and restructuring of value chains: findings from the WORKS project
	Hopkins: Informal Hierarchies amongst Migrant Workers in Low-Skill UK Food Manufacturing Jobs	Wall: Something to Show for It: the place of mementoes in women's oral histories of work	Tangian: Is work in Europe decent? A study based on the 4th European Working Conditions Survey	Donaghey et al.: Reassessing the concept of employee silence: A critical review	Richardson and Howcroft: Home is where the KPI's are: the Domestication of Business Process Outsourcing (BPO)
	Haigh: Accounting's Role in Providing for Life After Work	Dharmika Jayawardena: (Un)Doing Lamai: texts, identity and resistance	van Klaveren and Tijdens: The impact of FDI on wages in 9 EU members states	Tai: Labour Identities in Taiwan: The Impact of Worker Representation	
Chair	James Richards	Tony Huzzard	Mike Richardson	Stephanie Tailby	Scott Hurrell

