

KRISTINE L. MUÑOZ

Department of Communication Studies
BCSB 105, University of Iowa
Iowa City, Iowa 52242
(319)-353-2264
kristine-fitch@uiowa.edu

EDUCATION

Doctor of Philosophy	University of Washington, 1989
Master of Arts	University of Texas at Austin, 1982
Bachelor of Science	University of Texas at Austin, 1980: Speech Communication
Bachelor of Arts	University of Texas at Austin, 1980: Spanish

ACADEMIC POSITIONS

University of Iowa, 1995 – present
 Professor of Communication Studies, 2005 – present
 Professor of Intercultural Communication, Jyväskylä University, Finland (2011-12)
 Senior External Advisor, Center for Local Strategies Research, Seattle (in association with the United Nations Institute for Disarmament and Peace, UNIDIR) 2009-present
 Associate Dean for International Programs, 2009-2010
 Research Fellow, Obermann Center for Advanced Study, 2008-09
 Department chair, 2005 – 2008
 Associate Professor, 1997 - 2005
 Assistant Professor, 1995-1997

University of Colorado, 1989 - 1995
 Assistant Professor

University of Washington, 1985 - 1986; 1988
 Teaching Assistant

University of Houston, Language and Culture Center, 1982 – 1984
 Teacher, Special Programs (English as a Second Language)

University of Texas at Austin, Dept. of Speech Communication, 1979 – 1982
 Teaching Assistant

GRANTS AND FELLOWSHIPS

External

Intercultural communication relationships in diverse Finnish workplaces. Grant application submitted to the Academy of Finland, September 2011; \$1.5 million. Not funded.
Faculty Instruction and Research in Summer Term (FIRST) Fellowship, University of Colorado, Boulder, Summer 2011. \$12,000. Declined.

Co-PI with Judith Liskin-Gasparro, International Studies National Resource Center Grant (Department of Education), 2010; \$2.2 million. Not funded.

ESRC/SSRC Collaborative Visiting Fellowship, 2008-09. "Living together: Identity construction in 'ordinary' relationships and in supported disability services." Collaborative research in Loughborough, UK. £5,000; approx. \$10,000.

Human Subjects Research Enhancements Program, 2003: PI David Wynes, co-investigators T. Wasek, K. Fitch, M. Jones. Department of Health and Human Services, \$249,948 (*Developed CD-Rom, **Ethical and regulatory issues in ethnographic research***)

Iowa Enhancement Program for Conduct of Human Research, 2002: PI David Skorton, co-investigators Bertolatus, Fitch, Jones, Nickel, Suls, Wasek, Wynes; Department of Health and Human Services, \$249,915. (*Took part in testing HawkIRB, a web-based system for processing and approval of human subjects research applications*)

Intercultural communication research and teaching grant, University of Jyväskylä (Finland), 2002, 2004: \$3,500

Leverhulme Fellowship, 1999, to conduct ethnographic research in Great Britain: \$20,000

Fulbright Full Grant for Dissertation Research, 1987

Internal

Career Development Award, University of Iowa, 2008-09

Global Scholar Award, University of Iowa, 1998-2000.

Old Gold Fellowship, University of Iowa, summer, 1995.

IMPART grant, University of Colorado, 1992, to conduct research with ethnic plurality groups in Boulder.

Grant in Aid, University of Colorado Committee on Research and Creative Work, 1992: travel and research assistance in Colombia for summer, 1992.

IMPART grant, University of Colorado, 1991, to develop curriculum in Ethnic and Cultural Diversity

Junior Faculty Development Award, University of Colorado, Summer 1990

University Dissertation Fellowship, University of Washington, 1988

AWARDS

Selected spotlight presentation: Teachers on Teaching series, NCA 2012

Outstanding Scholarship Award in Language and Social Interaction, 2008

B. Aubrey Fisher Outstanding Article Award, 2005

Thomas M. Scheidel Distinguished Faculty Lecture, University of Washington, 2004

Gerald R. Miller Award for Outstanding Research in Interpersonal Communication, 1999

Phi Beta Kappa, Alpha of Texas, 1980

SCHOLARSHIP

PUBLICATIONS

Books:

Muñoz, K. (2012) “How did I get talked into this?” *Social and cultural dimensions of persuasion*. Barcelona: Editorial Aresta, published in English, Spanish, and Catalan (162 pps).

Fitch, K. & Sanders, R. (Eds.) 2005. *Handbook of language and social interaction*. Mahwah, NJ: Lawrence Erlbaum. (544 pps.)

In addition to editing, I contributed the volume preface, three of six section prefaces, and a conclusion, a total of 33 pps.

Fitch, K. (2000) *Transcribing the unsaid: Collected ethnofiction*. Madrid: Desenlace. (98 pps.)

Fitch, K. (1998) *Speaking relationally: Culture, communication and interpersonal connection*. New, York: Guilford Press. (239 pps.)

Received the Gerald R. Miller award from the Interpersonal Division of the National Communication Association as the Outstanding Book in Interpersonal Communication published in 1998.

Articles in refereed journals:

22. Fitch, K. (2010) Power in theory, in data, and in pragmatics research. *Sociolinguistic Studies*, 4, 463-468.

21. Fitch, K. (2008) La conversación de contacto en parejas románticas de larga duración. (*Small talk in long term romantic couples*) *Oralia*, 11, 191-206.

20. Fitch, K. (2006) Cognitive aspects of ethnographic research. *Discourse Studies*, 8, 51-57.

19. Fitch, K. (2005). IRB dilemmas in higher education: Applications and solutions. *Journal of Applied Communication Research*, 33, 269-277.

