

Sharon Bolton CV

SHARON CLAIRE BOLTON PhD, CDIR FIoD

**Professor of Organisational Analysis
University of Stirling Management School**

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Sharon Bolton is Professor of Organisational Analysis at the University of Stirling Management School. From March 2013 to June 2018, Sharon was Dean of the School. She is currently focusing on teaching, research and consultancy and will soon embark on an extended period of research leave awarded for exceptional service in a senior leadership role. In 2015 Sharon received the Director of the Year Award from the Institute of Directors for her leadership of the School and in December 2018 became a Chartered Director and Fellow of the IoD. Prior to her time at Stirling, Sharon spent five years in leadership roles at University of Strathclyde Business School and seven years in the Department of Organisation, Work and Technology at Lancaster University Management School. Her first academic position was as Simon Marks Research Fellow in the Department of Sociology, University of Manchester. Sharon completed her PhD in May 1999 in the Department of Behaviour in Organisations, University of Lancaster. In her previous life, Sharon worked as a Senior Administrator in the public and private sectors.

Her research interests broadly cover the sociology of work with a particular focus on the emotional labour process, best practice management, skills and employment, precarious work, public sector management, the nursing and teaching labour process, gender, management and the professions, and dignity in and at work. Recent research is focused upon an exploration of skills shortages and employment in the hospitality sector, quality work in Europe, and meaningful work. The origins of Sharon's research interests lie in some perennial questions concerning what is it to be human, how can we better understand the relationship between people, work and society, and what is the fundamental conception of humanity embedded in the political economy. To support her analyses Sharon utilises conceptual frameworks including moral economy, labour process theory, Goffman's interaction order, and ethics of care. Sharon is a highly cited author (5000 cites and H index of 32) with over 130 published articles, books, and reports with world-leading journals and publishers. She regularly delivers public talks to academic and business audiences.

In her senior management role as Dean of Stirling Management School, Sharon led a faculty of 80 academics with operations spanning the delivery of undergraduate, postgraduate and research degrees (delivered at Stirling and across five partner institutions based in the middle East and Far East), executive education, consultancy, knowledge exchange, public engagement, and the fostering of high quality research that is funded by external bodies and published in leading international journals. The School has ambitious plans to achieve the triple crown of business school accreditations – AMBA, AACSB, EQUIS. Since her arrival, the Stirling Management School has been awarded AMBA accreditation for its flagship MBA and MSc Business and Management programmes, prepared for final submission the AACSB iSER and the School climbed 25 places up the Research Excellence Framework 2014 rankings to 25th with a coveted 14th place for research with impact. Sharon offered strong leadership that set out a clear and accessible vision that internal and external stakeholders can identify with. In her focus on creating a collegiate, performance oriented culture internally and her outward focus on building relationships with international partners as well as local business, Sharon created a credible global brand for the School. The School has an international profile, attracting students from all over the world, generating income streams that feed into the local community and help to put the School and Scotland on the global map as an innovator in education, business expertise and world leading research.

QUALIFICATIONS

2018	Chartered Director (Institute of Directors, UK)
1999	PhD University of Lancaster Thesis: <i>'Mixed Feelings: Emotion Management in a Caring Profession'</i>
1995	BA (Hons.) University of Central Lancashire, Preston. Organisation Studies, First Class Honours

AWARDS

2015	'Emerging Director' of the year by Institute of Directors
2008	Visiting Professor University of Sydney (November- December 2008)
2008	Marie Curie European Knowledge Exchange Senior Research Fellowship , University College Dublin (June – August 2008)
2004	Sir Pilkington Award for Undergraduate Teaching , Lancaster University

