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(Born in Rome, July 21<sup>st</sup> 1958)

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### **Academic positions**

Full Professor of Sociology of Culture and Communication, Faculty of Sociology, University of Trento, since October, 2002.

Associate Professor (tenured) of Sociology of Culture and Communication, Faculty of Arts, Humanities and Philosophy, University of Bologna (Italy), November 2000-September 2002.

Assistant Professor (Ricercatore) of Sociology of Cultural Processes, Faculty of Arts, Humanities and Philosophy, University of Bologna (Italy), July 1995-October 2000.

### **Education**

PhD in Sociology and Social Research, Faculty of Sociology, University of Trento (Italy), 1989.

M.Sc. in Sociology, Faculty of Sociology, University of Rome “La Sapienza” (Italy), June 1984.

Gymnasium baccalaureate in Classical Studies, Liceo-Ginnasio “Virgilio”, Rome (Italy), July 1977.

### **Prizes, fellowships and other research acknowledgments**

ZiF -Zentrum für interdisziplinäre Forschung, University of Bielefeld (Germany) – Member of the Residential Research Group “Communicating Disaster” (January 12 – February 28, 2011).

Marie Curie Outgoing International Fellowship, European Commission - "MEDiCA—Medical Emergency Dispatch Centers Analysis" — contract # MOIF-CT-2004-002884 (July 2004 - December 2005).

Post-doc research grant, Department of Sociology and Social Research, Faculty of Sociology, University of Trento, 1992-1993.

Award (second prize winner) from Rai - Radiotelevisione Italiana & VQPT Verifica Qualitativa Programmi Trasmessi [Quality Assessment of Television Programs] for a research project on Tv quiz shows – III<sup>o</sup> concorso “Giancarlo Mencucci”, 1992.

### **Current teaching activities**

“Qualitative Methods for Social Research” (in English), master program (laurea magistrale) Sociology and Social Research, Department of Sociology, University of Trento. 48 h. (since 2011-2012)

“Language and Society” (in English), master program (laurea magistrale) Sociology and Social Research, Department of Sociology, University of Trento. 48 h. (since 2009-2010)

“Sociologia di processi culturali” (in Italian), undergraduate program (laurea triennale) in “Tecniche della prevenzione nell'ambiente e nei luoghi di lavoro” (L/SNT4), University of Verona and University of Trento. 20h. (since 2014-2015)

“Seminar on classical sociological theory: Durkheim, The rules of sociological method” (in Italian), undergraduate program in Sociology, Department of Sociology, University of Trento. 24 h. (since 2014-2015)

### **Past teaching activities**

“Teoria del mutamento sociale”, Facoltà di Design e Arti, Università di Bolzano, 2015-2016. 30 h.

“Readings on theoretical foundations for interpretive approaches to social research”, seminar to the Ph.D. program on “Sociology and Social Research”, School of Social Sciences, University of Trento. 12 h. (from 2002 to 2014).

“Metodi e tecniche della ricerca sociale – metodi qualitativi” [Methods and techniques for social research – qualitative methods] at the Master Degree (Laurea specialistica) on Sociology and Social Research, Faculty of Sociology, University of Trento. 48 h. (from 2002-2003 to 2010-2011)

“Sociologia della comunicazione” [Sociology of communication] at the Master Degree (Laurea specialistica) on Sociology and Social Research, Faculty of Sociology, University of Trento. 48 h. (from 2002-2003 to 2008-2009)

“Sociologia della comunicazione” [Sociology of communication] at the Master degree on Communication Sciences, University of Bologna. 60 h. (from 1999-2000 to 2001-2002).

“Interazione sociale” [Social Interaction] at the Master degree on Communication Sciences, University of Bologna. 30 h. (2001-2002).

### **Other teaching activities**

“Etnografia. Approcci multidisciplinari”. Università di Palermo, April 2016.

“Introduzione all'etnografia: riferimenti, tecniche, ambiti e materiali”, seminar for Doctoral students, Dipartimento di scienze sociali e delle istituzioni, Università di Cagliari March 11th 2014.

“L'interazione in classe”, seminar for undergraduate students, Dipartimento di scienze sociali e delle istituzioni, Università di Cagliari, March 10th 2014.

“Ethnomethodology© & co.” Universidad Europea Madrid, Facultad de Ciencias de la Actividad Física y el Deporte (February 19th and 20th, 2014).

