

# CURRICULUM VITAE - Rein Ove Sikveland

## Education

- 2007-2011                    **PhD in Linguistics, University of York**  
Specialising in Conversation Analysis and the phonetics of talk-in-interaction.
- 2003-2005                    **MA in Phonetics, NTNU**  
Norwegian University of Science and Technology (NTNU), Trondheim.
- 2000-2003                    **BA in Humanities, NTNU**  
Phonetics/Linguistics and Psychology.

## Academic posts held

- 2020-                         **Associate Professor (Førsteamanuensis), NTNU**  
Coordinator on the Master programme in Speech Therapy.  
Centre for Academic and Professional Practice (SEKOM).
- 2014-2019                    **Research Fellow, Loughborough University**  
Conversation Analytic research on different types of professional encounters, and co-developer of the CARM ('Conversation Analytic Role-play Method') enterprise.
- 2013-2014                    **Research Fellow, University of Nottingham**  
Research on characterisation in the representation of speech and body language in Dickens' novels. Developing corpus linguistic tool (CLiC).
- 2011-2013                    **Research Fellow, University of Oxford**  
Research on discourse features for applications in speech technology, in a Knowledge Transfer Partnership (KTP) with Avaya Speech Analytics. I was involved in student research supervision and PhD examination.

## Impact and public engagement

- Participating as CA specialist at a national Hostage and Crisis Negotiation training, Scotland (April-May 2018)
- Interview on BBC radio Nottingham, to talk about study on GP receptions and patient 'burden' on the telephone (November, 2016)
- Developing research projects and delivering communication skills training with different organisations: The Metropolitan Police, GP practices, Mediation services, Toshiba, IKEA, 2CV (2014 to date). Following an ongoing study with the Metropolitan Police, on suicide prevention, I have initiated a similar project with the police in Oslo, Norway (November, 2016)
- Pronunciation consultant for the BBC (2013 to date)
- Two years' experience of working at the interface between academia and industry (2011-2013), resulting in two patents with the United States Patent & Trademark Office

## Academic awards

**Doctoral Fellowship** (2010) awarded by the Humanities Research Centre, University of York, for "Intellectual achievement and potential". This was a competition among third year PhD students in the Humanities, judged by a panel of internal and external professors and researchers. The award was given partly on the basis of my ability to communicate my research to a lay/interdisciplinary audience.

## Teaching qualifications

2018

**Associate Fellow of The Higher Education Academy.**

Associate Fellow of The Higher Education Academy, in recognition of attainment against the UK Professional Standards Framework for teaching and learning support in higher education. Loughborough University, 2018.

## Research grants held

Skovholt, K., Moser, T., **Sikveland, R.O.**, Stokoe, E., Solem, M. (2017). *Conversation Analytic innovation for Teacher Education (CAiTE). Research-based training for enhancing assessment and feedback quality.* Funding from the Norwegian Research Council (NFR) - **£875,000.**

**Sikveland, R.O.** (2017). *Conversation as a tool in everyday life. An introduction in conversation analysis.* Funding from The Norwegian Non-fiction Writers And Translators Association (NFF) - **£10,040.**

Stokoe, E., **Sikveland, R.O.** (2016). *Commercialising CARM.* Higher Education Innovation Funding (HEIF). Enterprise Projects Group (EPG) application, Loughborough University - **£37,310.**

With Prof. E. Stokoe I have secured **£17,000** from the Metropolitan Police, **£10,000** from ACAS, and **£5,000** from Toshiba, for research projects. Independently, I have raised **£9,000** for a study with IKEA. I have also generated approximately **£60,000** from running CARM (and related) workshops.

## Other funding awards

Stokoe, E., **Sikveland, R.O.** (2017). Loughborough University Institute of Advanced Studies Open Programme. Visiting scholar (Heidi Kevoe-Feldman), **£1600.**

**Sikveland, R.O.**, Huma, B. (2016). Workshop attendance, "Economic Encounters", Small award at School of Social Sciences, **£500.**

## Patents

**Sikveland, R.O.**, Zeitlyn, D., Ponting, K. (2015). *Conversation Quality Analysis.* United States Patent Application: 20150302868.

