

Kristen Lucas

University of Louisville

Associate Professor

Management & Entrepreneurship Department

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CV | August 2023

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ORCID: 0000-0003-1645-6603

Education

- Ph.D. 2006 **Purdue University.** *Brian Lamb School of Communication.* West Lafayette, IN
Major: Organizational Communication
Minors: Labor and Technology; Research Methods
Dissertation: *No footsteps to follow: How blue-collar kids navigate postindustrial careers*
- University of Michigan.** *Institute for Social Research.* Ann Arbor, MI
Summer Institute in Survey Research Techniques (Summer 2002)
- M.A. 2002 **Purdue University.** *Brian Lamb School of Communication.* West Lafayette, IN
Major: Organizational Communication
Minor: Work and Community
Thesis: *Occupational narrative in a blue-collar community: Rejecting the dominant discourse with stories of sisu*
- B.S. 1995 **Northern Michigan University.** *College of Arts & Sciences.* Marquette, MI
Major: Public Relations
Minor: Business Administration
Summa Cum Laude

Academic Appointments

University of Louisville

Associate Professor, Management & Entrepreneurship Department (2013-present)

Associate Dean for Faculty Affairs, College of Business (2019-2022)

Assistant Dean of Program Innovation & Strategic Initiatives, College of Business (2017-2019)

Assistant Professor, Management Department (2012-2013)

University of Nebraska-Lincoln

Assistant Professor, Communication Studies Department (2006-2012)

Affiliate Faculty Member, Institute for Innovative Leadership (2010-2012)

Affiliate Faculty Member, Women and Gender Studies Program (2009-2012)

Purdue University

Dissertation Fellow, Brian Lamb School of Communication (2005-2006)

Graduate Teaching Assistant, Brian Lamb School of Communication (2000-2005)

Special Appointments

- Summer 2016 Visiting Associate Professor, MS Business Analytics and Information Management Program, Krannert School of Management, Purdue University

- Summer 2010 Global Gateway Faculty Associate, Pan Pacific Study Tour (Thailand, Malaysia, Australia, Indonesia), College of Business Administration, University of Nebraska-Lincoln
- Summer 2009 Adjunct Assistant Professor, Consortium Institute of Management and Business Analysis (CIMBA), Paderno del Grappa, Italy

Honors

Research

- Best Paper* (Top 10% Designation). Social Issues in Management Division. Academy of Management. (2018).
- Article of the Year Award*. Sexual Orientation and Gender Identity Caucus. Central States Communication Association. (2018).
- Best Paper Award* (Finalist). Social Issues in Management Division. Academy of Management. (2016).
- Article of the Year Award*. Journal of Family Communication. (2013).
- Article of the Year Award*. Organizational Communication Division. National Communication Association. (2012).
- Certificate of Recognition for Outstanding Contribution to Undergraduate Research*. Undergraduate Creative Activities and Research Experiences Program. University of Nebraska-Lincoln. (2008).
- College of Liberal Arts Distinguished Dissertation Award*. Purdue University. (2007).
- Alan H. Monroe Scholar* for research by a graduate student. Communication Department. Purdue University. (2004).
- Top Paper Award*. Organizational Communication Division. International Communication Association. (2003).

Teaching

- Distinguished Faculty Award in Teaching*. University of Louisville. (2020).
- Meada Gibbs Outstanding Teacher-Scholar Award*. Association for Business Communication. (2019).
- Outstanding Article in Business and Professional Communication Quarterly Award* [pedagogy journal]. Association for Business Communication. (2016).
- Bruce Kendall Award* for excellence in teaching. Communication Studies Department. University of Nebraska-Lincoln. (2012).
- Outstanding New Teacher Award*. Central States Communication Association. (2010).

Bruce Kendall Award for excellence in teaching. Communication Studies Department. University of Nebraska-Lincoln. (2008).

Cooper Award for Outstanding Graduate Teaching Assistant. Central States Communication Association. (2004).

Bruce Kendall Award for excellence in teaching by a graduate student. Communication Department. Purdue University. (2004).

Purdue University Graduate Student Award for Outstanding Teaching. Committee on the Education of Teaching Assistants. Purdue University. (2004).

Excellent Teaching by a Graduate Student Award. Instructional and Developmental Communication Division. International Communication Association. (2004).

