

Voice(s) in Action: Using the Listening Guide in Observational Research

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This poster illustrates how the Listening Guide and Voice Centred Relational Method may be used with observational and interview data. We draw on data from a study exploring how rehabilitation practitioners engage patients with communication difficulties in stroke rehabilitation.

Research Method

Voice Centred Relational Method & Listening Guide^{1,2,3}

- Focus on the voices of participants in data
- Participants commonly present a number of voices (stories or perspectives²) within text
- Use Listening Guide - sequential readings (listenings) of text - to attend to voices in data, how participants speak of themselves
- Method commonly used with interview data and relatively small data sets

Modifying for Observational Data

Key Principles

- Analyze and compare verbal and non-verbal data in all sequential listenings of data
- Focus of listenings determined by theoretical framework of study (Symbolic Interactionism) and research question
- Compare and contrast front-stage performances (observed interactions) and back-stage data (interviews and stimulated recall) - consider action, talk-in-action and talk-about-action
- Use analytic memo-ing to capture emergent analysis and to assist in developing participant narratives

Process

- Analyze each individual interaction using Listening One of Listening Guide and analytic memos. Attend to what is happening, how people are acting and what they take into account when acting.
- Conduct Listenings Two-Four with selected interactions; further develop analytic memos, as demonstrated in Figure 1.
- Create narratives for each participant drawing on Listening Guide and memos
- Compare and contrast across dyads and across participant groups

Reflections on Modified Approach

- This method can be modified for different data sources
- Theoretical framework helps refine the focus of the Listening Guide and analytic memos (e.g. Goffman: compare front-stage and back-stage performances)
- Comparing voices in action and talk-about-action provides deeper insight into the complexity of clinical practice



Figure 1: Process of using Listening Guide to analyze one observed interaction

References

- ¹ Gilligan, C., Spencer, S., Weinberg, K. & Bertsch, I. (2005). On the Listening Guide. In S. Hesse-Biber & P. Leavy (Eds.), *Emergent methods in social research* (pp. 253-271). Thousand Oaks, CA: Sage.
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- ³ Mikel Brown, L., & Gilligan, C. (1992). *Meeting at the crossroads: Women's psychology and girls' development*. Cambridge, MA: Harvard University Press