

**VIRGINIA L. DOELLGAST**  
*Curriculum Vitae*

**ACADEMIC APPOINTMENTS**

Cornell University, School of Industrial and Labor Relations – Ithaca, NY, USA  
*Anne Evans Estabrook Professor of Employment Relations and Dispute Resolution* (2022-present)  
*Professor of Comparative Employment Relations* (2021-22)  
*Associate Professor of Comparative Employment Relations* (2015-21)

London School of Economics, Department of Management – London, UK  
*Associate Professor of Comparative Employment Relations* (2012-15)  
*Lecturer in Comparative Employment Relations* (Assistant Professor equivalent) (2008-12)

King's College London, Department of Management – London, UK  
*Lecturer in Comparative Human Resource Management* (Assistant Professor equivalent) (2006-08)

**EDUCATION**

Cornell University, School of Industrial and Labor Relations  
Ph.D. January 2006

Massachusetts Institute of Technology, Department of Urban Studies and Planning  
M.C.P., Housing, Community, and Economic Development, May 2001

Bard College  
B.A., Community, Regional, and Environmental Studies, May 1998

**VISITING POSITIONS AND AFFILIATIONS**

*Senior Research Associate:* Wirtschafts- und Sozial-wissenschaftliches Institut, Hans-Böckler-Stiftung.  
Taskforce: Zukunft der Arbeit – Zukunft der Gewerkschaften, Germany (August 2018-present)

*Scientific Committee Member:* Chair in Industrial Relations and Firm Competitiveness (Dialogue social et compétitivité des entreprises), ESCP Europe Business School, France (2016-2020)

*Visiting Researcher:*

Freie Universität – Berlin, Germany (Sept 2021-June 2022; July-Sept 2011-2013)

FAOS Employment Relations Research Center, University of Copenhagen – Copenhagen, Denmark  
(August 2016)

Institutions et dynamiques historiques de l'économie et de la société (IDHES) – Paris, France (Jan-July 2014)

Laboratoire d'Economie et de Sociologie du Travail (LEST) – Aix-en-Provence, France (Feb-May 2010; July 2016; July 2017)

Australian School of Business, University of New South Wales – Sydney, Australia (Aug 2009)

Wissenschaftszentrum Berlin für Sozialforschung – Berlin, Germany (August 2008)

Forschungs- und Beratungsstelle Arbeitswelt (FORBA) – Vienna, Austria (April 2008)

Max Planck Institute for the Study of Societies – Cologne, Germany (Nov 2003-July 2004)

Technische Universität Chemnitz – Chemnitz, Germany (Sept-Oct 2003)

## PUBLICATIONS

### **Books**

- Doellgast, V. (2022) *Exit, Voice, and Solidarity: Contesting Precarity in the US and European Telecommunications Industries*. New York: Oxford University Press.
- Bamber, G., F.L. Cooke, V. Doellgast, C. Wright, eds. (2021) *International and comparative employment relations, 7<sup>th</sup> Edition*. Sage Publications.
- Doellgast, V. N. Lillie, and V. Pulignano, eds. (2018) *Reconstructing solidarity: Labour unions, precarious work, and the politics of institutional change in Europe*. Oxford: Oxford University Press.
- Doellgast, V. (2012) *Disintegrating Democracy at Work: Labor Unions and the Future of Good Jobs in the Service Economy*. Ithaca, NY: Cornell University Press.

### **Special Journal Issues: Guest Editor**

- De Stefano, V. and V. Doellgast, eds. (2023) Regulating AI at Work: Labour Relations, Automation, and Algorithmic Management. *Transfer: European Review of Labor and Research*.
- Doellgast, V., M. Bidwell, and A. Colvin, eds. (2021) New Theories in Employment Relations, *Industrial and Labor Relations Review*. 74(3)
- Vincent, S., G.J. Bamber, R. Delbridge, V. Doellgast, J. Grady, and I. Grugulis, eds. (2020) Situating Human Resource Management Practices in their Political and Economic Context, *Human Resource Management Journal*. 30(4)
- Jackson, G., V. Doellgast, and L. Baccaro, eds. (2018) Corporate Social Responsibility and Labour Standards (Symposium). *British Journal of Industrial Relations*. 56(1)
- Doellgast, V., R. Batt, and O. Sorensen, eds. (2009) Institutional Change and Labour Market Segmentation in European Call Centres. *European Journal of Industrial Relations*. 15(4)

### **Journal Articles**

- O'Brady, S., V. Doellgast, and D. Blatter (2024) The High Costs of Outsourcing: Vendor Errors, Customer Mistreatment, and Well-being in Call Centers. *Industrial Relations: A Journal of Economy and Society*. 63(1): 80-103.
- Doellgast, V. (2023) Can democracy at work delivery mutual gains in the digital economy? *Studi Organizzativi*. 2: 213-229.
- Doellgast, V. and T. Kämpf. (2023) Co-determination meets the digital economy: Works councils in the German ICT services industry. *Entreprises et histoire*. 4(13): 32-43.
- Bellego, M., V. Doellgast, and E. Pannini (2023) From Taylorism to Teams of Technicians: Organisational and Institutional Experimentation at France Télécom. *Transfer: European Review of Labor and Research*. 29(3): 355-370.
- Andrias, K. and V. Doellgast (2023) Stärkung des Tarifvertragssystems in den USA: Herausforderungen und Reformaussichten. *WSI Mitteilungen*, 76(3): 185-193.

De Stefano, V. and V. Doellgast, eds. (2023) Introduction - Regulating AI at Work: Labour Relations, Automation, and Algorithmic Management. *Transfer: European Review of Labor and Research*. 29(1): 9-20.

Doellgast, V., Wagner, I., & O'Brady, S. (2023). Negotiating limits on algorithmic management in digitalised services: cases from Germany and Norway. *Transfer: European Review of Labour and Research*. 29(1): 105-120.

Ibsen, C. L., Sezer, L., & Doellgast, V. (2023). Coordination versus organization: Diverging logics of firm cooperation in Denmark and Sweden. *British Journal of Industrial Relations*. 61(3): 526-549.

Doellgast, V. (2022). Strengthening social regulation in the digital economy: Comparative findings from the ICT industry. *Labour and Industry*. 33(1): 22-38.

Doellgast, V. and I. Wagner (2022) Collective regulation and the future of work in the digital economy: Insights from comparative employment relations. *Annual International Review, Industrial Relations Journal*. 64(3): 438-460.

O'Brady, S. and V. Doellgast (2021) Collective Voice and Worker Well-being: Union Influence on Performance Monitoring and Emotional Exhaustion in Call Centers. *Industrial Relations: A Journal of Economy and Society*, 60(3), 307-337.

Doellgast, V. M. Bidwell, and A. Colvin (2021) New Directions in Employment Relations Theory: Understanding Fragmentation, Identity, and Legitimacy. *Industrial and Labor Relations Review*. 74(3): 555-579.

Carver, L. and V. Doellgast (2021) Dualism or solidarity? Conditions for union success in regulating precarious work. *European Journal of Industrial Relations*. 27(4): 367-385.

Doellgast, V., M. Bellego, and E. Pannini (2021) After the social crisis: the transformation of employment relations at France Télécom. *Socio-Economic Review*, 19(3): 1127-1147.

Vincent, S., G.J. Bamber, R. Delbridge, V. Doellgast, J. Grady, and I. Grugulis (2020) Situating human resource management in the political economy: Multilevel theorising and opportunities for kaleidoscopic imagination. *Human Resource Management Journal*. 30(4): 461-477.

Doellgast, V. and D. Marsden (2019) Institutions as Constraints and Resources: Explaining Cross-national Divergence in Performance Management. *Human Resource Management Journal*. 29(2), 199-216.

Jackson, G., V. Doellgast, and L. Baccaro (2018) Corporate Social Responsibility and Labour Standards: Bridging Private Governance, Industrial Relations and Management Perspectives. Introduction to a Special Symposium. *British Journal of Industrial Relations*, 56(1): 3-13.

Doellgast, V. and P. Berg (2018) Negotiating Flexibility: External Contracting and Working Time Control in Danish and German Telecommunications Firms. *Industrial and Labor Relations Review*. 71(1): 117-142.