Distinguished Teaching Assistant Award. Purdue Graduate Student Government. Purdue University. (2004).

Graduate Teacher Certificate. Center for Instructional Excellence. Purdue University. (2003).

General

Ambassador Award. Association for Business Communication. (2016).

Outstanding Young Alumni Award. Northern Michigan University. (2006).

W. Charles Redding Fellowship for graduate study. Communication Department. Purdue University. (2002/2003).

Outstanding Graduating Senior in Public Relations. Communication and Performance Studies Department. Northern Michigan University. (1995).

Publications & Presentations

Books

Lucas, K., Rawlins, J., & Haugen, J. (2023). *Competent: How to become a better business communicator*. Cincinnati, OH: State-Assisted Academic Library Council of Kentucky. Available: <https://saalck.pressbooks.pub/bcomm/>

Adler, R. B., Maresh-Fuehrer, M. M., Elmhorst, J. M., & Lucas, K. (2019). *Communicating at work: Strategies for success in business and the professions* (12th ed.). New York, NY: McGraw-Hill.

Previous edition: Adler, R. B., Elmhorst, J. M., & Lucas, K. (2013). *Communicating at work: Strategies for success in business and the professions* (11th ed.). New York, NY: McGraw-Hill.

Refereed Research Articles

Thomas, B., & Lucas, K. (2019). Development and validation of the workplace dignity scale. *Group & Organization Management*, 44(1), 72-111. doi:10.1177/1059601118807784

Qian, S., Dubofsky, D., & Lucas, K. (2018). How do situational factors influence ethical decision-making in entrepreneurship? The role of self-construal, temporal-construal, and moral identity. *Journal of Ethics & Entrepreneurship*, 8(2), 30-55.

Lucas, K., Manikas, A. S., Mattingly, E. S., & Crider, C. J. (2017). Engaging and misbehaving: How dignity affects employee work behaviors. *Organization Studies*, 38(11), 1505-1527. doi:10.1177/0170840616677634

Baker, S. J., & Lucas, K. (2017). Is it safe to bring myself to work? Understanding LGBTQ experiences of workplace dignity. *Canadian Journal of Administrative Sciences*, 34(2), 133-148. doi:10.1002/CJAS.1439 [CSCA Sexual Orientation and Gender Identity Caucus Article of the Year Award]

Lucas, K., Kerrick, S. A., & Haugen, J., & Crider, C. J. (2016). Communicating entrepreneurial passion: Personal passion vs. perceived passion in venture pitches. *IEEE Transactions on Professional Communication*, 59(4), 363-378. doi:10.1109/TPC.2016.2607818

Lucas, K., D'Enbeau, S., & Heiden, E. P. (2016). Generational growing pains as resistance to feminine gendering of organization? An archival analysis of human resource discourses. *Journal of Management Inquiry*, 25(3), 322-337. doi:10.1177/1056492615616692

Lucas, K. (2015). Workplace dignity: Communicating inherent, earned, and remediated dignity. *Journal of Management Studies*, 52(5), 621-646. doi:10.1111/joms.12133

Lucas, K., & Fyke, J. P. (2014). Euphemisms and ethics: A language-centered analysis of Penn State's sexual abuse scandal. *Journal of Business Ethics*, 122(4), 551-569. doi:10.1007/s10551-013-1777-0

Republished in: Michaelson, C. (2017). Virtual special issue on humanities and business ethics. *Journal of Business Ethics*, 142(3), 409-412. doi:10.1007/s10551-017-3538-y
Available: <https://link.springer.com/journal/10551/142/3/page/1>

Lucas, K., Kang, D., & Li, Z. (2013). Workplace dignity in a total institution: Examining the experiences of Foxconn's migrant workforce. *Journal of Business Ethics*, 114(1), 91-106. doi:10.1007/s10551-012-1328-0

Buzzanell, P. M., & Lucas, K. (2013). Constrained and constructed choices in career: An examination of communication pathways to dignity. *Annals of the International Communication Association*, 37(1), 3-31. doi:10.1080/23808985.2013.11679144 [Lead Article; formerly *Communication Yearbook*]

Sherry, J. L., & Lucas, K., Greenberg, B. S., & Holmstrom, A. J. (2013). Child development and genre preference: Research for educational game design. *Cyberpsychology, Behavior, and Social Networking*, 16(5), 335-339. doi:10.1089/cyber.2012.0242

