

COLLEEN M. KEOUGH, Ph.D.

Annenberg School for Communication
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EDUCATION

Ph.D. UNIVERSITY OF SOUTHERN CALIFORNIA, LOS ANGELES, CA
Department of Communication Arts and Sciences
Interdisciplinary Communication Program
December, 1988

Dissertation: *A Structural Analysis of Labor Negotiations*

Dissertation Committee: Dr. Patricia Riley, chair, Dr. Michael J. Cody, Dr. Eric M. Eisenberg, and Dr. Everett M. Rogers

M.A. PURDUE UNIVERSITY, WEST LAFAYETTE, IN
Department of Communication
August, 1983

Thesis: *Bargaining Communication and Arbitration Arguments: An Analysis of the Collective Bargaining between the Teaching Assistants' Association and the University of Wisconsin-Madison*

Thesis Committee: Dr. Linda L. Putnam, chair, Dr. Phillip K. Tompkins and Professor Phillip J. Scaletta, J.D.

B.A. UNIVERSITY OF WISCONSIN - EAU CLAIRE, EAU CLAIRE, WI
Department of Speech and Theatre Arts
May, 1981

Major: Speech (Interpersonal Communication Emphasis)
Minors: Business Administration and Graphic Arts

ACADEMIC EXPERIENCE

UNIVERSITY OF SOUTHERN CALIFORNIA, ANNENBERG SCHOOL FOR
COMMUNICATION (AND FORMER DEPARTMENT OF COMMUNICATION
ARTS AND SCIENCES)

Positions:

Clinical Professor (2009 – present)
Clinical Associate Professor, (2003-2009)
Full-time Lecturer, (1993-2003)
Part-time Lecturer, (1987-1988, 1991-1993)
Graduate Assistant Lecturer, (1983-1987)
Editorial Assistant, Communication Yearbook 9, (Spring 1983)

Courses Taught:

Graduate:

Communication in Work Settings
Communication Strategies for Conflict Management
Communication Research Methods I
Evaluating Communication Needs
Seminar: Small Group Communication
Theory & Practice of Professional Presentations
Virtual Groups and Organization
Negotiating Boundaries in Environmental Research

Undergraduate:

Organizational Communication
Honors Internship
Honors Seminar: Organizational Influence & Conflict Management Strategies
Interpersonal Communication
Empirical Approaches to Communication Research
Communication and Conflict
Nonverbal Communication
Intercultural Communication
Small Group Communication
Business and Professional Speaking
Introduction to Public Speaking

School Service:

School of Communication Curriculum Coordinator (2000-present)
Chair, Undergraduate Curriculum Committee (2003-2004; 2004-2005, 2005-
2006)
Ex officio member of Communication Management, Global Communication and
Ph.D. Curriculum committees (2003 - present); Undergraduate committee (2006-
present)

Course Director - Public Speaking (1994-present)

Committees:

Student Teaching Awards Committee (2000-2007)
Grade Appeal Committees (2001-present)
Communication Management Committee (1997-1999)
Computer Laboratory Coordinator (Spring 1997)
MA Comprehensive Examination Committee (Summer 1996)
School of Communication Graduation Marshall (1993-present)
Graduate Teaching Assistants Training Session: Conflict Management in the Classroom (1997- 2002)
Recruiting and Conversion Activities (1993-present)
Volunteer judge for tournaments hosted by the USC Trojan Debate Squad, (1983-2000)
Dissertation Committee Member – Lisa H. Schenk
Qualifying Examination committees for seven doctoral students

University Service:

Fulbright Scholar Interviews (2003, 2006, 2007, 2009)
Mitchell Scholar Interviews (2002)
Facilitator/Presenter Order of Omega Leadership Retreat (2002-2003)
Provost Committee: Task Force on Family Leave Policy (1999-2000)
Non-Resident Faculty Fellow (1996-2000)
USC Preview
University Graduation Marshall

Professional Service:

Academic Consortium Board Evaluation Team, Member of three-person review team of the CIEE Study Center in Amsterdam, The Netherlands, (2005)

Western States Communication Association
Chair of the Organizational Communication Interest Group, (2005)
Secretary, Organizational Communication Interest Group, (1988-1989)

International Communication Association
Chair, Community Outreach Initiative, (1999-2001)
Organizational Communication Division, Academic-Industry Task Force, (Chair: 1996-2001; Co-chair 1995-1996)

