
SARAH J. TRACY, PH.D.

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EDUCATION

- Ph.D. Communication, 2000, University of Colorado, Boulder; Advisor: Stanley Deetz.
Dissertation: *Emotion Labor and Correctional Officers: A Study of Emotion Norms, Performances and Unintended Consequences in a Total Institution*
Recipient of National Gerald R. Miller Outstanding Doctoral Dissertation Award and Honorable Mention, International W. Charles Redding Dissertation Award.
- M.A. Communication, 1996, University of Colorado, Boulder; Advisor: Phillip Tompkins.
- B.A. Public Relations & Communication, 1993, University of Southern California.
Academic recognition: Phi Beta Kappa, Phi Kappa Phi, Mortar Board, Magna Cum Laude

RESEARCH INTERESTS

- My communication scholarship examines issues of emotion and identity within organizations and specifically analyzes issues of emotion labor (the paid commodification of emotion display), workplace bullying, dirty work, contradictions and work-life transitions. I investigate the relationships between emotion and communicative outcomes, including burnout, stress, sense-making and identity construction.
- My methodological expertise lies in qualitative and ethnographic methods, including participant observation, in-depth interviewing, focus groups, organizational document analysis and discourse analysis. Depending on the problem investigated, my research has made use of interpretive, critical and poststructuralist epistemological approaches.
- Research projects have primarily analyzed naturalistic data, including studies of workplace bullying targets, correctional officers, 911 emergency call-takers, public relations professionals and cruise ship activity coordinators.
- I subscribe to Louis Pasteur's philosophy of "use-inspired" basic research. As such, I design research studies around problems in the field and attempt to advance knowledge that, in turn, provides a space for potential organizational and societal transformation.

ACADEMIC EXPERIENCE

- The Hugh Downs School of Human Communication, Arizona State University
 - Assistant Professor, 2000-present
 - Director, The Project for Wellness and Work-Life, 2005-present
 - Includes the development of project identity, research studies, and management of budget from \$500,000 Herberger endowment
 - Affiliated Faculty Member, The School of Justice and Social Inquiry, 2004-present
- Department of Communication, University of Colorado-Boulder
 - Graduate Part-time Instructor, 1999-2000
 - Research Assistant, 1996
 - Teaching Assistant, 1994-1996; 1997-1999

RESEARCH

RESEARCH RECOGNITION & AWARDS

Article of the Year Award, Ethnography Division, National Communication Association, 2005

Top Paper Award, Organizational Communication Division, Western Speech Communication Association, 2005

Top Paper Award, Organizational Communication Division, Western Speech Communication Association, 2004

Winner, Gerald R. Miller Outstanding Dissertation Award, National Communication Association (across all divisions), 2001

Honorable Mention (First Runner Up), W. Charles Redding Dissertation Award, Organizational Communication Division, International Communication Association, 2001

Top Four Paper, Ethnography Division, National Communication Association, 2001

Top Paper, Organizational Communication Division, International Communication Assoc., 2001

Top Four Paper & Top Student Paper, Language and Social Interaction Division, International Communication Association, 1999

Top Four Paper, Language and Social Interaction Division, National Communication Association, 1997

PUBLICATIONS

Book

Deetz, S., Tracy, S. J., & Simpson, J. L. (2000). *Leading organizations through transition: Communication and cultural change*. Thousand Oaks, CA: Sage (232 pages).

Note: The first two authors contributed equally to this book and are listed in alpha order.

Reviewed by Barrett, D. J. (2003). *The Journal of Business Communication*, 40, 160-166.

Journal Articles (Peer refereed unless otherwise noted)

Tracy, S. J. (2005). Locking up emotion: Moving beyond dissonance for understanding emotion labor discomfort. *Communication Monographs*, 72, 261-283. **Lead Article.**

Tracy, S. J., & Trethewey, A. (2005). Fracturing the real-self↔fake-self dichotomy: Moving toward crystallized organizational identities. *Communication Theory*, 15, 168-195. (Nominee, Article of the Year Award, Organizational Communication Division, National Communication Association).

Tracy, S. J. (2004). The construction of correctional officers: Layers of emotionality behind bars. *Qualitative Inquiry*, 10, 509-533. (Winner, Article of the Year Award, Ethnography Division, National Communication Association, 2005).

Tracy, S. J. (2004). Dialectic, contradiction, or double bind? Analyzing and theorizing employee reactions to organizational tensions. *Journal of Applied Communication Research*, 32, 119-146. (Nominee, Article of the Year Award, Applied Communication Division, National Communication Association).

Tracy, S. J. (April, 2003). Correctional contradictions: A structural approach to addressing officer burnout. *Corrections Today*, 90-95. Selected and reviewed by editor. (Lead trade journal for correctional administrators and practitioners with a circulation of 21,000 and an estimated pass-along readership of 65,000).

Journal Articles, cont.

- Tracy, S. J. (2002). When questioning turns to face threat: An interactional sensitivity in 911 call-taking. *Western Journal of Communication*, 66, 129-157. **Lead Article** (Nominee, B. Aubrey Fisher Award for Outstanding Article in *WJC* in 2002).
- Tracy, S. J. (2002). Altered practice→altered stories→altered lives: Three considerations for translating organizational communication scholarship into practice. *Management Communication Quarterly*, 16, 85-91. Selected and reviewed by editor, associate editor and forum editor.
- Tracy, S. J. (2000). Becoming a character for commerce: Emotion labor, self subordination and discursive construction of identity in a total institution. *Management Communication Quarterly*, 14, 90-128. (Nominee, Article of the Year Award, Organizational Communication Division, National Communication Association).
#1 Most Frequently Cited Article in MCQ-8/02/05 (see <http://mcq.sagepub.com/reports/mfc1.dtl>)
- Tracy, S. J., & Tracy, K. (1998). Emotion labor at 911: A case study and theoretical critique. *Journal of Applied Communication Research*, 26, 390-411.
Used as a paradigmatic model in: Lindlof, T. R. (2001). The challenge of writing the qualitative study. In A. Alexander & W. J. Potter (Eds.), *How to publish your communication research* (pp. 77-95).
- Tracy, K., & Tracy, S. J. (1998). Rudeness at 911: Reconceptualizing face and face attack. *Human Communication Research*, 25, 225-251.

