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Education

University of Massachusetts, Amherst, Massachusetts (2000)
Doctor of Philosophy, Communication emphasis in interpersonal, intercultural, and organizational communication.

Anna Maria College, Paxton, Massachusetts (1990)
Master in Business Administration, Executive Program.

Assumption College, Worcester, Massachusetts (1979)
Certificate of Advanced Graduate Studies, Rehabilitation Counseling.

Assumption College, Worcester, Massachusetts (1977)
Master of Arts, Rehabilitation Counseling.

Assumption College, Worcester, Massachusetts (1976)
Bachelor of Arts, Cum Laude, Social and Rehabilitation Services

Academic Experience

Professor Department of Communications Media, Fitchburg State University, Fitchburg, MA (1998 - present)

Faculty member in the Bachelor of Science in Communications Media and the Master of Science in Applied Communication. Undergraduate Courses taught include Human Communication, Intercultural Communication, Writing for Advertising, Writing for Public Relations, Systems and Theories of Communication, Organizational Communication, and Script Writing. Graduate Courses include Foundations of Communication Studies, Interpersonal Communication, Organizational Communication, Gender Communication, Health Communication, Seminar in the Coordinated Management of Meaning, and Intercultural Communication.

Co-founder of the Center for Conflict Studies - This Center sponsors educational programs addressing the role of conflict and social approaches to meliorate conflict on local, national, and global scale.

Led study abroad experiences for undergraduate students to Ireland and for graduate students to Finland and Poland.

Faculty advisor to Mu Upsilon -the local chapter of the National Honor Society for Communication students. I initiated this honor society and have served as the advisor since 2001.

Co-sponsor for a minor in Peace Studies.

Thesis Coordinator for the Commonwealth Scholar program (2001-2003)

Administrative Experience at Fitchburg State University

Department Chair - From the summer of 2004 to July 2010 I led the largest academic department on campus with approximately six hundred and fifty undergraduates and forty graduate students. The department has eighteen full time faculty and four staff members. Under my leadership the department increased the faculty by four positions, increased the admission standards, retention, and graduation rates. Initiated an active assessment process, developed a new minor, and initiated a relationship between the Department and Tianjin Medical School to begin a graduate program in health communication. Led an effort to create a new major in collaboration with the English department in Film Studies. I maintained an active and collaborative relationship with the administration of the college and represented the department in meetings with parents, potential students, and other institutions.

Graduate Program Chair – Since 2003 I have served as the Chair of the Graduate Program. I designed the Master of Science program in Applied Communication and developed and initiated two certificate programs for the community; one in Health Management and the other in Civic Engagement. I launched a thirty-six credit Certificate of Advanced Graduate Study in Applied Communication and a thirty-six credit Certificate of Advanced Graduate Study in the Coordinated Management of Meaning.

Director of the Douglas and Isabelle Crocker Center for Civic Engagement – In 2008, I Founded the Douglas and Isabelle Crocker Center for Civic Engagement. This Center bridges the community and the College through service learning and faculty research. The work of the Center has focused on the needs of municipalities, not-for profit organizations, and the general public. The Center offers community dialogues, promotes service learning, and faculty research in the community.

Organized an annual Leadership Summit for Public Safety professionals. This week-long experience brings together police officers, fire professionals, and more to make practical applications of communication theory and competencies to lead public safety departments.

Co-Director of the Fitchburg Anti-Violence Education (FAVE) Program - Along with a colleague we initiated the FAVE program which address interpersonal and relationship violence on campus through bystander training, coordination with a community partner, training of University Police and Judicial Boards. We secured a \$300,000 grant from the Office of Violence Against Women to deliver mandatory bystander training to the entire student body.

Tianjin Medical School - I served as liaison for our institution to Tianjin Medical School making multiple visits to Tianjin, China to negotiate a plan to create and deliver a Master of Science in Applied Communication and a MBA with emphasis on Health Administration.