Agility Forum Task Force on Agile People Skills, Agile Manufacturing Enterprise Forum, Bethlehem, PA, (1995)

Speech Communication Association
Nominating Committee, Organizational Communication Division Publication Awards, (1990)

Community Service:

Days of Dialogue Facilitator, Los Angeles City Attorney's Office Dispute Resolution Program (2000-2001)

South Pasadena Animal Commission (2008-present)

PEPPERDINE UNIVERSITY SCHOOL OF LAW, STRAUS INSTITUTE FOR DISPUTE RESOLUTION, MALIBU, CA

Position:

Visiting Professor of Law, (Summer 1996, 1998, Fall 2001)

Course Taught:

Communication and Conflict (Core Requirement for the Master's Degree in Dispute Resolution)

CALIFORNIA STATE UNIVERSITY-SAN BERNARDINO, DEPARTMENT OF COMMUNICATION STUDIES

Position:

Instructor, (1990-1991)

Courses Taught:

Organizational Communication (2 sections)
Small Group Communication (1 section)
Introduction to Human Communication (3 sections)
Public Speaking (5 sections)

Departmental Service:

Curriculum development for human communication track

UNIVERSITY OF OREGON, DEPARTMENT OF SPEECH, EUGENE, OREGON

Position:

Visiting Assistant Professor, (1989-1990)

Courses Taught:

Graduate
Seminar in Qualitative Research Methods
Organizational Culture, Symbols, and Praxis

Undergraduate
Organizational Culture and Strategic Communication
Communication and Conflict
Interviewing

Service:

Director, Chris Morgan's Honors College thesis: *Organizational identification in the Oregon State Public Interest Group's summer canvass. Thesis awarded "Pass with Distinction Honors."*

Served on examination committees for three MA candidates.

PURDUE UNIVERSITY, DEPARTMENT OF COMMUNICATION

Position:

Teaching Assistant, (1981-1983)

Courses Taught:

Interviewing: Principles and Practices
Introduction to Human Communication

Departmental Service:

Undergraduate Education Committee (alternate)

PUBLISHED RESEARCH

Articles and Chapters:

Keough, C. M. (1998). The case of the aggrieved expatriate. *Management Communication Quarterly*. 11, 453-459.

Riley, P., Keough, C. M., Christiansen, T., Meilich, O., Pierson, J. (1998). Community or colony: The case of online newspapers and the web. *Journal of Computer-Mediated Communication* 4(1). <http://www.ascusc.org/jcmc/vol4/issue1/keough.html>

Keough, C. M. (1994). Persuasion in conflict management. In E. Bettinghaus & M. Cody (Eds.) with E. Rogers & A. Singhal, *Persuasive communication* (308-331) (5th Ed.). Fort Worth, TX: Harcourt Brace.

Keough, C. M., & Lake, R. A. (1993). Values as structuring properties of contract negotiations. In C. Conrad (Ed.), *The ethical nexus* (171-189). Norwood, NJ: Ablex.

Keough, C. M. (1992). Bargaining arguments and argumentative bargainers. In L. Putnam and M. Roloff (Eds.), *Communication and negotiation* (109-127). Newbury Park, CA: Sage.

Keough, C. M. (1987). The nature and function of argument in organizational bargaining research. *The Southern Speech Communication Journal*, 53, 1-17. Referenced in *Resources in Education* (1987, April), ED 276 072.

Keough, C. M. (1987). Bargaining as persuasion. In E. Bettinghaus & M. Cody (Eds.), *Persuasive communication* (4th ed.), (207-223). New York: Holt, Rinehart, & Winston.

Refereed Proceedings:

Keough, C. M. & Lake, Randall, A. (2005). The Public as Disputant: Argumentation Styles and Consumer Arbitration. *Proceedings of the 13th Alta Argumentation Conference* (560-567). Annandale, VA: Speech Communication Association.

Keough, C. M. (1991). The relationship between argumentativeness and argumentative competence in integrative negotiations as influenced by negotiator sex and perceived winner. *Proceedings of the Second International Conference on Argumentation* (719-724). Providence, RI: Foris.

Keough, C. M. (1989). A strategic conduct analysis of contract negotiations: Application of a structurational coding system. In B. Gronbeck (Ed.), *Spheres of argument: Proceedings of the sixth SCA/AFA conference on argumentation* (569-575). Annandale, VA: Speech Communication Association.