CURRENT AND RELEVANT ROLES

December 2012 – to date	The University of Stirling Management School, University of Stirling, Stirling
March 2013 to June 2018	Dean and Professor of Organisational Analysis also Institutional Dean Equality and Diversity 2014-2016
June 2018 to date	Professor of Organisational Analysis
January 2019 to date	Director, Sovereign Country Ltd
May 2009 - January 2019	Head of Management Research Unit
January 2019 to date	Vice-President Research Athens Institute of Education and Research (ATINER)
April 2016 to date	Board of Trustee Member Muscat College, Oman
March 2007 to November 2012	Professor of Organisational Analysis , Department of Management, Strathclyde University Business School, Glasgow <ul style="list-style-type: none">• 2010-12 Head of Department, Department of Management• 2009-11 Research Director, Department of Management
August 2000 to February 2007	Lancaster University , Department of Organisation, Work and Technology, Lancaster University Management School, Lancaster <ul style="list-style-type: none">• 2004-7 Reader in Organisational Analysis• 2003-4 Senior Lecturer in HRM• 2000-3 Lecturer in HRM• 2003-6 Director: MA Human Resource & Knowledge Management
May 1999 to July 2000	Simon Marks Research Fellow , Sociology Department, University of Manchester, Manchester

RECENT PROFESSIONAL DEVELOPMENT

- 2018 Harvard Case Study Method Workshop, Harvard University, Boston, MA.
- 2018 Institute of Directors Chartered Directors Diploma Programme – Developing Board Performance (Distinction)
- 2017 Institute of Directors Chartered Directors Certificate Programme – Strategy, Leadership, Finance, Corporate Governance (Distinction)
- 2017 Coaching for Directors (Institute of Directors)
- 2017 Board of Trustee Membership (Institute of Directors)
- 2017 Chairing Board Meetings (Institute of Directors)

PUBLIC ENGAGEMENT

- 2016 HITS – Scottish Hospitality Industry Workshop Lead on ‘equity in recruitment and selection processes’ Stirling
- 2016 Scottish Environmental Protection Agency, Keynote for Women’s Leadership Programme, Edinburgh
- 2015 Supporting Women’s Careers, Presentation to Aurora, The Leadership Foundation, London
- 2015 Enterprise Rent-a-Car, Keynote for Diversity Conference
- 2011 *What Makes a Great Place to Work in Scotland* (with Patricia Findlay and Dennis Nickson) for Great Places to Work, October 2011
- 2010 Dispatches Documentary (TV C4) – Ageism and Best Companies to Work for
- 2008 *Picking on the Apprentice: Is there an epidemic of bullying at work?* Speaker, Lunch-time debate, Battle of Ideas, London, November 2008
- 2008 *‘Dimensions of Dignity at Work in Europe’*, Industry-Academia Workshop, Michael Smurfit Graduate School of Business, University College Dublin, September 2008 (with Maeve Houlihan, UCD)
- 2007 The Dignity of Diversity’
KEYNOTE SPEAKER with Kate Nash (OBE) and Kay Allen (Commission for Equality and Human Rights), The Equality and Diversity Conference, Mayfair Conference Centre, London, 17th October
- 2006 ‘Age Matters in the UK’s ‘Best’ Companies’
PLENARY SPEAKER with RT Hon John Hutton MP (S.O.S. for Work and Pensions).
TAEN (The Third Age Employment Network), Law Society, London, October 2006

RESEARCH GRANTS AND CONSULTANCY PROJECTS

- Moffat Trust ‘Recruitment and selection in the hospitality sector’ October 2015. £50,000
- Marie Curie European Knowledge Exchange Senior Research Fellowship, University College Dublin (June – August 2008), 64,000 Euros
- FP7 ‘Dimensions of Dignity at Work in Europe’, January 2009, Principle Investigator leading a consortium of 9 European partners. Bid of 2.4 mil euros. On reserve list-not funded due to lack of funds
- ESRC (Awarded January 2005). Research from May 2005 to May 2006. *‘Dignity in and at Work’* £32,000
- GMB Union and Nomis (Labour Market Statistics Consultancy) May 2006 *‘A Methodological Review of What Makes a ‘Best Company’ the Best’* £3,600
- Northern Leadership Academy, Lancaster University Management School. March 2006. *‘The Best and the Rest: Best Practice Management in the North West’* £4,900.