Book Chapters (Refereed by Editor)

- Tracy, S. J. (2003). Navigating the limits of a smile: Emotion labor and concertive control on a cruise ship. In J. Keyton & P. Shockley-Zalabak (Eds.), *Case studies for organizational communication: Understanding communication processes* (pp. 374-388). Los Angeles: Roxbury Publishing.
Reprinted in *Case studies for organizational communication: Understanding communication processes, 2nd edition* (In Press).
- Tracy, S. J. (2003). Watching the watchers: Doing ethnography behind bars. In R. Clair (Ed.), *Expressions of ethnography* (pp. 159-172). Albany, NY: SUNY Press.
Book received 2004 Outstanding Book of the Year award from NCA Ethnography Division.

Scholarly Performances & Misc. Publications

- Tracy, S. J. (April 30, 2005). The lasting impact of "Navigating the Cruise." Performance as part of *Fulfilling the empty space: A farewell tribute*. Empty Space Theater. The Hugh Downs School of Human Communication. Arizona State University.
- Tracy, S. J. (February 7, 8, & 9, 2003). *Navigating the Cruise—A trigger script ethnodrama*. Empty Space Theater. The Hugh Downs School of Human Communication. Arizona State University. Activities: *Case study author, Lead performer, Dramaturge, Consultant to director, Discussion leader*.
This one-hour scholarly performance, with a cast of ten, was based upon and extended the impact of my "Navigating" book chapter in the *Case Studies* book (listed above).
- "Locking up emotion" original text box I wrote for Cheney, G., Chistensen, L. T., Zorn, T. E., & Ganesh, S. (2004). *Organizational communication in an age of globalization: Issues, reflections, practices*. Prospect Heights, IL: Waveland. (Box 4.9, p. 99)

Manuscripts under Review

- Tracy, S. J. & Scott, C. (Request for revision received; resubmitted August '05). Sexuality, Masculinity and Taint Management Among Firefighters and Correctional Officers: Getting down and dirty with "America's heroes" and the "scum of law enforcement". *Management Communication Quarterly*.
- Tracy, S. J., Lutgen-Sandvik, P., & Alberts, J. K. (Submitted and Confirmed Receipt July '05). Is it really that bad? A metaphorical analysis exploring the emotional pain of workplace bullying. *Management Communication Quarterly*.
- Tracy, S. J., Myers, K. K., & Scott, C. (Request for resubmission received; resubmission projected Fall '05). Transforming complexity and absurdity to comedy and identity affirmation: A grounded multi-site analysis of humor and organizational sensemaking. *Communication Monographs*.
- Lutgen-Sandvik, P., Tracy, S. J., & Alberts, J. K. (Request for resubmission received; resubmission projected Fall '05). Burned by bullying in the American workplace: A first time study of U.S. prevalence and delineation of bullying "degree." *Journal of Management Studies*.

Works in Progress

- Alberts, J. K., Lutgen-Sandvik, P., & Tracy, S. J. (Projected submission Fall '05). Workplace bullying: A case of escalated incivility. Anticipated submission to the *Journal of Applied Communication Research*.
- Scott, C., & Tracy, S. J. (Projected submission '05). Negotiation of taint and occupational class: Correctional officers and firefighters. In S. Drew, B. M. Gassaway, & M. Mills (Eds.) *Good people, dirty work* (Book proposal under submission with Rowman Littlefield).

GRANT ACTIVITY

- Tracy, S. J., Co-PI w/ Jess K. Alberts and Angela Trethewey (Submitted April, 2005). Transforming work/lives through communication: Workplace bullying and women's workforce transitions. Seven mini proposals submitted to *Strategic Partnerships, LLC*:
- Workforce Transitions: Examining Women's Experiences of Labor Market Re-entry - \$450,000
 - Finding Worth in Dirty Work: Prestige and Identity Fulfillment in Health Care Jobs - \$400,000
 - Workplace Bullying in America: Costs and Organizational Antecedents - \$475,000
 - Retention of Health Care Employees at Johns Hopkins: Analyzing the Potential Issue of Workplace Bullying - \$250,000
 - Tackling Workplace Bullying: Curriculum Development and Training - \$600,000
 - Individual, Organizational, & Cultural Factors Impacting Women's Workforce Transitions-\$400,000
 - Retention of Allied Health Care Employees: Communication & Work Culture - \$250,000
- Tracy, S. J. Technical Advisor-\$6,000 (Submitted August, 2005). Understanding Arizona's Undocumented Immigration. ASU Foundation. PI Sarah Amira De la Garza.
- Tracy, S. J., Co-PI w/ Jess K. Alberts. (2004). The form and frequency of workplace bullying in the United States. Jointly funded from the ASU College of Public Programs (\$17,549) and Office of the Vice President for Research and Economic Affairs (\$15,000). \$29,467.
- Tracy, S. J., PI. (2003). Sexuality, masculinity and emotion: Intersecting power relations in organizations. Dean's Incentive Grant, ASU College of Public Programs, \$5,000.
- Tracy, S. J., PI. (2002). Creative analytic practice ethnography: Writing emotionally about emotion. Dean's Incentive Grant, ASU College of Public Programs, \$5,000.
- Tracy, S. J., PI. (2001). Locking up emotion: Emotion labor, contradiction and correctional officers. Dean's Incentive Grant, ASU College of Public Programs, \$5,000.