Lucas, K., & Buzzanell, P. M. (2012). Memorable messages of hard times: Constructing short- and long-term resiliencies through family communication. *Journal of Family Communication*, 12(3), 189-208. doi:10.1080/15267431.2012.687196 [Journal of Family Communication Article of the Year Award]

Lucas, K. (2011). The working class promise: A communicative account of mobility-based ambivalences. *Communication Monographs*, 78(3), 347-369. doi:10.1080/03637751.2011.589461 [NCA Organizational Communication Division Article of the Year Award]

Lucas, K. (2011). Blue-collar discourses of workplace dignity: Using outgroup comparisons to construct positive identities. *Management Communication Quarterly*, 25(2), 353-374. doi:10.1177/0893318910386445

Lucas, K. (2011). Socializing messages in blue-collar families: Communicative pathways to social mobility and reproduction. *Western Journal of Communication*, 75(1), 95-121. doi:10.1080/10570314.2010.536964

Greenberg, B. S., Sherry, J. L., Lachlan, K., Lucas, K., & Holmstrom, A. J. (2010). Orientations to video games among gender and age groups. *Simulation & Gaming*, 41(2), 238-259. doi:10.1177/1046878108319930

Lucas, K., & Steimel, S. J. (2009). Creating and responding to the gen(d)eralized other: Women miners' community-constructed identities. *Women's Studies in Communication*, 32(3), 320-347. doi:10.1080/07491409.2009.10162393

Lucas, K., Liu, M., & Buzzanell, P. M. (2006). No limits careers: A critical examination of career discourse in the U.S. and China. In M. Orbe, B. J. Allen, & L. A. Flores (Eds.), *International and intercultural communication annual 28* (pp. 217-242). Thousand Oaks, CA: SAGE.

Roy, K. M., & Lucas, K. (2006). Generativity as second chance: Low-income fathers and transformation of the difficult past. *Research in Human Development*, 3(2&3), 139-159. doi:10.1080/15427609.2006.9683366

Lucas, K., & Buzzanell, P. M. (2004). Blue-collar work, career, and success: Occupational narratives of sisu. *Journal of Applied Communication Research*, 32(4), 273-292. doi:10.1080/0090988042000240167 [Lead Article]

Lucas, K., & Sherry, J. L. (2004). Sex differences in video game play: A communication-based explanation. *Communication Research*, 31(5), 499-523. doi:10.1177/0093650204267930 [Lead Article]

Refereed Pedagogical Publications

Haugen, J., & Lucas, K. (2019). Unify and present: Using Monroe's Motivated Sequence to teach team presentation skills. *Communication Teacher*, 33(2), 112-116. doi:10.1080/17404622.2018.1502886

Lucas, K., & Rawlins, J. D. (2015). The competency pivot: Introducing a revised approach to the business communication curriculum. *Business and Professional Communication Quarterly*, 78(2), 167-193. doi:10.1177/2329490615576071 [ABC Outstanding Article in *Business and Professional Communication Quarterly* Award]

Lucas, K., & Rawlins, J. D. (2015). PechaKucha presentations: Teaching storytelling, visual design, and conciseness. *Communication Teacher*, 29(2), 102-107. doi:10.1080/17404622.2014.1001419

Lucas, K. (2011). "The love games people play" survey: Using research methods to examine gendered scripts and stereotypes. *Communication Teacher*, 25(3), 139-143. doi:10.1080/17404622.2011.579913

Lucas, K. (2011). Oral self-critique: Raising student consciousness of communication (in)competence. *Communication Teacher*, 25(1), 12-15. doi:10.1080/17404622.2010.513993

Lucas, K. (2003). The virtual case study: Using computer-mediated communication in group problem-solving. *Communication Teacher*, 17(2), 11-13.

Reprinted in: Lucas, S. E. (2007). *Selections from the Communication Teacher, Vol. VI* (instructional supplement to *The Art of Public Speaking*, 9th ed.).

