

Home Address:



School Address:

School of Communication & Media
Western Illinois University
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EDUCATION

- Ph. D.** UNIVERSITY OF ARIZONA (August, 2000)
Major: Communication, with emphases in Social Influence and Organizational Communication
Minor: Educational Psychology, with a focus on method and measurement.
Dissertation Title: *“Investigating the Nature of Emotional Appeals: An Expectancy Violations Interpretation of the Persuasive Efficacy of Emotional Appeals.”*
Advisor: Dr. David Buller
- M.A.** SAN DIEGO STATE UNIVERSITY (August, 1990)
Major: Professional Communication
Thesis Title: *“Intraorganizational Compliance-gaining: A New Methodological Approach.”*
Advisor: Dr. Susan Hellweg
- SAN FRANCISCO STATE UNIVERSITY (Fall, 1988)
Initiated M.A. degree in Speech and Communication Studies, with an emphasis in organizational communication. Then transferred to SDSU.
- B.A.** SAN FRANCISCO STATE UNIVERSITY (May, 1987)
Major: Speech and Communication Studies, with a Minor in Film

ACADEMIC APPOINTMENTS

1994-Present **WESTERN ILLINOIS UNIVERSITY**

- 6/2024- Present Director, School of Communication & Media, Western Illinois University
- 7/2012-6/2024 Chairperson, Department of Communication, Western Illinois University
- 8/2021-7/2022 Interim Associate Dean, College of Fine Arts and Communication
- 7/2016-7/2018 Interim Chairperson, Department of Communication Sciences & Disorders, Western Illinois University
- 8/2010-6/2012 Interim Chairperson, Department of Communication, Western Illinois University
- 2009-Present Full Professor w/Tenure. Department of Communication, Western Illinois University

2000-2009 Associate Professor w/Tenure. Department of Communication, Western Illinois University

1994-2000 Assistant Professor. Department of Communication, Western Illinois University.

Courses taught at Western Illinois University:

- * COMM 241: Public Speaking
- * COMM 247: Argumentation
- * COMM 311: Communication Research Methods
- * COMM 341: Communication in Small Groups
- * COMM 343: Introduction to Organizational Communication
- * COMM 344: Interpersonal Communication
- * COMM 356: Persuasion
- * COMM 409: Conflict Management
- * COMM 413: Advanced Organizational Communication
- * COMM 430: Communication Training & Development
- * COMM 456: Persuasive Campaigns
- * COMM 480: Special Topics Course

Graduate Seminars taught:

- * COMM 500: Introduction to Graduate Studies
- * COMM 503: Seminar in Attitude Formation and Change
- * COMM 504: Communication Research Methods
- * COMM 506: Seminar in Message Production
- * COMM 510: Seminar in Organizational Communication
- * COMM 538: Teaching Speech in the College Classroom
- * COMM 539: Special Topics: Seminar in Training and Development
- * CSD 501: Introduction to Research Methods in Speech/Language/Hearing Sciences

1990-1994 **UNIVERSITY OF ARIZONA**

1990-1994 Graduate Teaching Associate. Department of Communication, University of Arizona.

Courses taught:

- * Comm 102: Public Communication
- * Comm 106: Communication of Literature
- * Comm 225: Argumentation
- * Comm 280: Communication Research Methods
- * Comm 318: Persuasion
- * Comm 412: Organizational Communication

Courses directed:

- * Comm 412: Organizational Communication
 - Responsibilities included the coordination, administration and supervision of a multisection course consisting of 700+ students as well as the preparation and delivery of mass lectures.

1990-1993 Research Associate. Served on faculty research teams.

- Dr. Michael Burgoon, 1990-1991
- Dr. Tamara Pearson-d'Estree, 1991-1992
- Dr. Sally Jackson, 1992-1993

1988-1990 SAN DIEGO STATE UNIVERSITY

1988-1990 Graduate Teaching Assistant. Department of Speech Communication, San Diego State University, San Diego, CA.

Courses taught:

- *Speech Comm 090: ILE Seminar (Academic skills training)
- *Speech Comm 103: Public Speaking
- *Speech Comm 204: Advanced Public Speaking
- *Speech Comm 361: Forensics

1989-1990 Forensics Co-Director of Individual Events; Assistant Director of Forensics.

- Responsibilities included the administration, scheduling, arranging of travel itineraries for a large forensics team, and handling the organization and hosting of tournaments, in addition to the regular duties of a forensics coach and judge.