INTERNATIONAL, NATIONAL AND REGIONAL CONFERENCE PAPERS & PRESENTATIONS

Competitively-Selected Conference Papers (peer refereed) - 18

- Tracy, S. J., Myers, K. K., & Scott, C. (2005). Transforming complexity and absurdity to comedy and identity affirmation: A grounded multisite analysis of humor and organizational sensemaking. To be presented to the annual meeting of the National Communication Association, Boston.
- Alberts, J. K., Lutgen-Sandvik, P., & Tracy, S. J. (2005). Escalated incivility: Analyzing workplace bullying as a communication phenomenon. Presented at the annual meeting of the International Communication Association, New York.
- Lutgen-Sandvik, P., Tracy, S. J., Alberts, J. K., (2005). Burned by bullying in the American workplace: A first time study of U.S. prevalence and delineation of bullying "degree". Presented at the annual meeting of the Western States Communication Association, San Francisco. (**Top Paper**-Organizational Communication Division).
- Lutgen-Sandvik, P., Tracy, S.J., & Alberts, J.K. (2004). Investigating bullying in the United States: A communicative approach. Presented at the 4th International Conference on Bullying and Harassment in the Workplace. Bergen, Norway.
- Tracy, S. J. (2004). Moving beyond dissonance for understanding the discomfort of emotion labor: A qualitative analysis of correctional officers. Presented at the annual meeting of the Western States Communication Association, Albuquerque, NM. (**Top Paper**-Organizational Communication Division).
- Tracy, S.J. & Trethewey, A. (2003). Producing the real self←→fake self dichotomy: A critical examination of organizational discourse and identity. Presented at the annual meeting of the International Communication Association, San Diego, CA.
- Tracy, S. J. (2002). Navigating the limits of a smile: A case analysis through creative analytic practice ethnography. Presented at the annual meeting of the National Communication Association, New Orleans.
- Tracy, S. J. & Trethewey, A. (2002) Theorizing the Persistence of the "Real" Self: A Critical Examination of Organizational Discourse, Identity, and Power. Presented at the annual meeting of the National Communication Association, New Orleans.
- Tracy, S. J. (2001). The construction of correctional officers: A layered account. Presented at the annual meeting of the National Communication Association, Atlanta. (**Top four paper**-Ethnography Division).
- Tracy, S. J. (2001). Locking up emotion: Emotion labor and correctional officers. Presented at the annual meeting of the International Communication Association, Washington, D.C. (**Top Paper**-Organizational Communication Division).
- Tracy, S. J. (1999). Fooling each other or fooling ourselves? Toward a postmodern understanding of emotion labor. Presented at the annual meeting of the National Communication Association, Chicago, IL.
- Tracy, S. J. (1999). Citywest emergency: (A fiction depicting) a day in the life of a 911 call-taker. Presented at the annual meeting of the National Communication Association, Chicago, IL.
- Tracy, S. J. (1999). When questioning turns to face threat: An interactional sensitivity of 911 call-taking. Presented at the annual meeting of the International Communication Association, San Francisco, CA. (**Top Four Paper; Top Student Paper**-Language and Social Interaction Division).

Competitively-Selected Conference Papers (peer refereed), cont.

- Tracy, S. J. (1998). Smile, you're at sea: A Foucauldian-informed analysis of emotion labor on a cruise ship. Presented at the annual meeting of the National Com. Assoc., New York.
- Tracy, S. J. & Tracy, K. (1997). Managing emotion in emergencies: The case of 911 call-takers. Presented at the annual meeting of the National Communication Association, Chicago, IL.
- Tracy, K. & Tracy, S. J. (1997). Rudeness at 911: Discursive manifestations and contextual triggers of face-attack. Presented at the annual meeting of the National Communication Association, Chicago, IL. (**Top Four Paper**-Language and Social Interaction Division)
- Tracy, K. & Tracy, S. J. (1996). Demeanor enactment failures in the discourse of 911 operators. Presented at the annual meeting of the American Association of Applied Linguistics Conference, Chicago, IL.
- Tracy, S. J. (1995). Can public relations about social responsibility be socially responsible? An investigation of The Body Shop. Presented at the annual meeting of the Western States Communication Association, Pasadena, CA.