Lake, R. A., & Keough, C. M. (1985). Exploring the boundaries of technical and social knowledge: A case study of arbitration arguments. In J.R. Cox, M.O. Sillars, and G. Walker, (Eds.), *Argument and social practice: Proceedings of the fourth SCA/AFA conference on argumentation* (483-496). Annandale, VA: Speech Communication Association.

Miscellaneous Publications

Keough, C. M. (1997). Communication and Conflict Management (Course syllabi at graduate and undergraduate levels). *National Institute for Dispute Resolution Syllabi Anthology*. Washington, DC: National Institute for Dispute Resolution.

Keough, C. M. (1992). Review of *The Language of Negotiation*, by Joan Mulholland, in *Argumentation and Advocacy*, 28, 151-152.

Keough, C. M. (1987). Critique of the AFA-NIET communication analysis final round. In J. K. Boaz and J. R. Brey (Eds.), *1987 championship debates and speeches* (109). Annandale, VA: Speech Communication Association.

Keough, C. M. (1986). A comparative analysis of negotiation theories (Abstract). *Proceedings of the Western States communication miniconference*. Los Angeles, CA: Annenberg School of Communications.

Keough, C. M. (1983, July). Sexist language: Terministic screens and transcendence, *Resources in Education*, ED 226 393.

CONVENTION PRESENTATIONS

Keough, C. M. & Silvers, J. E. (2004, July). Communicating justice: The Justice Public Relations Inquiry. Keynote presentation and case workshop at the 3rd Annual Engaging Theory: Transforming Organizations Conference, Aspen, CO.

Keough, C. M. & Lake, Randall, A. (2003, August). The public as disputant: Argumentation styles and consumer arbitration. Presented at the 13th Alta Argumentation Conference, Alta, UT.

- Keough, C. M. & Weintraub, R. (2003, July). What we've got; what they want: Aligning organizational communication research with practitioners' needs. Presented at the 2nd Annual Engaging Theory: Transforming Organizations Conference, Aspen, CO.
- Weintraub, R. & Keough, C. M. (2003, May). Assessing practitioners' needs: Research review. Presented at the 40th Annual Council of Communication Management Conference, "Information, Knowledge & Wisdom: Leading Communication in the 21st Century," Las Vegas, NV.
- Keough, C. M. (2001, May). Creating high impact messages in your organizations. Presented during the 51st annual meeting of the International Communication Association, Washington, D.C.
- Hollihan, T. A., Keough, C. M., and Silvers, J. (2001, May). A Scholar's Intervention: Los Angeles Student Voices." Panel Discussion at the 51st annual meeting of the International Communication Association, Washington, D.C.
- Keough, C. M. (2000, June). Voices from both Worlds. Roundtable discussant at the 50th annual meeting of the International Communication Association, Acapulco, Mexico.
- Keough, C. M. (1998, November). Venus Rises: Gender Issues in Consulting. Roundtable discussant at the 85th annual meeting of the National Communication Association, New York City, NY.
- Nichols, P. F., & Keough, C. M. (1998, June). Paradigmatic and Theoretical Assessment of Conflict Narratives. Paper presented at the 11th annual conference of the International Association for Conflict Management, College Park, MD.
- Riley, P., Keough, C. M., Christiansen, T., Meilich, O., Pierson, J. (1997 November). The porous organization: Structuring culture and identity through technology. Paper presented at the 83rd annual meeting of the National Communication Association, Chicago, IL.
- Christiansen, T., Keough, C. M., Meilich, O., Pierson, J., and Riley, P. (1997, May). Community or colony: The case of online newspapers and the web. Paper presented at the 47th Annual Conference of the International Communication Association, Montreal, Quebec, Canada.
- Keough, C. M. & Ledman, M. K. (1996, May). Academic theory and industry field experience: International management, gender and culture clash. Presentation given at the 46th annual meeting of the International Communication Association, Chicago, IL.
- Keough, C. M. (1995, May). Negotiation and advocacy in the organization of the 21st century. Presentation at the 45th annual meeting of the International Communication Association, Albuquerque, NM.
- Keough, C. M. (1994, July). International implications of United States negotiation research. Invited speaker to the Australian Communication Association Convention/44th annual meeting of the International Communication Association, Sydney, Australia.
- Keough, C. M. (1993, May). Bargaining discourse: Reconceptualizing communication in labor-management negotiation. Paper presented at the 43rd annual meeting of the International Communication Association, Washington, DC.