1988-1989 Senior Individual Events Coach

- Responsibilities included the criticism and development of student's speech writing and speaking abilities in various areas of public address and oral interpretation, for use within intercollegiate forensics competition.

1988 SAN FRANCISCO STATE UNIVERSITY

Lecturer A Step 4. Department of Speech Communication, San Francisco State University, San Francisco, CA.

Assistant Director of Forensics

- Responsibilities include the criticism and development of student's speech writing and speaking abilities for use within intercollegiate forensics competition. Also included administration of team and making of travel arrangements.

1987 SAN FRANCISCO STATE UNIVERSITY

Teacher Assistant. Responsibilities included the critiquing of student work and delivering two full-length lectures.

PROFESSIONAL/ACADEMIC SERVICE

DISCIPLINARY SERVICE

- **Member**, Illinois Articulation Initiative (IAI) Mass Communication Panel (Fall 2015-2022)
- **Member**, NCA Nominating Committee, National Communication Association (Fall 2015- Fall 2016)
- **Member**, NCA Legislative Assembly, National Communication Association (Fall 2011- Fall 2013)
- **Division Chairperson**, Training & Development Division, National Communication Association (Fall 2010-2011)
- **Co-Program Planner**, Training & Development Division, National

Communication Association (Fall 2009-2010)

- **Co-Secretary**, Training & Development Division, National Communication Association (Fall 2008-2009)
- **Panel Respondent**, Training and Development Division, National Communication Association. (2007; Top Paper Panel, 2008; 2009; 2010; Top Paper Panels, 2013, 2014, 2016, 2017)
- **Panel Chair**, Training and Development Division, National Communication Association. (2008-2016)
- **Panel Chair**, Organizational Communication Division, National Communication Association. (2004; 2009)
- **Track Chair** (Communication in Organizations), for the Emerging Issues in Business and Technology Conference, Myrtle Beach, South Carolina (2004; 2005)
- **Paper Reviewer**, Organizational Communication Division, NCA (2003- 2004, 2007-2018).
- **Paper Reviewer**, Training and Development Division, NCA (2003, 2005-2018).
- **Paper Reviewer**, Rhetoric and Communication Theory Division, SCA (1995).
- **Paper Reviewer**, Student section, SCA (1991-1992).

PROFESSIONAL SERVICE:

- **External promotion reviewer**, Northern Illinois University (Summer 2025).
- **External promotion reviewer**, University of Texas – Rio Grande Valley (Summer 2023).
- **External promotion reviewer**, Southern Illinois University Carbondale (Fall 2018).
- **External tenure reviewer**, for applicant from Missouri State University (Fall 2006).
- **Guest reviewer**, *Western Journal of Communication* (2013 [x2]; 2014); *Human Communication Research* (2004).
- **Editorial Board Member**. Served on the editorial board of *Communication Reports* (1997- 2000).
- **Editorial Assistant** for the *Western Journal of Speech Communication* (1989-1990).

UNIVERSITY SERVICE (At Western Illinois University):

- **Member**, Chairs and School Directors Committee (Rebuild), Western Illinois University

(Spring 2025-Fall 2025). Developed job descriptions for Program Coordinators and School Directors in the reorganized two-college model.

- **Member**, Constituency Committee (Rebuild), Western Illinois University (Spring 2025 – Spring 2026). Reviews rebuild process.
- **Chair**, University Chairs Council (Fall 2017-June 2022; July 2023-June 2025)
- **Member**, Administration Negotiation Team, Western Illinois University (Summer 2021; Spring/Summer 2025). ASP workload/compensation negotiations.
- **Member**, Administration Negotiation Team, Western Illinois University (Summer 2020). Negotiations on change in workplace conditions due to COVID-19 pandemic.
- **Chair**, Search Committee, Department of Broadcasting and Journalism Chairperson (Fall 2019-Spring 2020; Fall 2021-Spring 2022)
- **Member**, Administration Negotiation Team, Western Illinois University (Spring 2016). Negotiations on staff reduction procedures and budget reduction.
- **Member**, Administration Negotiation Team, Western Illinois University (Fall 2015 - Spring 2016). Negotiations for increases in Unit B salary steps and promotional opportunities.
- **Member & COFAC Representative, Executive Committee, WIU Chair's Council** (Fall 2013 – Fall 2017)
- **Member**, FYE Leadership Team (Fall 2011 – Spring 2020)
- **Member**, FYE Evaluation Team, Goals Subcommittee (Fall 2011 – 2013)
- **Member**, FYE Evaluation Team, Budget Subcommittee (Fall 2011 – 2013)
- **Chair**, Search Committee, Communication Sciences and Disorders Chairperson (Spring 2011-Fall 2011)
- **Building Representative**, Memorial Hall (Fall 2010 – present.)
- **Chair**, College Personnel Committee (College of Fine Arts and Communication); (Fall 2007 –Spring 2010.)
- **Member**, Provost's Award for Excellence in Service Selection Committee (Fall 2009)
- **Member**, Council on Admissions, Grading, and Academic Standards (CAGAS) (Fall 2001 – Spring 2004; Fall 2009).
- **Member**, College of Fine Arts and Communication (COFAC) Executive Planning Committee (Fall 2005-Spring 2007; Fall 2010 - present)
- **Trainer**, Peer Mentor Training on Facilitating Discussions (August, 2005, 2006).
- **Faculty Advisor**, WIU Gaming Guild (Fall 2004 – Fall 2017)
- **Chair**, University Strategic Implementation Committee on Graduate Excellence, Western Illinois University (Fall 2004 - Spring 2005). Committee charged with reviewing progress of