Coalition for Communication and Intercultural Leadership – A community based effort to bring theoretical knowledge to the community and practitioners to address “real-world” issues that leaders face in their day-to-day work and life. I have produced 12 podcasts, and held 4 community workshops available to the public to bring the contemporary thought to the challenges of management.

Joint Program with Mount Wachusett Community College – Americorps – Manage a collaborative Americorps grant with Mount Wachusett Community College that brought 15 Americorps participants to the area for the next 3 years. This has brought approximately \$1 million to the two institutions. I also provide a weekly seminar to the Americorps participants.

Chaired the Academic Planning Committee – This committee initiated a campus-wide program to develop departmental vision statements that will serve as the basis of academic planning.

Second Stage Academic Planning - I served as a member of the Second Stage Planning Committee In AY 07-08. As a member of that Committee I conducted an extensive report on new majors and directions for the College. The report includes trends in the literature about new majors, a summary of eight delphi panels, and a survey. This report has been available on the University’s website and has been a critical document in academic planning and marketing. See <http://www.fitchburgstate.edu/academics/SecondStageAcademicReport.PDF>

Futures Committee - I served as Co-chair of this Committee with Dr. Shirley Wagner in AY 08-09. The Committee re-wrote the mission statement, vision statement, core values and strategic plan for the institution. I designed the affinity process that involved over 150 staff and faculty to gather the data for the process and conducted ten focus groups to gather input and data for this process. See <http://www.fitchburgstate.edu/futures/>

Department Academic Planning Study - I chaired this Committee in the summer of 2007. The objective was to create an academic planning structure across the institution that supports and enhances the mission and strategic plan. This effort led to Vision Planning across the campus.

Chair’s Working Group Comprehensive Academic Planning - I served as a member of this committee that made recommendations to the administration, which led to the new position of Director of Assessment.

Initiated the establishment of the archive of the work of Barnett Pearce in our library’s collections.

Committees at Fitchburg State University

All College Committee – I was elected as an alternate to the All College Committee, and I served as a member during the spring semester of 2004.

ACC Curriculum Committee – I served as a member of this committee in AY 02-03 & AY

03-04.

Academic Policy Committee – I served on the Academic Policy Committee in AY 00-01 & AY 01-02.

Graduate Council – Serve as a member of a ten person body that reviews and approves curriculum and programs for graduate education at the University.

Graduate Committee - I served as a member of the Communications/Media Department Graduate Committee from September 2000 to present. In January of 2003, I was elected as the Co-Chair of the Graduate Committee and the director of the new program in Applied Communication.

LA&S Review Committee – Beginning in the summer of 2000 I serves as a member of the LA&S Review Committee. I was one of the six faculty that produced a study and recommendations on LA&S, I developed the survey of LA& S for faculty and librarians,

NEASC - During AY 00-01 I served as a member of the NEASC Self-Study Committee and participated in sub-committee 3, students. The focus of this Committee was to assess how the College fostered the intellectual and personal development of students consistent with the mission and purpose of Fitchburg State College.

NEASC Steering Committee AY 10-11 & AY 11-12 – Serve as a member of 12 person committee that oversees the NEASC accreditation efforts and the final report for NEASC.

Student Satisfaction Task Force - In the summer of 2000 I participated in the Student Satisfaction Task Force called by Dean Kathleen Simons. This Task Force reviewed the results of a student satisfaction survey given to 486 students and measured 73 areas of student satisfaction in 11 areas.

Technology Advisory Council - During AY 03-04 I served as chair to the Technology Advisory Committee on Planning which was a subcommittee of the Technology Advisory Committee which reported to the Planning Council. This subcommittee studied and made recommendations on the core functions of IT, general technology goals, and assessed the infrastructure.

Undergraduate Curriculum Committee- I served as a member of the Communications/Media Department Undergraduate Curriculum Committee in AY 01–02, to the AY04-05. I served as chair of the Committee in AY 02-03 and during this time the Committee was successful at restructuring the Film/Video Track, Graphic Design Track, Communication Studies Track, and established the new track of Interactive Media.

Regional Economic Development Institute -I serve as an advisory board member to this new institute that works cooperatively with the Crocker Center.

