

## Index

---

- accessibility (of rituals to group outsiders), 63–64, 69, 104  
 activity type, 11–14, 81, 97, 99–100, 167, 229  
 age criterion (of performing certain rituals), 112  
 Agha, A., 6  
 Alexander, J., 13, 35–36, 142, 144, 229, 238  
 alignment, 22, 149–150, 152, 155, 158, 168, 191, 193–194, 216, 234  
 altruism, 40–42, 139, 167, 171, 173, 175, 177, 181, 183–184, 189–195, 240  
 ambiguity, 9–11, 13, 26–28, 34, 38, 60, 62, 64, 66, 68, 72, 96, 130, 199–200, 207, 209–211, 214, 216  
 Andrews, M., 37  
 Angelle, P., 110  
 animating (communal voice), xvii–xviii  
 animation, xvi, xviii, 4, 16, 26–27, 30, 58, 60–61, 123, 152, 199, 205, 227, 229 (see also animating)  
 animator, 15–16, 21, 57, 81, 87, 118, 120, 122–125, 127, 169–170, 197, 199, 217, 229  
 anti-temporality, 16, 61  
 anticipation, 8, 147, 168, 171  
 appropriation, 39, 90, 92, 95, 107–108, 253  
 Arabic, 18, 54, 82, 238  
 Archer, D., 34, 97, 230, 238  
 Arundale, R., 10, 178, 238  
 Asswae, M., ix, 82, 238  
 author, 15
- barracking, 141  
 Bamberg, M., 117  
 banter, 10, 61, 243  
 Bargiela-Chiappini, F., ix, 22, 54, 116, 228, 238  
 Barton, E., 116  
 Batson, D., 31  
 Bauman, Z., 30, 174  
 Baumgartner, M., 146  
 Bax, M., ix, 14, 20, 36, 54, 57, 67, 83, 87, 118, 233
- Beebe, L., 144  
 Bell, C., 35, 53, 62, 88, 144  
 Bellah, R., 70  
 Berger, I., 213  
 Bernstein, D., 167  
 Bible, 47, 51  
 Bicchieri, C., 175  
 Bickman, L., 37  
 Bilmes, J., 31  
 Björkman, B., 151  
 Bloch, C., 120  
 body language, 163, 210, 214, 237  
 Boehn, C., 21  
 Bohn, M., 78  
 Boltanski, L., 30  
 boeing, 142, 150, 216  
 Borden, R., 168  
 Bourdieu, P., 5, 174, 240  
 Bousfield, D., 131, 143, 233, 238  
 Bovey, A., 69  
 Bowen, J., 63  
 Boxtater, D., 116  
 Briggs, C., 17  
 Britain, 1, 92–104, 153  
 Broadhurst, S., 203  
 Brown, 78  
 Brown, P., xi, xiii, xiv, 8, 19, 39, 54, 73, 75, 78, 84, 116–118, 120, 123, 126, 175, 181  
 brutality (as a notion) brutal, 127  
 Bucar, E., 54  
 Bull, 143  
 Burdelski, M., 144  
 business (see: workplace data)
- ceremonies, xv, 14, 48, 59  
 Chansky, T., 67–68, 241  
 Chapman, D., 96, 99, 141  
 China, 92–107  
 Chinese, 7, 36, 50, 54, 76, 92–95, 103–107, 119, 121, 236, 238  
 Christian (cultures), 47, 186, 197  
 Cicero, 141