Papers on Competitively-Selected Panels - 9

- Tracy, S. J., Alberts, J. K. (2005). Why define myself as a low-status organizational victim?: The challenges of telling stories about workplace bullying. Panel paper to be presented to the annual meeting of the National Communication Association, Boston.
- Tracy, S.J., Lutgen-Sandvik, P., & Alberts, J.K. (2004). Is it really that bad? Exploring the emotional pain of workplace bullying through target narratives, drawings and metaphors. Presented at the annual meeting of the National Communication Association, Chicago.
- Tracy, S.J. & Scott, C. (2003). Sexuality, masculinity and taint management among firefighters and correctional officers: Getting down and dirty with "America's heroes" and the "scum of law enforcement." Presented at the annual meeting of the National Communication Association, Miami, FL.
- Tracy, S. J. (2002). Contradiction and paradox in a total institution of mistrust. Presented at the annual meeting of the National Communication Association, New Orleans.
- Tracy, S. J., Myers, K. K., & Scott, C. (2002). Humor as organizational sense-making: A qualitative multisite analysis of dirty workers. Presented at the annual meeting of the National Communication Association, New Orleans.
- Tibbles, P., Messman, S. & Tracy, S. J. (2002). An examination of how internet usage may enhance learning for two versions of the basic course: A live large-lecture and a television broadcast lecture. Presented at the annual meeting of the National Communication Association, New Orleans.
- Tracy, S. J. (2000). Identification and burnout in boundary-role-spanning positions: A literature review and survey study of public relations and advertising practitioners. Presented at the annual meeting of the National Communication Association, Seattle, WA.
- Tracy, S. J. (2000). Being professional in prison: A study of contradiction and emotional construction among correctional officers. Presented at the annual meeting of the International Communication Association, Acapulco, Mexico.
- Tracy, S. J. (1999). Coloring outside the lines in organizational emotion research. Presented at the annual meeting of the National Communication Association, Chicago, IL.

Presentations on Competitively-Selected Roundtable Panels (most with position papers) - 17

- Tracy, S. J. (2005). Designing, teaching and managing the qualitative communication methods course. Chair, designer and presenter for roundtable to be presented at the annual meeting of the National Communication Association, Boston.
- Tracy, S. J. (2005). Occupational identity: What differentiates those who chose to work behind bars? Presenter for roundtable to be presented at the annual meeting of the National Communication Association, Boston.
- Tracy, S. J. (2005). Finding the feeling of workplace bullying: A qualitative analysis of bully target narratives, drawings and metaphors. Presented at the fifth annual UC-Davis Conference on Qualitative Research. Davis, CA.
- Tracy, S.J. (2005). Performing organizations, organizing performance: Negotiating a third space between performance studies and organizational communication. Presented at the annual meeting of the Western Communication Association, San Francisco.
- Tracy, S. J. (2004). Paradoxes of the humanized organization: Lessons learned from the qualitative study of correctional officers. Presented at the annual meeting of the National Communication Association, Chicago.
- Tracy, S.J. (2004). Myths or consequences: Widening the circle of the public work (life) or private (work) lives. Presented at the annual meeting of the Western States Communication Association, Albuquerque, NM.
- Tracy, S. J. (2003). Getting into an organization to do research. Organizational communication preconference at the annual meeting of the International Communication Association, San Diego, CA.
- Tracy, S. J. (2003). Let's Talk About Sex": The Commodification and Organization of Sexualities. Presented at the annual meeting of the Western States Communication Association, Salt Lake City, UT.
- Tracy, S. J. (2003). Scholarship on stage: The researchers, artists and audiences of ethnotheatre. Presented at the annual meeting of the Western States Communication Association, Salt Lake City, UT.
- Tracy, S. J. (2002). Managing fractured identities in total institutions: Intersections among societal stereotypes, organizational constructions and private understandings. Presented at the annual meeting of the Western States Communication Association, Long Beach, CA.
- Tracy, S. J. (2002). Emotion and correctional officers: A study of emotion norms, performances, and unintended consequences in a total institution. Presented through the Gerald R. Miller Outstanding Doctoral Dissertation Award panel, the annual meeting of the National Communication Association, New Orleans.
- Tracy, S. J. (2001). Getting into an organization to do field research. Organizational communication-division preconference at the annual meeting of the International Communication Association. Washington, D.C.
- Tracy, S. J. (2001). Translating organizational communication scholarship into practice: Three considerations / illustrations. Presented at the annual meeting of the Western States Communication Association, Coeur d'Alene, Idaho.

Presentations on Competitively-Selected Roundtable Panels, cont.

- Tracy, S. J. (2001). A participatory action research primer. Presented at the annual meeting of the Western States Communication Association, Coeur d'Alene, Idaho.
- Tracy, S. J. (2001). Translating scholarship into pedagogical practice: Three organizational communication exercises. Presented at the annual meeting of the Western States Communication Association, Coeur d'Alene, Idaho.
- Tracy, S. J. (2001). Academic interviewing: Advice to grad students. Presented at the annual meeting of the National Communication Association, Atlanta.
- Tracy, S. J. (2001). Academic interviewing: Advice to grad students. Presented at the annual meeting of the International Communication Association. Washington, D.C.

Invited Scholarly Presentations (Non-Conference)

What does an abusive workplace feel like? Exploring the emotional pain of workplace bullying through narratives, drawings and metaphors. Intergroup Relations "Faculty Cross Talks" Program, Office of the Executive Vice President and Provost, ASU, March 2005.

Fracturing the real-self→fake-self dichotomy: Moving toward crystallized organizational identities. Communication Department, University of Utah-Salt Lake. April, 2004.

Identity, emotion and organizations. Communication Department, University of Texas-Austin, April 2004.

Emotion labor: Research trends. Communication Department, University of Nevada-Las Vegas. March, 2003.

Conflict in the cockpit. Flight Standards Seminar; Department of Aerospace Science. Metropolitan State College of Denver. Denver, CO. October, 2002

Becoming a character for commerce: Emotion labor, self subordination and the discursive construction of identity in a total organization. Department of Management Communication, University of Waikato. Hamilton, New Zealand. August, 1999.

