

JEFFREY W. TREEM

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Moody College of Communication
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RESEARCH INTERESTS

- Technology-Enabled Knowledge Sharing
 - Affordances of Communication Technologies
 - Work Practices in Knowledge-Intensive Organizations
 - Social Media Use in Organizations
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ACADEMIC EMPLOYMENT

Sept. 2018- Present **The University of Texas at Austin**
Associate Professor

Sept. 2012- Aug. 2018 **The University of Texas at Austin**
Assistant Professor

Moody College of Communication
Department of Communication Studies
Organizational Communication and Technology Group
Affiliate, Center for Health Communication

EDUCATION

2007-2012 **Northwestern University**
School of Communication
Ph.D., Media, Technology, and Society
Thesis Committee: Paul Leonardi, Noshir Contractor, Klaus Weber

2003-2005 **University of Southern California**
Annenberg School for Communication
M.A., Strategic Public Relations

1999-2003 **Northwestern University**
School of Communication
B.S., Communication Studies, *Summa Cum Laude*

REFEREED PUBLICATIONS

(italicized co-author name indicates graduate student)

Articles (21)

1. **Treem, J. W.**, Leonardi, P. M., van den Hooff, B. (in press). Computer-mediated communication in the age of communication visibility (in press). *Journal of Computer-Mediated Communication*.
2. Barley, W. C., **Treem, J. W.**, & Leonardi, P. M. (in press). Experts at coordination: Examining the performance, production, and value of process expertise. *Journal of Communication*.
3. *Smith, W. R.*, **Treem, J. W.**, & Love, B. (2019). Communicative signaling of occupational fitness: How innovative ability is expressed and assessed. *Communication Monographs*, 86(3), 313-335. doi: 10.1080/03637751.2018.1557719
4. **Treem, J.W.**, Schneider, M., Zender, R. L., & Sorkin, D. H. (2018) Exploring the potential role of community engagement in evaluating clinical and translational science grant proposals. *Journal of Clinical and Translational Science*, 2(3), 139-146. doi: <https://doi.org/10.1017/cts.2018.311>
5. Barley, W. C., **Treem, J. W.**, & Kuhn, T. (2018). Valuing multiple trajectories of knowledge: A critical review and research agenda for knowledge management research. *Academy of Management Annals*, 12(1), 278-317. doi: 10.5465/annals.2016.0041
6. Barbour, J. B., **Treem, J. W.**, & Kolar, B. (2018). Analytics and expert collaboration: How individuals navigate relationships when working with organizational data. *Human Relations*, 71(2), 256-284. doi: 10.1177/0018726717711237
7. **Treem, J. W.** & Leonardi, P. M. (2017). Recognizing expertise: Factors promoting congruity between individuals' perceptions of their own expertise and the perceptions of their coworkers. *Communication Research*, 44(2), 198-224. doi: 10.1177/0093650215605154
8. *Smith, W. R.* & **Treem, J. W.** (2017). Striving to be king of mobile mountains: Communication and organizing through digital fitness technology. *Communication Studies*, 68(2), 135-151. doi: 10.1080/10510974.2016.1269818
9. Rice, R. E., Evans, S. K., Pearce, K. E., Sivunen, A., Vitak, J., & **Treem, J. W.** (2017). Organizational media affordances: Operationalization and associations with media use. *Journal of Communication*, 67(1), doi: 106-130. 10.1111/jcom.12273
10. Evans, S. K., Pearce, K. E., Vitak, J., & **Treem, J. W.** (2017). Explicating affordances: A conceptual framework for understanding affordances in communication research. *Journal of Computer-Mediated Communication*, 22(1), 35-52. doi: 10.1111/jcc4.12180
11. **Treem, J. W.** (2016). How organizations communicate expertise without experts: Practices and performances of knowledge intensive firms. *Management Communication Quarterly*, 30(4), 503-531. doi: 10.1177/0893318916635750
12. **Treem, J. W.**, Dailey, S. L., Pierce, C. S., & *Biffi, D.* (2016). What we are talking about when we talk about social media: A framework for study. *Sociology Compass*, 10(9), 768-784. doi: 10.1111/soc4.12404