Strategic Planning Committee - I served as a member of this Committee from 2004 to 2010 and led an initiative as its Chair to evaluate the current plan in 2009.

Center for Professional Studies - I serve as an advisory board member to this new Center that works cooperatively with the Crocker Center. See file PDG018 CPS

Clark University, Worcester MA (2000- present)

Senior Faculty to the College of Professional and Continuing Adult Education teaching graduate level courses in Professional Communication. Courses taught include Organizational

Communication, Intercultural Communication, Consultancy Skills, and Communication Research and Theory. Served as faculty to the Israel College where I have designed and taught a variety of courses to the students of the Israel campus and have assisted faculty in Poland and Russia with course development.

Mount Wachusett Community, Gardner MA (1984 – 2008)

Adjunct faculty Social Sciences Department. Taught the following courses in both the Day and Evening Divisions of the College. Abnormal Psychology, Introduction to Psychology, Psychology of Self, Marriage and Family Experience, Counseling and Interviewing, Introduction to Sociology, Psychology of Self, and Introduction to Human Services.

University of Massachusetts, Amherst, MA (1997-2000)

Teaching Assistant for the Department of Communication. Teaching focused on Writing and Communication, Interpersonal Communication, Oral Communication and Public Speaking.

Keene State College, Keene, NH (1999-2000)

Adjunct faculty Department of Communication. Courses include Business and Organizational Communication, and Public Speaking.

University of New Hampshire, Durham, NH (1997-1998)

Adjunct faculty Department of Communication. Taught Language and Behavior, and Family and Communication.

Anna Maria College, Paxton MA (1997)

Adjunct faculty Graduate Business Department. Taught Financial Analysis and Organizational Behavior

Publications and Presentations

Chetro-Szivos, J. (in-press) *Getting bold of the difficulty deep down: Directions for teaching from a communication perspective*. In Littlejohn, S. (Ed.) The Work of Barnett Pearce and the Coordinated Management of Meaning. Madison, NJ. Fairleigh Dickinson University Press.

Chetro-Szivos, J. (2011) Paper delivered to the Nordic Intercultural Network, at the University of Helsinki Finland. *The Communication Challenges of the Virtual Work Team: Crossing Geographic and Cultural Boundaries*.

Chetro-Szivos, J. (2011) Paper delivered at the *Festschrift to honor Barnett Pearce on Taking a Communication Perspective*. Santa Barbara, CA. Pearce is a leading communication theorist and I am one of ten scholars who will deliver a paper to mark his career.

Milburn, T. & Chetro-Szivos, J. (2011) *What students make of international travel classes: Using social construction to frame experiences and negotiate stories of stability and change*. Under review for publication in the Eastern Journal of Communication.

Chetro-Szivos, J. (2010) *The New Repertoire of Communication Skills for the Intercultural Manager*. Paper

presented at the Fourth Annual Intercultural Congress in Krakow, Poland

Chetro-Szivos, J. (2010) *What Should We Teach When We Teach Communication?* Paper delivered at Columbia University CMM Conference. New York City, New York.

Chetro-Szivos, J. *Constructing Conversations: Talking with Our Patients.* (2010) Keynote Address at the Paul Levine Symposium, University of Massachusetts Medical School Memorial Hospital. Worcester, MA.

Chetro-Szivos, J & Daoust, E. (2010) *Educational Internationalization: Building Capacity or the Commodification of Education.* Paper presented at the Cassola Conference on Communication, Providence RI.

Chetro-Szivos, J. (2010) *Cross-border Tertiary Education: The Challenges and Opportunities for Intercultural Understanding* Journal of Intercultural Management, vol. ii, issue 3, April 2010.

Chetro-Szivos, J (2008) Dialogic Approaches to Student Outcomes Assessment. Paper to be presented at the National Communication Association annual conference. San Diego, CA.

Chetro-Szivos, J., & MacKenzie, L. (2008) *Making Assessment Everyone's Business: The Use of Dialogue in Improving Teaching and Learning.* Human Architecture Journal of the Sociology of Self-Knowledge, vol. vi, issue 1, Winter 2008.