PUBLICATIONS

1. REFEREED JOURNAL ARTICLES

- 2018 Selective Consent and Dissent: Professional response to reform in the post-crisis Greek NHS (co-authored with Lila Skountridaki and Vasilis Charampopoulos), **Work Employment and Society**, *Forthcoming*
ABS 4*
A Neglected Pool of Labour: Frontline service work and hotel recruitment in Glasgow (first author with

- 2018 Knut Laaser & Darren McGuire). *European Management Review, Forthcoming*
ABS 3*
- 2017 Ethics of Care and Co-worker Relationships in UK Banks (2nd author with Knut Laaser), *New Technology, Work and Employment, 32, 3: 213-227*
ABS 3* External REF review 3/4*
- 2016 The Medical Tourist and an Ethic of Care, (co-author with Lila Skountridaki) *Antipode, 49, 2: 499-516*
ABS 3* External REF review 4*
- 2016 Quality work and the moral economy of European employment policy (1st author with Knut Laaser and Darren McGuire). *Journal of Common Market Studies, 54, 3: 583-598*
ABS 3* External REF review 3/4*
- 2014 'Domiciliary Care in and out of the Labour Process', (1st author with Gemma Wibberley) *Sociology*
ABS 4*
- 2013 'Work, Employment and Society through the Lens of Moral Economy', (co-authored with Knut Laaser) *Work, Employment and Society, 28, 2*
ABS 4*
- 2012 'The story of a 'boss man', his community and the 1984 miners' strike'. (co-authored with Jack Ditchburn) *Work, Employment and Society, 26, 6: 1019-1027*
ABS 4*
- 2012 'Contingent Work and its Contradictions: Towards a Moral Economy Framework'. (co-authored with Maeve Houlihan & Knut Laaser) *International Journal of Business Ethics, 111, 1:121-132*
ABS 3*
- 2011 'Modernising Medical Careers' (co-authored with Daniel Muzio & Carol Boyd), *Sociology, 45, 4: 682-699*
ABS 4*
- 2011 'CSR as a Dynamic Organisational Process' (1st author with Rebecca Kim), *Journal of Business Ethics, 101, 1: 61-74*
ABS 3*
- 2010 'Bermuda Revisited? Power and Powerlessness in the Worker-Manager-Customer Triangle' (co-authored with Maeve Houlihan), *Work and Occupations, 37, 3: 378-403*
ABS 3*
- 2010 'Being Human: dignity of labour as the foundation for the spirit-work connection', *Journal of Management, Spirituality and Religion, 7, 6: 152-170*
ABS 1*
- 2009 'Getting to Heart of the Emotional Labour Process: A reply to Brook', *Work, Employment and Society, 23, 3: 549-560*
ABS 4*
- 2009 'The Lady Vanishes: Women's work and affective labour', *International Journal Work, Organisation and Emotion, 3, 1: 72-80.*
ABS 1*
- 2008 'The Paradoxical Processes of Feminisation in the Professions: the case of established, aspiring and semi-professions', (co-author with Daniel Muzio), *Work, Employment and Society, 22, 2: 281-299*
ABS 4*
- 2007 'Can't Live With 'Em, Can't Live Without 'Em: Gendered Segmentation in the Legal Profession' (co-authored with Daniel Muzio), *Sociology, 41, 1: 29-45*
ABS 4*
- 2007 'Human Resource Management at the Negotiating Table: Vocabularies of Motive and the NHS Hospital Service' (1st author with Roz Way) *International Journal Public Sector Management, 20, 4*
ABS 2*
- 2006 'Femminizzazione e Consolidamento Organizzativo: alcune riflessioni sulla professione legale inglese' (Feminization and organizational consolidation: some reflections on the English legal profession) (co-author with Daniel Muzio) *Economia & Management, 5, Sept/Oct*
- 2006 'Feminisation and Paradox: Stratification and Segmentation in Professional Contexts' (co-author with Daniel Muzio) *Irish Journal of Management, 1:79-93*
- 2006 'Introduciendo una tipología de la emoción en el lugar de trabajo' ('Introducing a Typology of Workplace Emotion') *Sociología Del Trabajo, nueva época, n. 57*
- 2005 'The (Mis)representation of Customer Service', (co-author with Maeve Houlihan, UCD), *Work, Employment and Society, 19, 4: 685-703*
ABS 4*