“L'analisi della conversazione e lo studio dell'interazione sociale”, Plenary talk, 19° Seminario internazionale per insegnanti di lingua, DILIT International House, Roma April 21st 2013.

“Studiare l'interazione: l'uso dei video nella ricerca sociale”, Scuola di dottorato in Scienze politiche e sociali, Programma Storia e sociologia della modernità, Università di Pisa, June 26th 2012.

Module on “Conversation and Interaction analysis” at Scuola di Metodologia della ricerca sociale – Giornate non standard, Università Cattolica di Milano (Brescia, May 2011).

Module on “Discourse analysis / Conversation analysis” at METRIS - Master degree on Methodology of Social Research, Department of Social Research and Sociological Methodology, Faculty of Sociology, University of Rome (Italy), 2007, 2008, 2009.

Lecture on “Social Interaction” at the PhD Program on Sociology, Department of Sociology, University of Padua, December 12, 2000.

Lecture at the Master degree in “Media and Communication”, Faculty of Political Sciences “Cesare Alfieri”, University of Florence, April 24, 1999.

Lecture on “Ethnomethodology” in the Sociology program, Università di Fisciano, Salerno, December 2, 1998.

Teaching Assistant to the course on “Sociology of culture”, Master degree on Communication Sciences, University of Bologna, 1995-1996, 1996-1997, 1997-1998, 1998-1999.

Lectures on “Microsociology and sociolinguistics”, III corso di perfezionamento in sociolinguistica, Dipartimento di Scienze del Linguaggio, III Università di Roma, September 1996.

“Conversation Analysis and Social Interaction”, contract at the Faculty of Arts Literature and Philosophy, University of Trieste, 1994/95.

Lectures on “Microsociology and sociolinguistics”, I corso di perfezionamento in sociolinguistica, Dipartimento di Scienze del Linguaggio, III Università di Roma, September - October 1994.

Contract at the master on “Expert on Public Communication”, Centro Educazione Permanente, Università degli studi di Trento, 1993.

“Mass communication”, contract at the Faculty of Arts Literature and Philosophy, University of Bologna, 1990/91.

Course on “Sociology” at the Istituto per la Formazione al Giornalismo of the Emilia-Romagna, Ordine dei Giornalisti, Bologna, December 1990 – February 1991.

Course on “The analysis of social interaction in the classroom: conversation analysis” for the program on Teachers Continuing Education, Provveditorato agli Studi di Vicenza, January 19, 1990.

Course on “Sociology of Institutions, Language and Family” in the Program for Social Work, Istituto Salvi, Vicenza, 1987/88.

Course on “Sociology of communication”, at the School for Community Educators, Dipartimento di Educazione, Facoltà di Magistero, Università di Roma, 1984/85, 1985/86.

### **Temporary affiliations and visitorships**

Universidad Europea Madrid, Facultad de Ciencias de la Actividad Física y el Deporte – Erasmus Teaching Exchange Program (February 16-23, 2014)

ZiF -Zentrum für interdisziplinäre Forschung, University of Bielefeld (Germany) – Member of the Residential Research Group “Communicating Disaster” (January 12 – February 28, 2011).

Visiting Scholar at the Department of Sociology, University of California, Los Angeles, July 2004-July 2005.

Visiting Scholar at the Department of Sociology, University of California, Los Angeles, October 11 – November 9, 2003.

Visiting post-doc researcher, Department of Sociology, University of Lancaster, July-August 1993.

Visiting PhD Student at the Department of Sociology, University of California, Los Angeles, February-August 1988.

### **Doctoral thesis (supervision, committees, viva)**

For the School of Social Sciences, University of Trento. Supervisor of the PhD theses of:

Turgut Tuncel, „Mayr hayastan im hairenik“. Memory and the politics of construction of the Armenian homeland”, 2011-2014.

Chiara Pierobon, “Youth organizations and music in contemporary Russia: the case of St. Petersburg”, bi-national supervised doctoral thesis between the University of Trento and the University of Bielefeld (Germany), 2009-2012.

Sara Zanatta, “Le parole dietro lo schermo. Il campo produttivo della fiction in Italia: un’industria tra creatività e potere”, 2008-2010.