## 258 Index

- Colby, A., 174  
 Collier, J., 65  
 Collins, R., 12, 35–36, 119, 144, 203,  
 228–229, 231  
 common ground, 5, 77, 135, 143, 163, 166,  
 174, 195, 234  
 Communists, 48  
 computer-mediated communication, xv, 8,  
 37, 56  
 Confucianism, 47  
 contextual pressure, 118  
 convention, 84–89  
 conventionalisation, 90  
 conversation analysis, xix, 25, 143, 179  
 Cook, H., 76, 78  
 Cooks, L., 90  
 Cooperative Principle, xii, xiv–xv, xvii, 84  
 covert ritual, 64–69  
 creative (ritual function), 4  
 credibility (of a ritual action), 112, 114  
 criticism, 123  
 cross-cultural, 36, 43, 54, 73, 76, 78, 81–83, 90,  
 105, 222  
 cruelty, 3, 40, 139, 171, 177, 181, 184, 191  
 Culpeper, J., xiv, 7, 19, 32, 34, 38, 54, 60, 62,  
 76, 78, 84–86, 108, 111, 118, 126, 143,  
 151, 175, 229, 232, 234, 236
- Danblon, E., 36  
 Darley, J., 30, 147, 242  
 Davids, B., 3  
 de la Cruz, M., ix, 142, 164, 174, 182, 190,  
 193, 230, 234, 236  
 Deal, T., 225  
 definition(s) of, xv, 9–14, 50–56  
 politeness, 7  
 ritual, xv, 50–56  
 demarcated ritual, 26, 50–51, 53, 59, 202  
 Demerath, L., 26  
 demotion, 57–58, 110  
 deratification, 24, 31  
 ‘deritualisation’, 52–53  
 dignity, 68, 113, 123–124, 131, 246, 249  
 dinner table rituals, 83  
 dirty (as moral evaluator), 164  
 disalignment, 74–84, 157–158, 163–164, 192  
 discernment, 94  
 Donald, M., 15, 242  
 Douglas, M., xvi, 2–3, 26–28, 123, 130, 179,  
 181, 189, 201, 205  
 Drew, P., 226  
 Drummond, K., 6, 182  
 Duck, S., 174  
 Durkheim, E., 28, 36, 50, 55, 144, 229, 231  
 Dynel, M., 35
- East Asian, 36, 48, 79  
 Eelen, G., xiii, 8, 75, 79, 84–85, 227, 243  
 embodiment, 74  
 emic, 3, 36–37, 60, 63–64, 69, 220, 238, 250  
 emotions, xi, xiii, xvii, xix, 5–9, 11–14, 18–21,  
 25, 57–59, 62, 67, 81, 92, 118, 120–125,  
 147, 156–157, 183, 198, 205–206, 228–229  
 emotive discourse, 123  
 empathy, 144  
 English, 7, 34, 36, 50, 76, 82, 86, 93–95,  
 103–104, 106, 112, 120, 145, 204, 233,  
 238, 240–241, 246–247  
 Eslami-Rasek, Z., 54  
 ethics, 13, 27, 34, 110, 124, 128–130, 146, 203,  
 223–224  
 ethology, 221  
 etic, 3, 20, 27, 37, 51, 63–64, 68, 82, 89  
 etiquette (literature), 7, 36, 59, 82, 221, 237  
 evaluative, 127  
 moments, xiii, xviii, 8  
 tendencies, 23, 39, 114–115, 129  
 evaluators, 13–14, 21, 41, 89, 179  
 excessive politeness (in OCD rituals), 66  
 expectancies, xviii, xx, 4, 8, 10–11, 20, 30, 32,  
 51, 56–57, 65, 77, 80, 83, 85–86, 88, 98,  
 106, 114, 118–120, 123, 130, 142–143,  
 145–146, 151, 163, 165–166, 168–169,  
 171, 175, 178–179, 181–182, 186,  
 189–190, 196–198, 199, 202–207, 209,  
 211–214, 216–217, 232, 240  
 experimental performances, 203
- face, xii–xiii  
 threatening act, xiii–xiv  
 wants
- face-to-face interaction, xii, xv  
 Fakhri-Rohani, M., 82  
 Feinberg, M., 174  
 Fetzer, A., 112, 143  
 Fische, D., 41, 196  
 Fischer, J., 23  
 Fiss, O., 140–141  
 folk theory, 80  
 footing, 143, 184, 188  
 formalisedness, 60, 89, 201  
 framing, 2, 61, 152, 174  
 Freeman, M., 171  
 fringing, xviii–xix, 18–21, 23–25, 29, 31–32,  
 35, 38–39, 41–42, 57–59, 61–62, 66–67,  
 71–72, 110–118, 121–131, 139, 157, 167,  
 177, 179, 195–199, 206–207, 210, 214,  
 216–218, 220–221
- game, 91  
 Garber, M., 97