Invited Articles

Bisel, R. S., Barge, J. K., Dougherty, D. S., Lucas, K., & Tracy, S. J. (2014). A round-table discussion of "big" data in qualitative organizational communication research. *Management Communication Quarterly*, 28(4), 625-649. doi:10.1177/0893318914549952

Lucas, K., & D'Enbeau, S. (2013). Moving beyond themes: Reimagining the qualitative analysis curriculum. *Qualitative Communication Research*, 2(2), 213-227. doi:10.1525/qcr.2013.2.2.213

Book Chapters

Lucas, K. (2022). Moving up: The challenges of communicating a new social class identity. In D. O. Braithwaite, & K. Rossetto, J. Child, & J. T. Wood (Eds.), *Casing interpersonal communication: Case studies in personal and social relationships* (3rd ed., pp. 3-11). Dubuque, IA: Kendall-Hunt.

Previous versions:

Lucas, K. (2015). Moving up: The challenges of communicating a new social class identity. In D. O. Braithwaite & J. T. Wood (Eds.), *Casing interpersonal communication: Case studies in personal and social relationships* (2nd ed., pp. 15-20). Dubuque, IA: Kendall-Hunt.

Lucas, K. (2010). Moving up: The challenges of communicating a new social class identity. In D. O. Braithwaite & J. T. Wood (Eds.), *Casing interpersonal communication: Case studies in personal and social relationships* (pp. 17-24). Dubuque, IA: Kendall-Hunt.

Woods, C. S., & Lucas, K. (2019). Gossard girls are good girls: Labor activism at a 1949 garment factory strike. In D. Gold & J. Enoch (Eds.), *Women at work: Rhetorics of gender and labor* (pp. 224-237). Pittsburgh, PA: University of Pittsburgh Press.

Fyke, J. P., Trisler, B., & Lucas, K. (2018). A failure of courageous leadership: Sex, embarrassment, and (not) speaking up in the Penn State sexual abuse scandal. In J. K. Beggan & S. T. Allison (Eds.), *Leadership and sexuality: Power, principles, and processes* (pp. 73-90). Northampton, MA: Edward Elgar.

Lucas, K. (2017). Archive searching for research. In M. Allen (Ed.), *SAGE encyclopedia of communication research methods* (Vol. 1, pp. 46-49). Thousand Oaks, CA: SAGE.

Lucas, K. (2017). Computer-assisted qualitative data analysis software (CAQDAS). In M. Allen (Ed.), *SAGE encyclopedia of communication research methods* (Vol. 1, pp. 214-218). Thousand Oaks, CA: SAGE.

Lucas, K. (2017). Mobility. In C. R. Scott & L. Lewis (Eds.), *International encyclopedia of organizational communication* (Vol. III, pp. 1635-1643). Chichester, UK: Wiley Blackwell. doi:10.1002/9781118955567.wbieoc144

Lucas, K. (2017). Workplace dignity. In C. R. Scott & L. Lewis (Eds.), *International encyclopedia of organizational communication* (Vol. IV, pp. 2549-2562). Chichester, UK: Wiley Blackwell. doi:10.1002/9781118955567.wbieoc222

Baker, S. J., & Lucas, K. (2017). Challenges in creating a culture of workplace dignity for LGBT employees. In J. P. Fyke, J. Faris, J., & P. M. Buzzanell (Eds.), *Cases in organizational and managerial communication: Stretching boundaries* (pp. 260-264). New York, NY: Routledge.

Lucas, K., & Buzzanell, P. M. (2011). It's the cheese: Collective memory of hard times during deindustrialization. In J. M. Cramer, C. P. Greene, & L. M. Walters (Eds.), *Food as communication: Communication as food* (pp. 95-113). New York, NY: Peter Lang.

Buzzanell, P. M., Shenoy, S., Remke, R. V., & Lucas, K. (2009). Responses to destructive organizational contexts: Intersubjectively creating resilience to foster human dignity and hope. In P. Lutgen-Sandvik & B. D. Sypher (Eds.), *The destructive side of organizational communication: Processes, consequences and constructive ways of organizing* (pp. 293-315). New York, NY: Routledge.

Lucas, K. (2007). Problematized providing and protecting: The occupational narrative of the working class. In W. DeGenaro (Ed.), *Who says? Working-class rhetoric, class consciousness, and community* (pp. 180-199). Pittsburgh, PA: University of Pittsburgh Press.