Giuseppe Toscano, “Performance art. campo di produzione e aspetti relazionali”, 2008-2010.

Elisa Fanelli “Capitale culturale, habitus e successo scolastico tra gli immigrati italiani presenti a Mannheim. Etnografia delle disposizioni formative in ambiente familiare e scolastico”, 2006-2008.

Laura Savoia, “Istituzionalizzazione, diffusione e differenziazione nello sport: la pallamano in Italia e Spagna”, 2005-2007.

External examiner in the viva of:

Isabel Colón de Carvajal, “La mobilisation des artefacts technologiques dans l’interaction: Analyse linguistique et multimodale des pratiques professionnelles en centre d’appels”, Ecole Doctorale Lettres, Langues, Linguistique & Arts (ED484), Université Lumière Lyon II, December 2010.

Paul Falzon, “Communication at the socio-technical interface: interaction, technology and collaborative work in an air traffic control environment”, Faculty of Arts, University of Malta, September 2008.

Stefania Ziccolella, “Interaction in Italian Criminal Trials: Lines of Questioning, Opposition and Rebuttal” University of York, UK, March 2004.

Member of the committee for the awarding of the Ph.D degree on "Scienze del linguaggio e della Cultura" (XX ciclo), Università degli Studi di Modena e Reggio Emilia, March 2008.

Giacomo Poderi, “Making sense of users participation in open source projects: the case of a mature video game”, Università di Trento, Doctoral School Programme in Information Systems and Organizations, 8 April 2013.

### **Academic service**

#### **Organizational activities**

Vice-director, Department of Sociology and Social Research, University of Trento, Italy, 2011-2015.

Director of two-year Master’s programme in Sociology and Social Research, Faculty of Sociology, University of Trento, Italy, 2007-2009, 2009-2011, 2011-2012.

Reference person for UNITN for the Joint Degree in Cultural Sociology with the University of Graz (Austria), University of Zadar (Croatia), Masaryk University (Brno, Czech Republic).

Departmental reference person for the Collegio di eccellenza.

Member of the board of the Sociology and Social Research PhD program, School of Social Sciences, University of Trento, 2002-2014.

### **National and international review activity**

Evaluator of research projects for:

- Velux Fonden, Denmark, 2016;
- Fonds Wetenschappelijk Onderzoek – Vlaanderen (Research Foundation Flanders - FWO), Belgium, 2012;
- University of Padoa, Italy, 2010, 2011;
- the Research Council of Canada, Social Sciences and Humanities, 2010;
- Università Italo-Francese, bando PHC Galileo 2013-2014.

Evaluator CIVR , Sistema di valutazione nazionale, Ministry of University, Italy, 2005.

Reviewer for: Theory, Culture & Society; Symbolic Interaction; Research on Language and Social Interaction; Social Psychology Quarterly; European Management Journal; Qualitative Sociology; Intellectica; Journal of Pragmatics; Qualitative Research; Social Science Information; European Journal of Social Theory; Language and Communication; Polis; Stranieri in Italia; Rassegna Italiana di Sociologia; Quaderni di Sociologia; Etnografia e ricerca qualitativa.

### **Editorial activity**

Founder and Member of the Board of Directors of *Etnografia e Ricerca Qualitativa*, 2008-2011, 2012-2015.

Member of the Editorial Board of Polis, Ricerche e studi su società e politica in Italia, Istituto di studi e ricerche Carlo Cattaneo and Il Mulino publisher, 1998-2008.

Member of the Scientific Committee of the series “Sociologica” of ETS publishing house (Pisa).

### **Membership in associations and scientific committees**

Member of the Scientific Committee of the 2019 IEMCA (International Institute for Ethnomethodology and Conversation Analysis), University of Mannheim (Germany), July 2-5, 2019.

Member of the Scientific Committee of the VALS ASLA Conference 2018 (Swiss Association for Applied Linguistics), University of Basel (Switzerland), 6-8 June, 2018.

Member of the Scientific Committee of the 2015 IEMCA (International Institute for Ethnomethodology and Conversation Analysis), University Campus Kolding (The University of Southern Denmark), August 4-7, 2015.

Member of the Scientific Committee of the 2013 IEMCA (International Institute for Ethnomethodology and Conversation Analysis), Wilfrid Laurier University (Canada), August 5th-13h, 2013.