18. Valde, K., & Fitch, K. (2004) Desire and sacrifice: Cultural and relational aspects of designated driver talk. *Western Journal of Communication*, 68, 121-150. * *Received the B. Aubrey Fisher Award for outstanding article published in WJC, 2005.*

17. Fitch, K. (2003) Cultural persuadables. *Communication Theory*, 13, 100-123. *Received the Outstanding Scholarship in Language and Social Interaction Award in 2008.*

16. Sanders, R., & Fitch, K. (2001) The actual practice of compliance seeking. *Communication Theory*, 11, 263-289. **

15. Sanders, R., Fitch, K., & Pomerantz, A. (2000) Language and social interaction: Issues, theories, and prominent lines of research. In Wm. Gudykunst, (Ed.), *Communication Yearbook 24* (pp. 385-408) Thousand Oaks, CA: Sage. ***

14. Fitch, K. (1999) Pillow talk? *Research on Language and Social Interaction*, 32, 41-50.

13. Fitch, K. (1998) Text and context: A problematic distinction for ethnographers. *Research on Language and Social Interaction*, 31, 91-107.
12. Goldsmith, D. & Fitch, K. (1997) The normative context of advice as social support. *Human Communication Research*, 23, 454-476. ***
11. Fitch, K. (1994). A cross-cultural study of directive sequences and some implications for compliance-gaining research. *Communication Monographs*, 61, 185-209.
10. Fitch, K. & Sanders, R. (1994). Culture, communication, and preferences for directness in expression of directives. *Communication Theory*, 4, 219-245. *
9. Fitch, K. (1994). The issue of selection in ethnographies of speaking. *Research on Language and Social Interaction*, 27, 51-93.
8. Fitch, K. (1994). Culture, ideology, and interpersonal communication research. In S. Deetz, Ed., *Communication Yearbook 17* (pp.104-135). Beverly Hills, CA: Sage.
7. Fitch, K. (1994) Criteria for evidence in qualitative research. *Western Journal of Communication*, 58, 32-38.
6. Archer, L. & Fitch, K. (1994). Communication in Latin American multinational organizations. In Wiseman, R. & Shuter, R. (Eds.), *International and Intercultural Communication Annual, Vol. 18* (pp. 75-93). Thousand Oaks, CA: Sage. ***
5. Fitch, K. (1991). The interplay of linguistic universals and cultural knowledge in personal address: Colombian *madre* terms. *Communication Monographs*, 58, 254-272.
4. Fitch, K. (1991). *Salsipuede*: Attempting leave-taking in Colombia. *Research on Language and Social Interaction*, 24, 209-224.
3. Fitch, K. (1985). Teaching nonverbal communication skills in the ESL classroom. *Cross Currents*, 12, 1, pp. 15-26.
2. Fitch, K. & Hopper, R. (1983). "If you speak Spanish, they'll think you're a German": Language attitudes in a multilingual setting. *Journal of Multilingual and Multicultural Development*, 4, 2, pp. 115-128. *
1. Fitch, K. & Hopper, R. (1981). Use of communication competency methodology in second-language instruction. *Communication*, 10, 3, 51-59. ***

Invited articles and chapters:

17. Tracy, K. & Muñoz, K. (2011) Qualitative methods in interpersonal communication research. In Mark Knapp and John Daly, (Eds.), *Handbook of interpersonal communication*, 3rd Edition (pp. 59-86). Thousand Oaks, CA: Sage.

16. Fitch, K. (2009) Behind the scenes III: Quality control and the construction of knowledge. *Research on Language and Social Interaction*, 42, 395-400.
15. Fitch, K. (2009). Culture and interpersonal relationships. In Steven Wilson and Sandra Smith (Eds.), *New directions in interpersonal communication research* (pp. 245-263). Thousand Oaks, CA: Sage.
14. Fitch, K. (2008) Directives and requests. *International Encyclopedia of Communication*, Wolfgang Donsbach, (Ed.), Vol.4 (pp. 1326-1329) Oxford: Wiley-Blackwell.
13. Fitch, K. & Foley, M. (2007) The persuasive nature of emotion and the cultural nature of feelings in organizations. In Francois Cooren (Ed.), *Interacting and organizing* (pp. 113-132). Mahwah, NJ: Lawrence Erlbaum. *
12. Fitch, K. (2006) Two politeness dilemmas in Colombian interpersonal ideology. In Maria Elena Placencia, (Ed.) *Politeness in the Spanish-speaking world* (pps. 239-254.) New York: Guilford Press.
11. Fitch, K. (2006) Behind the scenes, Part II. *Research on Language and Social Interaction*, 39, 1-6.
10. Fitch, K. (2006) Both sides now: Raising Colombian Americans. In Wendy Leeds-Hurwitz, (Ed.) *From Generation to Generation: Maintaining Cultural Identity Over Time* (pp. 297-318). New York: Hampton Press.
9. Duck, S. & Fitch, K. (2006) Friendship and culture. In G. Pollack, R. Cohen, & R. Schulman, Eds., *Friends and Friendship* (pp. 43-70). New York: Psychosocial Press.

8. Fitch, K. (2005) Behind the scenes of language and scholarly interaction. In Fitch, K. & Sanders, R., *Handbook of Language and Social Interaction* (pps. 461-482). Mahwah, NJ: Erlbaum.
7. Fitch, K. (2002) Unscripted television and social interaction: An exploration of possibilities for data in *Big Brother*. In J. Gavalda, C. Gregori, and R. Rosselló (Eds.), *La cultura mediática* (pps. 73-88) Valencia: Universitat de Valencia.
6. Fitch, K. (2002) Taken-for-granted in (an) intercultural communication context. In P. Glenn, J. Mandelbaum, & C. LeBaron (Eds.), *Studies in language and social interaction* (pp. 91-102). Mahwah, New Jersey: Erlbaum.
5. Fitch, K. (2001) The ethnography of speaking. In Wetherell, M., Taylor, S. and Yates, S.J. (Eds) *Discourse Theory and Practice*. (pp. 57-63). London: Sage and the Open University.

4. Fitch, K. & Philipsen, G. (1995) Ethnography of speaking. In J. Verschueren, J. Ostman, & J. Blommaert (Eds.) *Handbook of Pragmatics* (pp. 263-269). Amsterdam: John Benjamins. *
3. Fitch, K. (1993) American ethnic plurality cultures: A course in the ethnography of speaking. *Open Mind Journal*. 1, 45-52.
2. Fitch, K. & Staton-Spicer, A.Q. (1990). Being a stranger: Immigrant socialization to high school. In A. Q. Staton-Spicer, *Communication and Student Socialization* (pp. 145-177). Norwood, New Jersey: Ablex. *
1. Fitch, K. (1986). Cultural conflicts in the ESL classroom: Issues and strategies for coping. In P. Byrd, Ed., *NAFSA Review of Cross-Cultural Programs in English as a Second Language*. Washington, D.C.: National Association for Foreign Student Affairs, pp. 51-62.

Technical report:

Fitch, K. (March, 2000) An ethnographic analysis of a drug resistance strategies intervention. Dr. Michael Hecht, Principal Investigator, Penn State University, NIDA Grant #3R01DA05629-05A1S1. 72 pps.