- Keough, C. M. (1992, June). Bargaining arguments and argumentative bargainers. Paper presented at the 5th annual meeting of the International Association for Conflict Management, Minneapolis, MN.
- Keough, C. M. (1991, February). When art imitates theory: Using motion pictures to study organizational culture. Paper presented at the 62nd annual meeting of the Western States Communication Association, Phoenix, AZ.
- Keough, C. M. & Lake, R. A. (1990, November). The interpenetration of value hierarchies in contract negotiations. Paper presented at the 76th annual meeting of the Speech Communication Association, Chicago, IL.
- Keough, C. M. (1990, June). The relationship between argumentativeness and argumentative competence in integrative negotiations as influenced by negotiator sex and perceived winner. Paper presented at the Second International Conference on Argumentation, Amsterdam, The Netherlands.
- Keough, C. M. (1989, November) An alternative to "end state" research: A structural analysis of teacher-school board negotiations. Paper presented at the 75th annual meeting of the Speech Communication Association, San Francisco, CA.
- Keough, C. M. (1989, August) A strategic conduct analysis of contract negotiations: Application of a structural coding system. Paper presented at the Sixth SCA/AFA Summer Conference on Argumentation, Alta, Utah.
- Keough, C. M. (1988, November). Collective bargaining: The interpenetration of values and arguments in organizational decisions. Paper presented at the Speech Communication Association Pre-convention Conference on "Values, Argument, and Organizational Decisions," New Orleans, LA.
- Keough, C. M., & Riedel, S. (1987, November). Theory applied to practice: A training module linking career types, organizational culture, and management practices. Paper presented at the 73rd annual meeting of the Speech Communication Association, Boston, MA.
- Keough, C. M., & Lake, R. A. (1986, November). Argument fields and the study of negotiations. Paper presented at the 72nd annual meeting of the Speech Communication Association, Chicago, IL.
- Lake, R. A., & Keough, C. M. (1986, June). Phallacies of reason: Toward a feminist argumentation theory. Paper presented at the First International Conference on Argumentation, Amsterdam, The Netherlands.
- Keough, C. M. (1986, May). The nature and function of argument in organizational bargaining research. Paper presented at the 36th annual meeting of the International Communication Association, Chicago, IL.
- Keough, C. M. (1986, April). A comparative analysis of negotiation theories. Paper presented at the Western States Communication Mini-Conference, Annenberg School of Communications, University of Southern California, Los Angeles, CA.
- Riley, P., Keough, C. M., & Freadhoff, K. (1985, November). Argument in organizational negotiations: A structurationist account. Paper presented at the 71st annual meeting of the Speech Communication Association, Denver, CO.

Riley, P., Keough, C. M., & Iwashita, M. (1985, November). Cultural differences in decision-making and communication: Exploring corporate versus national cultures. Paper presented at the 71st annual meeting of the Speech Communication Association, Denver, CO.

Keough, C. M., & Lake, R. A. (1985, August). Exploring the boundaries of technical and social knowledge: A case study of arbitration arguments. Paper presented at the 4th SCA/AFA Summer Conference on Argumentation, Alta, UT.

Keough, C. M. (1985, February). Organizational communication consultation: A graduate student laboratory. Paper presented at the 56th annual meeting of the Western Speech Communication Association, Fresno, CA.

Keough, C. M. (1984, May). Bargaining argument analysis: Presentation and critique of a coding system. Paper presented at the 34th annual meeting of the International Communication Association, San Francisco, CA.

Keough, C. M. (1984, May). A communicative analysis of arbitration and its effects upon a collective bargaining system: A case study of the Teaching Assistants' Association and the University of Wisconsin - Madison. Paper presented at the 34th annual meeting of the International Communication Association, San Francisco, CA.

Flanagan, A. M., & Keough, C. M. (1984, May). Equality in instructional methods - is it credible?: Perceptions of speaker credibility as a function of language and gender. Paper presented at the 34th annual meeting of the International Communication Association, San Francisco, CA.

Keough, C. M. (1982, October). Sexist language: Terministic screens and transcendence. Paper presented at the 5th annual Communication, Language, and Gender Conference, Ohio University, Athens, OH.

Flanagan, A. M., & Keough, C. M. (1982, October). Perceptions of a speaker's credibility as a function of language and gender. Paper presented at the 5th annual Communication, Language, and Gender Conference, Ohio University, Athens, OH.