Greer, I. and V. Doellgast (2017) Marketization, inequality, and institutional change. Toward a new framework for comparative employment relations. *Industrial Relations Journal*. 59(2): 192-208.

Doellgast, V., K. Sarmiento-Mirwaldt, and C. Benassi (2016) Contesting firm boundaries: Institutions, cost structures and the politics of externalization. *Industrial and Labor Relations Review*. 69(3): 551-578.

Benassi, C., V. Doellgast, and K. Sarmiento-Mirwaldt (2016) Institutions and Inequality in Liberalizing Markets: Explaining Different Trajectories of Institutional Change in Social Europe. *Politics and Society*. 44(1): 117-142.

Sørensen, O. H., V. Doellgast, and A. Bojesen (2015). Intermediary cooperative associations and the institutionalization of participative work practices: A case study in the Danish public sector. *Economic and Industrial Democracy*, 36(4): 701-725.

Doellgast, V. and K. Sarmiento-Mirwaldt (2014) Marktliberalisierung und der Wandel der Beschäftigungsverhältnisse in der Deutschen Telekommunikationsbranche. *WSI-Mitteilungen* 8/2014, pp. 599-608. [http://www.boeckler.de/wsi-mitteilungen\\_52133\\_52145.htm](http://www.boeckler.de/wsi-mitteilungen_52133_52145.htm)

Holtgrewe, U. and V. Doellgast (2012) A service union's innovation dilemma: Limitations on creative action in German industrial relations. *Work, Employment and Society*. 26(2): 314-330.

Doellgast, V. (2010) Collective Voice under Decentralized Bargaining: A Comparative Study of Work Reorganization in US and German Call Centers. *British Journal of Industrial Relations*. 48(2): 375-400.

Doellgast, V. R. Batt, and O. Sorensen (2009) Introduction: Institutional Change and Labour Market Segmentation in European Call Centres. *European Journal of Industrial Relations*. 15(4): 349-371.

Doellgast, V., H. Nohara, and R. Tchobanian (2009) Institutional Change and the Restructuring of Service Work in the French and German Telecommunications Industries. *European Journal of Industrial Relations*. 15(4): 373-394.

Doellgast, V. (2009) Still a Coordinated Model? Market Liberalization and the Transformation of Employment Relations in the German Telecommunications Industry. *Industrial and Labor Relations Review*. 63(1)

Doellgast, V., U. Holtgrewe, and S. Deery (2009) The Effects of National Institutions and Collective Bargaining Arrangements on Job Quality in Front-line Service Workplaces. *Industrial and Labor Relations Review*. 64(4): 489-509.

Doellgast, V. (2008) Collective Bargaining and High Involvement Management in Comparative Perspective: Evidence from US and German Call Centers. *Industrial Relations*. 47(2): 284-319

Doellgast, V. (2008) National Industrial Relations and Local Bargaining Power in the US and German Telecommunications Industries. *European Journal of Industrial Relations*. 14(3): 265-287.

Doellgast, V. and I. Greer. (2007) Vertical Disintegration and the Disorganization of German Industrial Relations. *British Journal of Industrial Relations*. 45(1): 55-76

### **Book Chapters**

Bamber, G., V. Doellgast, C. Wright, F.L. Cooke (2024) Employment Relations in International and Comparative Perspective: Research Agendas. In Procter, S. (ed) *A Research Agenda for Work and Employment*.

Doellgast, V., I. Greer, and A. Kirsch (2023) Fairer Wandel für Arbeitnehmer\*innen in der Automobilindustrie? In: Proff, H. (eds) *Towards the New Normal in Mobility*. Springer Gabler, Wiesbaden. [https://doi.org/10.1007/978-3-658-39438-7\\_43](https://doi.org/10.1007/978-3-658-39438-7_43)

Wright, C., G. Bamber, F.L. Cooke, V. Doellgast (2021) Introduction: Internationally comparative approaches to studying employment relations. *International and comparative employment relations, 7<sup>th</sup> Edition*. Sage Publications.

Doellgast, V., C. Wright, F.L. Cooke, G. Bamber (2021) Conclusions: Globalisation, Crises and Institutional Responses. *International and comparative employment relations, 7<sup>th</sup> Edition*. Sage Publications.

Doellgast, V. and C. Benassi (2020) Collective Bargaining. In *Edward Elgar Handbook of Employee Voice, 2<sup>nd</sup> Edition*. Adrian Wilkinson, Jimmy Donaghey, T. Dundon and R. Freeman, eds. Edward Elgar.

Doellgast, V. (2018) Rebalancing worker power in the networked economy: Toward collective regulation of outsourced and precarious work. In *Work in the Digital Age: Challenges of the Fourth Industrial Revolution*. M. Neufeind, J. O'Reilly, and F. Ranft, eds. Rowman and Littlefield.

Kwon, H. and V. Doellgast (2018) Women, Employment, and Gender Inequality in South Korea. In *The Evolution of Korean Employment and Industrial Relations*, Lee Young-Myon and Bruce Kaufman, eds. Edward Elgar.

Doellgast, V., N. Lillie, and V. Pulignano (2018) From Dualization to Solidarity: Halting the Cycle of Precarity. In *Reconstructing solidarity: Labour unions, precarious work, and the politics of institutional change in Europe*. V. Doellgast, N. Lillie, and V. Pulignano, eds. Oxford: Oxford University Press.

Doellgast, V., K. Sarmiento-Mirwaldt, and C. Benassi (2015) Union campaigns to organize across production networks in the European telecommunications industry: lessons from the UK, Italy, Sweden, and Poland. In *The Outsourcing Challenge: Organizing Workers Across Fragmented Production Networks*. Jan Drahekoupil, ed. Brussels: ETUI. <https://www.etui.org/Publications2/Books/The-outsourcing-challenge-organizing-workers-across-fragmented-production-networks>

Doellgast, V. and E. Pannini (2015) The impact of outsourcing on job quality for call centre workers in the telecommunications and call centre subcontractor industries. In *The Outsourcing Challenge: Organizing Workers Across Fragmented Production Networks*. Jan Drahekoupil, ed. Brussels: ETUI. <https://www.etui.org/Publications2/Books/The-outsourcing-challenge-organizing-workers-across-fragmented-production-networks>

Doellgast, V. and C. Benassi (2014) Collective Bargaining. In *Edward Elgar Handbook of Employee Voice*. A. Wilkinson, J. Donaghey, T. Dundon, and R. Freeman, eds. Edward Elgar.

Doellgast, V. and K. Sarmiento-Mirwaldt (2013) Telecommunications Workers. In *Sociology of Work*, V. Smith and J.G. Golson, eds. Sage Publications.

Doellgast, V. and H. Gospel (2013) Outsourcing and Human Resource Management. *Managing Human Resources: Personnel Management in Transition (5th Edition)*. S. Bach and M. Edwards, eds. Blackwell Publishing.

Doellgast, V. and H. Gospel (2011) Outsourcing and HRM. *International Human Resource Management: Globalization, National Systems and Multinational Companies*. T. Edwards and C. Rees, eds. Essex: Pearson.

Batt, R., V. Doellgast, and H. Kwon (2006) Service Management and Employment Systems in U.S. and Indian Call Centers. In *Brookings Trade Forum 2005: Offshoring White-Collar Work*. S.M. Collins and L. Brainard, eds. Washington, D.C.: Brookings Institution. Reprinted in: (2009) *The Next Available Operator Managing Human Resources in Indian Business Process Outsourcing Industry*. Mohan Thite and Bob Russell, eds.

Doellgast, V. (2005) Regulating the Flexible Workplace: Union Strategies toward Call Center Outsourcing in the United States and Germany. In *Neue Medien im Alltag. Befunde aus den Bereichen: Arbeit, Lernen und Freizeit*. A. Schütz, S. Habscheid, W. Holly, J. Krems and G. G. Voß, eds. Berlin: Pabst-Verlag.

Batt, R. and V. Doellgast (2004) Groups, Teams, and the Division of Labour: Interdisciplinary Perspectives on the Organization of Work. In *The Oxford Handbook of Work Organization*. S. Ackroyd, R. Batt, P. Thompson and P. Tolbert, eds. Oxford: Oxford University Press.