Lucas, K., & Buzzanell, P. M. (2006). Employees "without" families: Discourses of family as an external constraint to work-life balance. In L. H. Turner & R. West (Eds.), *The family communication sourcebook* (pp. 335-352). Thousand Oaks, CA: SAGE. [Recipient of NCA Family Communication Division's Outstanding Book Award]

Buzzanell, P. M., & Lucas, K. (2006). Gendered stories of career: Unfolding discourses of time, space, and identity. In B. J. Dow & J. T. Wood (Eds.), *The SAGE handbook of gender and communication* (pp. 161-178). Thousand Oaks, CA: SAGE.

Sherry, J. L., Lucas, K., Greenberg, B. S., & Lachlan, K. (2006). Video game uses and gratifications as predictors of use and game preference. In P. Vorderer & J. Bryant (Eds.), *Playing video games: Motives, responses, and consequences* (pp. 213-224). Mahwah, NJ: Lawrence Erlbaum.

Book Review

Lucas, K. (2014). Book review of Quiet: The power of introverts in a world that can't stop talking by Susan Cain. *International Journal of Business Communication*, 51(1), 114-117. doi:10.1177/0021943613509338

Proceedings

Thomas, B., & Lucas, K. (2018). Development and validation of the workplace dignity scale. In G. Atinc (Ed.), *Proceedings of the Seventy-eighth Annual Meeting of the Academy of Management*. Chicago, IL. doi:10.5465/AMBPP.2018.5

Lucas, K., Manikas, A. S., Mattingly, E. S., & Crider, C. J. (2016). Dignity, counterproductive work behavior, and employee engagement. In J. Humphreys (Ed.), *Proceedings of the Seventy-sixth Annual Meeting of the Academy of Management*. Anaheim, CA. doi:10.5465/AMBPP.2016.27

Lucas, K. (2010). Workplace dignity: A cross-cultural perspective of U.S. and Thai organizations. In S. M. Lee & J. H. Tjakraatmadja (Eds.), *Proceedings of the Pan-Pacific Conference XXVII: Managing and competing in the new world economic order* (pp. 161-163). Bali, Indonesia.

Conference Papers & Presentations

Presented more than 60 papers at international, national, and regional conferences:

AACSB
Academy of Management
Association for Business Communication
Central States Communication Association
European Group for Organization Studies
International Communication Association
Kentucky Society for Human Resource Management
Management Communication Association

Miscellaneous Publications (blogs, popular press, etc.)

Lucas, K. (2017, January/February). Toward better business communication. *BizEd Magazine*, pp. 54-61.

Lucas, K. (2016, June 9). If dignity is so simple, then why is it so difficult? *Work in Progress* [web log], American Sociological Association. <http://wp.me/p20bbg-Yn>

Lucas, K. (2016, March 22). Tension between generations points to a shift away from masculine organizations. *SAGE Management Ink* [web log]. <https://managementink.wordpress.com/2016/03/22/>

Lucas, K. (2014, August 8). What do your email messages say about you? *Louisville Business First*, 30(53), p. 32.

Lucas, K. (2006, October). Downsizing and dinner table conversations. *Marquette Monthly*, pp. 14-17.

Leadership Development

Bluegrass Academic Leadership Academy. (2021). Bluegrass Higher Education Consortium.

Board Member: Women Influencing Louisville. (2019-2020).

ACC Academic Leaders Network. (2018-2019). ACC Academic Consortium.

Focus Louisville. (2013, April). Leadership Louisville Center.

Selected Grants

Federation Prize. (2009). "A cross-cultural perspective on communication and workplace dignity." Central States Communication Association. [\$3,000].

Undergraduate Creative Activities and Research Experiences. (2009). Faculty sponsor for Jessica Rick. [\$1,500].

Research Council Grant-in-Aid. (2008). "Communication and workplace dignity scale development." University of Nebraska-Lincoln. [\$6,500].

Undergraduate Creative Activities and Research Experiences. (2008). Faculty sponsor for Jessica Rick. [\$2,000].

Undergraduate Creative Activities and Research Experiences. (2007). Faculty sponsor for Kristin M. Allan. [\$2,000].

Purdue Research Foundation Dissertation Grant. (2005). "No footsteps to follow: How working-class kids navigate postindustrial economy careers." Project Director: Patrice M. Buzzanell. [\$13,776 + benefits and tuition].

National Science Foundation Doctoral Dissertation Research Improvement Grant. (2005). "Doctoral dissertation research: How working-class kids negotiate intergenerational career discontinuity." Project Director: Patrice M. Buzzanell. [\$7,500 – *not funded*].