## Index

259

- Garcés-Conejos Blitvich, P., ix, 16, 147, 197  
 Garfinkel, H., 25, 75  
 Geertz, C., 69, 121  
 genuine (im)politeness, xx, 9, 35, 114  
 Gibbs, R., 226  
 Gidycz, C., 142  
 Goffman, E., 2, 8, 15, 22, 30, 36, 54–55, 87–88, 117, 120, 122–123, 125–126, 131, 142–143, 188, 197, 199, 201, 203, 205, 207, 230  
 Goodwin, C., 4  
 Google NGram, 96  
 Gorsuch, R., 168  
 Grabenhorst, F., 60  
 Greenberg, D., 66  
 Grice, P., xii, 75, 84  
 Grimes, R., 36, 62, 245  
 Grush, J., 168  
 Gu, Y., 36, 84
- Haidt, J., xvi, 5, 28, 30, 42, 140, 146–147, 154, 160, 164, 171, 174, 176, 184, 189, 191, 230  
 Hall, C., 202  
 harmony, 81  
 Harré, D., 3, 134  
 Harris, S., 116, 238  
 Haugh, M., ix, xiv, 5, 7, 15, 25, 30, 85, 119, 178–179, 226–227, 229  
 heckling, ix, 29, 31–32, 37, 40, 42, 92–105, 107–108, 140–147, 149, 154, 156, 158, 160, 163, 165–169, 171–173, 175–177, 182, 193–194, 198, 203–205, 209, 212–213, 225, 227, 230, 233–234, 236  
 Held, G., 54  
 Helmbrecht, J., 202  
 Hepburn, A., 37  
 Heritage, J., 25  
 Heyd, T., 157  
 hierarchy, 70, 75–77, 80–81, 83–84  
 Hill, B., 76, 78  
 Hill, J., 223  
 historical communication/pragmatics, xv, 50, 90–101  
 Ho, D., 42  
 Holmes, J., 52, 76, 202, 205  
 Hong Kong, 93  
 honorific, 36, 75–76, 78–81, 121  
 Hopper, R., 6  
 Horenczyk, G., 22  
 Horton, P., 224  
 humour, 1  
 Hungarian, 36, 50, 59–60, 82, 91, 112, 145, 231  
 Ide, R., 36, 54, 144  
 Ide, 39, 73, 75–84, 117, 246  
 ideology, xi, 82–83  
 identity and ritual, 196–219  
 idiosyncrasy, xiv, xviii, 89, 195  
 in-group abuse, 130–135  
 indexicality, 6, 75, 84  
 individualism, xiii, xvii, 49  
 inference, xv, 7–8, 13, 19, 38, 49, 54, 57, 62, 73–74, 77, 81, 84, 108, 110–112, 124, 126, 220–221, 225, 232  
 Ingram, M., 141  
 institutional interaction, 199, 202  
 interactional style, 198  
 intercultural, 37, 39, 43, 76, 90, 93–95, 101, 103–104, 107–108, 222, 225  
 interviews, 37, 50, 61, 145–146, 147, 164, 169–170, 176  
 intimacy, 61, 181, 184, 192  
 intuitive emotion, 174  
 irony, 76, 183, 206, 226
- Jackson, S., 143  
 Jacobs, S., 143  
 Japanese, 36, 39, 50, 54, 73, 75, 77–82, 105–106, 141–142, 236  
 Jarvis Thomson, J., 180–181, 189  
 Jaworski, A., 162  
 jocular mockery, 18, 61, 226  
 Jordan, M., 140, 143  
*Journal of Language Aggression and Conflict*, 34  
 Jucker, A., 76, 232  
 Jurafsky, D., 198
- kabuki, 141  
 Kádár, D., xii, xiv, 5, 7–8, 10, 15, 25, 29–30, 38–39, 48, 50–51, 53–54, 61, 63, 72–74, 76, 78, 82–83, 85–92, 94, 103, 115, 121, 123, 130–131, 135, 141–142, 148, 151, 156, 164, 168–171, 174, 176, 182, 190, 193, 200, 202–204, 206, 210, 212, 225–231, 233–234, 236–237  
 Kagan, J., 115  
 Kaplan, D., 174  
 Keenan, E., 112  
 Kennedy, A., 225  
 Kent, V., 180  
 Kertzer, D., 55, 88, 248  
 Khmer regime, 120–121  
 Kim, T., 116  
 Kinsbourne, 163  
 Kitty Genovese effect, 146  
 Knobloch, D., 174  
 Köllen, T., 118  
 Kopytko, R., 40, 173, 249  
 Korean, 77–79, 240