CONVENTION PROGRAMS ORGANIZED OR CHAIRED

Organizer and Chair, The Justice Public Relations Inquiry Project. Panel presented at the 90th annual meeting of the National Communication Association, Chicago, IL, November, 2004.

Chair, Corporate applications of basic research: An experiment with Hewlett-Packard. Panel presented at the 51st annual meeting of the International Communication Association, Washington, D.C., May, 2001.

Program Organizer, "High Impact Messages." A four-hour education seminar offered by International Communication Association's Community Outreach Program to members of nonprofit organizations in the Washington, D.C. area. Presented during the 51st annual meeting of the International Communication Association, Washington, D.C., May, 2001.

Chair, Intranets and organizational change: A critical examination. Panel presented at the 49th annual conference of the International Communication Association, San Francisco, CA, May, 1998.

Organizer and Chair, Looking to the heavens for organizational innovations: Lessons from the Saturn Corporation. Panel presented at the 47th annual conference of the International Communication Association, Montreal, Quebec, Canada, May, 1997.

Chair, Conflict and negotiation in organizations, 76th annual meeting of the Speech Communication Association, Chicago, IL, November, 1990.

Organizer and Chair, Organizational communication consultation: A graduate student laboratory - 1987, 58th annual meeting of the Western Speech Communication Convention, Salt Lake City, UT, February, 1987.

Chair, Theoretical, methodological and pragmatic issues in the study of organizational conflict, 71st annual meeting of the Speech Communication Association, Denver, CO, November, 1985.

INVITED RESPONSES/PRESENTATIONS - ACADEMIC

Respondent, Top Competitive Papers Organizational Communication Interest Group, 76th annual meeting of the Western States Communication Association, San Francisco, CA, February 2005.

Respondent, Feedback and information seeking, 44th annual meeting of the International Communication Association, Sydney, Australia, July 1994.

Respondent, Research of argumentation strategies in issues management, 62nd annual meeting of the Western States Communication Association, Phoenix, AZ, February 1991.

Respondent, Organizational communication research, 62nd annual meeting of the Western States Communication Association, Phoenix, AZ, February 1991.

Organizational contradictions as the generative mechanism of graduate student employee unionization: The case of the Teaching Assistants' Association at the University of Wisconsin, Presentation at the University of Minnesota, Minneapolis, MN, January 1995.

An alternative perspective for negotiation research, Presentation at the Rhetoric & Communication Seminar, University of Oregon, Eugene, OR, November 1989.

Respondent, Participatory management and performance assessment in organizations, 39th annual meeting of the International Communication Association, San Francisco, CA, May 1989.

Chaos in an organizational culture change process, Presentation at the Alta Organizational Communication Conference, Alta, UT, August 1988.

Respondent, Upward communication: The mystery of hierarchy, 73rd annual meeting of the Speech Communication Association, Boston, MA, November 1987.

EDITORIAL EXPERIENCE

Guest reviewer, *Argumentation and Advocacy*, (2005-2008)

Guest reviewer, *Human Relations*, (2006-2007)

Guest reviewer, *Journal of Computer-Mediated Communication*, (2002-2003)

Guest reviewer, *Management Communication Quarterly*, (1996-to present)

Competitive paper reviewer, Conflict Management Division, Academy of Management, (1996, 2008)

Competitive paper reviewer, Organizational Communication and Information Systems Division, Academy of Management, (2008)

Ad hoc reviewer, *Academy of Management Review*, (1993)

Associate editor, *National Forensic Journal*, (1992), Guest reviewer (1988-1991)

Competitive paper reviewer, Organizational Communication Division, Speech Communication Association, (1990)

Competitive paper reviewer, Organizational Communication Interest Group, Western States Communication Association, (1990)

Guest reviewer, *Communication Monographs*, (1989)

Competitive paper reviewer for the First International Conference of the Conflict Management Group, (1987)

APPLIED PROJECTS AND PUBLICATIONS

Magazine

Keough, C. M. (2007). Constructive conflict. *DAYSPA*, 12, 150-154.

Applied Educational Materials

I was lead writer of the following educational textbooks created for the TIDES Foundation, an international non-profit organization for use in their internal organizational development efforts.

Managing conflict effectively, (1995; 34 pages).

Improving communication in your organization - Breaking down the barriers, (1995; 34 pages).

I was the lead writer of the following educational textbooks created for the World Wildlife Fund (WWF).

A Guide to Human Resource Development, (1995; 263 pages).