Chetro-Szivos, J. (2008) *Lessons in Systemic Thinking: Leading a Diverse Work Force.* Unpublished paper delivered to the faculty of Tianjin Medical School. Tianjin, China.

Chetro-Szivos, J. (2008) *Think Globally, Act Systemically: What the New Sciences Tell Us About Leading a Diverse Work Force.* Published conference proceeding. Third Intercultural Congress at the Academy of Management, Lodz, Poland.

Chetro-Szivos, J, Fiorentino, M., & Gray, P. (2008) *Visioning the Future: The Collaborative Aspirations of Faculty as a Catalyst for Assessment Planning.* Unpublished paper presented at the 2008 Texas A & M University Assessment Conference.

Chetro-Szivos, J. (2008) *Making Assessment Everyone's Business: The Use of Dialogue in Improving Teaching and Learning.* Unpublished paper presented at Annual Conference on Teaching for Transformation. University of Massachusetts, Boston.

Chetro-Szivos, J. (2007) *Defining work: Understanding the challenges of a diverse work force through a Communication Perspective.* Intercultural Management Studies, Studia 1 Monographie, ROK.

Chetro-Szivos, J. (2007) *Difficult Dialogues: The Dialogue of Child Sexual Abuse.* Unpublished paper presented at the Cassola Conference, Johnson and Wales University, Providence RI.

Chetro-Szivos, J. (2007) *Gendered Dialogues: Finding Ways to Go On in Cross-Gender Communication*. . Unpublished paper presented at Annual Conference on Teaching for Transformation. University of Massachusetts, Boston

Chetro-Szivos, J. (2006) Talking Acadian: Work, communication, and culture. New York. YBK Publishers

Chetro-Szivos, J.(2006) Dialogues between International and US students: Learning about the other. Unpublished paper presented at the World Communication Association. Springfield MA.

Chetro-Szivos, J. (2005) *Knowing how to go on in intercultural encounters after 9/11*. In Sides, C. (ed.) Freedom of Information in a post 9/11 world. Baywood publishers.

Chetro-Szivos, J. (2004) *The artistic dimensions of everyday interaction: Consummatory moments, moral order, and living a life of possibility*. Harrod Lecture Series. Volume xviii. Fitchburg State College Press.

Chetro-Szivos, J. (2004) *The challenges of intercultural communication post 9/11*. Unpublished paper presented at the Eastern Communication Association annual convention. Boston, MA.

Chetro-Szivos, J. & Gray, P. (2003) *Creating conversational spaces on campus: Connecting students and faculty through Appreciative Inquiry and Circular Questioning*. Journal of Student Centered Learning. Vol. 2, No.1, 2003.

Chetro-Szivos, J. (2003) *A view from within: Dialogue with International Students*. Unpublished paper presented at the Massachusetts Council for International Education Annual Conference at Cape Cod Community College.

Chetro-Szivos, J. (2003) *Sharing social worlds: A dialogue with international students on a US American Campus*. A video produced and directed by Chetro-Szivos, J.

Chetro-Szivos, J. (2003) *Creating conversational spaces on campus: Connecting students and faculty through Appreciative Inquiry and Circular Questioning*. Presented at the Eastern Communication Association Annual Conference. Washington DC.

Chetro-Szivos, J. & Gray, P. (2003) *A demonstration of students and faculty collaboration in a conversational space*. Annual Conference on Teaching for Transformation. University of Massachusetts, Boston.

Chetro-Szivos, J. & Gray, P. (2003) *The use of conversational spaces in facilitating student/faculty dialogue*. Presented at the annual conference for the Assembly for Expanded Perspectives on Learning held at Ithaca College, Ithaca NY.

Chetro-Szivos, J. & Gray, P. (2002) *Creating conversational spaces in the classroom*. Presented at The New England Faculty Development Consortium Annual Conference held at College of the Holy Cross, Worcester MA.

Chetro-Szivos, J. (2002) *The making of the video Sharing Social Worlds*. MaCie annual conference held at University of Massachusetts, Lowell.