graduate education units in pursuing goals identified in the previous year's University Strategic Plan for Graduate Education and to prioritize and identify new issues for updates to the Strategic Plan.

- **Member**, Negotiation Team for University Professional of Illinois (UPI), Western Illinois University (Fall 2003 - Fall 2004). Successfully conducted negotiations on summer compensation, distance education, the Center for Entrepreneurial Programs, Parking, and overload compensation.
- **Member**, University Investigation Committee, Western Illinois University (Fall 2003 - Spring 2004). Appointed by Provost to committee; committee charged with investigating alleged violation of academic integrity by faculty member.
- **Chair**, Graduate Council, Western Illinois University Graduate College (Fall 2003 – Spring 2004).
- **Vice-Chair**, Graduate Council, Western Illinois University Graduate College (Fall 2002 - Spring 2003).
- **Member**, Graduate Council, Western Illinois University Graduate College (Fall 2001 – Spring 2004).
- **Faculty Advisor**, Mortar Board Senior Honor Society (Spring 1997 – Spring 2018)
- **Member**, College of Fine Arts & Communication Planning Committee (Fall 2000-Spring 2003)
- **Member**, University Honors Council (Fall 1995 - Spring 1998)

DEPARTMENTAL SERVICE (At Western Illinois University):

- **Chair**, Department Personnel Committee (Fall 2005 – Spring 2010).
- **Assistant Department Chair**, Department of Communication (Fall 2006 – Spring 2007).
- **Division Director**, Speech Communication Division (Fall 2005 – Fall 2006).
- **Graduate Director**, Communication M.A. Program (Fall 1998 – Spring 2010).
- **Member**, Department Personnel Committee (Fall 2000 – Spring 2010).
- **Graduate Advisor**, Speech Communication Emphasis (Spring 1997- 1998)
- **Faculty Advisor**, Communication Student Society (Spring 1997 - present)
- **Member**, Divisional Search Committee (Spring 1994-present; 13 searches)
- **Chair**, Search Committee (Spring 2000; Fall 2002; Fall 2005; Chair Search, Fall 2006)
- **Chair**, Thompson Committee (Spring 1996 - 1999)
- **Member**, Thompson Committee (Spring 1996 – 2001, 2004 – Fall 2010)

- **Member**, Assessment Committee (Fall 1995 - Spring 1998, Fall 2008 – Fall 2010)

STUDENT ORGANIZATIONS/SERVICE:

- Served as President of the Association of Graduate Students in Communication, University of Arizona (1992-1993); served as Vice-President of the Association of Graduate Students in Communication, University of Arizona (1991-1992).
- Served as a Senior Fellow in the Society of Advocates (University of Arizona), an honorary for undergraduates dedicated to the practice of critical thinking skills and public debate (1991-1993).
- Served as Graduate Representative from the Department of Speech Communication on San Diego State University's Interdisciplinary Task Force on Research (1989 -1990).
- Fulfilled the duties and responsibilities of Student Director for the Pauline Nelson Oral Interpretation Festival (1987), hosted at San Francisco State University.

AWARDS AND HONORS

PROFESSIONAL AWARDS:

Recipient of the **Outstanding Service Award** for the Training & Development Division of the National Communication Association, 2017.

Recipient of the **Top Reviewer Award**, Training and Development Division, NCA (2008; 2103; 2014).