Ponting, K., **Sikveland, R.O.**, Zeitlyn, D. (2015). *Conversation Structure Analysis.* United States Patent Application: 20150364130.

## Academic keynotes/invited talks

**Sikveland, R.O.** (2019). "Negotiating with individuals in crisis". Invited talk, Uppsala University, November.

**Sikveland, R.O.** (2019). "Spot the turning point: From stronger to weaker forms of resistance during a single crisis negotiation". Keynote, 5<sup>th</sup> Resistance Day, Loughborough University, September.

**Sikveland, R.O.** (2019). "Conversation Analytic Role-play Method in Teacher Education: CAiTE!". Keynote, Conversation as a tool for professional practice, conference, University of South-Eastern Norway, April.

## Professional keynotes

**Sikveland, R.O.** (2019). "Effective communications: How talk works". Keynote at Retail Audit Forum, Loughborough, March.

**Sikveland, R.O.** (2019). "Conversational style and messaging: How talk works". Keynote at Children's Hospital Education Specialists Symposium, London, February.

- Sikveland, R.O.** (2018). "Making the most of phone calls: Customer service in calls to veterinary practices". Keynote at Trustvet Veterinary Business Conference, Killenard, Ireland, September.
- Sikveland, R.O.** (2017). "The Conversation Analytic Role-play Method", Keynote at Communication in Healthcare Networking Forum, Melbourne, Australia, December.
- Sikveland, R.O.** (2017). "The power of language", Keynote at ACAS conference, Museum of Science and Industry, Manchester, March.
- Sikveland, R.O.** (2016). "CARM: The Conversation Analytic Role-play Method", Keynote at MTM Annual Conference, London, March.
- Sikveland, R.O.** (2016). "The language of conflict resolution", Keynote at ACAS conference Managing the Modern Workplace, Imperial War Museum (Duxford), February.
- Sikveland, R.O.** (2015). "Effective communication in mediation encounters", Keynote for mediators, Northern Lights Conference, York, October.
- Sikveland, R.O.** (2015). "The Conversation Analytic Role-play Method", Keynote at Consalia conference, London, April.

## Publications

### *Papers in peer-reviewed journals*

- Sikveland, R. O.**, & Stokoe, E. (2020, accepted). Should police negotiators ask suicidal persons in crisis to 'talk' or 'speak' with them? Word selection and resistance to dialogue proposals. *Research on Language and Social Interaction*, \*(\*), \*\*\*-\*\*\*.
- Stokoe, E., **Sikveland, R.O.**, Albert, S., Hamann, M., & Housley, W. (2020). Can humans simulate talking like other humans? Comparing simulated clients to real customers in service inquiries. *Discourse Studies*, 22(1). doi.org/10.1177/1461445619887537
- Stokoe, E., Humă, B., **Sikveland, R.O.**, & Kevoe-Feldman, H. (2020). When delayed responses are productive: Being persuaded following resistance in conversation. *Journal of Pragmatics*, 155, 70-82. doi.org/10.1016/j.pragma.2019.10.001
- Humă, B., Stokoe, E., & **Sikveland, R. O.** (2020). Putting persuasion (back) in its interactional context. *Qualitative Research in Psychology*. doi.org/10.1080/14780887.2020.1725947
- Stokoe, E., & **Sikveland, R.O.** (2019). The backstage work negotiators do when communicating with persons in crisis. *Journal of Sociolinguistics*, \*(\*), \*\*\*-\*\*\*. doi.org/10.1111/josl.12347
- Sikveland, R.O.**, Kevoe-Feldman, H., Stokoe, E. (2019). Overcoming suicidal persons' resistance using productive communicative challenges during police crisis negotiations. *Applied Linguistics*, \*(\*), \*\*\*-\*\*\*. doi.org/10.1093/applin/amy065
- Sikveland, R. O.** (2019). Failed summons: Phonetic features of persistence and intensification in crisis negotiation. *Journal of Pragmatics*, 150, 167-179. doi.org/10.1016/j.pragma.2019.01.023
- Humă, B., Stokoe, E., & **Sikveland, R.O.** (2019). Persuasive conduct. Alignment and resistance in prospecting 'cold' calls, *Journal of Language and Social Psychology* 38(1), 33-60. doi.org/10.1177/0261927X18783474
- Stokoe, E., **Sikveland, R.O.**, Humă, B. (2017). Entering the customer's domestic domain: Categorical systematics and the identification of 'parties to a sale'. *Journal of Pragmatics*, 118(1), 64-80. doi.org/10.1016/j.pragma.2017.05.006
- Sikveland, R.O.**, Stokoe, E. (2017). Enquiry calls to GP surgeries in the UK: Expressions of incomplete service and dissatisfaction in closing sequences. *Discourse Studies*, 19(4), 1-19. doi.org/10.1177/1461445617706999
- Stokoe, E., **Sikveland, R.O.**, Symonds, J. (2016). Calling the GP surgery: Patient burden, patient satisfaction, and implications for training. *British Journal of General Practice*, 66(652), e779-e785. doi.org/10.3399/bjgp16X686653