## 260 Index

- Korey Lefteroff, L., 143  
 Koster, J., 182, 249  
 Koutlaki, S., 36, 54  
 Kramer, R., 22  
 Krzyżanowski, M., 37
- Lamont, M., 113, 124  
 language aggression and conflict, ix, xx, 3, 5,  
 18, 27–28, 31–35, 38, 41–42, 63, 120,  
 139, 144, 146, 149, 153–154, 158, 160,  
 162, 164, 173, 188, 190–191, 197–198,  
 204, 206, 209, 211, 213, 235  
 Latané, B., 30, 147, 168  
 laughter, 148, 150–151, 155, 194, 206, 210,  
 213, 216, 221, 234  
 Leech, G., 84, 231  
 legal (matters related to ritual), xx, 57–58,  
 110–111, 128, 131–132  
 Levinson, S., xi–xiv, 8, 11, 19, 39, 54, 73, 75,  
 78, 84–86, 97, 116–118, 120, 123, 126,  
 175, 181, 233  
 liminality, xvii, 6–10, 12–14, 16, 18, 20–22, 40,  
 48, 50, 56, 60, 81, 110, 112, 116–118, 129,  
 130, 150, 178–179, 191, 220  
 Little, D., 127  
 Locher, M., 8, 85, 231, 238  
 Longmore, M., 65  
 Lonner, 51  
 Lorenz, K., 221  
 Lorenzo-Dus, N., 147  
 Lucy, J., 15
- macro-level (im)politeness models, xiv, xviii;  
 see also third-wave politeness research  
 Mandelbaum, J., 188  
 manipulative behaviour, 119–120  
 Manning, R., 146  
 Mao, L., 84  
 Marks, I., 64–65  
 Márquez Reiter, R., ix, 25, 184  
 Maruna, S., 58  
 Matsumoto, Y., 78  
 ‘maximal’ (or enriched) contexts, 88  
 Mazmanian, L., 143  
 McIlvenny, P., 143  
 medieval Europe, 52, 56, 69  
 Messick, D., 22  
 metacomments, 17, 33, 40, 180, 191, 201, 205,  
 207, 210  
 metacommunication, 15, 17, 21, 25, 42, 132,  
 167, 173, 181, 190–194, 236  
 metadiscourse, 15, 17, 25, 58–59, 117, 124, 132  
 metapragmatic, xviii, 3, 10, 13–15, 17–18, 40,  
 42, 55, 59, 114, 117, 122, 124, 167, 171,  
 173, 177–181, 190, 194, 201, 222, 236
- Mey, J., 143–144  
 Mikhaylova, Y., 141  
 Miller, I., 87  
 Mills, S., 63, 85, 228  
 minimal interpersonal relationship, 57  
 Mintz, S., 129  
 mixed messages, 38, 62, 242  
 mock impoliteness, 112, 115, 129, 132, 136  
 moral  
 aggression, xx, 22, 139–219  
 balance, 130  
 expectations, xviii  
 feelings, xvii, xix  
 judgement, 30, 174  
 justification, 23, 111, 114  
 obligation, 149  
 order, xv–xviii, xx, 2–6, 9–10, 12, 14, 16,  
 20–28, 30, 34–35, 39, 41–42, 49, 55–56,  
 58, 60–61, 66, 69–72, 74–75, 77, 80–81,  
 87–89, 92, 110–112, 115, 117–119,  
 123–124, 126, 129–131, 135, 139,  
 141–143, 145, 147, 149, 150–153,  
 155–156, 158, 163–164, 166–169,  
 172–173, 175, 178–182, 190–192, 194,  
 196, 198, 201, 203–205, 207, 209, 211,  
 213, 216–217, 220, 222–223, 225–227,  
 229–230  
 ought, 32, 35  
 psychology, xvi, xix  
 reasoning, 140  
 responsibility, 23–24, 112, 116, 147, 149,  
 153, 167, 196–219  
 sanctioning, 21, 23, 115, 195–196  
 morality, 21–24  
 Muir, E., 52–53, 55
- Nagel, T., 180–181, 189  
 Nakane, I., 213  
 Neo-Nazis, 48  
 newspaper achieves, 93–94  
 Nisan, M., 22  
 normativity, 89  
 norms, xvi  
 Nunner-Winkler, G., 31
- obligations, xvi, 42, 130, 168, 171–172,  
 191, 211  
 OCD rituals, 64, 71  
 Ochs, E., 58, 251  
 O’Driscoll, J., ix, 76, 230  
 Ohashi, J., 36, 54, 83  
 Okamoto, S., 76, 82  
 Opotow, S., 130  
 Ortberg, J., 168  
 out of face, 22