Recipient of the **Outstanding Service Award** in the College of Fine Arts and Communication, 2006.

Recipient of the **Teacher Appreciation Award**, sponsored by the Communication Student Society, in the Department of Communication, Fall 2004.

Recipient of the **Outstanding Teacher Award** in the College of Fine Arts and Communication, 2002-2003.

Recipient of the **Student Alumni Council's Golden Apple Award** for October 2002. (The award is given to a faculty or staff member who goes "above and beyond" assigned duties in assisting students to complete their education.)

Recipient of the **Thompson Professorship**, Department of Communication, Western Illinois University (2001-2002).

FORENSICS AWARDS:

Amassed over 60 awards in various interpretation and public speaking events, including bronze, silver, and gold medals at the Phi Ro Pi State and National championships. Qualified for and competed at 1987 A.F.A. National Individual Events Tournament. (Fall 1983 - Spring 1987.)

RESEARCH

TOP PAPER AWARDS:

Top Paper. Intrapersonal Communication and Social Cognition Division, NCA, 2000.

Top Paper. Interpersonal Communication Division, ICA, 1995.

Top Student Paper. Interpersonal & Small Group Interaction Division, SCA, 1993.

Top Paper. Organizational Communication Division, WSCA, 1992.

Top Three Paper. Organizational Communication Division, WSCA, 1991.

Top Student Paper. Interpersonal & Small Group Interaction Division, SCA, 1991.

PUBLICATIONS:

Andersen, P. A., Guerrero, L. K., Buller, D.B., & Jorgensen, P. F. (1998). An empirical comparison of three theories of nonverbal immediacy exchange. *Human Communication Research, 24*, 501-535.

Guerrero, L. K., Andersen, P. A., Jorgensen, P. F., Spitzberg, B. H., & Eloy, S. V. (1995). Coping with the green-eyed monster: Conceptualizing and measuring communicative and behavioral reactions to romantic jealousy. *Western Journal of Communication, 59*, 270-304.

Guerrero, L. K., Eloy, S., Jorgensen, P. F., & Andersen, P. A. (1993). Hers or his? Sex differences in the experience and communication of jealousy in close relationships. In P. Kalbfleisch (Ed.), *Interpersonal communication: Evolving interpersonal relationships* (pp. 109-131). Hillsdale, NJ: Lawrence Erlbaum Associates.

Hellweg, S. A., Geist, P., Jorgensen, P. F., & White-Mills, K. D. (1990). An analysis of compliance-gaining instrumentation in the organizational communication literature. *Management Communication Quarterly, 4*, 244-271.

Jorgensen, P. F. (2016). Building an evidence-based practice: Conducting valuable needs assessments. In D. Seibold & J. Waldeck (Eds.), *Consulting That Matters: A Handbook for Scholars and Practitioners*. New York: Peter Lang.

Jorgensen, P. F. (2007). In pursuit of power: Investigating the relationships among organizational politics, organizational commitment, communication satisfaction and job satisfaction. *Journal of Contemporary Business Issues, 15*, 22-33.

Jorgensen, P. F. (1999). Attitudes. In D. Levinson, J. Ponzetti, & P. F. Jorgensen (eds.), *Encyclopedia of human emotions*. New York: Macmillan.

Jorgensen, P. F. (1997). Affect, persuasion, and communication processes. In P. A. Anderson & L. K. Guerrero (Eds.), *Handbook of communication and emotion* (pp. 403-422). Chicago, IL: Academic Press.

Jorgensen, P. F. & Callister, M. A. (2005). Building high performance teams: Identifying

the key skill sets and knowledge areas needed for high-level performance. *Journal of Contemporary Business Issues*, 13, 11-20.

Levinson, D., Ponzetti, J., & Jorgensen, P. F. (Eds.) (1999). *Encyclopedia of human emotions*. New York: Macmillan Reference.

CONFERENCE PRESENTATIONS:

Adebayo, C. T., & Jorgensen, P. F. (2016, November). *A study of empathic communication: Collectivist versus Individualistic societies*. Paper presented at the National Communication Association Convention, Philadelphia, PA.

Adebayo, C. T., & Jorgensen, P. F. (2016, November). *Empathic communication in superior-subordinate interpersonal relationships*. Paper presented at the National Communication Association Convention, Philadelphia, PA.

Andersen, P. A., Guerrero, L. K., Jorgensen, P. F., & Buller, D. B. (1995, May). *The arousal-immediacy link: A critical test of three theories of nonverbal immediacy exchange*. Paper presented at the International Communication Association Convention, Albuquerque, NM.