- Sikveland, R.O.**, Stokoe, E., Symonds, J. (2016). Patient burden during appointment-making telephone calls to GP practices. *Patient Education and Counselling*, 99(8), 1310-1318. doi.org/10.1016/j.pec.2016.03.025
- Sikveland, R.O.**, Stokoe, E. (2016). Dealing with resistance in initial intake and inquiry calls to mediation: The power of 'willing'. *Conflict Resolution Quarterly*, 33 (3), 235-254. doi.org/10.1002/crq.21157
- Stokoe, E., & **Sikveland, R.O.** (2016). Formulating solutions in mediation. *Journal of Pragmatics*, 105, 101-113. doi.org/10.1016/j.pragma.2016.08.006
- Sikveland, R.**, & Zeitlyn, D. (2017). Using prosodic cues to identify dialogue acts: methodological challenges. *Text & Talk*, 37(3), 311-334. doi.org/10.1515/text-2017-0007
- Sikveland, R.**, & Ogden R. (2012). Holding gestures across turns: Moments to generate shared understanding. *Gesture*, 12(2), 166-200. doi.org/10.1075/gest.12.2.03sik
- Sikveland, R.** (2012). Negotiating towards a next turn: Phonetic resources for 'doing the same'. *Language and Speech*, 55(1), 77-98. doi.org/10.1177/0023830911428859

#### **Other journal publications**

- Sikveland, R.O.**, Stokoe, E. (2017). Effective telephone triage methods. *Practice Management* 27(6), 20-22.
- Stokoe, E., & **Sikveland, R.O.** (2015). Keep CARM and talk smarter. *International Journal of Sales Transformation*, 1(3), 31-34.

#### **Books**

- Sikveland, R.O.**, Kevoe-Feldman, H., Stokoe, E. (due in 2021). *Crisis talk: Negotiations with individuals in crisis*. Routledge.
- Skovholt, K., Landmark, A.M., **Sikveland, R.O.**, Solem, M.S. (due in 2021). *Conversation as a tool in everyday life. An introduction in conversation analysis*.

#### **Book chapters**

- Sikveland, R. O.**, & Stokoe, E. (2019). Effective triaging in general practice receptions: a conversation analytic study. In Z. Demjén & L. Wei (Eds.), "Applying linguistics in illness and healthcare contexts". Contemporary Applied Linguistics Series. Bloomsbury Academic.
- Sikveland, R. O.**, & Stokoe, E. (2018). CARM: The Conversation Analytic Role-play Method. In J. Davidsen & M. Kjær (Eds.), "Videoanalyse". Samfundslitteratur.
- Stokoe, E. & **Sikveland, R.O.** (2016). The Conversation Analytic Role-play Method: Tacit methods, endogenous impact and interactional 'nudges' in applied interaction analysis. In V. Fors, T. O'Dell & S. Pink (Eds.), "Theoretical scholarship and applied practice". Oxford: Berghahn Books.