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- 2005 'Making Up Managers: Nurses or Managers in the NHS?', *Work, Employment and Society*, 19, 2: 5-23
ABS 4*
- 2005 'Women's Work, Dirty Work', *Gender, Work and Organisation*, 16, 2:169-186
ABS 3*
- 2004 'A Simple Matter of Control? NHS Hospital Nurses and New Management'. *Journal of Management Studies*, 41, 6: 317-333
ABS 4*
- 2003 'Trolley Dolley or Skilled Emotion Manager? Moving on from Hochschild's 'Emotional Labour' (1st author with Carol Boyd). *Work, Employment and Society*, 17, 2:289-308
ABS 4* For over ten years has been in the top 5 cited articles in WES
- 2003 'Multiple Roles: Nurses as Managers in the NHS'. *International Journal of Public Sector Management*, 16, 2:122-130
ABS 2*
- 2002 'Consumer as King in the NHS'. *International Journal Public Sector Management*, 15, 2: 129-139
ABS 2*
- 2001 'Changing Faces: Nurses as Emotional Jugglers'. *Sociology of Health and Illness*, 23, 1: 85-100
ABS 4*
- 2000 'Emotion Here, Emotion There, Emotional Organisations Everywhere'. *Critical Perspectives on Accounting*, 11: 155-171
ABS 3*
- 2000 'Nurses as Managers: Between a Professional Rock and an HRM Hard Place?' *Human Resource Development International*, 3, 2: 229-234
ABS 2*
- 2000 'Who cares? Offering Emotion Work as a 'Gift' in the Nursing Labour Process'. *Journal of Advanced Nursing*, 32, 3: 580-586
- 1999 'It is not Taylorism: Mechanisms of Work Intensification in the Provision of Gynaecological Services in an NHS Hospital' (co-author with Stephen Ackroyd). *Work, Employment and Society*, 13, 2: 369-385
ABS 4*

SOLE AUTHORED BOOK

'*Emotion Management in the Workplace*' London: Palgrave – January 2005

2. EDITED BOOKS

'*Work Matters: Critical Accounts of Contemporary Work*' (edited collection with Maeve Houlihan, UCD) London: Palgrave – March 2009

'*Dimensions of Dignity at Work*' edited collection, London: Butterworth Heinemann – July 2007

'*Searching for the H in HRM*' (edited collection with Maeve Houlihan, UCD), London: Palgrave – April 2007

3. JOURNAL SPECIAL ISSUES and EDITORIALS

'*Are We Having Fun Yet?*', *Employee Relations* 31, 6, 2009 (with Maeve Houlihan)

EDITORIAL: 'ARE WE HAVING FUN YET?: A CONSIDERATION OF WORKPLACE FUN AND ENGAGEMENT' (with Maeve Houlihan, UCD) Full paper

'*Beyond the Control – Resistance Debate*', *Qualitative Research in Accounting and Management*, 6, 1/2, 2009 (with Maeve Houlihan) Double Issue.