Brilliantes, R., Jorgensen, P. F., & Kelley, T. (1990, February). *A comparative analysis of mediated instruction: An exploratory study*. Paper presented at the Western Speech Communication Association Convention, Sacramento, CA.

Buller, D. B., Jorgensen, P. F., Andersen, P. A., & Guerrero, L. K. (1995, May). *Correspondence among physiological, nonverbal, and perceptual measures of arousal*. Paper presented at the International Network on Personal Relationships Conference, Williamsburg, VA.

Felts, O., & Jorgensen, P. F. (2008, November). *Superior-subordinate conflict management in a mediated setting*. Paper presented at the National Communication Association Convention, San Diego, CA.

Guerrero, L. K., & Jorgensen, P. F. (1991, November). *The nature of marital jealousy: Effects of threats to permanence and interdependence*. Paper presented at the Speech Communication Association Convention, Atlanta, GA.

Guerrero, L. K., & Jorgensen, P. F. (1993, November). *Measuring jealousy expression: Scale development and validation*. Paper presented at the Speech Communication Association Convention, Miami, FL.

Haynes, M. A., & Jorgensen, P. F. (2005, November). *What is a beauty, what is a beast? A comparison of attractiveness attributes in initiating romantic relationships between on-line and face-to-face partners*. Paper presented at the National Communication Association Convention, Boston, MA.

Jacobs, S., Weger, H., & Jorgensen, P. F. (1995, May). *Re-thinking speech acts: Warnings as situated utterances*. Paper presented at the International Communication Association Convention, Albuquerque, NM.

Jorgensen, P. F. (2019, November). *A survival guide for T&D consulting: Lessons from the field*. Panel presented at the National Communication Association Convention,

Baltimore, MD.

Jorgensen, P. F. (2017, November). *Best practices in communication training and development*. Pre-conference panel and developmental workshop presented at the National Communication Association Convention, Dallas, TX.

Jorgensen, P. F. (2013, November). *Being here, not there, yet everywhere! Tips for conducting successful multisite training via videoconferencing*. Paper presented at the National Communication Association Convention, Washington, D.C..

Jorgensen, P. F. (2004, November). *Investigating the relationships between organizational politics, organizational commitment, communication satisfaction and job satisfaction*. Paper presented at the National Communication Association Convention, Chicago, IL.

Jorgensen, P. F. (2002, March). *"Do as I say, not as I do": Exploring the relationship between organizational politics and organizational commitment*. Paper presented at the Western Speech Communication Association Convention, Long Beach, CA.

Jorgensen, P. F. (2000, November). *Cultural level expectancies associated with the use of emotional appeals: Implications for an expectancy violations interpretation of the persuasive efficacy of emotional appeals*. Paper presented at the National Communication Association Convention, Seattle, WA.

Jorgensen, P. F. (1997, February). *Affect, persuasion, and communication processes*. Paper presented at the Western Speech Communication Association Convention, Monterey, CA.

Jorgensen, P. F. (1994, November). *Capturing the mind and the heart: An exploration of the function and role of emotional appeals in the persuasion process*. Paper presented at the Speech Communication Association Convention, New Orleans, LA.

Jorgensen, P. F. (1991, February). *Intraorganizational compliance-gaining: An improved methodological approach and typology*. Paper presented at the Western Speech Communication Association Convention, Phoenix, AZ.

Jorgensen, P. F., & Callister, M. A. (2003, November). *Exceeding expectations: Building high performance teams*. Paper presented at the National Communication Association Convention, Miami, FL. (Invited paper)

Jorgensen, P. F., & Callister, M. A. (2002, November). *Communication in action: The anatomy and evaluation of a training program on building high performance teams*. Paper presented at the National Communication Association Convention, New Orleans, LA.

Jorgensen, P. F., & Callister, M. A. (1994, November). *Working toward better health: A critique and review of conceptual issues, findings, and conclusions concerning corporate wellness programs*. Paper presented at the Speech Communication Association Convention, New Orleans, LA.

Jorgensen, P. F., & Guerrero, L. K. (1992, February). *Why should I? Toward the development of a typology of receivers' reasons for complying with requests*. Paper presented at the Western States Communication Association Convention, Boise, ID.

Jorgensen, P. F., & Jacobs, S. (1993, February). *This is only a warning: A re-examination of the warning speech act*. Paper presented at the Western States Communication Association Convention, Albuquerque, NM.