Batt, R. and V. Doellgast (2002) Organizational Performance in Services. In *The New Workplace: A Guide to the Human Impact of Modern Working Practices*. D. Holman, T. D. Wall, Chris W. Clegg, P. Sparrow, and A. Howard, eds. England: Wiley & Sons Ltd. Reprinted in Holman et al. (2004) *The Essentials of the New Workplace*. England: Wiley & Sons Ltd.

### **Reports**

Doellgast, V., O'Brady, S., Kim, J., & Walters, D. (2023). *AI in Contact Centers: Artificial Intelligence and Algorithmic Management in Frontline Service Workplaces*. Report.

<https://ecommons.cornell.edu/server/api/core/bitstreams/a0ac9f50-5a22-4b3d-a9d9-2cc06824e31d/content>

Doellgast, V. and S. O'Brady (2019) *Making call center jobs better: The relationship between management practices and worker stress*. Report for the Communication Workers of America.

[https://www.academia.edu/42692745/Making\\_call\\_center\\_jobs\\_better\\_The\\_relationship\\_between\\_management\\_practices\\_and\\_worker\\_stress](https://www.academia.edu/42692745/Making_call_center_jobs_better_The_relationship_between_management_practices_and_worker_stress) EXECUTIVE SUMMARY

Doellgast, V., K. Sarmiento-Mirwaldt, and C. Benassi. (2013) *Alternative Routes to Good Jobs in the Service Economy: Employment Restructuring and Human Resource Management in Incumbent Telecommunications Firms*. Final Project Report. ESRC Grant RES-061-25-0444.

[http://www.academia.edu/4498267/Alternative\\_routes\\_to\\_good\\_jobs\\_in\\_the\\_service\\_economy\\_Employment\\_restructuring\\_and\\_human\\_resource\\_management\\_in\\_incumbent\\_telecommunications\\_firms](http://www.academia.edu/4498267/Alternative_routes_to_good_jobs_in_the_service_economy_Employment_restructuring_and_human_resource_management_in_incumbent_telecommunications_firms)

Doellgast, V. and L. Sezer (2012) *Making the Right Call: Redesigning Call Centres from the Bottom Up*. UNI (Union Network International). Report commissioned for UNI's annual Call Centre Action Month.

<http://www.uniglobalunion.org/Blogs/ccam.nsf/dx/30.09.2012125453AHOETF.htm>

Batt, R., V. Doellgast, and H. Kwon (2006) *Ownership Status Matters: Call Centers, Employment Systems, and Turnover*. Impact Brief #5. Ithaca, NY: Cornell University.

<http://digitalcommons.ilr.cornell.edu/impactbrief/5/>

Batt, R., V. Doellgast, and H. Kwon (2005) U.S. Call Center Industry Report 2004 - National Benchmarking Report: Strategy, HR Practices & Performance. *Center for Advanced Human Resource Studies, Working Paper Series, Working Paper 05-06*. Ithaca, NY: Cornell University.

Batt, R., V. Doellgast, H. Kwon, M. Nopany, P. Nopany, and A. da Costa (2005) The Indian Call Centre Industry - National Benchmarking Report: Strategy, HR Practices, & Performance. *Center for Advanced Human Resource Studies, Working Paper Series, Working Paper 05-07*. Ithaca, NY: Cornell University.

### **Reviews**

Doellgast, V. (2023). Between Institution Building and Worker Mobilization: Situating Labor Studies in Labor and Employment Relations: Comments on Revaluing Work (ers): Toward a Democratic and Sustainable Future. Reviewed in *Labor Studies Journal*. 48(3): 258-264.

Doellgast, V. (2023) *Labor in the age of finance: pensions, politics, and corporations from deindustrialization to Dodd-Frank*. By Sanford M. Jacoby. Reviewed in *International Labour Review*. 162(3): 529-531.

Tassinari, A., G. Herrigel, and V. Doellgast (2023) On Sidney Rothstein's *Recoding Power: Tactics for Mobilizing Tech Workers*, New York, Oxford University Press, 2022. *Socio-Economic Review* 21(2): 1257-1268.

Doellgast, V. (2021) *Power, Politics and Influence at Work*. By Tony Dundon, Miguel Martínez Lucio, Emma Hughes, Debra Howcroft, Arjan Keizer, and Roger Walden. Reviewed in *Perspectives on Work*. 25: 96-97.

Doellgast, V. (2021) Labor power and solidarity in economic bicameralism. In Review Symposium on *Firms as Political Entities: Saving democracy through economic bicameralism*. By Isabelle Ferreras. *Socio-Economic Review*. 19(3): 1201-1215.

Doellgast, V. (2020) *Transformations of Trade Unionism: Comparative and Transnational Perspectives on Workers Organizing in Europe and the United States, Eighteenth to Twenty-First Centuries*. By Ad Knotter. Reviewed in *Comparative Labor Law and Policy Journal*. 41(2).

Doellgast, V. (2019) *Workers without Borders: Posted Work and Precarity in the EU*. By Ines Wagner. Reviewed in *Work and Occupations*. 47(4): 514-517.

Doellgast, V. (2018) *Informal Workers and Collective Action*. Edited by Adrienne Eaton, Susan Schurman and Martha Chen. Reviewed in *Perspectives on Work*. pp. 86-88.

Doellgast, V. (2018) How and why did DQP influence employment relations research? In Review Symposium, Diversified Quality Production 2.0: on Arndt Sorge and Wolfgang Streeck, 'Diversified Quality Production Re-Visited: Its contribution to German socioeconomic performance over time'. *Socio-Economic Review*. 16(3): 613-635.

Doellgast, V. (2014) *The Fissured Workplace: Why Work Became So Bad for So Many and What Can Be Done to Improve It*. By David Weil. Reviewed in *Times Higher Education*, 6 March 2014.

Doellgast, V. (2013) *Are Bad Jobs Inevitable? Trends, Determinants and Responses to Job Quality in the Twenty-First Century*. Edited by Chris Warhurst, Françoise Carré, Patricia Findlay, and Chris Tilly. Reviewed in *Industrial and Labor Relations Review*.

Doellgast, V. (2008) *Flexible Menschen in flexiblen Organisationen: Bedingungen und Möglichkeiten kreativen und innovativen Handelns*, U. Holtgewe; and *Subjektivierete Taylorisierung: Organisation und Praxis medienvermittelter Dienstleistungsarbeit*, Matuschek, Ingo, Katrin Arnold, and G. Günter Voß. Joint review in *Work, Employment and Society*. 22(1): 181-184.

Doellgast, V. (2006) *Not Just Getting By: The New Era of Flexible Workforce Development*. M.L. Gatta and K.P. McCabe. Reviewed in *Equal Opportunities International*. 25(6)

Doellgast, V. (2005) *Trade Unions in Europe: Meeting the Challenge*. D. Foster and P. Scott, eds. Reviewed in *Labour/Le Travail*. 56 (Fall)

Doellgast, V. (2004) *Immer Anschluss Unter Diese Nummer: Rationalisierte Dienstleistung und Subjektivierete Arbeit in Call Centern*. F. Kleeman and I. Matuschek, eds. Reviewed in *kommunikation@gesellschaft*. 5(1)

### **Working Drafts**

O'Brady, S., V. Doellgast, and J. Starcevic. From forced to worker-driven flexibility in remote work: A comparison of performance management in German and North American contact centers (Working draft)

V. Doellgast, S. O'Brady, and J. Kim. Labor power and precarity in digital work: Union responses to work from home in US and German contact centers (Working draft – abstract submitted to *Work, Employment and Society* special issue on "The organization & mobilization of 'unusual suspects': Precarious work, informalization & labour organisations")

Wagner, I. and V. Doellgast. Who gets to work with robots? The role of gender in robot adoption and deployment. (Working draft)

Doellgast, V. J. Kim, S. O’Brady. Artificial intelligence and job quality in contact centers. (Working draft)

Bader, V. and V. Doellgast. Der Mythos vom Mythos: Zur Wirkmächtigkeit von Bildern und Erzählungen über KI für ihre Regulierung. (Working draft – abstract submitted to edited volume, „Digitalisierung der Arbeitswelt: Mythen und Realitäten“ - Stefan Lücking, Moritz Hütten und Miriam Klöpfer, eds.)