Chetro-Szivos, J. (2002) *Intercultural Competence: The skills for everyday life*. Keynote paper presented to the Massasoit Intercultural Film Festival. Part of the MACIE distinguished lecturer series. Massasoit Community College, Brockton, MA.

Chetro-Szivos, J. (2002) *Dealing with the difficult work situation: Building the communication skills for success*. Workshop delivered for professionals and practitioners at Clark University, Worcester, MA.

Chetro-Szivos, J., & Gray, P. (2002) *What we talk about when we talk about student learning*. Paper presented to the Lilly Conference at Northeastern University, Boston, MA.

Chetro-Szivos, J. & Gray, P. (2002) *The novice student and faculty conversations about student learning*. Paper presented to Teaching Academic Survival Skills conference. Palm Beach College, Palm Beach, FL.

Chetro-Szivos, J & Gray, P. (2002) *Uses of Appreciative Inquiry in the classroom*. Paper presented to the Conference on Teaching and Learning University of Massachusetts, Boston.

Chetro-Szivos, J. (2003) *Sharing Social Worlds: A Dialogue with International Students on a US American Campus*. Video production that captures a conversation with six international students and their experiences at a US College.

Cronen, V. and Chetro-Szivos, J. (2001) Pragmatism as a way of inquiring with special references to a theory of communication and the general form of pragmatic social theory. In Perry, D. (ed) American pragmatism and communication research. Mahwah, NJ: Lawrence Erlbaum Associates.

Cronen, V. and Chetro-Szivos, J. (2001) Consummatory moments and moral order in organizational life. In Meisner, T and Voetmann (eds) A symphony of Appreciation. Danish Psychology Press.

Chetro- Szivos, J. (2001) *Knowing how to go on in intercultural encounters: A practical approach to understanding and communicating with others*. Keynote paper presented to the University of Massachusetts, Dartmouth Conference Across Cultures and Borders. This presentation was co-sponsored by the University of Massachusetts, Dartmouth and the Massachusetts Council on International Education.

Chetro- Szivos, J. (2001) *The communication challenges of the intercultural classroom*. Paper presented to the Cassola Conference on Teaching Communication at Johnson and Wales University, Providence, RI.

Chetro-Szivos, J. (2001) Book review *Journal of Technical Writing and Communication*. Silva, T. and Matsuda, P. (2001) Landmark essays on ESL writing. Mahwah, NJ: Lawrence Erlbaum Associates.

Chetro-Szivos J. (2001) Book review *Journal of Rhetoric and Public Affairs*. Wilson, C. Cop knowledge: Police power and cultural narrative in twentieth century America. Chicago: University of Chicago Press.

Chetro-Szivos, J. (2000) *Exploring the grammar of working among Acadian-Americans of Gardner, MA*. Paper presented at Institute Francais Assumption College.

Chetro-Szivos, J (1999) *We don't talk the way we use to: A systems approach to communication between fathers and teenage daughters*. Paper presented to National Communication Association Annual Meeting, November 1999.

Chetro-Szivos, J. and Cronen, V. (1999) *Everything is different but nothing had changed: A communication systems approach in consultation with a police department*. Paper presented to the National Communication Association Meeting, November 1999.

Chetro-Szivos, J., Haynes, J., Morgan, E. and Suopis, C. (1999) *Breaking traditions: Connections between communication theories and practices as applied to child sexual abuse*. Panel presentation to the National Communication Association Meeting, November 1999.

Chetro-Szivos, J, and Morgan, E. (1998) *Frames of Meaning: Autopoiesis, place, and communication in the process of qualitative research*. Published conference proceeding presented to the Ontario Institute of Education Fifteenth Annual Conference on Qualitative Research.

Chetro-Szivos, J, (1998) *Notre Dame de Saint Rosaire Festival: The making of symbol, and construction of personhood in Acadian-American culture*. Paper presented at 1998 Conference on Holidays, Ritual, Festival, Celebration and Public Display, Bowling Green University.

