

BRENDAN BARTRAM

University of Wolverhampton, UK

STUDENTS' EMOTIONAL BARGAINING IN HIGHER EDUCATION: A CASE STUDY OF STAFF VIEWS

Abstract:

In a bid to investigate what would appear to be a relatively under-explored aspect of staff-student interactions, this paper offers a critical examination of the ways in which emotion is sometimes utilised as a resource by students in Higher Education (HE). It begins by reviewing a number of psychological and sociological studies of emotion, before moving on to an examination of the role of emotion in the HE context. Devised as a qualitative case study located in a modern English university, the paper in part adopts a discursive psychology approach to explore students' use of emotion as a bargaining tool in emailed requests for study concessions. It also makes use of interview data collected from 12 university staff members to provide a staff perspective on the issues at hand.

Keywords:

Higher Education; emotional bargaining; emotion; interviews

JEL Classification: I21, I23, I29