- Pan, Y., 54, 83, 121  
 participatory structure, 15–18  
 Paternoster, A., ix, 76  
 payoff, xiii  
 pedilavium, 47, 51  
 performance, xvi, 58  
 personal rights, 189  
 personal ritual, 69–72  
 personalisation of ritual, xviii, 122, 197  
 Phillips, H., 56  
 Piaget, J., 174  
 Pizziconi, B., 76  
 Placencia, M., 184  
 Planchenault, G., 56–57  
 Planken, B., 127, 153, 204  
 politeness research (introduction), xi–xv  
   second-wave, xiii, xvii, 85  
   third-wave, xiv, 85  
 politics, 96, 145, 223  
 Pomerantz, A., 188, 201  
 pragmatics, xi, xix, 6, 13, 15, 28–29, 34, 36–37,  
   43, 73, 76, 86, 93, 143–144, 202, 220, 222,  
   224–226, 229, 238  
 principal, 16, 41, 87, 117, 123, 125–126, 175,  
   181, 197, 199, 205, 207, 209–210,  
   213, 217  
 professional face, 127, 153, 160, 163, 169, 173,  
   197, 198, 204, 228  
 proper treatment of others, 184  
 proportionateness, 23, 32, 35, 41, 131  
 prosody, 19, 111, 183  
 public, xx, 32, 175, 186, 189, 204  
 publicity (of ritual humiliation), 126
- Rampton, B., 224  
 Ran, Y., 29, 94, 103, 141–142, 226  
 Rao, S., 143  
 Rappaport, R., 36, 231  
 ratification, xvii, 3, 8, 16, 22, 24, 29–32, 34, 40,  
   42, 71, 88, 95, 139, 142–144, 156, 160,  
   165–166, 173–174, 177, 196, 199–201,  
   210, 214, 216, 229–230  
 rationalising (politeness), xii–xiii, xv  
 rationality, xiii  
 Ravizza, M., 23, 41, 196, 201  
 reactive ritual action, 142, 145  
 reconstruction of identities, 171  
 recurrence, xvii, 12–16, 52, 55–56, 58, 60, 64,  
   67, 74, 76, 84–86, 88, 92, 108, 135, 142,  
   144, 179, 203, 209, 222  
 reinforcement (of moral order), xvi, 4,  
   56, 80  
 relational history, xiii, 5, 10, 12, 55–56, 59, 61,  
   67–68  
 repetition, 88  
 restoration of the moral order, 4, 6–8, 10–11,  
   14, 16, 22, 27, 30–31, 40–42, 130–131,  
   178, 210, 213, 217, 220, 227  
 retribution, 3  
 Rhee, J., 135  
 rite of, xvi  
   abuse, xvii, 41 (see also in-group abuse)  
   apology, 16, 119–120, 123, 154, 233  
   baptising, 50  
   BFF, 16  
   bystander intervention, 29, 30–34, 37,  
     40–42, 139–140, 142–144, 146–147,  
     156–158, 160, 162–168, 170–174,  
     177–178, 180–183, 190–193, 198,  
     233, 236  
   challenge, xv, 12  
   countering the heckler, 29–34, 37, 40–42, 92,  
     139–140, 142–145, 147, 149–151, 153,  
     155–157, 160, 163–169, 171–176, 196,  
     198, 203–207, 209, 211, 213, 216–217  
   dismissal, xviii, xx, 135  
   graduation, xvii  
   greeting, 2  
   hiring, 39, 114, 116, 122, 125–126  
   marriage, 4, 6  
   moral aggression, xx, 28, 30, 35, 40–42, 139,  
     160, 173, 175–177, 195–196,  
     198–199, 217  
   dismissal, xviii, xx, 39, 112–114, 116, 123,  
     126–127, 184, 233  
   passage, 3, 15–16, 56, 110  
   promotion, 39, 114, 116, 122, 125–126, 128  
   rap battle, 119  
   sexual advance, xv  
   singing the national anthem, 88  
   wedding, 15, 18, 88, 121–122  
 ritual role, 202–203  
 ritualisation, 37, 89–108  
 ritualistic joke, 52  
 Roberts, C., 202  
 Robinson-Davies, S., ix, 170, 176, 204, 212,  
   235–237  
 Rogers, R., 90  
 Rome, 141  
 Rubin, N., 22  
 rules, xvi
- saliency, xviii, xx, 5, 7, 19, 67, 69, 87, 110–111,  
   130, 199, 216  
 sanctioning of punitive rituals, 21, 32, 40, 42,  
   88, 111, 115, 117, 129–130, 132, 195, 217  
 Sarangi, S., 202  
 Schechner, R., 131, 203  
 Schieffelin, B., 58  
 Schnell, S., 201