Work in translation:

Fitch, K. (1993). Usos de los términos del campo semántico *madre* en la comunicación diaria en el español de Colombia. *Revista de Estudios Colombianos*, 13/14, 25-33. (Revised version of "Communication theory in a cultural context: The case of *madre* terms in Colombian Spanish," below).

Book reviews:

12. Muñoz, K. (2010) Luisa Martin Rojo, Laura Mijares, (Eds.) Voces del aula: Etnografías de la escuela multilingüe. *Linguistics and Education*, 21, 134-136.
11. Fitch, K. (2006). Diana Boxer, Applying sociolinguistics: Domains and face-to-face interaction. *Language in Society*, 35, 140-143.
10. Fitch, K. (2000) Stella Ting-Toomey, Communicating across cultures. New York: Guilford, 1999. *Journal of Social and Personal Relationships*, 17, 467-468.
9. Fitch, K. (1997) Wendy Leeds-Hurwitz, (Ed.), Social Approaches to Communication. New York: Guilford, 1995. *Quarterly Journal of Speech*, 83, 262-263.
8. Fitch, K. (1997) Koenraad Kuiper, Smooth talkers: The linguistic performance of auctioneers and sportscasters. Mahwah, NJ: Lawrence Erlbaum, 1996. *Journal of Communication*, 47, 179-180.
7. Fitch, K. (1996) Martyn Hammersley, The politics of social science research. London: Sage, 1995. *Contemporary Psychology*, 2.
6. Fitch, K. (1996) Stella Ting-Toomey, Ed., The challenge of facework: Cross-cultural and interpersonal issues. In *Language and Society*, 25, pp. 160-163.

5. Fitch, K. (1995) Tom Koole & Jan ten Thije, The construction of intercultural discourse. In *Discourse in Society*, 6, pp. 545-547.
4. Fitch, K. (1994) L. Grossberg, P. Treichler, & C. Nelson, Eds., Cultural studies. In *Quarterly Journal of Speech*, 80, pp. 240-242.
3. Fitch, K. (1993) Nicholas Coupland, Howard Giles, & John Weimann, Eds., Miscommunication and problematic talk. In *Quarterly Journal of Speech*, 79, pp. 380-381.
2. Fitch, K. (1992) Ruth L. King, Talking gender. In *Discourse in Society*, 3, 3, pp. 376-377.
1. Fitch, K. (1991) Wendy Leeds-Hurwitz, Communication in everyday life: A social interpretation. Norwood, New Jersey: Ablex. In *Language in Society*, 20, 2, pp. 269-272.

Published reviews of scholarship:

- Drew, Paul. (1999) Review essay: Therapy, counseling, and survival through interpersonal connectedness: Three studies of the social significance of discourse. *Journal of Contemporary Ethnography*, 28, pps. 319-324.
- Omdahl, Becky L. (1999) Review of K.L. Fitch, Speaking relationally: Culture, communication, and interpersonal connection. *Journal of Social and Personal Relationships*, 16, pp. 530-531.
- Baldwin, John R. (1999) Book review, Speaking relationally: Culture, communication, and interpersonal connection. *Journal of Language and Social Psychology*, 18, pp. 463-470.

INVITED LECTURES

National:

- Ways Forward in Ethnography, Creighton University, Omaha, June 2012. "Ethnography of communication in the digital world."
- Department of Communication, University of South Florida, October 2010. "Relationships, motives, and accounts: An ethnographic tour through discourse(s)."
- Second Language Acquisition Symposium, University of Wisconsin/Madison, April 2010. "Culture, competence and identity in second language acquisition: How do we learn? What do we teach?"
- Erving Goffman as a Communication Theorist, An international symposium. University of Iowa, September 2008. "Goffman as an interpersonal communication theorist: Gynecology, Funeral directors and *Modern Love*."
- CIC Faculty Senate Conference, University of Iowa, November 2007. "The role of IRBs in research institutions."
- Vanderbilt Humanities Council and Department of Spanish and Portuguese, Vanderbilt University, March 2006: "Culture and ideology in pronoun use: A communication-based comparison of Bogotá and Madrid."
- PRIMR/ARENA, Boston, December 2005: "IRB Chair: A hard job, but somebody has to do it."
- Health Sciences, University of Iowa, June 2005: "Cross cultural communication at the University of Iowa." Panel participant, Cultural competence, communication and health disparities conference.

University of Washington, Seattle, January 2004: "Popping the question: Cultural ideology at the intersection of public and private communication." (Thomas M. Scheidel Distinguished Faculty Lecture)

College of Nursing, University of Iowa, January 2003: "Teaching nursing students to communicate with people from diverse populations."

POROI, University of Iowa, November 2001: "Reality, television, and ethnographic data."

FLARE Forum, University of Iowa, February 2001: "*Hermano, Usted es un plato*: Pronoun use in Colombian culture and some comparisons to Spain."

University of Arizona, Tucson, October 2000: "Cultural persuadables and ideology."

Rutgers University, New Jersey, September 2000. "Relationships, culture and ideology at the intersection of public and private life."

University of Texas, Austin, October 1999. "'We fight to keep warm:' Interpersonal ideology and the intellectual power of cultural contrast."

State University of New York, Albany, November 1998. "Culture in interpersonal communication."

University of Texas, Austin, October 1998. "On speaking relationally."

Ethics seminar presentation, University of Iowa POROI series for International Human Rights Year, September 1998. "Human rights in fieldwork research."

University of Illinois, Champaign-Urbana, October 1997. "Enactments of an ideology of connectedness among urban Colombians."

University of Washington, Seattle, Washington, June 1996. "A gendered dilemma in Colombian culture: Being *verraca* in a *machista* society."

Saint Cloud State University, St. Cloud, Minnesota, April 1995. "An introduction to ethnographic studies of interpersonal ideology."

University of Denver, Colorado, November 1994. "A conversation analytic approach to the ethnography of speaking."

Keynote speaker, International Women's Week, Boulder, Colorado, March 1991. "Inventing Women."

University of Maryland, College Park, March 1991. "Personal address and the ethnography of speaking."

Visiting lecturer, Arizona State University, Tempe, Arizona, April, October 1990. Graduate seminar in ethnography of speaking; undergraduate class entitled "Communication and Culture."

Speaker in international symposium: "What's Happening in Colombia?" University of Colorado, Boulder, November, 1989.

International:

Saint Louis University of Madrid, April 2012: "The art and science of ethnographic analysis."

Keynote address, Nordic Intercultural Conference, Helsinki, December 2011. "Intercultural communication after the (social media) revolution: Research, teaching and practice."