INSTRUCTION AND ADVISING ACTIVITIES

TEACHING RECOGNITION & AWARDS

Outstanding Faculty Award, College of Extended Education, Arizona State University, 2003

Apple Polisher Award (student recognition for outstanding contribution to higher education), Arizona State University, 2003

Nominee, Centennial Professorship Award, Assoc. Students of Arizona State U., 2003

Nominee, Centennial Professorship Award, Assoc. Students of Arizona State U., 2002

Teaching Excellence Award, Graduate Instructor, University of Colorado-Boulder, 2000

Teaching Excellence Award, Teaching Assistant, University of Colorado-Boulder, 1999

COURSES TAUGHT

Arizona State University

COM 100 - Introduction to Human Communication – Large lecture version and televised version
Involves large lecture to 430 students or television broadcast on Cable TV to ~150 students; entails creation / use of Blackboard website, management of teaching assistants and handling logistics of the university's ASUTV and distance learning program.

COM 312 - Communication, Conflict & Negotiation
Includes in-class negotiation simulations.

* COM 450 - Theory and Research in Organizational Communication
Introduces students to advanced theories through readings, activities and multi-learning-style exams. Syllabus posted on ICA's organizational communication division website.

COM 407 - Advanced Critical Methods in Communication Studies
Includes managing 30+ students' engagement in 25+ hours each of service learning community work and their development of qualitative analyses of this work.

* COM 509/609 - Advanced Qualitative Research Methods in Communication
Involves overseeing students' IRB-approved original semester-long qualitative analysis projects (which often extend into multiple year projects). Syllabus posted on NCA's ethnography division website.

As a result of papers written in this class (two sections), three students have "revise & resubmit" publication submissions and 14 have presented competitive conference papers. Three of these have earned "top four" paper honors from the ethnography division of the National Communication Association in 2003 or 2004. List available upon request.

COM 691 - Emotions in Organizations: Communication, construction & control of work feeling
Design of this original Ph.D.-level seminar; course has served as model of a similar graduate course at University of New Mexico; syllabus posted on ICA's organizational communication division website.

As a result of papers written in this class (two sections), three students have published articles in either national or international journals, and nine have presented competitive conference papers. List available upon request.

COM 691 – Navigating Work/Life through Communication
Team-taught seminar with Drs. Jess Alberts & Angela Trethewey in June, 2005.

* Auxiliary Teaching Materials Included in Portfolio

University of Colorado-Boulder

COMM 1300 – Public Speaking

COMM 2200 – Argumentation

COMM 2600 – Introduction to Organizational Communication

COMM 3210 – Communication Theory (Teaching Assistant)

COMM 4600 – Senior Seminar: Communication, Emotional Control & Burnout in Organizations

TLEN 5835 – Telecommunication Management and Policy (Instructor for several-week unit on organizational communication and leadership)

Other

Creative Organizational Cultural Change – Co-wrote on-line course, Seton Hall Executive Communication Program

Designed / wrote organizational communication unit for Motorola distance learning program

STUDENT EVALUATIONS OF MY TEACHING AT ASU

#8: "In general, was effective teaching the course." (1=strongly agree, 5=strongly disagree)

#16: "This course was rigorous" (1=strongly agree, 5=strong disagree)

#17: "How would you rate this instructor's overall teaching ability?" (1=excellent, 5=poor)

Semester / Year	Course number / title	Enrollment	SCH	Mean #8	Mean #16	Mean #17
Spring, 05	COM 100—Introduction to Human Communication (Large-lecture version)	440	1320	1.70	1.84	1.73
Spring, 05	COM 100 – Introduction to Human Communication (TV-distance version)*	140	420	Non-standard Distance Learning Evaluations available upon request		
Fall, 04	COM 691 – Graduate Seminar: Emotions and Organizations	8	24	1	1	1
Fall, 04	COM 100 – Introduction to Human Communication (TV-distance version)*	194	582	1.78	2.09	1.67
Spring, 04	COM 100 – Introduction to Human Communication (TV-distance version)*	199	597	Evaluations not available		
Fall, 03	COM 509/609 – Advanced Qualitative Research Methods in Communication	12	36	1.10	1	1.38
Fall, 03	COM 100 – Introduction to Human Communication (TV-distance version)*	186	558	1.83	1.76	1.69
Sum, 03	COM 450—Theory and Research in Organizational Communication	22	66	1.23	1.59	1.24
Spring, 03	COM 450—Theory and Research in Organizational Communication	33	99	1.41	1.19	1.44
Spring, 03	COM 100 – Introduction to Human Communication (TV-distance version)*	259	777	1.97	1.78	1.52
Fall, 02	COM 609 – Advanced Qualitative Research Methods in Communication	11	33	1.22	1.11	1.33
Fall, 02	COM 100 – Introduction to Human Communication (TV-distance version)*	196	558	1.75	2.13	1.88
Sum, 02	COM 312 – Communication, Conflict & Negotiation	26	78	1.27	1.76	1.40
Sum, 02	COM 450—Theory and Research in Organizational Communication	5	15	1.4	1.2	1.25
Spring, 02	COM 100—Introduction to Human Communication (Large-lecture version)	440	1320	1.45	2.17	1.53
Spring, 02	COM 100—Introduction to Human Communication (TV-distance version)*	193	579	1.68	2.19	1.72
Fall, 01	COM 691—Graduate Seminar: Emotions in organizations:	8	24	1.14	1.14	1
Fall, 01	COM 100—Introduction to Human Communication (TV-distance version)*	188	564	1.54	2.14	1.76
Sum, 01	COM 450—Theory and Research in Organizational Communication	16	48	1.25	1.25	1.25
Spring, 01	COM 407—Advanced Critical Methods in Communication Studies	30	90	1.53	1.41	1.44
Spring, 01	COM 100—Introduction to Human Communication (TV-distance version)*	146	438	1.83	2.13	1.8
Fall, 00	COM 450—Theory and Research in Organizational Communication	15	45	1.15	1.23	1.23
Fall, 00	COM 407—Advanced Critical Methods in Communication Studies	19	57	1.13	1.20	1.27
Average of ALL classes		121	362	1.45	1.57	1.45
Average w/out COM 100 classes		36	107	1.29	1.29	1.28

* Note: across instructors, TV-distance classes earn lower average evaluations than equivalent live courses. Scores should be counter-biased likewise.