This textbook will be used in South America with environmental organizations that are large enough to have paid staffs. It covers traditional human resource development topics: compensation, benefits, staffing, motivation and leadership, personal empowerment, and training.

Training of Trainers, (1994; 200 pages).

WWF will use this textbook in their efforts to develop the instructional capabilities of indigenous persons throughout the world.

Strategic Planning and Financial Resource Development, (1993; 216 pages).

This manual was written to meet the organizational development needs of grassroots environmentalists in Central and Eastern Europe. As project manager, I updated previous WWF financial and proposal management literature, integrated material on fundraising and grant writing, and wrote a new chapter on community outreach activities. Thus far, the manual has been translated into Polish and Slovakian. In February 1993, I co-trained the material in Poland and Slovakia.

Strategic Planning & Financial Resource Development: Facilitator's Guide, (1993; 120 pages).

This guide will enable in-country trainers in Poland and Slovakia to teach the Strategic Planning and Financial Resource Development course.

Designing Effective Proposals: Facilitator's Guide, (1993; 90 pages).

This manual supports WWF's publication, *Designing Effective Proposals*. I created instructor notes and activities based on my assessment of the participant's manual.

SUBJECT MATTER EXPERT – MEDIA PRESENTATIONS

I appear in the following videos as a subject matter expert in the areas of technical presentations and team building:

“Talking Science” produced by Wrigley Institute for Environmental Studies, University of Southern California.

“Effective Teams” produced by the International University College. I appear in each of the six segments of this distance education course.

COMMUNITY OUTREACH PRESENTATIONS

Conflict management 101: Folk stories, practical wisdom & empirical findings. USC Medical School, ENT Surgeons Group, June 2003.

Negotiation and conflict management, Presentation for the Asian Pacific Institute, University of Southern California, May 2000.

Gender differences in negotiation, Presentation for the Women’s Forum sponsored by Katten, Muchin, Zavis & Weitzman, Los Angeles, CA, May 1996.

Negotiation careers, Presentation given for the California State University-Los Angeles Communication Career Day, May 1987.

Negotiations and employment compensation for new college hires, Presentation for MBA students, University of Southern California Business School, January 1986.

GRANTS

Funded:

Keough, C. M., Goodnight, G. T., Castaneda, L. (2008). 3-I's Mini-grant -- Support for the Investigation and Creation of a School-wide Undergraduate Honors Program.

Hollihan, T. A., Silvers, J., Riley, P. & Keough, C. M. (2002). Evaluation and Final Report: The Los Angeles Student Voices Project. Unpublished report to the Annenberg Public Policy Center, Annenberg Foundation and the Pew Charitable Trusts.

Riley, P. & Keough, C. M. Global Perspectives on Culture and Leadership Changes of Electronic Newspapers, Annenberg School for Communication, 1997-98.

Keough, C. M. & Riley, P. Culture and Leadership Changes Through Information Technology: The New Age of the Los Angeles Times, \$33,300, Annenberg Center Grant, 1995-1996; renewed for 1996-97.

Proposed

Keough, C. M. & Horowitz, E. Computer-Assisted Dispute Resolution: On-Line Discourse for Conflict Management. Faculty Research Grants, Annenberg Center.

Keough, C. M. Video Conferencing: The Advanced Link to Virtuality. A proposal for the Jumpstart Program, USC Center for Scholarly Technology.

Klein, M., Majchrzak, A., Hennigan, K., Maxson, C., Meshkati, N., Riley, P., Keough, C., Robertson, M., & Sloane, D. Effects of Computer Technology for the Los Angeles Police Department: A Proposal to the COPS MORE Office of the U. S. Department of Justice.

HONORS AND AWARDS

Nominee, Mellon Mentoring Annenberg Undergraduate Communication Student Association nominee "Favorite Teacher," 1997-1998; 1998-1999

Top Three Paper, Organizational Communication Division, 76th annual meeting of the Speech Communication Association, Chicago, IL, 1990

W. Charles Redding Dissertation Award, Organizational Communication Division, International Communication Association, 1989

Top Student Paper, Organizational Communication Division, 36th annual meeting of the International Communication Association, Chicago, IL, 1986

Communication Theory Research Award, Department of Communication Arts and Sciences, University of Southern California, 1985

University of Southern California Trojan Debate Squad Service Award, 1984

PROFESSIONAL ASSOCIATIONS MEMBERSHIP

International Communication Association
National Communication Association
Academy of Management
Western States Communication Association
International Association for Conflict Management