Member of the Scientific Committee of the VALS ASLA Conference 2013 (Swiss Association for Applied Linguistics), University of Basel (Switzerland), May 13, 2013.

Member of the Scientific Committee of the 10th Conference of the International Institute for Ethnomethodology and Conversation Analysis, University of Fribourg (Switzerland), July 10th-14th, 2011.

Member of the Scientific Committee of the 2nd Conference of the International Society for Gesture Studies (ISGS) Interacting Bodies - Corps En Interaction, École normale supérieure Lettres et Sciences humaines Lyon-France, June 15-18 2005.

## Research activity

Co-investigator and Italian referent in an international research on professional tasting, principal investigator: prof. Ken Liberman, University of Oregon (Usa), 2011-current.

Co-investigator on a research on the rules of the game, fair play, innovative play, cheats and deceiving tricks in sport, with R. Sanchez Garcia, European University of Madrid, 2011-current.

Principal investigator of a research on Health emergency call center (emergency number 118), Provincia di Trento, 2012.

Principal investigator of a research on Fire department call center (emergency number 115), Provincia di Trento, 2012.

Principal investigator of a research on Police call & control center and emergency number (113), Questura di Verona, 2011.

Responsible for the social expertise (video recordings & social interaction analysis) in the research program "Information and Communication Technology (ICT) for the development of telemedicine for medical emergency purposes in remote areas", Unit of the medical emergency number 118, APSS Trento, 2011-2013, 160.000 euros.

Member of the research group "Communicating Disaster", ZiF -Zentrum für interdisziplinäre Forschung, University of Bielefeld (Germany), 2011.

Consultant for a pilot study on the use of mass training for the cardiopulmonary resuscitation (video analysis of the training), Unit of Neonatology of the hospital S. Chiara, Trento, with Farmacie Comunalì Trento, Medical Emergency Number 118, Department of Physics of the University of Trento, 2010.

Consultant for a research on linguistic needs of immigrating people in South Tyrol, with specific reference to special languages for work, Institute for Specialized Communication and Plurilingualism, EURAC Bolzano, Fondo Sociale Europeo, 2009.

Responsible for the Italian part of the exchange program between the Department of Social Research of the University of Trento and the CNRS, Unité UMR, University of Lyon (France) - scientific director prof. Lorenza Mondada, under the Galileo exchange program. The title of the project was "The study of emergency in its interactional, sociological and linguistic aspects", 2008.

National coordinator and director of the local research unity (University of Trento) of a PRIN titled "Professions and semi-professions. Ethnographic analysis of 5 occupations", with the University of Bologna, University of Genova, University of Bergamo, University of Lecce, 2007-2008.

Responsible for the research on emergency communication (ethnographic study, assisted with the use of video recordings, of call & dispatch medical centers) entitled "MEDiCA - Medical Emergency Dispatch Centre Analysis", European Commission Marie Curie OIF program, July 2004 - December 2005.

Member of a departmental research group on the project "Pro-vote", which studies the social consequences of the introduction of electronic voting in the Province of Trento - Department of Sociology and Social Research and PAT - Autonomous Province of Trento, 2004-2008.

National coordinator and director of the local research unity (University of Trento) of a PRIN titled "Communication of knowledge. Ethnography of knowledge in 5 different institutional and organizational contexts" (with University of Bologna, University of Genova, University of Bergamo, University of Lecce), 2005-2006.

Italian Group leader in the research "La fixation contextuelle de la norme dans les institutions délibératives judiciaires et politiques. Approche praxéologique de la délibération, de la négociation et du compromis dans différents contextes institutionnels méditerranéens: France, Italie, Espagne, Egypte, Syrie", directed by Baudouin Dupret and Jean-Noël Ferrié, Programme ACI - Actions Concertées Incitatives (Ministère de la recherche, Paris), 2004-2006.

Responsible for the University of Bologna research unit in the national research project 'Virtual Communities. Technology-Mediated Collaboration' (national coordinator: Cristina Zucchermaglio, University of Rome "La Sapienza") – title of the local research unit: "Traffic Control as Work" centred on analysis of work practices, technology and communication in the traffic and emergency control rooms, January 2002 – December 2003.

Senior Researcher in an ethnographic research on communication practices of Public Relations Office of the Emilia-Romagna Regional Government, commissioned by Emilia-Romagna Regional Government to the Department of Communication Studies of the University of Bologna, 2002.