Purdue Research Foundation Summer Research Grant. (2005). [\$2,296].

Grace H. Magnaghi Visiting Research Fellowship Grant. (2005). Central Upper Peninsula and Northern Michigan University Archives. Northern Michigan University. [\$500].

Teaching & Advising

Director Responsibilities

BizComm, University of Louisville (AY 2012-2019)

- Developed and championed an innovative competency-based curriculum that incorporates a Communication across the Curriculum/Communication in the Discipline (CXC/CID) approach
- Established UofL as a national leader in business communication education through publishing pedagogical articles, teaching workshops, consulting with business schools, and maintaining a website for dissemination of information and supporting materials
- Developed easy-to-use tools for robust, efficient, and consistent business communication assessment across the curriculum
- Recruited and mentored BizComm faculty, securing high-caliber faculty for undergraduate teaching needs, as well as ensuring faculty have publishing opportunities to retain their Scholarly Academic (SA) status for AACSB accreditation purposes

- Managed BizComm coaching service (dedicated BizComm writing/speaking center), including professionalizing the service, supervising operations, and recruiting and mentoring graduate assistants

Business & Professional Communication-University of Nebraska-Lincoln

(AY 2009-2011)

- Provided faculty oversight for a multi-section course serving 1,200+ students annually and requiring an instructional staff of ~50 (2 assistant directors, 9 GTA/adjunct instructors, 40 undergraduate instructional assistants)
- Collaborated with College of Business Administration faculty and solicited input from CBA student council, alumni, and local business professionals to overhaul 30+ year-old curriculum to reflect current business communication needs and standards
- Led the development of an online version of the course that enabled online degree completion for several programs across campus and generated a significant revenue stream for the department

Courses Taught

University of Louisville

MBA/MS Courses

Organizational Behavior

Team Dynamics I & II

Storytelling with Data

MBA Professional Development Modules

Crisis Management

Managerial Communication

Undergraduate Courses

Organizational Behavior

Business Communication

Business Communication (Honors)

Human Resource Management Applications

Courses Taught as Visiting Instructor

Storytelling with Data (Purdue University)

University of Nebraska-Lincoln

Graduate Courses

Organizational Communication

Gender and Communication in Organizations

Communication and Workplace Dignity Doctoral Seminar

Identity, Work, and Organization Doctoral Seminar

Organizational Socialization Doctoral Seminar

Undergraduate Courses

Organizational Communication

Global Organizational Communication

Communication and Workplace Dignity
Business and Professional Communication
Gender and Communication

Purdue University

Undergraduate Courses

Organizational Communication
Discussion of Technical Problems (Small Group Communication)
Communication and Emerging Technologies
Communication and Emerging Technologies – Recitation
Speech Communication of Technical Information (Public Speaking)
Fundamentals of Speech Communication – Engineering Learning Community
Fundamentals of Speech Communication

Independent Studies Directed

Readings in Work-Life Balance
Communication and Workplace Dignity
Generational Communication in the Workplace
Leadership Communication
Organizational Socialization in STEM
Communicating Social Class

Doctoral Dissertation Directed

Sara J. Baker (2014), Assistant Professor, Southern Connecticut State University
Dissertation: *You bring yourself to work: An exploration LGB/TQ experiences of (in)dignity and identity*

Master's Thesis Directed

Joshua P. Ewalt (2010)
Thesis: *Counter-mapping as place-framing: Naturalized injustice, de-naturalized community, and organizing for social change on Google Earth* [Honorable Mention, Folsom Distinguished Master's Thesis Award, UNL]

Undergraduate Theses & Research Project Advising

Jessica M. Rick (2010). *Being first in their family: What we can do to help millennial and first-generation students succeed.* (Undergraduate honors thesis). College of Arts & Sciences. University of Nebraska-Lincoln, Lincoln, NE.

Katherine Erickson (2008). *Women in accounting: A gendered look at the accounting profession.* (Undergraduate honors thesis). College of Business. University of Nebraska-Lincoln, Lincoln, NE.

Kristin M. Allan (2008). *The socialization of college students from mining families* (UCARE Project). Paper presented at the Undergraduate Honors Research Conference of the Central States Communication Association, Madison, WI. [Top Paper Award]

Professional Seminars Taught

Managing Direct Reports: Delivering Feedback with Dignity. Executive MBA Program & Professional MBA Program. Jones Graduate School of Business, Rice University. (2017, 2018).