## RESEARCH GRANTS

Body: AFL-CIO Technology Institute  
Amount: \$50,000  
Period of Award: 2023-2024  
Principal Investigator: Nell Geiser, Dan Reynolds, Virginia Doellgast, Sean O’Brady  
Title: **Digitalization, AI, and work from home in contact centers**

Body: Cornell Atkinson Center for Sustainability  
Amount: \$24,967  
Period of Award: 2022-2023  
Principal Investigator: Ian Greer and Virginia Doellgast  
Other Investigators: Dongwoo Park, Art Wheaton, Anja Kirsch, Tobias Zimmermann, Grzegorz Lechowski, Mathieu Dupuis  
Title: **A Just Transition for Autoworkers? E-Mobility and Restructuring in Transatlantic Comparison**

Body: Research Council of Norway  
Amount: 12,000,000 NOK (~\$1.4 Million USD)  
Period of Award: 2021-2025  
Principal Investigator: Erling Barth  
Other Investigators: Pål Schøne, Marianne Røed, Ines Wagner, Richard Freeman, Oskar Nordstrom Skanz, Georg Graetz, Virginia Doellgast  
Title: **When Robots Meet the Nordics: Job Creation, Job Destruction or Retraining?**

Body: SSHRC Individual Partnership Engage Grants (PEG) COVID-19 Special Initiative  
Amount: \$22,640 (Canadian)  
Period of Award: 2020-2021  
Principal Investigator: Sean O’Brady  
Other Investigators: Virginia Doellgast  
Title: **COVID-19, Technological Change, and the Struggle for Better Work in Contact Centres**

Body: SSHRC Insight Development Grant  
Amount: \$59,655 (Canadian)  
Period of Award: 2020-2022



Principal Investigator: Sean O’Brady  
 Other Investigators: Virginia Doellgast  
 Title: **Job Quality and the Politics of Technological Change: A Comparative Analysis of Contact Centres in Canada, Germany, and the United States**

Body: Research Council of Norway  
 Amount: 9,165,000 NOK (~\$1.1 Million USD)  
 Ref No: 295914  
 Period of Award: January 2020 – December 2022  
 Principal Investigator: Harald Dale-Olsen  
 Other Investigators: Erling Barth, Marianne Røed, Pål Schøne, Marte Strøm, Kristine von Simson, Janis Umblijs, Ines Wagner (Norway team); Alex Bryson, Virginia Doellgast, Thomas Haipeter, Ari Hyytinen, Mika Maliranta (International team)  
 Title: **Power, Structure and Technology – Opportunities and Challenges for the Labour Market**

Body: Economic and Social Research Council (First Grants Competition)  
 Amount: £355,455  
 Ref No: RES-061-30-000288  
 Period of Award: Feb 2010 – June 2013  
 Principal Investigator: Virginia Doellgast  
 Other Investigators: David Marsden (Mentor)  
 Title: **Organizational Restructuring and Employment Outcomes in the European Telecommunications Industry**

## AWARDS AND SMALL GRANTS

Pierce Memorial Conference Fund, Conference Grant	2024
Cornell Institute for European Studies Research Pod Award	2023
Deutscher Akademischer Austauschdienst (DAAD) Research Award	2021-2022
Engaged Cornell Grant, Connecting Professional Students with the New York City Labor Movement (Ileen DeVault, PI)	2019
Cornell Institute for European Studies, Conference Grant	2016
Pierce Memorial Conference Fund, Conference Grant	2016
Einaudi International Faculty Fellow	2015-2017
LERA John T. Dunlop Scholar Award	2013
LERA James G. Scoville Best International/Comparative IR Paper Award	2010
STICERD Grant Award, LSE	2009
British Academy Conference Travel Grant	2009
Labor and Employment Relations Association, Thomas A. Kochan – Stephen R. Sleight Best Dissertation Award	2006
Sloan Industry Studies Dissertation Award, second prize	2006

SASE Graduate Student Travel Grant and Best Paper Award, with I. Greer	2005
Einaudi Travel Grant	2005
Fulbright Scholarship	2003 – 2004
Max Planck Institute for the Study of Societies Dissertation Fellowship	2003 – 2004
Benjamin Miller Scholarship	2003
MIT Department of Urban Studies and Planning Fellowship	1999 – 2001

## INVITED SEMINARS AND PRESENTATIONS

### *Academic Conferences and Webinars*

- Keynote Speaker, 7th Annual Political Economy Meeting -- Political Economy and Democracy. Lisbon School of Economics and Management (ISEG), Portugal (January 2024)
- Keynote Speaker, WORK2023 conference – Digital Capitalism: Peril and Possibilities. University of Turku, Finland (August 2023)
- Keynote Speaker, EURO-DEM workshop – Varieties of Workplace Democracy: From Specific Models to a Political Economy. Centre Marc Bloch, Humboldt University, Berlin, Germany (June 2023)
- Invited Panelist, Weizenbaum Institute Conference – AI, Big Data, Social Media, and People on the Move. Berlin, Germany (June 2023)
- Invited Panelist, CRIMT – Negotiating Algorithms. Montreal, Canada (October 2022)
- Keynote speaker, ADAPT – Towards the Social Construction of New Labor Markets, Bergamo, Italy (November 2022)
- Author meets Critics: Rothstein, S. (2022) *Recoding Power: Tactics for Mobilizing Tech Workers*. And Jacoby, S. (2022) *Labor in the Age of Finance: Pensions, Politics, and Corporations from Deindustrialization to Dodd-Frank*. Society for the Advancement of Socio-Economics (June 2022)
- Keynote speaker, Social Boundaries of Work International Conference, Lublin, Poland (May 2022)
- Keynote speaker, Association of Industrial Relations Academics of Australia and New Zealand (AIRAANZ) Conference, Sydney, Australia (February 2022)
- Webinar speaker, Brexit: What the Final Deal Means for the UK and EU. Cornell University, Institute of Politics and Global Affairs. (February 2021)
- Webinar speaker, Implications of COVID-19 for Workers: International Comparisons of Government, Employer and Union Policies and Practices. Labor and Employment relations Association. (June 2020)
- Keynote Speaker, DBEI ILO NUI Conference, *The Declaration of Philadelphia Revisited* (Marking the Centenary of the International Labour Organisation). Hibernia Conference Centre Dublin Castle, Dublin, Ireland (September 2019)
- Plenary Speaker, *Regulating for Decent Work Conference*, International Labor Organization, Geneva, Switzerland (July 2019)
- Keynote Speaker, *International Labour Process Conference*, Vienna, Austria (April 2019)
- Invited Participant, *Domestic Outsourcing and the Changing Boundaries of the Firm*, Workshop organized by the Alfred P. Sloan Foundation, New York City (February 2019)

Invited Panelist, *The Future of Work: More voice, better decisions in the enterprise*. Conference sponsored by the French Ministry of Labor and the ILO (Entretiens-France BIT), Collège de France, Paris, France (October 2018)

Invited Presentations & Authors Meet Critics sessions for V. Doellgast, N. Lillie, and V. Pulignano, eds. (2018) *Reconstructing solidarity: Labour unions, precarious work, and the politics of institutional change in Europe*. Oxford: Oxford University Press. At: European Trade Union Institute, Brussels, Belgium, March 2018; Labor and Employment Relations Association, Baltimore, MD, June 2018; Society for the Advancement of Socio-Economics, Kyoto, Japan, June 2018; Korea Labor Institute, June 2018.

Authors meet Critics: Ferreras, I. (2017). *Firms as Political Entities: saving democracy through economic bicameralism*. Cambridge University Press. Annual Meeting on Socio-Economics, Kyoto, Japan, June 2018.