Senior Researcher (with other colleagues at the Department of Communication Studies, University of Bologna) in the European project on 'Public Perceptions of BSE and CJD Risk in Europe, Their Interplay with Media, Policy Initiatives and Surveillance Issues. Drawing the Lessons for Information Policy' (European TSE Project PL 987028), promoted and coordinated by the World Health Organization. August 1999 – July 2001.

Coordinator of a Press Monitoring Centre (by-monthly reports) on the image of the armed forces in daily newspapers and weekly magazines on behalf of the Carlo Cattaneo Institute, Bologna (promoting body: CEMISS, Centro Militare Studi Strategici, Rome), January - August 1997.

Responsible for the planning of a Regional Cultural Monitoring Centre in the Italian Region Emilia Romagna on behalf of the Carlo Cattaneo Institute, Bologna (promoting body: FORMEZ), January 1991 – June 1992.

Part of the research team on "Delegittimazione politica e opinione pubblica", Istituto di scienze della comunicazione, Bologna (ente promotore: Indaco - Provincia autonoma di Trento), March 1994 / December 1994.

Part of the research team on "I circuiti culturali del Mezzogiorno", Istituto Carlo Cattaneo, Bologna (ente promotore: Formez), July 1993 / February 1994.

Coordinator of the research on "I processi di integrazione internazionale nella vita quotidiana", Istituto Carlo Cattaneo, Bologna, March 1990 / December 1990.

Part of the research team on "Tipologie di famiglia, servizi sociali e diritti della vita quotidiana", Assessorato alla Sicurezza Sociale, Comune di Venezia, October 1989 / January 1990.

Part of the research team for a Delphi survey on School change, "Tendenze. Osservatorio sul mutamento socio-culturale", Università di Trento, April / December 1989.

Part of the research team on "Classroom climate and styles of teachings", Dipartimento di Sociologia, Università degli studi di Trento e Provveditorato agli studi, Provincia di Trento, November 1986 / June 1987.

### **Grants and scholarships**

Travel research grant from the Galileo exchange program between the University of Trento, Italy, and the CNRS, Unité UMR, University of Lyon (France), 3.500 Euro.

Research grant from the Italian Ministry of University as national coordinator and director of the local research unit of a PRIN (Outstanding National Research Founding Program) 2007-2008, 130.586 Euro.

Research grant from the Italian Ministry of University as national coordinator and director of the local research unit of a PRIN (Outstanding National Research Founding Program) 2005-2006, 116.100 Euro.

Research grant from the European Commission, Marie Curie International Outgoing Fellowships program, July 2004 - December 2005, 103.680 Euro.

Research grant from the Italian Ministry of University, as director of the local research unit of a PRIN (Outstanding National Research Founding Program), 2002-2003, 35.000 Euro.

Post-doc research grant from the University of Trento, 1992-1993.

PhD student grant from the Italian Ministry of Education, 1986-1988.

### **Conference organization**

Co-Organizer of the “Ethnography and Qualitative Research Conference”, University of Bergamo, Bergamo 6-9 June, 2018.

Co-Organizer of the “Ethnography and Qualitative Research Conference”, University of Bergamo, Bergamo 7-10 June 2016.

Co-organizer of the International Summer School in Urban Ethnography, Department of Sociology and Social Research, University of Trento (2013-2014 & 2015-2016).

Co-Organizer of the “Ethnography and Qualitative Research Conference”, University of Bergamo, Bergamo 4-7 June 2014

Co-organizer (with Roberto Cibin and Vincenzo D’Andrea) of the session “The design of technologies for remote medicalization and emergency response: studying the practices of teams in a virtual context” at the Science and Technology Conference “A matter of design: making society through science and technology”, Politecnico di Milano, 13-14 June 2014.

Chair of Session “Communicative Interaction”. International Conference "The Communication of Certainty and Uncertainty. Linguistic, Psychological, Philosophical aspects", October 3rd, 2012, University of Macerata.

Chair of Session “L’uso dei video nella ricerca sociale”, Convegno di etnografia, Università di Bergamo, 7-9 giugno 2012.