EDITORIAL: 'BEYOND THE CONTROL - RESISTANCE DEBATE: A FRESH LOOK AT EXPERIENCES OF WORK IN THE NEW ECONOMY' (with Maeve Houlihan, UCD) Full paper pp. 5-13

'*The Management of Nurses*', *International Journal of Public Sector Management*, 15, 2, 2002 (with Stephen Ackroyd)

EDITORIAL: 'THE MANAGEMENT OF NURSES' (with Stephen Ackroyd, University of Lancaster) Full paper pp.98-106

5. BOOK CHAPTERS

2018 The moral economy: flexible employment and layers of disconnection (with Knut Laaser), *Handbook on the*

- Politics of Labour, Work and Employment*. Gregor Gall (ed.) Forthcoming
- 2013 Emotion, *Sage Sociology of Work Encyclopaedia*, Vicky Smith (ed.)
- 2013 Dignity at Work, *Sage Sociology of Work Encyclopaedia*, Vicky Smith (ed.)
- 2013 Goffman, *Sage Sociology of Work Encyclopaedia*, Vicky Smith (ed.)
- 2011 'Critical Human Resource Management', in Tadajewski, M., Maclaran, P., Parsons, E. and Parker, M. (eds.) *Key Concepts in Critical Management Studies*, Sage Publications
- 2011 'Dimensions of Dignity: Defining the Future of Work', in Townsend, K. and Wilkinson, A., (eds.) *The Edward Elgar Research Handbook on Work and Employment Relations*, Edward Elgar, Cheltenham
- 2010 'Old Ambiguities and New Developments: Exploring the Emotional Labour Process' in Thompson, P. and Smith, C. (eds.) *Working Life: Renewing Labour Process Analysis*, London: Palgrave
- 2009 'Work, Workers and Workplaces' (with Maeve Houlihan) in Bolton, S. and Houlihan, M. (eds.) *Work Matters*, London: Palgrave
- 2008 'L'esercito di riserva: femminizzazione e profitto nella professione legale inglese', (with Daniel Muzio) in C Bertocchi (Ed) *La Liberta'*. Proctor: Bologna
- 2007 'Me, Morphine and Humanity: Eight days on Ward 8' in Fineman, S. (ed.) *The Emotional Organisation: Critical Voices*, London: Blackwell. pp: 15-26
- 2007 'Emotion Work as Human Connection: Gendered Emotion Codes in Teaching Primary Children with Emotional and Behavioural Difficulties' in Patricia Lewis and Ruth Simpson (eds.) *Gendering Emotions in Organisations*, London, Palgrave. Pp: 17-34
- 2007 'Dignity in and at Work: Why it Matters' in Bolton, S. (ed.) *Dimensions of Dignity at Work*, London: Butterworth Heinemann. pp: 3-18
- 2006 'Best Companies, Best Practice and Dignity at Work' (with Gemma Wibberley) in Bolton, S. (ed.) *Dimensions of Dignity at Work*, London: Butterworth Heinemann. pp: 134-153
- 2007 'Beginning the Search for the H in HRM' (with Maeve Houlihan) in Bolton, S. and Houlihan, M. (eds.) *Searching for the H in HRM*, London: Palgrave. pp: 1-17
- 2007 'Risky Business: Re-thinking the Human in Interactive Service Work' (with Maeve Houlihan) in Bolton, S. and Houlihan, M. (eds.) *Searching for the H in HRM*, London: Palgrave. pp: 245-262
- 2007 'Gynaecology Nursing: Dirty Work, Women's Work' in *Social Pollution*, Mavis Kirkham (ed.) London: Routledge. pp: 215-226
- 2004 'Conceptual Confusions: Emotion Work as Skilled Work', in Warhurst, C., Keep, E., Grugulis, I. (eds.) *The Skills that Matter*, London: Palgrave. pp. 19-37
- 2004 'A Bit of a Laugh: Nurses' Use of Humour as a Mode of Resistance', in Dent, M., Barry, J. and Chandler, J. (eds.) *Questioning the New Public Management*, London: Routledge. pp. 177-190
- 1999 'Mixed Feelings: Emotion Management in a Caring Profession', in Malin, N. (ed.) *Professionalism, Boundaries and the Workplace*, London: Routledge. pp. 213-227

6. BOOK REVIEWS

- 2010 'Book Review: Oxford Handbook of Sociology and Organization Studies', *Work, Employment and Society*, 24, 2

7. PERIODICALS

- 2007 'Human Resource Management: Addressing Both the Moral and Business Case' *Personal Fuhrung*, December 2007
- 2006 'Dimensions of Dignity' Research Column, *People Management*, 19th June 2006
- 2006 'The UK's best could do so much better' Editorial, *Personnel Today*, 7th March 2006
- 2006 'Working with Feeling' *Sociology Review*, 15, 4: 110-112

8. THE CONVERSATION

- 2015 How (Un)equal is the World of Work for Women?