Authors meet Critics: Baccaro, L. and C. Howell (2017) *Trajectories of Neoliberal Transformation: European Industrial Relations Since the 1970s*. Cambridge University Press. *American Political Science Association Annual Meeting*, San Francisco, CA (2017)

Panelist, Early Career Workshop, Annual Meeting on Socio-Economics, Lyon, France (June 2017)

Opening Plenary Speaker: 'Strengthening worker voice through (re)building union power: Between institutions and solidarity', *Canadian Industrial Relations Association Annual Meeting*, Toronto, Canada (2017)

Invited speaker, Einaudi Center Faculty Salon, Cornell University: Brexit and the Future of the European Union (2016)

Panelist, Writing and Publishing Books in our Fields: Insights and Considerations, *Labor and Employment Relations Association Annual Meeting*, Minneapolis, MN (2016)

Panelist, Early Career Development Professional Development Workshop (PDW), *Industry Studies Annual Meeting*, Minneapolis, MN (2016)

Invited participant, Workshops to present and discuss chapters in *The Outsourcing Challenge: Organizing Workers Across Fragmented Production Networks*. Jan Drahoukoupil, ed. European Trade Union Institute. Brussels, London (2014 and 2015)

Invited presenter, 'Neoliberal restructuring and marketization in Europe,' Konnevesi, Finland (2014)

Invited presenter, 'The Effects of Marketization on Societies in Europe,' Freie Universität (2013)

Invited presenter, 'Varying Models of Corporate Governance and Employment Relations in Europe: Comparisons and Contrasts' – part of the EU-funded seminar series 'Information and Consultation in Europe', Royal Holloway University (2012)

Invited presenter for ESRC seminar series 'Interdisciplinary Perspectives on Career and Migration', Loughborough University Business School (2009)

#### **University/Research Institute Seminars:**

Hans Boeckler Stiftung – WSI (2023)

Rutgers University (2023)

Università degli Studi di Milano (2022)

Free University Berlin (2022)

Berlin School of Economics and Law (2022)

Max Planck Institute for the Study of Societies (MPIfG) (2022)  
l'Université Paris 1 Panthéon-Sorbonne (2022)  
King's College London (2022)  
Uniwersytet Wrocławski, Instytut Socjologii (2021)  
Scuola Normale Superiore, Florence (2021)  
WZB Berlin Social Science Center, Research Group Globalization, Work, and Production (2021)  
Warwick Business School, Industrial Relations Research Unit (Webinar, 2021)  
Leeds University Business School, Centre for Employment Relations, Innovation and Change (Webinar, 2020)  
Pennsylvania State, School of Labor and Employment Relations (2019)  
Laboratoire d'Economie et de Sociologie du Travail (LEST) (2010, 2017)  
FAOS Employment Relations Research Center, University of Copenhagen (2016)  
Warwick Business School, Industrial Relations Research Unit (2012)  
Freie Universität, Institut für Management (2011, 2012, 2013)  
Cardiff University, 'Ideas at Work' Conference, Invited final panel discussant (2010)  
University of New South Wales, Australian School of Business (2009)  
Leeds University Business School (2009)  
Birkbeck School of Management and Organisational Psychology (2009)  
Cardiff University Business School (2009)  
WZB Berlin Social Science Center (2008)  
Nijmegen University Business School (2004)

### ***Practitioner Panels and Conferences***

Invited speaker, *AI for Good* Series, ILO. '[AI, job quality, and worker voice: Conditions for mutual gains in the digital economy.](#)' October 2024.

Invited participant, *The Economic Impacts of Artificial Intelligence and Emerging Technology*, organized by the *Washington Center for Equitable Growth*, Boston, July 2024.

Moderator, *Human Rights Summit on AI and Ethics*, Panel: 'Rethinking Work: AI's Impact on Labor - Issues and Opportunities', Robert F. Kennedy Human Rights Compass, New York City. November 2023

Invited speaker, *Mitbestimmte KI-Einführung gestalten*. humAIne Ideenlabor (Ideas Lab), ZESS, Bochum, Germany. November 2023

Invited panelist, *AI Policy Symposium*, Panel: 'AI and the Future of Work', Autonomous Systems Policy Institute, Washington DC. October 2023

Invited panelist, *Harnessing Tech for Worker Power and Inclusive Prosperity*, Washington Center for Equitable Growth, Virtual Panel. May 2023

Invited book talk, 'Tech and Telecom Workers Challenge Corporate Power', Communications Workers of America, Virtual Talk. May 2023

eCornell Virtual Keynote, *Electrifying the Auto Industry by 2030* (with Art Wheaton and Ian Greer). October 2022

Moderator, *Collective Bargaining and Algorithmic Management*, ETUI, Virtual Conference. March 2022

Moderator, *Platform Workers Forum: Global Perspectives on Organizing and Policy*, Worker Institute, Virtual Conference. November 2020

Webinars, *Worker Stress in Call Centers*, Communication Workers of America (Multiple Locals/Districts). July-October 2019.

Invited speaker, Plenary debate on 'The Future of Industrial Relations' with Lucio Baccaro. Hans Boeckler Stiftung, *WSI Herbstforum*, Berlin, Germany, November 2018

Invited speaker, *Labor and unions study group*, Seoul, S. Korea, July 2018

Session organizer and moderator, *Workers' Rights in the Gig Economy: A Conference on Policy and Organizing Responses to Precarious Work*, ILR Worker Institute, New York City. April 2018

Keynote speaker, *the Cornell International Affairs Review Gala dinner*, Cornell University. May 2016

Invited speaker, *Union Network International World ICTS Meeting*, Stockholm, Sweden. April 2015

Invited speaker, *Workshop on HRM with Indian Revenue Officers*, London School of Economics and Political Science. October 2014

Invited speaker, *Global Call Center Conference*, organized by UNI-ICTS and CWA, Orlando, FL, January 2014

Workshop organizer and speaker, *Finnish Industrial Wage Earners Association & LSE EROB Group: Meeting and research exchange*, London, UK, December 2013

Invited speaker, Communication Workers of America, Washington DC, June 2013

Conference organizer and presenter, *Alternative routes to good jobs in the service economy: Employment restructuring and HRM in telecommunications firms*. Final Project Conference: ESRC Grant RES-061-25-0444. London School of Economics and Political Science, May 2013

Invited speaker, *People, Purpose, Power: LSE HR Conference 2013*, London School of Economics and Political Science, May 2013

Invited panelist, *Union Network International ICTS World Committee meeting*, Geneva, Switzerland, May 2013

Invited to present report: *Making the Right Call: Redesigning Call Centres from the Bottom Up*. Union Network International Europa ICTS Plenary, Brussels, Belgium, October 2012.

Invited speaker, *Where are the world's unions headed?* Conference at Sydney Trades Hall, Unions New South Wales, Sydney, Australia, August 2009

Invited speaker, *Expert Meeting on the Social Implications of Corporate Governance*, EuroFound, Dublin, Ireland, December 2008

Invited speaker, Final conference, Projekt *„Zukunft von Arbeitsbeziehungen und Arbeit in Europa“ (ZAUBER)*, Osnabrueck, Germany, September 2008

Invited speaker, Workshop on precarious employment in Europe (*„Prekäre Beschäftigung in Europa – Konzepte für mehr sichere Arbeit“*), Projekt *„Zukunft von Arbeitsbeziehungen und Arbeit in Europa“ (ZAUBER)*, ver.di Bundesverwaltung, Berlin, Germany, September 2008

Invited speaker, *Call Centre Association Annual Convention*, Edinburgh, UK, November 2006

Invited speaker, *Communication Workers of America Customer Service Conference*, Cranford, NJ, May 2005

Invited participant, *Call Center Forum Deutschland e.V. Regional Conference*, Dortmund, Germany, April 2004

## CONFERENCE PRESENTATIONS

Ivanovski, S. and V. Doellgast. Artificial intelligence and the future of work in the game development industry. ILO: Regulating for Decent Work, Geneva, 2023.

Bellego, M., V. Doellgast, and E. Pannini. From Taylorism to Teams of Technicians: Organisational and Institutional Experimentation at France Télécom. CRIMT Conference, Montreal, 2022; Labor and Employment Relations Association, 2023.

Doellgast, V., M. Dupuis, I. Greer, A. Kirsch, A. Wheaton. A Just Transition for Autoworkers? Electric Vehicles and Industry Restructuring in a Transatlantic Comparison. CRIMT Conference, Montreal, 2022.