Graduate Research in Intercultural Communication: Ph.D Seminar. Jyväskylä University, Finland, December 2010.

Stimulus Presentation, ICA Preconference on Intercultural Dialogue, Singapore, June 2010. "What's at stake in defining our terms?"

Plenary address, Symposium on Pragmatics and Intercultural Communication in Spanish, London, June 2009. "'El *tuteo* es lo que hacen los demás'" (*tu-ing* is what the other

person does’): Interpretation, intention and the pragmatic divide.” Available at http://ir.uiowa.edu/commstud_pubs/19

Saint Louis University of Madrid and Universidad Autónoma de Madrid, October 2008: “Communication and relationships in cultural, intercultural, and cross-cultural perspective: An ethnographic journey.”

Birkbeck College, University of London, July 2005. “The phonetics of relational codes: A cross-cultural study.”

Jyväskylä University, Finland, February, 2004. Short course on qualitative research methods.

Universidad Jorge Tadeo Lozano, Bogotá, Colombia, March 2003. “Modelos de los textos mediados para relaciones personales en Colombia y España: Una comparación de *Betty la Fea* y *La vida misma con Alicia Senovilla*. (Mediated models for personal relationships in Colombia and Spain: Comparing *Betty la Fea* to *La vida misma* with *Alicia Senovilla*).”

Aalborg University, Denmark, October 2002. “Cultural enactment of interpersonal ideology: Getting engaged in five cultures.”

Hanyang University, Seoul, Korea, July 2002. “The impact of culture on a relational transition: Communicative practices leading to marriage.”

Nanzan University, Nagoya, Japan, July 2002. “The (inter)cultural dilemma of (in)directness.”

Jyväskylä University, Finland, April, 2002. Short course on persuasion.

Universidad de Valencia, Spain, May 2000. “Los pronombres, la historia y la ideología: Una comparación etnográfica de Colombia y España (Pronouns, history and ideology: An ethnographic comparison of Colombia and Spain.)”

York University, England, May 1999. “Culture and personal relationships in everyday talk and media texts.”

Loughborough University, England, July 1998. “Cultural persuadables in a family dinner table conversation.”

Jyväskylä University, Finland, March, 1998. “Virtual study abroad:” Web-based collaborative intercultural communication course involving University of Iowa students and Finnish students.

Jyväskylä University, Finland, April and June, 1997. Short courses on intercultural communication, culture and persuasion, qualitative research methods.

Aalborg University, Denmark, December, 1995. “A cultural approach to interpersonal ideology: Theory and research.”

INVITED REVIEWER

Grant and fellowship organizations:

National Science Foundation, 2003
Louisiana Board of Regents, 2000
Israel Science Foundation, 2000

Scholarly journals and publishers:

Journal of Communication, 2011
Journal of Cross-cultural Psychology, 2010
Southern Journal of Communication, 2008, 2009

Communication and Critical/Cultural Studies, 2008
 Edinburgh University Press, 2007
Cultura, Lenguaje, y Representación, 2006
Logos and Language, 2002
 Yale University Press, 2012
 Cambridge University Press, 2003, 2004, 2009
Language in Society, 2000, 2001
Text, 1999, 2004
Journal of Applied Communication Research, 1998, 2004
Western Journal of Communication, 1997, 2000, 2001, 2002
Cultural Studies, 1997
Journal of Social and Personal Relationships, 1996, 1998
Communication Theory, 1992
Communication Monographs, 1991, 1992, 1994, 2004
Text and Performance Quarterly, 1992
Research on Language and Social Interaction, 1993, 1995, 1996
Human Communication Research, 1993, 1996, 1999, 2004, 2005
International and Intercultural Communication Annual, 1994, 1998
Communication Studies, 1994
 SUNY Press, 1998
 Roxbury Press, 1991, 1994, 2006
 Hampton Press, 1993
 Harcourt & Brace, 1998
 Lawrence Erlbaum, 2001, 2003
 Sage, 2006, 2007
 Guilford Press, 2011

Editor, *Research on Language and Social Interaction* 2005 – 2009

Volumes 39, 40, 41, 42; acceptance rate 12-15%.

EDITORIAL BOARDS

Discourse and Communication, 2008 - present
Sociolinguistic Studies, 2009- present
Journal of Intercultural Communication Research, 2010-present
Research on Language and Social Interaction, 1998 – 2004, 2010-present
Communication Methods and Measures, 2006-2010
Communication Yearbook, 2004-present
Communication Monographs, 2004 – present
Communication Theory, 2001- present
Western Journal of Communication, 1993 - 1996
Communication Studies, 1997-2000

SELECTED CONVENTION PAPERS

57. Chornet, D. & Muñoz, K. 2012. “Te voy a tutear:” Metacommunication and personal address in post-Millennial Madrid. National Communication Association, Orlando