#### **Published, peer-refereed conference proceedings**

- Fischer, J. E., Reeves, S., Porcheron, M., & **Sikveland, R. O.** (2019). Progressivity for voice interface design. In *Proceedings of the 1st International Conference on Conversational User Interfaces* (p. 26). ACM.
- Reeves, S., Porcheron, M., Fischer, J. E., Candello, H., McMillan, D., McGregor, M., **Sikveland, R.O.**, ... & Zouinar, M. (2018). Voice-based Conversational UX Studies and Design. In *Extended Abstracts of the 2018 CHI Conference on Human Factors in Computing Systems* (p. W38). ACM.
- Sikveland, R.**, Zeitlyn, D. (2013). Large-scale analysis of call centre conversations: call structure as prosody. In: *Proceedings Prosody-Discourse Interface 2013, Leuven, September 11-13, 2013*.
- Sikveland, R.**, Öttl, A., Amdal, I., Ernestus, M., Svendsen, T., & Edlund, J. (2010). Spontal-N: A corpus of interactional spoken Norwegian. In: *Proceedings of the Seventh conference on International Language Resources and Evaluation (LREC)*. European Language Resources Association (ELRA), pp. 2986-2991.

- Koreman, J., Andreeva, B., Barry, W., van Dommelen, W., **Sikveland, R.** (2009). Cross-language differences in the production of phrasal prominence in Norwegian and German. In: Martti Vainio, Reijo Aulanko, and Olli Aaltonen (eds.), *Nordic Prosody, Proceedings of the Xth Conference, Helsinki 2008*, Frankfurt: Peter Lang, pp. 139-150.
- Sikveland, R.** (2006). How do we Speak to Foreigners? – Phonetic Analyses of Speech Communication between L1 and L2 Speakers of Norwegian. *Conference Proceedings from Fonetik 2006*, Vol. 52, pp. 109-112.

### **Thesis**

**Sikveland, R.O.** (2011). *Co-ordination of speech and gesture in sequence and time: Phonetic and non-verbal detail in face-to-face interaction* (Doctoral dissertation, University of York).

### **Academic workshops and talks**

- Sikveland, R.O.** (2019). "CA Transcription". Loughborough University, November.
- Sikveland, R.O.** (2019). "Doing prosodic analysis and representing it on paper". Workshop, Uppsala University, November.
- Sikveland, R.O.** (2019). "Doing prosodic analysis and representing it on paper". Workshop, Loughborough University, September.
- Albert, S., Robles, J., **Sikveland, R.O.** (2019). "Introduction to Advanced CA". Loughborough University, September.
- Sikveland, R.O.** (2019). "Conversation Analytic innovation for Teacher Education". Mid-term Seminar, University of South-eastern Norway, September.
- Sikveland, R.O.** (2019). "CA Transcription". University of South-Eastern Norway, April.
- Skovholt, K., Stokoe, E., Antaki, C., **Sikveland, R.O.** (2019). "Conversation as a tool for professional practice". University of South-Eastern Norway, April.
- Stokoe, E., & **Sikveland, R.O.** (2019). "CARM training for professional and workplace communication encounters". Loughborough University, January.
- Sikveland, R.O.** (2018). "CA Transcription". University of Melbourne, December.
- Sikveland, R.O.** (2018). "Turning interaction research into communication skills training for professionals", Symposium on practical applications of CA, Monash University, December.
- Sikveland, R.O.** (2018). "CARM Training for Professional & Workplace Communication Encounters", Nanyang Technological University, Singapore, December.
- Sikveland, R.O.** (2018). "CA Transcription". Loughborough University, November.
- Sikveland, R.O.**, Solem, M., Stokoe, E., & Skovholt, K. (2018). "Doing desk-talk in secondary school." SIG10 conference, Luxembourg, September.
- Sikveland, R.O.** (2018). "CA Transcription". University of South-Eastern Norway, April.
- Skovholt, K., Stokoe, E., Antaki, C., **Sikveland, R.O.** (2018). "Conversation as a tool for professional practice". University of South-Eastern Norway, April.
- Reeves, S., Pocheron, M., Fischer, J., Candello, H., McMillan, D., McGregor, M., Moore, R.J., **Sikveland, R.O.**, Taylor, A., Velkovska, J., Zouinhar, M. (2018). "Voice-based Conversational UX Studies and Design". CHI 2018 conference, Montreal, Canada, April.
- Skovholt, K., **Sikveland, R.O.**, Solem, M. (2018). Kick-off seminar for CAiTE project, funded by the Norwegian Research Council. University of South-Eastern Norway (USN), March.
- Sikveland, R.O.** (2018). "Verbs for dealing with resistance in crisis negotiation". Newcastle University, February.
- Stokoe, E., & **Sikveland, R.O.** (2018). "CARM training for professional and workplace communication encounters". Loughborough University, January.
- Sikveland, R.O.** (2017). "CA Transcription". Loughborough University, November.
- Stokoe, E., & **Sikveland, R.O.** (2017). The cry for help. Department for Child and Youth Studies, Stockholm University, September.