O'Brady, S. and V. Doellgast. Collective Responses to Work from Home During the Pandemic: A Comparison of Contact Centers in Canada, Germany, and the U.S. Labor and Employment Relations Association, 2022; Society for the Advancement of Socio-Economics, Amsterdam, 2022; CRIMT, Montreal, 2022.

Doellgast, V., Wagner, I., and O'Brady, S. Negotiating limits to algorithmic management in digitalised services: Cases from Germany and Norway. Society for the Advancement of Socio-Economics, Amsterdam, 2022; Council for European Studies, Reykjavik, 2023.

Ibsen, C. L., Sezer, L., & Doellgast, V. Coordination versus organization: Diverging logics of firm cooperation in Denmark and Sweden. Council for European Studies, Lisbon, 2022.

Doellgast, V. Outsourcing, labor power, and solidarity. American Sociological Association, 2020.

Doellgast, V. Democracy at work: Worker health and communicative power. American Sociological Association, 2020.

Blatter, D., V. Doellgast, and S. O'Brady. Outsourcing, worker stress, and union response in US call centers. Labor and Employment Relations Association, 2020; and Society for the Advancement of Socio-Economics, 2020.

Doellgast, V. Inclusive Institutions, Exit Options, and the Politics of Outsourcing. American Sociological Association, New York City, NY, 2019.

Doellgast, V. Reconstructing Solidarity: Combating inequality through rebalancing worker power. Society for the Advancement of Socio-Economics, Kyoto, Japan, 2018.

Ibsen, C., V. Doellgast, and L. Sezer. Do Fragmented Employers Produce Fragmented Work? A Comparison of Employers' Associations in Denmark and Sweden. [later version: Coordination versus organization: Diverging logics of firm cooperation in Denmark and Sweden] Labor and Employment Relations Association, Baltimore, MD, 2018; International Labor and Employment Relations Association World Congress, Seoul, S. Korea, 2018; Conference of Europeanists, Lisbon, 2022.

Doellgast, V., N. Lillie, and V. Pulignano. From Dualization to Solidarity: Halting the Cycle of Precarity. Society for the Advancement of Socio-Economics, Lyon, France, 2017.

Benassi, C., V. Doellgast, and K. Sarmiento-Mirwaldt. Institutions and Inequality in Liberalizing Markets: Explaining Different Trajectories of Institutional Change in Social Europe. Society for the Advancement of Socio-Economics, London, UK, 2015; Council of Europeanists, Paris, France, 2015.

- Doellgast, V., M. Bellego, and E. Pannini. After the social crisis: The transformation of employment relations at France Telecom. International Labour Process Conference, Athens, Greece, 2015; Society for the Advancement of Socio-Economics, London, UK, 2015; CRIMT-SSHRC Partnership Project on Institutional Experimentation for Better Work, Magog, Canada, 2019.
- Doellgast, V. and D. Marsden. Institutions as rules and resources: Explaining cross-national divergence in employment systems. International Labour Process Conference, Athens, Greece, 2015; Society for the Advancement of Socio-Economics, San Francisco, CA, 2016.
- Doellgast, V., K. Sarmiento-Mirwaldt, and C. Benassi. Institutions and Inequality in Liberalized Markets: A Cross-national Comparison. Employment Relations in Europe Conference, Lisbon, Portugal, September 2012; Labor and Employment Relations Association, St. Louis, MO, 2013; Society for the Advancement of Socio-Economics, Milan, Italy, 2013.
- Bojesen, A., O. Sorensen and V. Doellgast. Social Partnership and High Involvement Management in Denmark. International Labour Process Conference, Leeds, UK, 2011.
- Greer, I. and V. Doellgast. Marketization and Institutional Change: From an Idea to its Social Effects. Work Employment and Society Conference, Brighton, UK, 2010; Cardiff University Business School 'Ideas at Work' conference, September 2010; and Society for the Advancement of Socio-Economics, Madrid, Spain, 2011
- Doellgast, V. Still a Coordinated Model? Market Liberalization and the Transformation of Employment Relations in the German Telecommunications Industry. Labor and Employment Relations Association, San Francisco, CA, 2009; and International Labour Process Conference, Edinburgh, Scotland, 2009.
- Doellgast, V., H. Nohara and R. Tchobanian. Collective Bargaining and the Restructuring of Service Work in the French and German Telecommunications Industries. Sloan Industry Studies Annual Conference, Boston, MA, 2008; Society for the Advancement of Socio-Economics, 2009; and the World Congress of the International Industrial Relations Association, Sydney, Australia, 2009.
- Doellgast, V. Representative Voice and High Involvement Management: A Comparative Study of Service Work Reorganization in the US and Germany. 'Comparative Workplace Studies: A British Journal of Industrial Relations Workshop', Centre for Economic Performance, London School of Economics, London, UK, 2008.
- Doellgast, V., U. Holtgrewe and S. Deery. The Effects of National Institutions and Collective Bargaining Arrangements on Job Quality in Front-line Service Workplaces. Society for the Advancement of Socio-Economics, Copenhagen, Denmark, July 2007; and the Global Call Center Project Conference, Edinburgh, UK, 2006.
- Doellgast, V. Collective Bargaining and High Involvement Management in Comparative Perspective: Evidence from US and German Call Centers. British Universities Industrial Relations (BUIRA) International IR Study Group, Kings College London, July 2007; and the Global Call Center Project Meeting, WZB, Berlin, Germany, 2005.
- Doellgast, V. The New Politics of Restructuring: National Industrial Relations and Local Bargaining Power in the US and German Telecommunications Industries. British Academy of Management (BAM) HRM Special Interest Group Conference, London School of Economics, 2007; Labor and Employment Relations Association, Chicago, IL, 2007; Society for the Advancement of Socio-Economics, Trier, Germany, 2006; and International Labour Process Conference, London, UK, 2006.
- Doellgast, V. Market Convergence and the Disorganization of Collective Bargaining in Telecommunications: The US and Germany Compared. International Knowledge, Economy and Management Congress, Kocaeli, Turkey, 2006.

- Holtgrewe, U. and V. Doellgast. Path Dependency and New Flexibility: Union Strategies and Constraints in German Call Centers. Society for the Advancement of Socio-Economics, Trier, Germany, 2006.
- Doellgast, V. and I. Greer. Vertical Disintegration and the Disorganization of German Industrial Relations. Society for the Advancement of Socio-Economics, Budapest, Hungary, 2005.
- DeGriip, A., V. Doellgast, U. Holtgrewe, K. Shire, D. van Jaarsveld. Call Center Management and Worker Outcomes in the European Union: The Labor Mediated Cases of the Netherlands and Germany Compared. Industrial Relations Research Association, Philadelphia, PA, 2005.
- Doellgast, V. Regulating the Flexible Workplace: Union Strategies toward Call Center Outsourcing in the United States and Germany. 'Neue Medien im Alltag' conference, Technische Universität Chemnitz, Germany, 2004.
- Doellgast, V. Organisational Relationships, Management Strategy and Work Organisation: Comparing Contract and Union Call Centres. International Labour Process Conference, Amsterdam, Netherlands, 2004.
- Doellgast, V. and D. Van Jaarsveld. Interfirm Networks in the Call Center Industry. Industrial Relations Research Association, San Diego, CA, 2004.