ADVISING

Ph.D. Students - Completed

Ph.D. Advisor, Pamela Lutgen-Sandvik, Summer 2005. *Water smoothing stones: Subordinate resistance to workplace bullying.*

Employment: Assistant Professor, University of New Mexico, Fall 2005.

Ph.D. Committee, Clifton Scott, Spring 2005. *The discursive organization of risk and safety: How firefighters manage occupational hazards.*

Employment: Assistant Professor, University of North Carolina-Charlotte, Fall 2005.

Temporary Ph.D. Advisor, Marianne LeGreco, 2003-2004

Temporary Ph.D. Advisor, Christina Bates – 2003-2004

Temporary Ph.D. Advisor, Karen Myers – 2001-2002

Temporary Ph.D. Advisor, Jamie Korus – 2001-2002

Ph.D. Students – In Progress

Ph.D. Co-Advisor, Kurt Lindemann, projected completion Spring 2006

Ph.D. Committee, Andrea Lewis, projected completion Spring 2006

Ph.D. Committee, Marianne LeGreco, projected completion Spring 2006

Ph.D. Committee, Shelley Erickson (Justice Studies), projected completion Spring 2006

M.A. Students – Completed

Co-Advisor, Jennifer Mease. Summer, 2005. *Doing white identity, (un)doing whiteness: A field study at the intersection of white identity and the discourse of whiteness.* Entered University of North Carolina-Chapel Hill Ph.D. program Fall, 2005.

Committee Member, Spring, 2005. Aaron Rigamonti, Member through comprehensive exams.

Co-Advisor, Sara McKinnon, Summer 2004. *Navigating Deserts: Interpretive Research of the "Lost Boys of Sudan" Identity and Settlement.* Entered ASU Ph.D. program Fall, 2004.

Committee Member for Thesis Defense, Michael R. Hinson. Summer, 2004. *Student ratings of instruction as a human technology: A critical rhetorical analysis of academic discourse.*

Advisor, Kimberly Cantrell, Summer, 2003. *The language of power: Tensions of cultural identity, power, and language negotiation onboard a multicultural cruise ship.*

Committee, Marianne LeGreco, Fall 2002. *Organizing the Politics of Public and Private: A Case Study of the First Governor-Mom.* Entered ASU Ph.D. program Fall, 2002.

Temporary Advisor, Jill Schiefelbein, projected completion Spring 2006

Advisor, Betsy Rose Rice, Terminated program, Fall 2002

Committee, Erin Gavin, Terminated program, Spring 2004

M.A. Students – In Progress

Advisor, Jolene Slama, projected completion Fall 2005

Committee, Milissa Hutloff Koehler, projected completion Fall 2005

Committee, Emily Cripe, projected completion Fall 2005

Committee, Sundae Bean, projected completion Spring 2006

Temporary Advisor, Yvonne Montoya, 2005-2006.

Graduate Independent Studies ("Readings and Conference") & Research Assistants

Readings & Conference (2005). *Introduction to Fieldwork*. LaKresha Graham & Sundae Bean.

Research Assistantship (Spring 2004, Summer 2004, Fall 2004 and Spring 2005). *Workplace Bullying*. Pamela Lutgen-Sandvik. Included on-line survey, focus group coordination, interviews, data analysis and drafting of five manuscripts.

Readings & Conference (2003). *Workplace Bullying Literature Review*. Pamela Lutgen-Sandvik.

Directed research & readings (2002). *Humor and sensemaking*. Karen Myers & Cliff Scott, 2002

Directed research (2002). *Comparison analysis of the communication introductory course*. Paul Tibbles and undergraduate students Carolyn Donnerstein & Janice Oestreich.

Directed research (2002). *Emotional abuse in the workplace*, Pamela Lutgen-Sandvik

Readings & Conference (2002). *Communication, work and family*. Christina Yoshimura.

Undergraduate Barrett Honors Advising

Footnote 18 (end-of-semester) Honors Project Advisor (Spring, 2005). Michelle Clements, *Communication and the airline industry*.

Footnote 18 (end-of-semester) Honors Project Advisor, Maxwell Cava (Spring, 2005). *Computer-mediated communication and richness today*.

Undergraduate Honors Committee Member, Tyler Kent McKinzie, Completed, Spring 2004, *Avoiding burnout: Examining the relationships between job satisfaction and work variables among resident assistants at Arizona State University*.

Undergraduate Honors Advisor, Rosa Metzger, Completed, Spring 2003, *Constructing a collective safety net for American's #1 fear: A case analysis of social support, organizational culture, and public speaking*. Distinguished Honors Thesis Award.

SERVICE

PROFESSIONAL SERVICE

Memberships

National Communication Association (NCA)

International Communication Association (ICA)

Western States Communication Association (WSCA)

Professional Offices and Committee Positions

Vice-Chair-Elect, Organizational Communication Division, WSCA, 2005.

Will serve as program planner for 2007 conference in Seattle.

Program Planner / Scholarship Chair, The 2nd Annual Nuevo Dia Southwest Organizational Communication Conference, Arizona State University, Tempe, AZ; January, 2005.