Co-organizer (with Ken Liberman, University of Oregon) of the panel “The Phenomenology of Professional and Everyday Tasting: Achieving Practical Objectivity, Expressing Subjectivity” at the 10th Conference of the International Institute for Ethnomethodology and Conversation Analysis, University of Fribourg (Switzerland) July 10-14, 2011.

Organizer of the conference “Senso pratico e processi di significazione: prospettive semiotiche ed etnografiche”, Facoltà di Sociologia, Università di Trento, 29 settembre 2009.

Chair of Session 1: “Dasein as Attunement” with Ken Liberman, in Alps Ski Seminar ’09 “Phenomenology and the Social Study of Information Systems” – 5th edition, Department of Sociology and Social Research. Carisolo, Italy, February 5-8, 2009.

Organizer of the International Workshop on “ Mobilizing Help / Organizing Help ”, Faculty of Sociology, University of Trento. June 11-13, 2008.

Co-organizer (with Isabella Paoletti, University of Perugia) of the panel “Emergency call centres: communication problems and pragmatic aspects in the organization of the work of providing assistance”, 10th International Pragmatics Conference, Göteborg, 8-13 July 2007.

Organizer of the conference “Comunicazione del sapere ed etnografia della conoscenza”. Università di Trento, Dipartimento di Sociologia e ricerca sociale, 16 Novembre 2006.



Co-organizer of the workshop "L'etnografia sociale: metodi ed esperienze", Dipartimento di scienze dei linguaggi, della comunicazione e degli studi culturali, Università degli studi di Bergamo, 9-11 febbraio 2006.

### **Presentations of papers at conferences and workshops**

Evening lecture Visual inquiry in the social sciences: intelligibility, analysis, and reflexivity. Sociological approaches; *Manières de voir / Modi di vedere / Sichtweisen / Ways of Seeing*, Swiss Institute in Rome, 26-27 Mai 2016.

“Accounting for taste: Describing and recognizing the features of objects of taste during professional tasting sessions”, panel “Objects, Bodies and Professional Practices”, organized by Dennis Day, Johannes Wagner, and Maurice Nevile, 5th International conference “Applied Linguistics and Professional Practice (ALAPP), Università degli Studi di Milano, Milan, Italy, 6-8 November 2015.

“Seeing, touching, smelling, tasting the social organization of perception in professional coffee tasting sessions”, ICCA-14, International Conference on Conversation Analysis, Session “Workplace interaction – senses, skills and socialization”, organized by Jon Hindmarsh and Nick Llewellyn, UCLA - University of California Los Angeles, June 26<sup>th</sup>, 2014.

Plenary talk “Definire, valutare, misurare - Le pratiche del gusto per gli assaggiatori professionali del caffè”, GSCP International Conference “Parler les langues romanes / Parlare le lingue romanze / Hablar las lenguas romances / Falando línguas românicas”, Stockholm and Uppsala Universities – Stockholm, April 9th 2014.

“Plans and situated actions in rock climbers: anticipatory mental imagery or practical collaborative wayfinding?”, WSI2, Work & Social Interaction standing seminar, Department of Social Science, Telecom Paristech, Paris November 8th 2013.

“Describing, assessing and measuring taste: professional coffee tasting in action”, Colloquium on Work and Social Interaction - Work, Interaction and Technology Group, King’s College London, 1st February 2013.

“Overcoming language barriers in emergency telephone calls”. ELB 2012 : Eurolinguistics and the Challenge of Language Barriers in the Public Service. November 8-9, 2012, University of Calabria, Arcavacata di Rende.

“Infra-setting: Ethnomethodology for Information Infrastructure Studies”. With Gian Marco Campagnolo, University of Edinburgh; Neil Pollock, University of Edinburgh; Robin Williams, University of Edinburgh. Biennial Conference of the European Association for the Study of Science and Technology (EASST) 2012 - October 17-20, 2012, Copenhagen Business School, Frederiksberg, Denmark.

“Requesting help with null or limited knowledge: entitlements and responsibility in emergency calls”. International Conference "The Communication of Certainty and Uncertainty. Linguistic, Psychological, Philosophical aspects", October 3-5, 2012, University of Macerata.

“Collaborative Production of Responses and Dispatching”, Session “Call triage, dispatching and training”, EU Emergency Services Workshop 2012 organized by EENA European Emergency Number Association, Riga, Latvia, 18-20 April 2012.