#### **MEDIA MENTIONS, INTERVIEWS, BLOGS, PODCASTS**

- Der Spiegel (Germany)*. October 10, 2024 – Der Spiegel 42/2024. [Künstliche Intelligenz im Callcenter: Redet wie ein Mensch – und führt 600 Gespräche gleichzeitig.](#) By Patrick Beuth and Torsten Kleinz.
- Asahi (Japan)*. August 13, 2024. [The era in which AI will become the 'boss': Customer sentiment weighing advice, changing call centers.](#) By Daisuke Igarashi.
- Deutschlandfunk (Germany)*. June 27, 2024. [Wieso die Gewerkschaften in Hollywood so erfolgreich sind.](#) By Ana Radić. (Radio interview)
- Bloomberg Law*. May 23, 2024. [Who's Afraid of an AI Jobs-Apocalypse? Not America, Apparently.](#) By David Jolly.
- The Guardian*. February 29, 2024. [We must start preparing the US workforce for the effects of AI – now.](#) By Steven Greenhouse
- City Works – CUNY TV*. February 5, 2024. [Artificial Intelligence: The Promise and the Peril.](#) With Laura Flanders and Mikhael Simmonds.
- The Guardian*. January 7, 2024. ['Constantly monitored': the pushback against AI surveillance at work.](#) By Steven Greenhouse.
- Forbes*. December 12, 2023. [Will AI Spell the End of the Contact Center Agent?](#) By Gadi Shamia.
- Deutschlandfunk (Germany)*. October 16, 2023. [Gewerkschaften in den USA: Beliebt, aber beschränkt.](#) By Ana Radić. (Radio interview)
- Labor Exchange Podcast – KGNU Community Radio*. October 2, 2023. [Artificial Intelligence and the Workplace.](#) With Robert Lindgren, Colorado AFL-CIO. (Radio interview)
- The Washington Post*. October 3, 2023. [ChatGPT provided better customer service than his staff. He fired them.](#) By Pranshu Verma.
- ILO Future of Work Podcast*. July 19, 2023. [Does Artificial Intelligence threaten decent work?](#)



*The New York Times*. July 19, 2023. [Training my replacement: Inside a call center worker's battle with AI](#). By Emma Goldberg.

*ETUI Podcast*. June 20, 2023. [Regulating AI at work](#).

*The Globe and Mail*. June 12, 2023. [Unions aim to protect workers from AI – but struggle to keep up](#). By Vanmala Subramaniam.

*The New Daily*. May 20, 2023. [Hollywood writers and studios battle over the future of AI as writers strike enters third week](#). By Louise Talbot.

*New Scientist*. May 15, 2023. [Why use of AI is a major sticking point in the ongoing writers' strike](#). By Jeremy Hsu.

*Marketplace Tech, NPR*. May 10, 2023. [Labor unions' fight against AI is nothing new - Marketplace](#). (Radio interview)

*The Globe and Mail*. March 27, 2023. [How AI is changing the jobs of call centre workers](#). By Vanmala Subramaniam.

*HR Dive*. March 6, 2023. [It 'stops at the door': WTW's benefit advisors say firm's pay practices fall short of its guidance to employers](#). By Ryan Golden.

*The Wall Street Journal*. February 18, 2023. [AI in the Workplace is Already Here. The First Battleground? Call Centers](#). By Lisa Bannon.

*Deutschlandfunk*. February 15, 2023. [Mentale Gesundheit: Weg mit dem Druck](#). By Ana Radic. (Radio interview)

*Dollars&Sense*, September/October 2022. [Taylor's Digital Stopwatch](#). By Robert Ovetz.

*Law360*, January 3, 2022. [3 Major Labor Negotiations to Watch in 2022](#). By Tim Ryan.

*WSI-Blog Work on Progress*, August 17, 2021. [Gesundheitsschutz in der Pandemie: Der Kampf der Gewerkschaften in den USA](#). By Virginia Doellgast.

*Vox*, June 24, 2020. [How police unions became so powerful – and how they can be tamed](#). By Dylan Matthews.

*Worker Institute Blog*, June 9, 2020. [A call for radical solidarity with the #BlackLivesMatter Movement](#). By Ifeoma Ajunwa, Virginia Doellgast, Shannon Gleeson, Kate Griffith, Verónica Martínez-Matsuda.

*Worker Institute Blog*, May 21, 2020. [Essential workers need more than a 'workers bill of rights' to stay healthy during the covid-19 pandemic](#). By Virginia Doellgast.

*The New York Times*, May 14, 2020. [Amazon's showdown in France tests its ability to sidestep labor](#). By Liz Alderman and Adam Satariano.

*LSE Business Review*. March, 2020. [How the unions helped transform employment relations at France Télécom](#). By Elisa Pannini.

*Marxist Sociology Blog*. February 26, 2020. [Labor and the Social Crisis at France Telecom](#). By Virginia Doellgast.

*LatinAmerican Post*. February 16, 2020. [French unions played key role in protecting workers' mental health](#).

*Cornell Chronicle*. February 12, 2020. [ILR study could help unions protect workers' mental health](#).

*SASE Newsletter*. Winter 2018/19. [The Futures of Solidarity: A Discussion with Professors Virginia Doellgast and Michael McCarthy](#).

*BBC World Service: Business matters*. February 13, 2019. [Interview to discuss the ILO report 'World Employment and Social Outlook: Trends 2019'](#) (Radio interview)

*Android Headlines*. August 28, 2018. [AT&T has closed 44 call centers since 2011, despite raking in record profits](#) by Alexander Maxham.

*The Guardian*, August 28, 2018. ['They're liquidating us': AT&T continues layoffs and outsourcing despite profits](#) by Michael Sainato.

*The New York Review of Books*, May 24, 2018. [Big Brother Goes Digital](#) by Simon Head.

*Oxford University Press: Academic Insights for the Thinking World*. December 6, 2017. [Labor unions and solidarity in times of precarity](#). By Virginia Doellgast, Nathan Lillie, and Valeria Pulignano.

*Work In Progress*, March 6, 2018. [Product market liberalization and labour market inequality in social Europe](#). By Chiara Benassi and Virginia Doellgast.

*BBC World Report*, April 10, 2012. Interview to discuss the book: Doellgast, V. (2012) *Disintegrating Democracy at Work: Labor Unions and the Future of Good Jobs in the Service Economy*. (Radio interview)

## TEACHING

### ***Cornell University (September 2015-present)***

ILRIC 4325/6325 European Social Model; ILRIC 2350 Work, Labor, and Capital in the Global Economy; ILRIC 2370 Employee Involvement and Workplace Democracy; ILRIC 5300 Outsourcing and HRM in the Networked Firm; ILRIC 5310 Labor Solidarity and Union Campaigns; ILRIC 7370 Political Economy of Solidarity; ILRIC/OB 7710 Economic Democracy and Employee Voice

### ***London School of Economics (September 2008-June 2015)***

ID300 Special Topics in Management; ID432 International Employment Relations; ID438 Globalization and Human Resource Management; MG190 Human Resource Management and Employment Relations

### ***King's College London (January 2006-June 2008)***

PhD seminar: Strategies in Theory and Research; SMN133 Evolution of Modern Business; SMN348 International Human Resource Management; SMM107 Comparative Human Resource Management

### ***Invited teaching***

PhD workshop: Industrielle Beziehung: Theory and Research, April 2008  
 SOQUA - Sozialwissenschaftliche Berufsqualifizierung, FORBA, Vienna, Austria  
 Workshop on US Labor Law and Labor History, April 2008  
 Bildungsstaette Jagdmeierhof, Arbeitnehmerkammer Linz, Austria

### ***PhD student supervision (Chair)***

Stefan Ivanovski (from 2023)  
Jeonghun Kim (from 2021) The role of discourse in building workers' power resources (Cornell)  
Dongwoo Park (from 2020) Organizational conditions for union inclusiveness: Evidence from South Korea (Cornell)  
Nickolaus Krachler (2017-2021) Understanding the conditions for reorganizing work in health and social care: A comparison of care coordination programs in the US and the UK (Cornell)  
Elisa Pannini (2012-2015) Effects of labour market policy on employer strategies towards contingent workers (LSE)  
Lisa Sezer (2009-2014) Social networks and regional development in an emerging economy: The new Muslim business elite in Turkey (LSE)  
Chiara Benassi (2010-2014) Union strategies toward contingent workers in Europe (LSE)