- (November).
56. Muñoz, K. & D. Chornet, 2012. Metapragmatic framing of personal address patterns: Comparisons between Madrid and Bogotá. Pragmatics of the Americas Conference, Charlotte, North Carolina (October).
 55. Muñoz, K. 2012. Class identity in cross-cultural perspective: Vocabularies of motives and the opacity of hidden transcripts. Identity, culture, and Communication Conference, Madrid.
 54. Muñoz, K. 2011. Voices in social interaction: A response. National Communication Association, New Orleans.
 53. Muñoz, K. & Muñoz-Fitch, E. 2011. The pragmatic power of social media: Relational actions within cultural change. International Pragmatics Association, Manchester, UK.
 52. Fitch, K. 2010. Centering persuasion in language and social interaction: A classroom approach. National Communication Association, San Francisco.
 51. Fitch, K. 2009. Critical voices in intercultural dialogue: Can committed relativism happen in the real world? NCA Summer Conference on Intercultural Dialogue, Istanbul.
 50. Fitch, K. 2009. Culture and sociolinguistic/pragmatic aspects of institutional discourse: A synthesis. International Pragmatics Association, Melbourne.
 49. Fitch, K. 2009. Quality control in academic publishing: Dilemmas in the creation of knowledge. Central States Communication Association, St. Louis.
 48. Fitch, K. 2008. Language and social interaction: Modes of inquiry and possibilities for the future. National Communication Association, San Diego.
 47. Fitch, K. 2008. Variación pragmática en los actos de habla de Colombianos urbanos: Creando y manteniendo las clases sociales (*Pragmatic variation in speech acts among urban Colombians: Creating and maintaining social class.*) Asociación de Lingüística y Filología de America Latina (ALFAL), Montevideo, Uruguay. Available at http://ir.uiowa.edu/commstud_pubs/18
 46. Fitch, K. 2007. The critical potential within interpretive ethnography. National Communication Association, Chicago.
 45. Fitch, K. 2007. *Bety la Fea* meets *Ugly Betty*: Acquiring an idiom for class and race in the U.S. International Pragmatics Association, Goteborg, Sweden.
 44. Fitch, K. 2007. An ethnographic study of small talk in intimate relationships. Western States Communication Association, Seattle.
 43. Fitch, K. 2006. Respondent to competitively selected panel, "Culture as Conversation: Understanding Everyday Cultural and Communicative Behavior." National Communication Association, San Antonio.
 42. Fitch, K. and Tyler, J. 2006. Hearing culture in relational narratives: *Modern Love* and *Vows* in the *New York Times*. National Communication Association, San Antonio.
 41. Fitch, K. 2006. La conversación de contacto en las parejas románticas colombianas (*Small talk in Colombian romantic couples*) Third Conference on Language and Society, Castellón (Spain).
 40. Clivenbeard, K. & Fitch, K. 2005. Beyond the cornfields: Virtual study abroad. Conference on Language and Culture across the Curriculum, Iowa City.
 39. Fitch, K. 2005. Bitches in the sacred grove: A view of women in academe from the third space. Western States Communication Association, San Francisco.
 38. Fitch, K. 2004. Ethnographic research in personal relationships: Beyond self-reports. National Communication Association, Chicago.
 37. Fitch, K. 2004. "You just muddle through." Construction of relationships through public

- and private discourse. Conference on Critical Discourse Analysis, Valencia, Spain.
36. Fitch, K. 2003. Going native: An ethnographer as IRB chair. National Communication Association, Miami.
 35. Fitch, K. 2003. An ethnographic perspective on ambiguity: Letting it pass. International Pragmatics Association, Toronto.
 34. Chang, Y. & Fitch, K. 2002. "Will you marry me?" An ethnographic study of communicative practices leading to marriage. International Communication Association, Seoul.
 33. Ho, E. & Fitch, K. 2001. Culture and romance in (televised) everyday talk: *Big Brother* in England, Spain and the US. National Communication Association, Atlanta.
 32. Fitch, K. 2000. Communities of practice: An ethnographic/rhetorical approach to interaction of street youth. National Communication Association, Seattle.
 31. Fitch, K. 2000. Organizational communication research and cultural ideologies of relating. International Communication Association, Acapulco.
 30. Fitch, K. 2000. Nationalism in everyday talk and the symbolic resources of media: Britain and Spain. EURESCO conference on European Worldviews, La-londe-les-Maures, France.
 29. Valde, K., Fitch, K., & Masuda, M. 1999. Cultural and relational aspects of designated driver talk. International Communication Association, San Francisco.
 28. Fitch, K. 1998. Ethnopolitics and the future of intercultural communication scholarship. National Communication Association, New York City.
 27. Fitch, K. 1998. Cultural persuadables: Variations in pragmatic possibilities. International Pragmatics Association, Reims, France.
 26. Zimmerman, K. & Fitch, K. 1998. Collaborative learning in an intercultural communication course. American Society for Information Science, Orlando, Florida.
 25. Fitch, K. 1997. The cultural context of advice. National Communication Association, Chicago.
 24. Fitch, K. 1997. An ethnographer's uses of discourse analysis. International Conference on Language and Social Psychology, Ottawa, Canada.
 23. Fitch, K. 1996. Connections: A death foretold. Speech Communication Association, San Diego.
 22. Fitch, K. 1996. The connection between ethics, legal codes and culture: Can you wear a wire around here? Western Speech Communication Association, Pasadena.
 21. Fitch, K. 1995. The discursive force of relational codes and culture in personal relationships. Speech Communication Association, San Antonio.
 20. Fitch, K. & Sanders, R. 1994. Sequential aspects of compliance-gaining: An analysis and some theoretical issues. Speech Communication Association, New Orleans.
 19. Goldsmith, D. & Fitch, K. 1994. Seeking and giving advice in some American speech. International Communication Association, Sydney, Australia.
 18. Fitch, K. 1993. The Idiom of Interpersonal Connectedness in Urban Colombian Spanish. American Association of Applied Linguistics, Atlanta.
 17. Fitch, K. 1992. A Cultural Study of Directives. Speech Communication Association, Chicago.
 16. Fitch, K. 1992. Teaching the Language and Social Interaction Course: Communication and Society. Speech Communication Association, Chicago.
 15. Fitch, K., & Sanders, R. 1992. Culture, Communication and Preferences for Directness in Expression of Directives. International Communication Association, Miami.

14. Fitch, K. 1992. Connections in chaos: Communication in and about Colombian political life. Western States Communication Association, Boise.
13. Fitch, K. 1991. Palanca stories: The cultural nature of narratives. **Top Four Paper**, Language and Social Interaction Division of the Speech Communication Association, Atlanta.
12. Fitch, K. 1991. A cultural perspective on power in the classroom. Western States Communication Association, Phoenix.
11. Fitch, K. 1990. Communication theory in a cultural context: The case of *madre* terms in Colombian Spanish. **Top Three Paper**, Speech and Language Sciences Division of the Speech Communication Association, Chicago.
10. Fitch, K. 1989. A cultural communication critique of feminist criticism. Speech Communication Association, San Francisco.
9. Fitch, K. 1988. Phonetic and conversational transcription of naturalistic data: A demonstration of dialectal accommodation. Speech Communication Association, New Orleans.
8. Fitch, K. 1986. The role of cultural themes in immigrant student socialization: Making sense of high school. Speech Communication Association, Chicago.
7. Fitch, K. 1986. Communication and socialization as negotiation of meaning. **Top Four paper**, International and Intercultural Division, Speech Communication Association, Chicago.
6. Fitch, K., J. Nyquist & R. Abbott. 1986. Cultural relativity of Norton's communicator style measure. American Educational Research Association, San Francisco.
5. Fitch, K., 1984. Possibilities for Transculturation in the U.S. Speech Communication Association, Chicago.
4. Fitch, K., 1983. Research methods into language/code switching and synthesis of findings into theory. **Top Four paper**, International and Intercultural Division, Speech Communication Association, Washington D.C. Available at http://ir.uiowa.edu/commstud_pubs/17
3. Fitch, K., 1983. Language switching as speech action. International Communication Association, Dallas.
2. Fitch, K., 1982. "Taste the High Country: *Donde Quiera Usted*". International Communication Association, Boston.
1. Fitch, K., & Hopper, R. 1980. Language choice and language switching in multilingual environments. International Communication Association, Acapulco.