“Practical objectivity in a coffee tasting session”, Conference on Conflict in Identities, Identities in conflict, Department of Sociology, Masaryk University, Brno (Czech Republic), October 14-15, 2011.

“A randomized trial for evaluation of effectiveness of pediatric BLS (PBLS) mass training (MT) with video course: early results”, poster, authors: F. Pederzini, G. Nollo, G. Folgheraiter, W. Mattei, N. Pace, V. D’Andrea, G. Fele, C. Brunelli, European Resuscitation Council Congress, Mediterranean Conference Centre, Valletta, Malta, 14-15 October 2011.

“Professional tasting: Describing, assessing and measuring during a coffee tasting session”, 10th Conference of the International Institute for Ethnomethodology and Conversation Analysis, Panel: The phenomenology of professional and everyday tasting: Achieving practical objectivity. University of Fribourg (Switzerland), July 13, 2011.

Discussant at the Conference “Laboratori biomedici, tecnoscienza e etnografia”, Padova Science Technology & Innovation Studies, Dipartimento di Sociologia, Università di Padova, 14 giugno 2011.

“Where did it happen? Action progressivity and activity progressivity in calls for emergency assistance”, Workshop Emergency Communication, ZiF-Research Group “Communicating Disaster”, University of Bielefeld (Germany), February 23-24, 2011.

“Requesting help with null or limited knowledge: entitlements and responsibility in emergency calls”. International Workshop: Between the ordinary and the expert: convergence and divergence in knowledge in doctor-patient communication. Università di Roma Tre, Dipartimento di Linguistica, November 23, 2010.

“Universal, Cultural and Contextual Features of Conversation”. Thematic conference of the Joint Master’s Programme in Cultural Sociology, University of Zadar, October 21-24, 2010.

“Prospective orientation to action: formulations and the collaborative shaping of actions in emergency calls”. International workshop: Formulation and epistemic authority. Università degli studi di Modena e Reggio Emilia, Dipartimento di scienze del linguaggio e della cultura, Modena, September 9-10 2010.

“Interpretation, thick description and football”. International Symposium Present and Future of Symbolic Interactionism, University of Pisa, 3-5 June 2010.

“Una ricerca sull’interazione istituzionale: le interazioni presso il 118”. Convegno “La mediazione interculturale: prospettive interazioniste”, Dipartimento di Scienze del Linguaggio e della Cultura, Università di Modena e Reggio Emilia, May 14-15, 2009.

“Aspetti di comunicazione e coordinamento nelle centrali operative del 118”, Dipartimento di Scienze Pedagogiche, Psicologiche e Didattiche, Università del Salento, Lecce, April 17, 2009.

“Ethnographic Observation for Practice-based Studies: Video analysis”. “How to do it?” International School on Methods for Practice-based Studies, Faculty of Sociology, University of Trento. November 27-29, 2008.

“Video analysis in a medical emergency dispatch centre”. 7th International Conference on Social Science Methodology. RC33 - Logic and Methodology in Sociology, Università di Napoli “Federico II” . Campus di Monte Sant’Angelo, September 1-5, 2008.

“Where did it happen?’ Determining where an emergency is located”. International Workshop on “ Mobilizing Help / Organizing Help ”, Faculty of Sociology, University of Trento. June 11-13, 2008.

“In praise of Thin descriptions: ethnography, ethnomethodology and the study of practice”. Department of Sociology and Social Research. Alps Ski Seminar ’08 – Alpine Information Systems Seminar -4th edition, Carisolo, Italy, February 8-13, 2008.

“Durkheim, data, social facts and ethnomethodology”. Colloque international Les «données» de l’enquête/ The question of "data" in contemporary social research Nouveaux dispositifs théoriques et techniques, nouveaux enjeux en sciences sociales / New technical and theoretical devices, new issues in Social Sciences. CEMS - IMM/EHESS avec COSTECH et le CURAPP, Compiègne, Novembre 21-23, 2007.

“Where did it happen?’ Deciding where an emergency is located”. Workshop on Alarm Calls. Bielefeld University, Zentrum für Interdisziplinäre Forschung (ZiF). Nov. 08-09, 2007.

“Etnografia delle pratiche professionali: l’uso della videoregistrazione”. Giornate di studio su “Etnografie e ricerca sociale”, Università del Salento, Facoltà di Scienze della Formazione . Lecce, Italy, June 8, 2007.