- Stokoe, E., & **Sikveland, R.O.** (2017). The cry for help. Department of Social and Welfare Studies. Linköping University, September.
- Stokoe, E., & **Sikveland, R.O.** (2017). The first ten seconds: Why matters to study talk, from sales to suicide. Department of Sociology, Uppsala University, September.
- Sikveland, R.O.**, Stokoe, E. (2017). "CA Transcription". University of South-Eastern Norway, April.
- Stokoe, E., & **Sikveland, R.O.** (2017). "CARM training for professional and workplace communication encounters". Loughborough University, January.
- Sikveland, R.O.** (2016). "CA Transcription". Loughborough University, November.
- Sikveland, R.O.** (2016). "CARM training for professional and workplace communication encounters". Macquarie University, Sydney, Australia, April.
- Stokoe, E., & **Sikveland, R.O.** (2016). "CA Transcription". Workshop on transcription, phonetic listening skills, digital data management and anonymization, University College of Southeast Norway, Tønsberg, April.
- Stokoe, E., & **Sikveland, R.O.** (2016). "CARM training for professional and workplace communication encounters". Loughborough University, January.

### **Professional workshops and talks**

- Sikveland, R.O.** (2019). "How words matter when dealing with people in conflict and crisis". Consilia Dispute Resolution Conference, Leeds, November.
- Stokoe, E., Albert, S., **Sikveland, R.O.** (2019). "Conversation Analysis for Non-Academics". Workshop, Loughborough University, November.
- Sikveland, R.O.** (2019). "How words matter when dealing with people in conflict and crisis". ACAS, Birmingham, November.
- Sikveland, R.O.** (2019). "How words matter when dealing with people in conflict and crisis". Resolution, London, October.
- Sikveland, R.O.** (2019). "Samtalen som redskap i undervisning og veiledning". Pilot intervention (CAITE project), University of South-Eastern Norway, October.
- Sikveland, R.O.** (2019). "Negotiating between training and practice". ACAS, Leeds, June.
- Stokoe, E., **Sikveland, R.O.** (2019). "Negotiation between theory and practice". Police Scotland, Kincardine, Scotland, January.
- Sikveland, R.O.** (2018). "How words matter when dealing with people in conflict and crisis". Resolution, London, July.
- Sikveland, R.O.** (2018). "Talk: the science of conversation". Birkbeck College, London, June.
- Sikveland, R.O.** (2017). "Effective communication when dealing with people in crisis and conflict". Small Business Mediation, Sydney, Australia, November.
- Sikveland, R.O.** (2017). "How words matter when dealing with resistance and conflict". Scottish Mediation, Glasgow, Scotland, November.
- Sikveland, R.O.** (2017). "The language of conflict resolution". ACAS, Hilton, Leeds, June.
- Sikveland, R.O.**, Huma, B., Stokoe, E. (2017). "CARM for sales". Training event for Sales Executive Event, Windsor, June.
- Stokoe, E., **Sikveland, R.O.**, Huma, B. (2017). "CARM for sales". Training event for Sales Executive Event, Dublin, May.
- Stokoe, E., **Sikveland, R.O.** (2017). "CARM for negotiators". London, March.
- Sikveland, R.O.** (2017). "The power of language". ACAS, Museum of Science and Industry, Manchester, March.
- Sikveland, R.O.** (2017). "CARM training for GP receptions". University Medical Centre, Loughborough, January.
- Sikveland, R.O.** (2016). "Conversation Analysis for mediators". Anthony Collins Solicitors, Birmingham, November.
- Sikveland, R.O.** (2016). "Effective communication in mediation encounters". Andrew Jackson Solicitors, Hull, October.