WORK IN PROGRESS

- Fitch, K. Relational codes in cultural context: Intersections of private and public communication. 4 chapters of 6 written; book proposal submitted to Oxford University Press July, 2012.
- Fitch, K. Rags and tatters of Babel: Culture, relationships and the unsaid. Essays on the theme of the unsaid and unsayable in communication. Reviewed by Left Coast Press Spring, 2012; under revision. Resubmission anticipated October, 2012.
- Muñoz, K. In preparation. Cultural persuadables. Invited for submission to Oxford Bibliographies Online; anticipated August, 2012.

TEACHING AT THE UNIVERSITY OF IOWA

1. Teaching assignments and evaluations (Scores from 1995-2003 available on request; evaluations based on 6-point scale, 6 = excellent, 1 = unsatisfactory)

Semester, year	Course	Students enrolled	Selected ACE Summary Scores					Advis- ees (UG; grad; TA)
			Course well planned/ organized	Aware of needs/ goals clear	Critical thought	Oral comm comp.	Ethnic/ cultural diffs	
Spring, 2004	36: 001 (lecture)	236	5.13	5.00	4.52	5.15	5.42	5
	36: 001, Honors discussion section	6	5.90	5.50	5.75	5.50	6.00	
	36: 327	8	6.00	6.00	5.92	5.92	6.00	
Fall, 2004	36: 170	24	5.86	5.57	5.33	5.67	5.71	5
	36: 090:04	23	5.32	5.37	5.47	5.11	5.79	
Spring, 2005	36: 325	15	5.54	5.31	5.62	5.54	5.92	5
	36: 201	13	5.23	5.15	4.46	5.62	5.77	
Fall, 2005	36: 200	9	5.11	5.00	4.67	5.44	5.56	10
	36: 375	12	5.80	5.80	5.70	5.90	5.90	
Spring, 2006	36: 001 (lecture)	250	5.61	5.75	4.99	5.36	5.53	20
	36: 001:009, Honors section	11	5.64	4.55	4.45	5.64	5.64	
	36: 201	10	4.40	4.90	3.60	5.20	5.00	
Fall, 2006	36: 200/201	8	5.63	5.50	4.50	6.00	5.75	25
	36: 381	8	4.57	5.86	5.43	5.71	6.00	
Spring, 2007	36: 170 Honors sec.	13	5.82	5.91	6.00	5.91	6.00	35
Fall, 2007	36: 200, 201 143: 001*	12 13	5.00	5.50	4.50	5.58	5.67	30
Spring, 2008	36: 392	13	5.55	5.73	5.55	6.00	6.00	30
Fall 2008,								

Semester, year	Course	Students enrolled	Selected ACE Summary Scores					Advis- ees (UG; grad; TA)
			Course well planned/ organized	Aware of needs/ goals clear	Critical thought	Oral comm comp.	Ethnic/ cultural diffs	
Spring 2009, Fall 2009	Career development award; administrative appointment in International Programs							
Spring, 2010	36: 001:AAA (lecture)	150	5.33	5.67	4.90	5.26	5.55	N/A
	36: 001: 009	15	4.93	5.29	5.33	5.14	5.79	
	36: 330 (overload)	8	No written evaluations					
Fall, 2010	36: 170	19	5.44	5.94	5.11	5.61	5.89	N/A
	36: 373	13	5.15	5.85	5.31	5.62	5.77	
Spring, 2011	36: 001:AAA	183	5.73	5.55	5.08	5.76	5.83	N/A
	36: 001: 009	5	5.88	5.67	6.00	6.00	6.00	
	36: 170	24	5.68	5.75	5.68	5.86	5.94	
Fall, 2011	36: 001:AAA	185	5.60	5.83	5.17	5.37	5.68	
	36:001:009 (overload)	15	5.80	5.92	5.50	5.72	5.92	
	36: 157	24	5.58	5.95	5.40	5.89	5.95	
	36: 372	9	4.83	5.70	5.10	5.30	5.93	

* Final day of class canceled by university due to ice storm; ACE forms were not completed. Student comments on request.

Courses taught (@ designates syllabus available at www.uiowa.commstud/fitch) :

36: 330 Writing as ethnographic method
143: 001 Honors first year seminar: Ways of speaking, ways of life
36: 381: 001 Discourse analysis (Fall 2006 @)
36: 200 Introduction to research
36: 201 Issues in teaching
36: 090, 36: 157 Media, culture and relationships (Fall 2011 @)
36: 001 Core Concepts in Communication Studies (Spring 2010 @)
36C: 029 First Year Seminar: Communication and Relationships in a Large University
36C: 093 Intercultural Communication
36C: 125, 170 Theories of Persuasion (Fall 2010 @)
36: 142 Advanced Intercultural Communication
36: 323 Research Methods
36: 327, 373 Persuasion Theories and Research (Fall 2010 @)
36G: 329, 375 Ethnographic Theories (Spring 2002 @)

36: 325, 392, 372: Ethnographic Methods (also taught as Qualitative and Ethnographic Methods) (Fall 2011 @)

36: 631 Teaching Culture and Technology

2. Advising and thesis direction

Doctoral students, University of Iowa:

Name	Year graduated (or status)	Current position	Other
Jennifer Anderson Senchea	1998	Associate Professor, St. Cloud State University	Co-directed with Duck Tenured 2005
Yanrong Chang	2002	Assistant Professor, University of Texas, Pan American	Received Outstanding Dissertation Award for Language and Social Interaction Division, NCA, 2003
Evelyn Ho	2004	Associate Professor, University of San Francisco	Tenured 2010
Carol Mimi Harvey	2005	Instructor, Shoreline Community College, Seattle	
Robin Crumm	2005	Department head, Schreiner University, Kerrville Texas	
Shana Kopaczewski	2010	Assistant Professor, Indiana State University	
Chitra Akkoor	2011	Assistant Professor, Keene State College	
Hsin-I Yueh	2012	Assistant Professor, Northeastern State University	
Sofia Karatza	ABD		Due to graduate 2013
Curt Livesay	ABD		Due to graduate 2012
Amber Jannusch	ABD		Due to graduate 2012
Daniel Usera	Pre-comp		Due to graduate 2014