“The collaborative production of responses and dispatching on the radio”. Call Centres and Emergency Calls Works, Ecole Normale Supérieure Lettres et Sciences humaines, Université de Lyon. Lyon, April 2-3 2007.

“Proper names and participation status in call-in TV programs”. 2007. International Conference “Proper names in Spoken Language”, University of Basle, Switzerland. November 22-23, 2007.

“The phenomenal field. Ethnomethodological perspectives on collective phenomena”. IHSRC - International Human Science Research Conference, “New frontiers of phenomenology, Beyond postmodernism in empirical research”, University of Trento – Department of Cognitive Sciences and Education. Rovereto – MART, June 13-16 2007.

“Tacit Participation and Cooperative Work in Emergency Operations Centres”. 102nd Annual American Sociological Association Meetings, New York. August 11-14, 2007.

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“L'uso della videoregistrazione come supporto alla ricerca etnografica”, workshop "L'etnografia sociale: metodi ed esperienze", Dipartimento di scienze dei linguaggi, della comunicazione e degli studi culturali, Università degli studi di Bergamo, February 9-11 2006.

“La rinuncia all’agency: forme di cooperazione e di interazione sociale tra gli operatori dell’emergenza”, Università di Milano Bicocca, convegno su "Linguaggio e agency", October 26-27 2005.

“Pratiche di costruzione dell’identità collettiva”, Convegno della Sezione Processi e Istituzioni Culturali dell’Associazione Italiana di Sociologia, Bolzano, September 23-24 2005.

“The collaborative production of responses and dispatching on the radio”, American Sociological Association 100th Annual Meeting, Philadelphia, Penn. USA, August 13-16 2005.

“The phenomenal field. Ethnomethodological perspectives on collective phenomena”, International Institute for Ethnomethodology and Conversation Analysis Conference, Bentley College, Waltham, Mass. USA, August 6-9 2005

Paper presented at the Conference “Approcci alla quotidianità”, Facoltà di scienze della formazione, Università di Lecce, March 23-24, 2000.

“Small ceremonies of the media: some aspects of telephone interaction between host and caller in Italian quiz game shows”, paper presented at the Conference "Broadcast Conversation: Interaction in the Media", University of Roskilde, Denmark,, March 26, 1999.

Paper presented at the Conference on “Political Communication”, Istituto di discipline della comunicazione, Università di Bologna, October 17-18, 1997.

Talk to the seminar on Procedura penale, Facoltà di giurisprudenza, Università di Bologna, April 16, 1997.

Talk to the seminar on "La conversazione. Contesti e metodologie", Dottorato di ricerca in Semiotica, Università di Bologna, November 12, 1996.

Paper presented at the Conference "Sport: social problems, social movements", International Sociology of Sport Association & CONI, Roma, July 19-22, 1995.

Paper presented at the World Congress of Sociology, Research Committee 25: Sociolinguistics, Bielefeld (Germany), July 18-23, 1994.

Paper presented at the Conference “Ethnomethodology and conversation analysis”, Urbino, Centro Internazionale di Semiotica e Linguistica, July 11-13, 1994.

“The interactional character of producing the 'right' answer: the social organization of participation in an Italian TV quiz show”, Department of Sociology, University of Lancaster, England, August 27 1993.

Paper presented at the meeting “L'intervista: tra approcci qualitativi e interviste strutturate”, Dipartimento di scienze sociali, Torino, May 26, 1993.

Talk on “L'analisi della conversazione”, corso di laurea in psicologia, Cesena, May 11, 1993.

Paper presented at the conference “La pragmatica: strumenti teorici e aree di intervento”, Dipartimento Scienze del Linguaggio, Università di Roma “La Sapienza”, December 14, 1989.

Paper presented at the seminar on “Conversazione e terapia”, Istituto Discipline della Comunicazione, Università di Bologna, July 3, 1989.

Paper presented at the workshop on “La costruzione sociale della realtà”, Centro Milanese di Terapia della Famiglia, March 28, 1987.

## **Languages**

Italian, native

English, passive and active knowledge

French, intermediate passive and active knowledge

Latin and ancient Greek, school knowledge

## **Publications**

### **Books**

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### **Book Review**

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## Translations

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