- Sikveland, R.O.** (2016). "CARM training for GP receptions". Castle Healthcare Practice, Nottingham, September.
- Sikveland, R.O.** (2016). "CARM training for GP receptions". Bakewell Surgery, Bakewell, July.
- Stokoe, E., **Sikveland, R.O.**, Huma, B. (2016). "CARM and the science of cold calling". Training event for Toshiba Tech Business Forum, Birmingham, June.
- Sikveland, R.O.** (2016). "Neutrality, Impartiality and Bias in Mediation". Malham Moor, Yorkshire, June.
- Sikveland, R.O.** (2016). "Effective practices for client engagement in workplace interactions". DMA Customer Engagement, London, June.
- Sikveland, R.O.** (2016). "The science of interaction: Implications for workplaces". Small Business Mediation, Sydney, Australia, April
- Stokoe, E., **Sikveland, R.**, Collins, F., & Lloyd, J. (2015). "Effective communication for promoting mediation". Design and branding workshop with A Dozen Eggs. Loughborough University, October.
- Sikveland, R.O.** (2015). CARM day for mediators, Birmingham, Lesley Allport Dispute Resolution, September.
- Stokoe, E., **Sikveland, R.O.** (2015). Exhibiting CARM, London, Customer Contact Expo 2015, September/October.
- Stokoe, E., & **Sikveland, R.O.** (2015). "Effective communication for engaging mediation clients". Newcastle, David Gray Solicitors and Family Mediation Northeast, July.
- Stokoe, E., & **Sikveland, R.O.** (2015). CARM workshop for Resolution. London, May
- Sikveland, R.O.** (2015). "Effective communication for mediators". Croydon, London. Croydon Community Mediation, May.
- Stokoe, E., & **Sikveland, R.O.** (2015). Representing CARM at sales conference, CX Edge: From Customer Experience to Competitive Advantage, London, March.
- Stokoe, E., & **Sikveland, R.O.** (2015). "CARM training for professional and workplace communication encounters". Loughborough University, February.
- Stokoe, E., & **Sikveland, R.O.** (2015). "Effective communication for engaging mediation clients". Time2Talk@Mediation Plus, Eastbourne, January.
- Stokoe, E., **Sikveland, R.**, Collins, F., & Lloyd, J. (2014). "Effective communication for marketing mediation services". Design and branding workshop with A Dozen Eggs. Loughborough University, November.
- Sikveland, R.O.** (2015). "The Conversation Analytic Role-play Method". Plenary talk given at sales conference, Towards Sales Excellence: Beyond Sales Enablement, London.
- Sikveland, R.O.** (2015). "Engaging prospective mediation clients". plenary talk given at the Scottish Centre for Conflict Resolution, Edinburgh.
- Stokoe, E., **Sikveland, R.O.**, Symonds, J. (2015). "How to improve the experience of making appointments at the doctors". Paper given at the Health Education East Midlands Quality Improvement Forum 2015, Nottingham.

## Conference papers

- Sikveland, R.O.** (2019). "Prosodic features in evaluation sequences". CA day, Loughborough University, December.
- Parslow, S., Stokoe, E., **Sikveland, R.O.** (2019). Perceptually-available categories in telephone requests for service: A systematic analysis of managing eligibility at the doctor's. The International Institute for Ethnomethodology and Conversation Analysis (IEMCA), Mannheim, Germany, July.
- Sikveland, R.O.**, Kevoe-Feldman, H., Stokoe, E. (2019). Interactional challenges when dealing with people in crisis. The International Institute for Ethnomethodology and Conversation Analysis (IEMCA), Mannheim, Germany, July.