Jyväskylä University, Finland

Elisa Hassinen	Topic: Development of intercultural communication competence in an international MBA program	2011-12
Santa Stopniece	Topic: Intercultural communication challenges of investment initiatives with China in the Baltic Sea region	Anticipated finishing date 2015

University of Colorado

Gregory Nees	1996	Consultant in intercultural communication and training, Daimler-Benz Corporation and others
--------------	------	--

Committee member:

Larry Erbert. Graduated 1996.
Garth Pittman. Graduated 1997.
John Nicholson. Graduated 1998.
Erin Sahlstein. Graduated 2000.
Dan DeGooyer. Graduated 2000.
Kathleen Valde. Graduated 2000.
Tim Dun. Graduated 2001.
Walter Carl (first reader*) Graduated 2001.
David McMahan. Graduated 2001.
Lee West (first reader) Graduated 2001.
Yoshikazu Charlie Watanabe (Speech Pathology and Audiology) Graduated 2001.
Katherine Schaff-Stumpf (Interdisciplinary Ph.D) Graduated 2001.
Danielle Wiese. Graduated 2004.
Rebekah Farrugia (first reader). Graduated 2004.
Erin Johnson (College of Business) Graduated 2006.
Dan Kaprar (College of Business) Graduated 2007
Angela Kellogg (College of Education) Graduated 2006.
Ana Bordería (College of Education) Graduated 2006.
Wendy Hilton-Morrow. Graduated 2005.
Hun Yul Lee. Graduated 2005
Daniel Chornet-Roses. (first reader) Graduated 2006.
Matthew Thatcher (first reader) Graduated 2006.
Jay Clarkson, Graduated 2005
Sam McCormack. Graduated 2006.
Sheree Keith. Graduated 2006.
Roberta Golliher, 2001-2006
Dieter Boxmann, 2006-2008
Stephanie Williams, ABD
Megan Foley, 2003-2006
Dena Huisman, Graduated 2008
Joseph Steinitz, ABD
Sofia Karatza (MA Thesis, Journalism and Mass Communication)
Aimee Mapes (College of Education) Graduated 2009
Samantha Joyce, 2006-2007
Daniel Munksgaard (first reader), graduated 2010
Robin Barry (Psychology), graduated 2010
Hua Su, 2009-2010
Jong In Chang, post-quals
Atilla Hallsby, 2007-2010
Alex Schott (College of Education), ABD

Lisa Carlton, post-quals
Bryan Asbury, post-quals
Christopher Skiles, post-comprehensive exam
Liudmila Klimanova (Foreign Language Acquisition), ABD
Lindsey Schneekloth, International Studies MA, 2011
Rebecca Brock (Psychology), 2011
Rebecca Robinson, 2010-11, temporary advisor
Jordan Sanders, fall 2011, temporary advisor
Katharina Kley (Foreign Language Acquisition), 2011- , ABD
Marta Tecedor Cabrero (Foreign Language Acquisition), 2012 - , ABD
Ho-Jin Song, 2011-
A.C. Hawley, 2011-12

* Communication Studies uses a *first reader* designation for the member of a doctoral committee who reads the complete dissertation and prescribes changes, if any, needed before the dissertation may go to the rest of the committee and probable defense.

First Opponent, Carinne Cools Licentiate Thesis. University of Jyvaskyla, 2004.

Masters' students advised:

Jodie Klein, 2010 (thesis option)
Lacey Huong-Orsini, 2004 (thesis option)
Heather Cordon Wilson, 2002.
María García Pastor, 1999.
Kathleen Smith, 1999.

Undergraduate Honors Theses directed:

Heather Parker, 2008
Jenny Rosenberg, 2007
Allison Jones, 2005
Jessica Malott, 2002
Tiffany Gooden, 1998

Honors Thesis committee member:

Meghan Corbin, 2008
Todd Lantz, 2006
Kevin Burrell, 2005
Andrea Nucci, 2004
Denise Jodlowski, 2001
Rick Sabatino, 1998

International Studies Senior Projects directed:

Lindsay McMartin, 2011

Susan McVey, 2009
Jennifer Schaben, 2006-2007

SERVICE

Department of Communication Studies:

Chair, Rhetoric in a Digital World faculty search committee, 2011-12
Member, DEO (department chair) search committee, 2011-12
Member, tenure/promotion committee, 2011
Member, Merit Review Committee, 2011
Member, search committee for Academic Counselor, 2011
Chair, Lectures/awards/department seminar committee, 2009-11
Member, Self-study writing committee, 2010
Department chair, 2005 – 2008
Director of Graduate Studies, 2002-03
Executive committee, 2001-03
Undergraduate Affairs Committee, 1996-98, 2000-01, 2003-04
Graduate Affairs Committee, 1995-96, 1998-99, 2001-02
Member of faculty review committees, 1997, 1999, 2001, 2002, 2003, 2004, 2009, 2010
Chaired junior faculty member review committees, 1998, 2002, 2003, 2004, 2009, 2010
Chaired Gender and Diversity Committee, 1998-2000
Member, faculty search committees, 1997-1998, 1999, 2000, 2004
Chaired critical organizational communication search committee 2001-02
Departmental Human Subjects representative, 1996-1998

College of Liberal Arts and Sciences:

Chair, search committee for Korean Studies faculty member (multi-department) 2009-10
Search committee, assistant and associate development officers, 2007
Member, Collegiate Consulting Group (tenure and promotion), 2006-2008
Crossing Borders Steering Committee, 2001-2004
Committee to evaluate Semester Assignment Proposals, 1998
Organized discussion series, "Speaking of Ethnography," for faculty and graduate students, 1996

University of Iowa:

Faculty mentor, SROP/McNair program, 2012
Presentation: Ethnographic research in culture and relationships as communication.
SROP/McNair Fellows Professional Development Speaker series, July 2012.
On Iowa! (first year student pre-semester program) faculty volunteer, 2011
Communication and personal relationships, Quad Residence Hall, February 2010.
Zen and the art of knitting, Daum Residence Hall, November 2008
Chair, University Human Subjects Committee for social and behavioral sciences, 1998-2008
Faculty mentor, Summer Research Opportunities Program, 2007
Face work and team work: Communication issues on and off the field. University of Iowa
Women's Soccer team, 2006.