### **UNIVERSITY ADMINISTRATION AND SERVICE (selected)**

#### ***Cornell University***

Member, PhD Committee (2023-present)  
Chair, MS Labor Committee (2022-present)  
Member, Graduate Committee (2022-present)  
Member, Committee on Academic Freedom and the Professional Status of the Faculty (2022-present)  
Faculty Lead, King's College London Global Hub (2022-present)  
Member, Undergraduate Admissions Committee (2022-2023)  
Member, International Programs Committee (2016-present)  
Member, ILR Press Faculty Board (2020-22)  
Co-chair, Non-HRO Master's Committee (2020-21)  
Member, 75<sup>th</sup> Anniversary Planning Committee (2019-20)  
Member, Research Committee (2019-21)  
Faculty Advisor, the Association for International Human Rights (2016-21)  
Department Chair, International and Comparative Labor Department (2017-20)  
Member, Cornell University Internationalization Council (2018-19)  
Member, Teaching Committee (2018-19)  
Member, Undergraduate Curriculum Review Committee (2017-19)  
Co-chair, International and Research Subcommittees, Strategic Review, ILR School (2015-16)

#### ***London School of Economics and Political Science***

Faculty Group Lead, Employment Relations and HRM Group (2014-15)  
Member, Graduate Studies Sub-Committee (2011-14)  
Head of MSc Exam Committee (2011-15)  
Programme Director, MSc International Employment Relations and HRM (2011-14)  
Member, Teaching Committee (2011-15)  
Third-year tutor, BSc in Human Resource Management (2008-12)  
Member, PhD in Management Working Party (2008-10)

#### ***King's College London***

Coordinator, 'With Management' and 'Maths and Management' Degree Programmes (2006-8)  
Study Abroad Tutor and Exchange Programme Coordinator, King's College London (2007-8)

## **ACADEMIC SERVICE**

### ***Journal Editing and Reviewing***

Co-Editor, *Industrial and Labor Relations Review* (from 2022)  
Member of the Editorial Board, *Socio-Economic Review* (from 2021)  
Member of the Editorial Advisory Board, *Work in the Global Economy* (from 2019)  
Member of the Editorial Committee, *Transfer: The European Review of Labour and Research* (from 2019)  
Member of the Editorial Advisory Board, *Comparative Labor Law and Policy Journal* (from 2018)  
Member of the International Editorial Board, *Industrial and Labor Relations Review* (2011-22)  
Member of the International Advisory Board, *Industrielle Beziehungen: The German Journal of Industrial Relations* (from 2010)  
Associate Editor, *British Journal of Industrial Relations* (January 2013-December 2018)  
Book Reviews Editor, *British Journal of Industrial Relations* (January 2009-December 2012)  
Member of the Editorial Board, *Work, Employment and Society* (July 2008-July 2012)  
Guest Editor for a special issue of *Industrial and Labor Relations Review* on Toward New Theories in Employment Relations, with A. Colvin and M. Bidwell; Co-organizer of a conference for the special issue at MIT (2017-2021)  
Guest Editor for special issue of *Human Resource Management Journal* on Situating Human Resource Management Practices in their Political and Economic Context, with S. Vincent, G.J. Bamber, R. Delbridge, J. Grady, and I. Grugulis (2017-2020)  
Guest Editor for a special issue of *British Journal of Industrial Relations* on Corporate Social Responsibility and Labour Standards, with Gregory Jackson and Lucio Baccaro; Co-organizer of BJIR conference for the special issue at LSE (2015-2017)  
Guest Editor for special symposium of *British Journal of Industrial Relations* on the Outsourcing and Offshoring of Service Work, with Sarosh Kuruvilla and Christopher Erickson; Co-organizer of BJIR conference for the special issue (November 2010)  
Reviewer for *Administrative Science Quarterly*, *British Journal of Industrial Relations*, *Cambridge Journal of Economics, Economy and Society*, *European Journal of Industrial Relations*, *European Journal of Sociology*, *Human Relations*, *Human Resource Management Journal*, *Industrial and Labor Relations Review*, *Industrial Relations*, *Industrielle Beziehungen*, *Journal of Common Market Studies*, *Journal of Labor Research*, *Political Studies Review*, *Relations Industrielles/Industrial Relations*, *Socio-Economic Review*, *Transfer*, *Work and Occupations*, *Work, Employment, and Society*  
Reviewed academic books for publication by: *Cambridge University Press*, *Edward Elgar Publishing*, *ILR Press (Cornell University Press)*, *Oxford University Press*, *Sage Publications*, *Wiley*

### ***Grant, Project, and Promotion Reviewing***

Expert Panelist, Social Sciences and Humanities Research Council of Canada (SSHRC) Partnership Grants Competition (September-December 2020)  
Invited reviewer, grant proposals, Washington Center for Equitable Growth (from 2020)

Invited reviewer, grant proposals, Russell Sage Foundation (from 2018)  
Member of the Advisory Committee (*Beirat*) for the Hans-Böckler-Stiftung funded project, *Gute Arbeit und Sozialpartnerschaft in der Energiewende? Das Beispiel der Windkraftindustrie* (2014-2016)  
Invited reviewer, *Industrial Relations in Europe 2012 Report*, European Commission, Project Conference, Brussels, Belgium (June 2012)  
Member of the Economic and Social Research Council (ESRC) Grant Review College (2012-15)  
Invited discussant, Russell Sage Low Wage Project, *Opportunity in the Workplace: A United States-Europe Comparison*, Project Conference, Paris, France (February 2008)

### **Professional Associations**

Member of the Steering Committee, *Academic Alliance for AI Policy* (AAAIP) (2023)  
President Elect, *Society for the Advancement of Socio-Economics* (SASE) (2023)  
David Marsden Best Paper Prize Committee, Member (2022-2023)  
Executive Council, Member (2014-20)  
Women and Gender Forum Organizing Committee, Member (from 2017)  
Greening Working Group, Chair (2019-20)  
Diversity Working Group, Member (2018-19)  
Early Career Workshop Committee, Member & Co-organizer (2017-19)  
Socio-Economic Review Best Paper Prize Committee, Member (2016-17)  
Membership Committee, Member (2014-16)  
Member of the Executive Board, *Labor and Employment Relations Association* (LERA) (2017-20)  
Diversity and Inclusion Committee, Chair (2020-2023)  
Diversity and Inclusion Committee, Member (2018-20)  
Nominations Committee, Chair (2019)  
Nominations Committee, Member (2018)  
*Virtual Chapter of LERA (VLERA)*, Organizing Committee (2018)  
Work and Employment Relations Network, Co-Coordinator (with Alex Colvin) (2011-13)

### **Conference Organizing**

Organizing Committee, *AI and the Future of Work* conference & ILRR special issue, Cornell University (September 2023-September 2024)  
Organizing Committee, *8<sup>th</sup> Regulating for Decent Work Conference*, International Labour Organization, Geneva (Fall 2022 - July 2023)  
Organizing Committee, *7<sup>th</sup> Regulating for Decent Work Conference*, International Labour Organization, Geneva (online) (Fall 2020 - July 2021)  
Organizing Committee, *Labor in the 21<sup>st</sup> Century: Challenges and Opportunities*, Worker Institute, Virtual Conference (March 2021)  
Organizing Committee, *Platform Workers Forum: Global Perspectives on Organizing and Policy*, Worker Institute, Virtual Conference (November 2020)  
Organizing Committee, *6<sup>th</sup> Regulating for Decent Work Conference*, International Labour Organization, Geneva (Fall 2018 - July 2019)

Organizing Committee, *Transatlantic Social Dialogue: Labor Solidarity in Dividing Times*, Cornell Worker Institute, Hans Boeckler Stiftung, European Trade Union Institute. (Annual meeting: 2017-2020)  
Organizer and Chair, Chapter development workshop for the edited book, *Reconstructing solidarity: Labour unions, precarious work, and the politics of institutional change in Europe*, V. Doellgast, N. Lillie, and V. Pulignano, eds. Cornell University, ILR School (June 2016)  
Coordinator, *Comparative Employment Relations and Governance Study Group*, LSE and King's College London (2009)

## **PROFESSIONAL MEMBERSHIPS**

Labor and Employment Relations Association (LERA)  
Society for the Advancement of Socio-Economics (SASE)  
Council for European Studies (CES)

## **LANGUAGES**

**German:** fluent speaking proficiency, strong reading proficiency, good writing proficiency  
**French:** conversational speaking proficiency, strong reading proficiency, basic writing proficiency  
**Spanish:** conversational speaking proficiency, strong reading proficiency, basic writing proficiency