- Stokoe, E., **Sikveland, R.O.**, Hamann, M., Albert, S., Housley, W. (2019). Can humans simulate talking like other humans? The implications of 'mystery shoppers' for research methodology, communication training, and conversational agents. The International Institute for Ethnomethodology and Conversation Analysis (IEMCA), Mannheim, Germany, July.
- Solem, M., Skovholt, K., **Sikveland, R.O.**, Stokoe, E. (2019). How do teachers join students' ongoing small group interaction? The International Institute for Ethnomethodology and Conversation Analysis (IEMCA), Mannheim, Germany, July.
- Stokoe, E., **Sikveland, R.O.**, Huma, B., Kevoe-Feldman, H. (2018). Delayed preferred responses: Being persuaded following resistance in initially misaligned encounters. Nordisco, Aarhus, Denmark, November.
- Sikveland, R.O.**, Skovholt, K., Stokoe, E., Solem, M. (2018). Phonetic features of third turn receipts in Norwegian secondary school desk talk. Nordisco, Aarhus, Denmark, November.
- Sikveland, R.O.**, Kevoe-Feldman, H. (2018). Interactional challenges when dealing with people in crisis. International Society for Conversation Analysis, Loughborough, July.
- Sikveland, R.O.**, Stokoe, E. (2018). Verbs of engagement: Negotiations with people who threaten suicide. International Society for Conversation Analysis, Loughborough, July.
- Stokoe, E., & **Sikveland, R.O.** (2018). When members do analysis: Behind-the-scenes suggestions for interacting with suicidal persons in crisis. International Society for Conversation Analysis, Loughborough, July.
- Huma, B., Stokoe, E., & **Sikveland, R.O.** (2018). Persuasion in appointment-making in business-to-business prospecting "cold" calls. International Society for Conversation Analysis, Loughborough, July.
- Huma, B., Stokoe, E., & **Sikveland, R.O.** (2018). Persuasive conduct as reciprocity management: building interactional requisites, obligations, and constraints through language-in-use. International Communication Association, Prague, May.
- Huma, B., Stokoe, E., & **Sikveland, R.O.** (2018). Respecifying persuasion as reciprocity management: three practices of persuasion-in-interaction. British Psychological Society, Nottingham, May.
- Huma, B., Stokoe, E., & **Sikveland, R.O.** (2018). Opening business-to-business prospecting 'cold' calls. Institut für Gesprächsforschung, Mannheim, March.
- Sikveland, R.O.** (2018). "Verbs for dealing with resistance in crisis negotiation". CA summer session, January, University of Canberra, Australia, January.
- Sikveland, R.O.** (2017). "Conversation Analysis and its application in institutional practice". Witwatersrand University, Johannesburg, September.
- Sikveland, R.O.** (2017). "The Power of Language when Dealing with People in Conflict and Crisis". Transformative Service Research, June, Loughborough.
- Sikveland, R.O.**, Stokoe, E. (2017). "Exposing agendas to resist compromise in suicide interventions". Intersubjectivity in Action, May, Helsinki.
- Sikveland, R.O.**, Stokoe, E. (2017). "Upgrading in pursuit of a response: Repeated and intensified efforts to prevent suicide". International Pragmatics Association, Belfast, July.
- Huma, B., Stokoe, E., & **Sikveland, R.O.** (2017). "Doing business relationships and negotiating shared understandings of sale progress in business-to-business sales." Intersubjectivity in Action, May, Helsinki.
- Stokoe, E., Huma, B., & **Sikveland, R.O.** (2017). "Stop building rapport: Analysing 'cold-call' sales encounters and implications for communication training". DICOEN9, Birmingham, June.
- Huma, B., Stokoe, E., & **Sikveland, R.O.** (2017). "Low-entitlement self-invitations in business-to-business prospecting calls". International Pragmatics Association, Belfast, July.
- Sikveland, R.O.**, Stokoe, E. (2016). "Effective practice in telephone calls between patients and GP receptionists". 2016 Annual Primary Care Conference (RCGP), Harrogate, UK.
- Huma, B., **Sikveland, R.O.**, Stokoe, E. (2016). "Formulating conduct: Discursive patterns and common sense knowledge". AWIA Symposium, Ghent, Belgium.