Advisory Board for Dual Career Network, 2006-2008
CIC Academic Leadership Program Fellow, 2006-07
Advisory Board for Interdepartmental Studies major, 2006-2007
Writing University Task Force, 2005-2006
Conflict of Interest Committee, 2003-2004
President, Alpha of Iowa Chapter of Phi Beta Kappa, 2002-2005
Search committee for Institutional Review Board Administrator, 2004
Search committee for Institutional Review Board Chair, 2002
Member, University of Iowa Faculty Assembly, 2001 – 2003
Faculty mentor, Summer Research Opportunities Program, 2001
Selection committee for international fellowships, 1999-2002
University of Iowa WorkLife Committee, 2000-01
Advisory board, Phi Beta Kappa, 1999-2002

Other professional development:

Co-director, Intergenre Explorations working group, Obermann Center, 2012-13
Member of Intergenre Explorations working group, Obermann Center, 2011-12
Participated in HERS Denver, national leadership institute for women in higher education, 2007
CIC-ALP Fellow, leadership institute for the Big Ten, 2006-07

University of Colorado (selected):

Departmental representative to Committee on Ethnographic Research; helped organize, secure funding for, and conduct symposium on visual ethnography, spring 1995.
Departmental representative to University Human Subjects Review Committee, 1994 - 1995
Summer Minority Access to Research Training (SMART) program mentor, 1991, 1993
Advisor, Ethnic Women's Alliance, 1990 - 1995
Faculty Associate, President's Teaching Scholars Program, 1991-1993.
Faculty Mentor, Minority Faculty/Student Mentorship Program, 1989 - 1995.

Tenure or pre-tenure reviewer

Syracuse University
University of South Florida
Auburn University
Arizona State University, Department of Spanish and Portuguese
Chinese University of Hong Kong
University of Oklahoma
University of Illinois
University of Hong Kong
Arizona State University, Department of Communication
University of Massachusetts
Oregon State University

Reviewer for promotion to personal chair/full professor

Purdue University (2)
Loughborough University (UK)
Brunel University (UK)

External reviewer, Department of Communication, University at Albany SUNY, 2006
External reviewer, Professorship in Speech Communication, University of Jyväskylä, 2005, 2006
External reviewer, Professorship in Intercultural Communication, University of Jyväskylä, 2002, 2004

National Communication Association:

Research Board Director, 2011-2013 (includes service on NCA Executive Committee)

Organizing committee, NCA Summer Conference: Ethnography, the Ways Forward, 2012
Invited participant in Scholars' Office Hours, NCA 2011
Organizing committee, NCA Summer Conference on Intercultural Dialogue, Istanbul 2009
Scholarship Award Committee, Language and Social Interaction Division, 2007
Nominating committee, Interpersonal Division, 2006
Book and article award selection committee, Interpersonal Division, 2000
Representative to Legislative Council, 1998-1999
Chair, Language and Social Interaction Division, 1998 (program planner, 1997)
Secretary, International and Intercultural Communication Division, 1985-1987; chair, nominating committee, International and Intercultural Communication Division, 1985-1986

International Communication Association:

Selection Committee, Outstanding Paper Award in LSI, 2011
Selection committee, Outstanding Young Scholar Award, 2011
Organizing committee, LSI/ICC preconference on intercultural dialogue, Singapore 2010
Dissertation award selection committee, Interpersonal Division, 2001
Scholarly book award selection committee, 2001

Participant in seminars:

2004: Invited faculty, NCA Doctoral Honors Seminar, "Cultural Communication."
2003: "Native terms for talk in the ethnography of speaking" (NCA)
2000: Ethnographic/conversation analysis data sessions: Loughborough, England and Madrid (Discourse and Rhetoric Group, Loughborough University), Acapulco (ICA), Boulder (LSI Summer Workshop on Conversation).
1999: "Ethnography and the analysis of social interaction" (NCA)
1998: "Women in Academe" (WSCA)
1996: "Recontextualizing Rhetoric" (WSCA)
1994: "Field Research in Ethnography of Speaking" (SCA)
1990: "Myths, Stereotypes and Reality: Communication of Gender in Academe." (SCA)

1988: "Cultural Universals in Communication." (SCA)

1988: Doctoral Honors Seminar, "Situating Talk and Communication Theory."
University of Massachusetts.

Organized preconference, "Perspectives and procedures: Analysis of ethnographic data," NCA 1997
Reviewer, Language and Social Interaction Division, NCA 1991, 1993, 1995, 2002; Language
and Social Interaction Division, ICA, 1999

Respondent to competitively selected panels: SCA/NCA, 1993, 1994, 1995, 1999, 2002, 2006; ICA,
1993, 1999, 2003; WSCA, 1992, 1997

Community service

Intercultural communication in mediation sessions: Working with language and cultural
difference. Workshop for Mediation Services of Eastern Iowa, April 2012.

Traditions, quirks and cultural traits: Finding patterns in human action. MLK Professional
Development presentation, Iowa City Community School District, January 2010

Communication and aging: Is this a "senior moment?" Oaknoll Retirement Residence, Iowa
City, February 2008.

Interviewed by Cedar Rapids *Gazette* article on lying as a necessary element of human sociality,
April 2007.

Interviewed on radio station WMT (Cedar Rapids) on public communication behavior, March
2007.

Interviewed by Cedar Rapids *Gazette* article on civil inattention and cell phone use, March
2007.

Interviewed for *Wall Street Journal* article on language use at work and home, October 2006.

Volunteer interpreter, University of Iowa Mobile Clinic (health screenings and exams for
migrant workers), July 2006.

Panelist on *Ethical issues in the News*, KCRG-TV, July 4, 2004 (Ethical issues in language use)
Tecnetics, Inc., Boulder, Colorado, 1992. Interpersonal communication skills.

Reading Education for Adult Development (READ), Chattanooga, Tennessee, 1990. Workshops
on immigrant adaptation to U.S. society for volunteers teaching adults to read.

Esso Eastern, Kemya, Inc., 1982 - 1983. Predeparture training for children of expatriate
executives. Included language learning, coping with culture shock, presentation of host
country information.

Mental Health Association of Houston, 1982 - 1984. Translated materials into Spanish; adapted
and delivered presentations regarding avoidance of sexual, physical abuse to bilingual
children; taught Spanish language to American program coordinator; critiqued bilingual
presenters.

School of Social Work, University of Texas, 1981. Researched, wrote, and delivered case
studies for training of mid-level managers in social work agencies. Topics: Management
Information Systems; Cutback Management; Theory Z Management.

updated 7/2012