

Dr. Alex Goddard

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RESEARCH AREAS

- Assessing and improving the quality of text-based dialogues (e.g., complaints, consumer feedback, social media).
- Reviewing and conceptualising norms of public dialogue (deliberative democracy).
- Methods for ensuring psychometric validity and reliability of psychological measures (surveys & text).
- Assessing and improving organisational culture using psychological insights (e.g., analysing complaints).

RESEARCH SKILLS

Quantitative (R & Python):

Survey development and validation, Machine Learning for classification tasks, Natural Language Processing, Structural Equation Modelling & Factor Analysis, Survival Analysis, Mixed Effects Modelling & Linear Regression.

Qualitative:

Semi-structured interviews, Thematic Analysis, Abductive Analysis, Discourse Analysis.

EDUCATION

London School of Economics and Political Science, London, UK

PhD in Psychological and Behavioural Science, *No corrections*

Title: *Assessing the quality of online dialogue: Repairing deliberative norm violations* 2019–2024

London School of Economics and Political Science, London, UK

MSc Social Cultural Psychology, *Distinction*

2017–2018

King's College London, London, UK

MA Cultural and Creative Industries, *Distinction*

2015–2016

Rose Bruford College, London, UK (awarded by University of Manchester)

BA Performance Sound, *First Class Honours*

2012–2015

JOURNAL PUBLICATIONS

Goddard, A. & Gillespie, A. (2025). RAMP: The Repeated Adjustment of Measurement Protocols method for developing textual measures in psychology. *Psychological Methods*. Online First Publication. [\[pdf\]](#)

Goddard, A. & Gillespie, A. (2025). Conversational repairs on Reddit: Widely initiated but often uncompleted. *PLOS ONE*, 20(1), e0316618. [\[pdf\]](#)

Bunt, H., **Goddard, A.**, Reader, T., & Gillespie, A. (in press). Validating the use of large language models for psychological text classification. *Frontiers in Social Psychology*, 3, 1460277. [\[pdf\]](#)

Goddard, A. & Gillespie, A. (2023). Textual indicators of deliberative dialogue: A systematic review of methods for studying the quality of online dialogues. *Social Science Computer Review*, 41(6), 2364–2385. [\[pdf\]](#)

Goddard, A. (2022). When accusing someone of infidelity isn't accusing them of infidelity. Commentary on "pursuing affiliation through conflict in young adult couples' natural conversations". *Journal of Integrated Social Sciences*, 12(1), 24–33. [pdf]

MANUSCRIPTS IN PREPARATION OR UNDER REVIEW

Goddard, A., Reader, T.W., & Gillespie, A. (revise and resubmit). Measuring Corrective Culture in Hospital Responses to Patient Concerns about Safety and Quality Raised Online. *Safety Science*.

Goddard, A., Bunt, H., Gillespie, A., & Heitmayer, M. "We don't ban you immediately for an offense": Reddit moderators reveal the importance of norm violations for maintaining the quality of online dialogue.

Pandolfo, A.M., **Goddard, A.**, Reader, T.W., & Gillespie, A. Opening the black box: Safety voice and listening underpin team situation awareness and aviation accident severity.

CONFERENCE PRESENTATIONS

Goddard, A., Gillespie, A., & Reader, T.W. Leveraging large language models for measuring organisational learning in patient feedback.

Behavioural Science as Applied to Healthcare 2025 Conference, King's College London (Presentation), December 2025.

Goddard, A. & Gillespie, A. RAMP: The Repeated Adjustment of Measurement Protocols method for developing textual measures in psychology.

Cultural and Social Psychology meeting for the Open Psychology Research Centre (Presentation), November 2022.

PROFESSIONAL EXPERIENCE

London School of Economics, London, UK

LSE Fellow

2025–Present

- Designed and delivered lectures for various courses in Psychological and Behavioural Sciences (e.g., Contemporary Social and Cultural Psychology, Dissertation Methods).
- Course Convenor for Dialogue, Conflict and Negotiation optional module (approx. 60 students).
- Dissertation supervisor and mentorship.

York St John's, York, UK

Guest Lecturer

2025

- Designed and delivered a lecture on conversational repair for the Psychology BSc (3rd year) Interactional Psychology optional module.

London School of Economics, London, UK

Guest Lecturer

2024–2025

- Designed and delivered lectures and seminars for the MSc courses of Contemporary Social and Cultural Psychology, Dialogue, Conflict and Negotiation, and Dissertation Methods.

London School of Economics, London, UK

Post-doctoral Research Officer

2024–2025

- Developing measure for assessing the quality of healthcare responses to complaints using large-language models.

London School of Economics , London, UK <i>Research Consultant</i>	2022–2024
<ul style="list-style-type: none"> • Developing and validating text classifiers and survey measures for HR. • Assessing company culture using text analysis and survey measures. 	
London School of Economics , London, UK <i>Graduate Teaching Assistant</i>	2020–2023
<ul style="list-style-type: none"> • Developed and delivered academic skills workshops for the Social and Cultural Psychology MSc (e.g., reading academic articles, writing annotated bibliographies). • Developed and delivered yearly R lecture and workshop for the Department of Psychological and Behavioural Science MSc courses. 	
Central Test , London, UK <i>Psychometrician and Training Consultant</i>	2019–2020
<ul style="list-style-type: none"> • Assessing reliability and validity of survey items. • Developing and testing new surveys. 	
London School of Economics and Political Science , London, UK <i>Research Assistant</i>	2018–2019
<ul style="list-style-type: none"> • Reviewing literature on defensiveness in dialogue. • Coding framework for aviation black-box transcripts. 	
NewBay Media , London, UK <i>Sales Assistant</i>	2018–2019

GRANTS & FUNDING

LSE Research and Impact Support Fund (£36,000)	2025–2026
LSE Research and Impact Support Fund (£20,000)	2024–2025
LSE PhD Studentship (£152,000)	2021–2024

AWARDS, HONOURS, AND SCHOLARSHIPS

LSE Excellence in Education Teaching Award	2025
LSE Hilde Himmelweit Award for best overall performance in degree	2018
KCL Best overall student on taught components	2016

PROFESSIONAL ACTIVITIES AND AFFILIATIONS

Reviewer, <i>Humanities and Social Sciences</i>	2025–Present
Reviewer, <i>AI and Ethics</i>	2025–Present
Reviewer, <i>Scientific Reports</i>	2025–Present
Reviewer, <i>Psychological Methods</i>	2024–Present
Reviewer, <i>PLOS One</i>	2024–Present
Reviewer, <i>European Journal of Social Psychology</i>	2023–Present