Organized and Moderated the New Voices in Human Systems Conference, Northampton Ma. (1994) An international conference which featured Mary Catherine Bateson as its plenary speaker, and included presentations by leading international systemic thinkers.

Keynote Addresses

Society for Professional Communicators, Worcester, MA. *A Manager's Toolkit for Communication*.

University of Massachusetts Medical School, Worcester, MA . *Constructing Conversations: Working with Patient Stories*.

Tianjin Medical University, Tianjin, China – *The Communication Perspective in Health Care Delivery*

University of Massachusetts, Dartmouth – *How to Go On in an Intercultural Encounter: Coordinating Lives, Coordinating Stories*

AFSCME Local 509 Annual Meeting – *Adapting to the Changing Workplace*

Acadian Cultural Society – *Acadian Stories of Work and Culture*

North Central Chamber of Commerce – *Changing our Stories: What to do When Change is All Around*

You

Broward County Professional Women Association – *Communication and Gender Differences*

Organizational Consultation and Training Experience

Advisor to the World Health Organization (WHO) - Design and provide consultation to the regional leaders of WHO and Ministries of Health in the host countries. The focus of the consultation is understanding the complexity of risk communication. This is an ongoing consultation that will include multiple regions around the globe.

Consultant to Clark University to create an orientation and re-design of the Master of Science in Professional Communication and Master of Public Administration.

Consultant to the Shangdong Province of the Peoples' Republic of China providing training and development to business and political leaders of the province on the application of systemic thinking to the business and government.

Consultant Electricite and Gaz de France. Designing and implementing change strategy to managers of the largest employer in France. Focus on intercultural competence, organizational narrative, and systemic thinking.

Consultation and Training with the Police Department of Worcester, Massachusetts on the topic of communication as an aspect of community policing.

Delivered workshops at Clark University for professionals on the topics of Dealing with Difficult Employees, Life Stories, Gendered Communication in the Workplace, and Putting Your Best Foot Forward: Making Successful Presentations.

Independent Trainer/Consultant (1987-present) Provided training and consultation on a variety of topics to a wide-variety of groups and organizations. Work has focused on Communication Skills, Central Role of Stories in Organizational Life, Strategic Positioning and Planning, and Management/Leadership Development. Clients have included First Union Bank, The Wasgatt Insurance Group, Westfield Public Schools, Clark University, City of Worcester, and Charles University of the Czech Republic.

Trainer (1998-2000) at the University of Massachusetts, Department of Training and Development. Provided training and consultation to managers on campus in a wide variety of management and organizational development issues. Assisted in the design and implementation of a campus-wide comprehensive management-training program.

Coordinated a consultation team to STOP IT NOW a national non-profit group addressing issues of child sexual abuse and rehabilitation for the abuser. This team is involved in assessing the communication practices of the organization as it attempts to communicate its message and mission

to the public

Served as a consultant to the four outpatient community mental health centers of the City of Prague in the Czech Republic.

Consultant Athol Memorial Hospital (1983-1987) Provided organizational development and management to the institution.

Other Relevant Experience

Served as Chair of the Communication as Social Construction Division of the National Communication Association and serve as the Legislative Assembly Member for the division.

Serves as a Member of the Board of Directors for the CMM Institute and serves on multiple planning committees of the Institute. Active participant in the *Cosmopolis 2045* project and I am conceptualizing what the police department of the future will look like. This research has included interviews with the leading police chiefs and commissioners across the nation.

Served as the outside reviewer for the Communication Studies Department at Roger Williams University, Bristol RI.

Founded the Coalition for Communication and Intercultural Leadership. This is a partnership between Clark University and Fitchburg State College that provides audio podcasts to the members of International Association of Commercial and Contract Management and the Society of Professional Communicators.

Completed a comprehensive study gathering and analyzing data about the future academic directions of Fitchburg State University. The study spanned opinions from community leaders, faculty, sister institutions, alumni, current students, high school guidance counselors, and high school students. This extensive study included a review of trends in the literature, data gathered from these key constituents, and made recommendations on future directions.