RESEARCH SUPERVISION

PhD students supervised to successful completion:

Vasillis Harambopolou, University of Strathclyde and Athens Institute of Education and Research, (*New Public*

Sharon Bolton CV

Sector Management in Greek Hospitals). August 2016

Kerstin Maeier-Barcroft ' University of Stirling, (Diversity Management and the Political Economy of Policing) March 2015

Darren McGuire, University of Strathclyde, (*NGOs and Legitimacy*). July 2014

Lila Skountridaki, University of Strathclyde and Athens Institute of Education and Research, (*Medical Tourism and the Health Care Market in Greece*). November 2013

Knut Laaser, University of Strathclyde, (*The Moral Economy of Financial Advisors*). December 2013

Kathryn Thory (part-time) (*A Realist Understanding of Emotional Intelligence*) University of Strathclyde Business School, July 2009

Rebecca Kim, (*CSR and Corporate Culture*) University of Strathclyde Business School, October 2009

Gemma Wibberley, (*Domiciliary Carers and the Labour Process*) Sociology Department, University of Lancaster, December 2010

Carl Smith (part-time) (*Disconnected Capitalism, Community and Culture in a North-West Brick Factory*) Lancaster University Management School, September 2007

EXAMINATION OF PHD

Catherine Dunplot, Adman Smith Business School, Glasgow University (December 2018)

Malida Mookan, Stirling University Management School, Scotland (June, 2015)

Ashley Roberts, Cardiff Business School (September 2013 & August 2014)

Raegina Joyce, School of Social Justice, University College Dublin (June 2012)

Anastasia Von Mende, Quinn Business School, University College Dublin (January, 2009)

Kathy Stuart, Massey University, NZ (May, 2008)

Jennifer Gosling, University of East London (June, 2008)

Colleen Thomas, Lancaster University Management School (March, 2006)

Daniel Muzio, Lancaster University Management School (February 2004)

Maeve Houlihan, Lancaster University Management School (May 2003)

TEACHING

An experienced educator with 20 years of varied practice of designing and delivering engaging teaching to internationally diverse cohorts of post-experience, post-graduate and under-graduate students in the UK and overseas (Oman, Hong Kong).

University of Stirling Management School:

- ❖ **MBA (AMBA accredited) – Strategic HRM** (design and delivery) 2013, 14 & 18
- ❖ **MSc Management (Muscat) – People Management** (design and delivery) 2018

Strathclyde University Business School: 2007 – 2012

- ❖ **PG Programmes, DBA, and UG Honours Year: Research Ethics, Women in Management**
- ❖ **1st Year UG – Management in a Global Context** - Co-Design and Delivery.
 - **3rd Year UG – Organisational Analysis** - Design and Delivery.
 - **Honours Year – Contemporary Issues in Management** Design and Delivery

Lancaster University Management School: 2000 - 2007

- ❖ **Final UG Year- Advanced Human Resource Management** - Design and delivery..
- ❖ **MA HRM and Knowledge Management – Introduction to HRM** - Design and delivery..
- ❖ **The Lancaster MBA (AMBA accredited) – Strategic HRM** - Design and delivery .
- ❖ **The Lancaster MBA – International HRM Module** - Design and delivery
- ❖ **The Lancaster Executive MBA – Strategic HRM and Dignity at Work** - Design and Deliver
- ❖ **Introductory Lecture – Delivered to the ‘English for Academic Purposes’ Group.**

Sociology Department, University of Manchester: 1999-2000

- ❖ Postgraduate: Methodological Issues in Social Research – Design and delivery