- Sikveland, R.O.**, Stokoe, E. (2015). "Handling requests at a window sales company". Paper given at the The International Institute for Ethnomethodology and Conversation Analysis (IEMCA) conference, Kolding, Denmark.
- Stokoe, E., **Sikveland, R.O.** (2015). "Entering the customer's domestic domain: enquiries about relationships at a window sales company". Paper given at the International Pragmatics Association (IPrA) conference, Antwerp, Belgium.
- Mahlberg, M., Stockwell, P., **Sikveland, R.** (2014) "CLiC Dickens: Towards a cognitive corpus stylistics of characterisation", paper to be given at the BAVS (British Association for Victorian Studies) conference, Canterbury.
- Mahlberg, M., Stockwell, P., **Sikveland, R.** (2014). "CLiC Dickens: Towards a cognitive corpus stylistics of characterisation", paper to be given at the ESSE (European Society for the Study of English) conference, Kosice, Slovakia.
- Mahlberg, M., Stockwell, P., **Sikveland, R.** (2014). "Fictional speech and mind-modelling in Dickens", paper to be given at the ISLE3 (The International Society for the Linguistics of English) conference Zürich, Switzerland.
- Sikveland, R.**, Mahlberg, M., Stockwell, P., (2014). "Fictional speech and mind-modelling in Dickens", paper to be given at the PALA (Poetics and Linguistics Association) conference, Maribor, Slovenia.
- Mahlberg, M., Stockwell, P., **Sikveland, R.** (2014). "CLiC Dickens: Towards a cognitive corpus stylistics of characterisation", paper given at pre-conference workshop for ICAME35, Nottingham.
- Sikveland, R.**, Zeitlyn, D. (2013). "Large-scale analysis of call centre conversations: call structure as prosody", paper given at the Prosody-Discourse Interface conference, Leuven, Belgium.
- Sikveland, R.** (2013). "Identification of dialogue functions based on phonetic features: competition in overlapping talk", paper given at the Copenhagen Speech Event (SJUSK) 2013, Copenhagen Business School, Denmark.
- Sikveland, R.**, & Ogden R. (2010). "Intersubjectivity, phonetics and gesture in the design of turns at talk", poster presented at Labphon 2010, University of New Mexico, Albuquerque, USA.
- Sikveland, R.** (2010). "Negotiating towards a next turn in talk: Doing 'more of the same'", paper given at the International Conference in Conversation Analysis (ICCA) 2010, University of Mannheim, Mannheim, Germany.
- Sikveland, R.**, Öttl, A., Amdal, I., Ernestus, M., Svendsen, T., & Edlund, J. (2010). "Spontal-N: A corpus of interactional spoken Norwegian", poster presented at the International Language Resources and Evaluation (LREC) conference 2010, Valetta, Malta.
- Sikveland, R.** (2010). "Negotiating towards a next turn: Phonetic resources for 'doing the same'", paper given at the British Association for Academic Phoneticians (BAAP) 2010, UCL/University of Westminster/City University, London.
- Koreman, J., van Dommelen, W., **Sikveland, R.**, Andreeva, B., Barry, W. (2008). "Cross-language differences in the production of phrasal prominence in Norwegian and German", paper given at the Nordic Prosody conference 2008, University of Helsinki, Helsinki, Finland.
- Sikveland, R.** (2006). "How do we Speak to Foreigners? – Phonetic Analyses of Speech Communication between L1 and L2 Speakers of Norwegian", paper given Fonetik 2006, Lund University, Sweden.

## Conference and workshop organisation

- Organising body member for Advanced CA, Loughborough University (2019).
- Organising body member for ICCA-2018, Loughborough University (2018).
- Organising body member for ICAME35, University of Nottingham (2014).
- Main organiser for workshop on Gesture and Speech, satellite to "Sound to Sense" workshop, Cluj-Napoca, Romania (2010).
- Organising body member for an international conference, BALE (Biolinguistics: Acquisition and Language Evolution), University of York (2009).

Introductory course for PhD students and research staff on audiovisual annotation tool ELAN, University of York (2009).

### **Supervision**

Supervising PhD student (2018-2019). Triaging at GP surgeries. Loughborough University (Social Sciences and Humanities).

Co-supervising a Research Assistant (2018-2019). CARM. Loughborough University (Social Sciences and Humanities).

Completed training course in PhD supervision (2019). Loughborough University.

Co-supervising a PhD student (2016-2018). Complaints in neighbour disputes, Loughborough University (Social Sciences).

Co-supervising a Research Assistant and a Post-Doc (2016). Clearing and adjustment, Loughborough University.

Co-supervising an undergraduate student project on speech analytics (2016). Loughborough University (Computer Science).

Supervising Research Assistant (2015). Receptionist-patient interactions. Loughborough University.

Co-supervising postgraduate student (2012-2013). University of York.

### **Language proficiency**

Norwegian (mother tongue), English (neo-native), German (conversant/fluent), French (intermediate level), Dutch (basic level), Malayalam (beginner level)

### **Other interests**

I am an active musician playing the viola.