Therapist (private group practice) (1992-1997)

Providing individual and family services to children and adults with a wide range of emotional and social needs. Therapy focused on systemic familial issues of communication.

Chief Executive Officer of Three Community Mental Health Centers and Health Centers (1981-1996). Responsible for administrative oversight. Duties included program development and administration for these organizations. Managed budgets of up to thirty million dollars per year and as many three hundred employees. Developed working collaborations with police departments, courts, and health care system. Provided clinical services to police departments for suicidal persons.

Provided manuscript review services to Baywood Publishers, Focal Press, and Vestnik the Russian journal of organizational communication.

Advisory Board member to the Newman Center on the campus of Fitchburg State College where I have been actively involved in the planning of educational programs for the campus and the citizens for the Greater Fitchburg Area.

Produced the Communication Crossroads Colloquium for scholars and practitioners in New England that have an interest in promoting communication theory and practice.

Founder of the Center for Collaborative Studies, an international network of systems therapists, academics, consumers, consultants and trainers. The Center's work includes workshops, training seminars, and it facilitates community-based Salons in several communities.

Served as a facilitator to the Mental Health clients of South Florida in a Participatory Action Research project on patient abuse at state hospitals.

Received a grant to initiate the Greater Gardner Community Development Corporation, a not for profit organization to foster economic development.

Executive Board member and founding member of a Physicians' and Hospital Organization.

Established a homeless shelter and food distribution center for unemployed and under-employed workers in the Athol Area.

Hosted a radio show in the Athol Area on topics relevant to education, training, and human service needs.

Honors and Awards

Elected as a delegate to the National Communication Association Congress

Elected as President of Communication as Social Construction Division, National Communication Association

Elected as First Vice-President of Communication as Social Construction Division, National Communication Association

Elected as Second Vice-President of Communication as Social Construction Division, National Communication Association

Selected as a recipient of a Carnegie grant to conduct research about the use of student and faculty dialogue.

Recipient of a campus leadership award.

Delivered the Harrod Lecture at Fitchburg State College. This is an annual competitive event where

a faculty member is selected to deliver a lecture to the College community and the paper is published in the College's archives.

Received recognition for top paper in the Applied Communication Division at the Eastern Communication Association annual conference.

Selected as the Faculty Member of the Year by the Student Government Association of.

Commendation from the President of Fitchburg State College for meritorious service.

Selected as a distinguished lecturer for the Massachusetts Council for International Education (MaCIE) to the public institutions of higher education for the Commonwealth of Massachusetts.

Commendation from the President of Fitchburg State College for meritorious service

Received commendation from the Department of Communication at the University of Massachusetts for outstanding teaching.

Recipient of Federal Latin American Studies Grant to study communication issues in the Republic of Panama during the summer of 1998.

Received commendation from the Department of Communication at the University of Massachusetts for outstanding teaching.

Received commendation from the Department of Communication at the University of Massachusetts for outstanding teaching.

Awarded a Fellowship for doctoral studies in Communication at the University of Massachusetts, Amherst.

Gardner Lion's Club Man of the Year.

Certificate of Recognition from the Greater Gardner Chamber of Commerce for contributions to the Coalition for Economic Development.

Outstanding Student of the Year by Anna Maria College, awarded for Academic Excellence and Leadership.

Certificate of Recognition Massachusetts Children's Trust Fund for service in the field of strengthening families and preventing child abuse.

Esteemed Fellow of Human Resource Center.

Members of Quabbin House, a program for the psychiatrically disabled, dedicated their social room in my honor.

Commendation from the Senate and House of Representatives, Commonwealth of Massachusetts for outstanding contributions to the Athol-Orange Area.

Commendation from Governor Michael Dukakis for outstanding leadership and service to the people of the Commonwealth of Massachusetts.

Richard B. Ellis Award for outstanding leadership in the field of health and human services in the Athol Orange Area.

Memberships

National Communication Association

The Coordinated Management of Meaning Institute

Eastern Communication Association

American Communication Association

John Dewey Society