Contents

Acknowledgements viii

1 Interacting selves: Symbolic interactionism encounters identity **1**
What is identity? 2
The social self 4
Multi-dimensional subjects: fixity or fragmentation? 8
Symbolic interactionism 11
Goffman's dramaturgy 15
Criticism and defence 18
Symbolic interactionism and identity 20
Outline of the book 21

2 Relating in public: Rudeness, civility and polite fictions **25**
The interaction order 25
Politeness and civility 27
Definition of the situation 27
Ritualized observance 29
Unfocused encounters: regulating involvement 30
Polite fictions and presented realities 39
Rudeness and incivility 45
Conclusion 48

3 Framing pictures: Definitions, accounts and motive talk **49**
Language and the social construction of reality 49
Ethnomethodology: talk-in-interaction 53
Conversation analysis 56
Discourse analysis 60
Aligning actions 67

Frame analysis 75
Conclusion 80

4 Managing faces: Roles, performance and self-presentation 82
Performing the self 82
Role-taking or role-making? 84
Artful strategies 88
Decorating the stage: scenery and props 92
Lines and moves 94
Facework 96
Students' self-presentation strategies 97
Belief in one's own performance 100
Role immersion, embracement and engulfment 103
Role conflict 104
Role distance 105
Discrepant roles 108
Conclusion 111

5 Casting members: Teamwork, collusion and dramaturgical loyalty 112
A loyal cast of players 112
Harmonious co-operation between team-mates 114
Team collusion and pseudomutuality 115
Symbolic displays of membership 118
Facilitative rituals 120
Protective and collective facework 125
Directorial procedures 130
Conclusion 137

6 Spoiling careers: Deviance, stigma and moral trajectories 139
Identity as career 139
Making sense of ourselves 141
Trajectories 142
Critical junctures 144
Moral careers 151
Stigma 155
Deviant careers 163
Career exit 167
Conclusion 169

7 Reinventing futures: Organizations, power and institutionalized identities 170
Negotiating institutional order 170

Total institutions 172
Reinventive institutions 177
Conclusion 203

8 Faking identity: Secrecy, deception and betrayal 205
Is deception pragmatically useful? 206
The fascination–fear dialectic 207
A social geometry of deception 209
Conclusion 235

References 236
Index 260