Forget the Compliment Sandwich: Strategies for Delivering Baloney-Free Corrective Feedback. MBA Lunch and Learn. Jones Graduate School of Business, Rice University. (2017).

Can You See My Passion Now? Passion Priming for Venture Pitching. MBA Program. Stanford Graduate School of Business. (2016).

Powerful Presentations. GE Appliances/Haier. Louisville, KY. (2017).

Communicating Corrective Feedback with Dignity. Great Places to Work-Staff Leadership Academy. University of Louisville. (2013, 2015).

Communicating for Workplace Dignity. Management Development Certificate Program. College of Business Administration. University of Nebraska-Lincoln. (2008, 2009, 2010).

Academic Workshops Taught

Using Core Competency Rubrics for Grading and Assessment [co-facilitated with Jenna Haugen, Jacob Rawlins, Stephen Cohen, and Ashley Ludewig]. Pre-Conference Workshop. Association for Business Communication, Albuquerque, NM. (2016).

Pivoting Your Business Communication Course: Competency-Based Syllabi, Assignments, and Rubrics [co-facilitated with Jenna Haugen and Jacob Rawlins]. Pre-Conference Workshop. Association for Business Communication, Seattle, WA. (2015).

Competency-Focused Rubrics: Instruction, Coaching, and Assessment [co-facilitated with Jacob Rawlins and Ashly Bender Smith]. Pre-Conference Workshop. Association for Business Communication, Philadelphia, PA. (2014).

Understanding Mixed Methods Research [co-facilitated with Ron Shope]. Pre-Conference Seminar. National Communication Association, Chicago, IL. (2007).

Professional Experience

Purdue University. *Research Specialist.* Office of Research Administration. West Lafayette, IN (2003-2004).

Assisted with the voluntary accreditation of Purdue University's Human Research Participants Protection Program. Researched human subject research compliance policies and procedures; gathered and organized data for benchmarking; identified, collected, and organized institutional documents; and drafted IRB policies, standard operating procedures, and guidelines.

WNMU-TV. *Promotion & Outreach Supervisor.* Marquette, MI (1999-2000).

Planned, organized, and executed a comprehensive communication strategy for the PBS station, including media relations, print promotion, radio advertising, sales collateral development, community outreach projects, and website design/content management; served as on-air talent; negotiated trade and underwriting agreements; managed national advertising grants; hired, trained, and supervised student staff.

PR Associates, Inc. *Account Executive.* Detroit, MI (1998).

Created and managed public relations activities for agency's auto- and steel-industry clients; wrote news releases and developed strategic communication plans; pitched stories to local and trade media; developed and executed proactive media relations strategies; coordinated tradeshows.

Shell Oil Products Company. *Analyst.* Houston, TX (1996-1998).

Developed and championed a business proposal projected to save the department more than \$1 million annually; analyzed and redesigned department processes to increase effectiveness and efficiency; managed large-scale databases and mainframe data retrievals/analysis.

CompUSA. *Corporate Marketing Representative.* Novi, MI (1995).

Conducted inside and outside sales calls; developed local marketing collateral.

Northern Michigan University. *University Relations Intern.* Marquette, MI (1994-1995).

Interned in the Vice-President for University Relations Office. Performed daily media clipping service for local print news; coordinated the activity of the university-wide Marketing Advisory Task Force; composed President's community correspondence (letters of welcome, sympathy, etc.); drafted commencement ceremony scripts; wrote honorary doctorates and special resolutions; arranged press appearances for President; performed administrative support duties.

MFC First National Bank. *Teller/Collector.* Marquette, MI (1991-1994).

Processed consumer banking transactions; negotiated alternative repayment agreements with past due consumer loan customers; repossessed and managed liquidation of collateral on defaulted loan accounts; represented the organization in small claims court and at bankruptcy hearings; presented financial reports to Board of Directors.

Editorial Boards

Business & Professional Communication Quarterly (2016-2023)

Canadian Journal of Administrative Sciences (2014-present)

Journal of Leadership & Organizational Studies (2011-2021)

International Journal of Business Communication (2018-2022)

Management Communication Quarterly (2016-2020)