Pearson-d'Estree, T., Jorgensen, P. F., & March, S. A. (1992, February). *Uncovering the themes of intergroup relational communication: A theoretical perspective*. Paper presented at the Western States Communication Association Convention, Boise, ID.

PROFESSIONAL AFFILIATIONS

National Communication Association (1988-present)
International Communication Association (1990-2005)
Western States Communication Association (1988-1995)

RELATED JOB EXPERIENCE

- PERSONAL COMMUNICATION TRAINING AND CONSULTING. (6/89 - Present)
Assisted clients in the organization, preparation and delivery of professional presentations.
- ORGANIZATIONAL CONSULTING/TRAINING SEMINARS. (1/88 - Present)

Organizational Development Consulting:

McDonough District Hospital, Macomb, IL. Assessed effectiveness of the roll-out of the Just Culture Program. (August 2014- July 2015).

Roquette-America, Inc. Keokuk, IA. Conducted organizational communication audits for Executive Team and Operations Division. (January-May, 2005).

McDonough District Hospital, Macomb, IL. Worked with Communications Team in developing new employee satisfaction survey. (Summer 2004).

Roquette-America, Inc. Keokuk, IA. Team Facilitator and Coach: Refinery C & D Management Team. (April - May, 2001).

MidAmerica National Bank. Conducted organizational communication audit for entire bank system and provided recommendations for improvement of organizational communication. (August 2000 – April 2001)

William Brown, Inc. San Diego, CA. With Dr. Susan Hellweg, San Diego State University. Organizational diagnosis and intervention. (1990)

Decker Communications, San Francisco, CA. Diagnosis and analysis of communication channels. (1988)

Training and Development:

University of Illinois Annual Supervisors Conference (Champaign-Urbana. IL.)
Conducted two-hour workshop on improving intergenerational communication

within the workforce. (January, 2020).

ImmuCell Annual Sales Training Workshop (Port Byron, IL). Conducted four-hour workshop on building better client relationships. (January, 2019).

Denver Gardner Manufacturing (Quincy, IL). Conducted two three-hour training workshops on enhancing customer service. (October, 2015).

Denver Gardner Manufacturing (Quincy, IL). Conducted two three-hour training workshops on improving customer satisfaction. (September, 2013).

AHEC (Area Health Education Center, Quincy, IL). Conducted three one and one-half hour teletraining sessions on communication and effective leadership to various remote sites. (July, 2009).

AHEC (Area Health Education Center, Quincy, IL). Conducted three one and one-half hour teletraining sessions on building high performance teams to various remote sites. (August, 2008).

Decatur YMCA. Conducted two-hour training session on conflict management. (November 2006).

Illinois YMCA Director's Conference – Springfield, IL. Conducted a four-hour training session on conflict management and creative problem solving. (May, 2006).

McDonough County YMCA. Conducted two 1-hour workshops on effective conflict management and customer service. (November, 2005).

Macomb Unified School District, Administrative Teams. Conducted workshops on communication style and managing diversity. (Summer 2004).

Illinois Institute for Rural Affairs. Western Illinois University, Macomb, IL. Conducted workshops on leadership, team dynamics, and professional presentations. (Spring 2002).

Office of Noncredit Programs. Western Illinois University, Macomb, IL. Conducted workshops on interpersonal communication and visioning skills. (Spring 2002).

McDonough District Hospital, Macomb, IL. Interpersonal training seminar. (Spring 2002).

Roquette-America, Inc. Keokuk, IA. Training seminars in interpersonal communication skills, team dynamics, and professional presentations. (April 1999 to Fall 2001).

Caterpillar, Inc., Joliet, IL. Supervisory training seminar. (1998-1999).

Commonwealth Edison -- Quad Cities Nuclear Power Station. Training seminar. (1998)

Illinois Farm Bureau, Urbana-Champaign, IL. Professional presentations training seminars. (1995-1997).

Boise-Cascade, Tucson, AZ. Training seminar in promoting effective argumentation. (1994)

Pleasant Hill Park & Recreation Department, Pleasant Hill, CA. Training seminar in interpersonal communication and conflict management. (1988)

- KEILTY, GOLDSMITH, & BOONE, MANAGEMENT CONSULTANTS. (9/89 to 12/89)
Intern; conducted research relevant to clients' cases taken by the firm.
- DECKER COMMUNICATIONS, INC., San Francisco, CA. (1/87 to 5/87)
Performed research used to update and augment seminars on effective communication; analyzed current seminars for possible improvement.