Included reviewing, planning and coordinating the presentation of more than 40 papers, as well as managing on-site logistics and moderation duties for this two-day conference.

Co-Secretary & Executive Committee, Organizational Communication Division, NCA, 2003-2005.

Member, Ethnography Division Awards Committee, NCA, 2005.

Serve as reviewer and referee for best ethnography book of the year.

Member, Organizational Communication Division Awards Committee, 2005.

Served as reviewer and referee for best organizational communication article of the year.

Professional Offices and Committee Positions, cont.

Member, Student Affairs Committee, ICA, 2001-2003.

Served as an advisor for the student affairs committee and wrote columns for ICA newsletter.

Secretary, Organizational Communication Division, WSCA, 2002-2003.

Member, Board of Directors, ICA, 1999-2001.

Wrote annual and mid-year reports for the student affairs committee and represented student interests at a series of four mid-year and annual meetings.

Co-chair, Student Affairs Committee, ICA, 1999-2001.

Developed funding motions for merit-based conference scholarships and student board.

Furthermore, planned two conference receptions, managed a student email list, coordinated two student-targeted conference panels and wrote five columns for the ICA newsletter.

Co-chair, Membership Committee, Organizational Communication Division, ICA, 2001.

Designed and coordinated the printing and distribution of division lapel stickers, assisted designing division brochure, and publicized and co-hosted the "new member" breakfast.

Reviewing Activities

Editorial Board

Management Communication Quarterly, 2002-2005

Communication Studies, 2002-2005

Communication Research Reports, 2005-2007

Ad Hoc Journal Article Reviewer

Women's Studies in Communication, 2005

Journal of Family Communication, 2005

Human Relations, 2003, 2004, 2005

Journal of Management Studies, 2004

Southern Communication Journal, 2003

Management Comm. Quarterly, 2000, 2001

Communication Monographs, 2004, 2005

Communication Yearbook, 2005

Electronic Journal of Communication, 2005

Social Problems, 2004

Western Journal of Communication, 2002

J. of Applied Comm. Research, 2001, 2002

Paper Reviewer

Top Paper Awards, NCA organizational communication division, 2005

Paper Reviewer, ICA, organizational communication division, 2002

Book Reviewer

Top Book Award, NCA ethnography division, 2005

Human Communication & Society, Alberts, Nakayama & Martin. Prentice Hall. 2004

Introduction to Human Communication, Spitzberg, Morreale & Barge. Wadsworth. 2002

Professional Newsletter Contributions

Interviewing for academic jobs: An incomplete list of tips. *ICA Newsletter* (2002, Jan-Feb).

Graduate student funding approved by ICA board of directors. *ICA Newsletter* (2001, July/Aug).

Annual conference features programs designed especially for graduate student members. *ICA Newsletter* (2001, Apr).

Graduate student representatives offer goals and reflections. *ICA Newsletter* (2000, Sept).

The best dissertation is a finished dissertation: Tips on getting done from those who have been there. *ICA Newsletter* (1999, Nov).

Response / Chairing / Service Activities at Professional Conferences

- Chair (2005). Communication, Knowledge, and Transactive Memory. Annual meeting of the International Communication Association. New York.
- Chair (2005). Competitive papers on power and control in organizations. Annual meeting of the Western States Communication Association. San Francisco.
- Respondent (2004). Democracy, Civility and Social Capital. Annual meeting of the National Communication Association. Chicago.
- Respondent (2004). Organizational culture and negotiation: Paper development workshop. Nuevo Dia Southwest Organizational Communication Conference. Austin, TX.
- Chair (2003). Organizational communication processes in healthcare contexts. Annual meeting of the International Communication Association, San Diego, CA.
- Chair & Acting Respondent (2003). Organizational discourse and the color of your collar. Annual meeting of the International Communication Association, San Diego, CA.
- Chair (2003). Just reading the script: Identity and role performance in organizations. Annual meeting of the International Communication Association, San Diego, CA.
- Respondent (2003). Sustainability and the diffusion of ideas and practices: Theorizing and applying organizational communication. Annual meeting of the Western States Communication Association, Salt Lake City, UT.
- Chair, designer (2002). Identity construction at work: Public and private intersections. Annual meeting of the Western States Communication Association, Coeur d'Alene, Idaho.
- Chair (2001). A critical and cultural examination of organizing from marginalized perspectives. Annual meeting of the National Communication Association, Atlanta, GA.
- Co-chair, co-designer (2001). Doctoral Preconference in Organizational Communication, Annual meeting of the International Communication Association, Washington, D.C.
- Chair. (2000) Gender-Related Dynamics and Organizational Communication. Annual meeting of the International Communication Association, Acapulco, MX.
- Chair (2000). Becoming a Communication Scholar and Mentor: B. Aubrey Fisher Award Recipients Offer Insight and Expertise to Graduate Students. Annual meeting of the International Communication Association, Acapulco, MX.

ARIZONA STATE UNIVERSITY

Committees and Positions

- Personnel Committee, The Hugh Downs School of Human Communication, 2003-2007
- Doctoral Committee of Faculty, The Hugh Downs School of Human Communication, 2002-
- Member of Executive Committee, 2005-2007
 - Member of ad hoc committee on graduate methods curriculum development 2005-2006
- Undergraduate Committee, The Hugh Downs School of Human Communication, 2002-2004
- Distance Learning Technology Representative of School, 2000-2005. Includes ongoing technology training through University's Center for Learning and Teaching Excellence and communication of relevant issues to school
- ASU Speakers Association, 2001-2005—resource for various external audiences (e.g., media, community groups) on issues related to my research

Committees and Positions at ASU, cont.