## 262 Index

- Schnurr, S., 116  
 Schwartz, S., 4–5, 25, 30, 41, 139, 225  
 Selby, S., 48  
 self-ratification, 17  
 Selting, M., 198  
 sequentiality, xvi, 89  
 shame, 30, 41, 71, 131, 139, 147, 169, 173, 204  
 Shapiro, L., 66  
 silence, 164  
 Silverthorne, C., 143  
 Skeggs, B., 124  
 Slade, D., 37  
 small-talk, 1  
 Smith, P., 10, 228  
 Smith, R., 77  
 Smith, S., 141  
 social  
   action, 4  
   ought, 32–33, 165–166, 175, 190, 224  
   pressure, 30, 40–42, 139, 145, 168, 171–173  
 Sodian, B., 31  
 Solomon, D., 174  
 Spencer-Oatey, H., xiv, 37, 85, 225, 231  
 sport, 145  
 Staal, F., 26, 36, 38, 50  
 stance, 6, 18, 21, 36–37, 81, 110, 141, 223, 232  
 Steen, G., 145  
 Stopfner, M., 143  
 Strudler, A., 116  
 sound box, xviii, 21–23, 49, 55, 130, 139, 194–196, 203 (see animating)  
 stand-up comedies, 145, 148, 151, 169, 203–204, 206, 217, 230, 235  
 standardisation of rituals, 51  
 stasis, 10–11, 58–59, 61–62, 72, 110  
 stigma, 69  
 Streekstra, N., 54  
 Sypher, B., 117
- Takahashi, T., 144  
 Tao, L., 76  
 Tavucis, N., 207  
 teasing, 60  
 tendencies (of producing and evaluating im/politeness), xiv, xviii  
 Terkourafi, M., ix, xiv, 8, 39, 74, 85–86, 88–89, 108  
 Thévenot, L., 30  
 Thomas, J., 35  
 Thornborrow, J., 32, 40, 130, 202–203, 255
- Thornbury, S., 37  
 transcription symbols, 38  
 transgression (of moral order), xvi, 3–4, 6–8, 10–11, 20–23, 27–28, 30–31, 40–42, 60, 87–88, 92, 106, 142, 156–157, 175–176, 178, 182, 196, 201, 206, 210, 217, 220, 224, 227, 231  
 transparency (of rituals to group outsiders), 63–64, 69  
 Tucker, D., 143  
 Turner, V., 3, 6, 16, 27, 29–30, 36, 61, 112, 142, 151, 156, 196, 203, 227, 230  
 typology of rituals, 48–49, 62–72
- unfringed, 58, 110, 112–114, 121, 124, 194, 217–218  
 United States, 59, 105, 151  
 universality, xii  
 Usami, M., 76, 255
- valence, 5–6, 78, 117, 152  
 values, 2, 4, 15, 25, 30, 41, 53–55, 230  
 van der Hart, O., 69  
 van Dijk, T., 209  
 van Gennep, A., 6  
 vandalism, 33, 166, 182  
 Visher, C., 186
- wakimae*, 75, 79–81  
 Walravens, H., 93  
 Ware, R., 143  
 Watts, R., xiv, 14, 37, 66, 85, 89, 118, 232–233  
 Wedgwood, R., 25  
 Western (civilisations), xiii, 36, 42, 48, 75, 78–79, 93, 103, 124, 186, 232  
 White, G., 123  
 Whitnow, R., xvi, 2–3, 26–28, 76, 130, 179, 181, 222  
 Wiggins, S., 37  
 Willer, R., 174  
 Witztum, E., 66  
 workplace data, 116–117  
 Wright, P., 167  
 Wu, Y., 92  
 Wynn, M., 144  
 Wynn, R., 144
- Zeman, Z., 143  
 Zhang, Y., 36  
 Zimmerman, D., 184, 202