ASU Faculty Ambassador, 2002-2003. High school student outreach and on-site presentations, encouraging students to stay in school and prepare successfully for college-level work

Reader, College of Public Programs Graduation Ceremony, Spring 2003

Information Technologies Advisory Committee (ITAC), Representative of the College of Public Programs to the University, 2001-2002

Organizational Communication Professor Search Committee, The Hugh Downs School of Human Communication, 2000-2001

Guest Lectures and Presentations

Since Fall 2000, I have provided 27 guest presentations and lectures at ASU (an average of ~5 each year). A detailed list is available upon request. They include:

- Web-streamed presentation – “The On-Line Teaching Experience” available at <http://asuonline.asu.edu/facultysupport/streaminggalleries.cfm#1>
- Guest lectures in undergraduate and graduate courses within the school
- Guest lectures in graduate courses in other departments (e.g., psychology, management)
- Presentations/Colloquiums/“Brown Bags” to The Hugh Downs School of Communication
- Presentations to various campus-wide staff groups (e.g., internship coordinators)

PUBLIC SERVICE

Invited Public Presentations

Workplace bullying: What does it feel like? PEO International—Chapter CZ, Tempe (Women’s philanthropic and educational organization). May, 2005.

Men are from Mars, Women are from Venus—NOT!! PEO International—Chapter CZ, Tempe (Women’s philanthropic and educational organization). August, 2004.

Communication and gender in the workplace: Issues to consider during women’s history month. Financial Administrative Credit Services Group. Tempe, AZ., March, 2004.

Gender (mis)communication: Causes and tips for managing. Phoenix Rotary Club. December, 2003.

Public speaking 101. Desert Botanical Gardens Docent/Speakers Bureau Group. Phoenix, AZ. August, 2002.

Correctional officer burnout: A view from the trenches. Florence Community Library “Corrections Series.” Florence, AZ. July 2002.

How to be a good presenter. UNITE Educational Software Annual Convention. Mesa, AZ. March, 2002. *Small honorarium received.*

Contradictions, social support and power: A structural approach of managing correctional stress and burnout. Full-day seminar designer and leader. Colorado Jail Association. Denver, CO. July, 2001. *Small honorarium received.*

Emotion labor and correctional officers: Research report and practical considerations. Three presentations. Denver Women’s Correctional Facility. Denver, CO. July, 2000.

Emotion labor and correctional officers: Research report and practical considerations. Three presentations. Boulder County Jail. Boulder, CO. July, 2000.

Media Resource / Media Coverage of my Research

- Barnes, R. (June 5, 2005). Cover Story on Bullying for Sunday Business Magazine. *San Antonio Express News*. Was interviewed and quoted in story.
- Expertise & provision of research materials to the *Commission on Safety and Abuse in America's Prisons*. (A 22-member nonpartisan commission organized to examine the consequences of abusive penal environments for the health and safety of prisoners, corrections officers, and the families and communities to which they return). January, 2005.
- Grant, B. (Fall/Winter, 2004). Battling bullies at work: Communication researchers find negativity common in U.S. organizations. *CLAS News*, 8.
- Derra, S. (Fall, 2004). Bullies at work. *Research: Magazine of scholarship and creative activity at Arizona State University*, 18-19.
- Neal, E. (August, 2004). Are you being bullied by your boss? (Freelance writer submitted story to *Cosmopolitan-Australia*).
- Sagario, Dawn (July 26, 2004). Survey finds bullying common at work: Researchers found that more Americans than Europeans reported abuse. *The Des Moines Register*, Business.
- Taylor, Ed (July 19, 2004). Working for a bully. *East Valley Tribune*, B1.
- Bodarky, George (July 17, 2004). Cityscape Public Affairs Show. *WFUV 90.7 from Fordham University (NPR affiliate)*. Eight-minute on-air interview on workplace bullying research. Archive of show available from <http://www.wfuv.org>.
- Braun, Janna (July 1, 2004). Bullying prevalent in many workplaces. *Arizona Business Gazette*, front page.
- Taylor, Ed (March 8, 2004). Workplace bullying: ASU team studies intimidation on the job. *East Valley Tribune*, B1.
- Butler, Lindsey (March 2, 2004). ASU researchers track harassment at work. *The (ASU) State Press*, front page.
- Medina, Mekahlo (February 25, 2004). Workplace bullying. *Channel 12 News-Phoenix metro*. (Interviewed and appeared during 5 p.m. broadcast; rebroadcast at least one time over following weekend).
- Herman, William (February 25, 2004). Today's talker: Do you work with a bully? *Arizona Republic*, B1. ("Today's Talker").
- Rich Dubek (January 29, 2004). Emotion, stress and burnout in a corrections atmosphere. *Channel 12 News-Phoenix metro*. (Interviewed and appeared during 10 p.m. broadcast).
- Art Rotsein (January 23, 2004). Correctional officers say being taken hostage is greatest fear. *Associated Press-Arizona*. (Expert testimony for story that ran in newspapers and on radio stations across Arizona).
- Steve Kratz (January 23, 2004). Negotiating with hostages in a corrections atmosphere. *Fox 10 News-Phoenix metro*. (Provided background for broadcast story).
- Cowling, M. (July, 2002). Burned out? Correctional officers must deal with the job's inherent tensions, *Florence Reminder and Blade-Tribune*, p. 1. (Feature article covering a presentation I conducted with correctional officers in Florence, AZ).
- Andrea Bishman (October, 2000). Locking up emotion. *Coloradan*, p. 8-9. (Feature article on dissertation research with correctional officers).