13. Dailey, S. L., **Treem, J. W.**, & Ford, J. S. (2016). I communicate, therefore I belong: Processes of identification among organizational representatives. *Business and Professional Communication Quarterly*, 79(3), 270-299. doi: 10.1177/2329490616644753
14. **Treem, J. W.**, Dailey, S. L., Pierce, C. S., & Leonardi, P. M. (2015). Bringing technological frames to work: How previous experience with social media shapes the technology's meaning in an organization. *Journal of Communication*, 65(2), 396-422. doi: 10.1111/jcom.12149
15. **Treem, J. W.** (2015). Social media as technologies of accountability: Explaining resistance to implementation within organizations. *American Behavioral Scientist*, 59(1), 53-74. doi: 10.1177/0002764214540506
16. **Treem, J. W.** (2013). Technology use as a status cue: The influences of mundane and novel communication technologies on assessments of knowledge in organizations. *Journal of Communication*, 63(6), 1032-1053. doi: 10.1111/jcom.120
17. **Treem, J. W.**, & Leonardi, P. M. (2013). Social media use in organizations: Exploring the affordances of visibility, persistence, editability, and association. *Annals of the International Communication Association*, 36, 143-189. doi: 10.1080/23808985.2013.11679130
18. **Treem, J. W.** (2012). Communicating expertise: Knowledge performances in professional service firms. *Communication Monographs*, 79(1), 23-47. doi: 10.1080/03637751.2011.646487
19. Leonardi, P. M., & **Treem, J. W.** (2012). Knowledge management technology as a stage for strategic self- presentation: Implications for knowledge sharing in organizations. *Information and Organization*, 22(1), 37-59. doi: 10.1016/j.infoandorg.2011.10.003
20. Wang, J., Huffaker, D. A., **Treem, J. W.**, Fullerton, L., Ahmad, M. A., Williams, D., Poole, M. S., & Contractor, N. (2011). Focused on the prize: Characteristics of experts in massive multiplayer online games. *First Monday*, 16(8). Available from: <http://firstmonday.org/htbin/cgiwrap/bin/ojs/index.php/fm/article/viewArticle/3672/3028> doi: 10.5210/fm.v16i8.3672
21. Leonardi, P. M., **Treem, J. W.**, & Jackson, M. H. (2010). The connectivity paradox: Using technology to both increase and decrease perceptions of distance in distributed work arrangements. *Journal of Applied Communication Research*, 38(1), 85-105. doi: 10.1080/00909880903483599
 - Reprinted (shorter version) as: Leonardi, P. M., Treem, J. W., & Jackson, M. H. (2010). "Too Connected? The Paradox of Telework" *Communication Currents*, 5(1). Available from: <http://www.natcom.org/CommCurrentsArticle.aspx?id=706>

Book

1. *Expertise, communication, and organizing* (2016). J. W. Treem & P. M. Leonardi (Eds.). 284 pages. Oxford, England: Oxford University Press. doi: 10.1093/acprof:oso/9780198739227.001.0001
 - *Awarded Outstanding Edited Book Award from the National Communication Association, Organizational Communication Division*
 - *Reviewed in Journal of Communication, Volume 67, Issue 1, Pages E10-E12*

Book Chapters (5)

1. Roth, W. R., **Treem, J. W.**, & Barbour, J. B. (in press). Whistleblowing as a means of (re)constituting an organization. In L. Browning, P. J. Svenkerud, & J. Sørnes (Eds.) *Whistleblowing, communication and consequences: Lessons from the Norwegian national lottery*.

2. **Treem, J. W.** & Barley, W. C. (2017). A framework for how expertise is communicated and valued in contemporary organizations: Why process work matters. In P. Salem & E. Timmerman (Eds.) *Transformative practices and research in organizational communication*. Hershey, PA: IGI Global
3. **Treem, J. W.**, & Leonardi, P. M. (2016). What is expertise? Who is an expert? Some definitive answers. In J. W. Treem & P. M. Leonardi (Eds.), *Expertise, communication, and organizing*. Oxford, England: Oxford University Press.
4. **Treem, J. W.**, & Barley, W. C. (2016). Explaining the (de)valuation of process experts in contemporary organizations. In J. W. Treem & P. M. Leonardi (Eds.), *Expertise, communication, and organizing*. Oxford, England: Oxford University Press.
5. Leonardi, P. M., **Treem, J. W.**, Barley, W. C., & Miller, V. D. (2014). Attitude surveys. In V. D. Miller & M. E. Gordon (Eds.), *Meeting the challenge of Human Resource Management: A communication perspective* (pp. 155-166). New York, NY: Routledge.

Encyclopedia Entries (4)

1. **Treem, J. W.** (2018). Communication technology and knowledge management. In J. F. Nussbaum (Ed.) *Oxford research encyclopedia of communication*. Oxford, England: Oxford University Press. doi: 10.1093/acrefore/9780190228613.013.17
2. **Treem, J. W.** (2017). Expertise. In C. R. Scott & L. K. Lewis (Eds.). *The international encyclopedia of organizational communication*. Hoboken, NJ: John Wiley & Sons.
3. **Treem, J. W.** & Browning, L. (2017). Grounded Theory. In C. R. Scott & L. K. Lewis (Eds.). *The international encyclopedia of organizational communication*. Hoboken, NJ: John Wiley & Sons.
4. **Treem, J. W.** (2016). Expertise. In C. Carroll (Ed.). *The SAGE encyclopedia of corporate reputation*. Thousand Oaks, CA: SAGE Publications.

Conference Proceedings (3)

1. **Treem, J. W.**, & Thomas, K. Y. (2010). What makes a blog a blog? Exploring user conceptualizations of an old “new” online medium. *Proceedings of the Fourth International AAAI Conference on Weblogs and Social Media*, 347-350, Washington, D.C., May 23-26.
2. Huffaker, D., Wang, J., **Treem, J. W.**, Ahmad, M. A., Fullerton, L., Williams, D., Poole, M. S., & Contractor, N. (2009). The social behaviors of experts in massive multiplayer online role-playing games. *Proceedings of the 2009 IEEE International Conference on Computational Science and Engineering*, 326-331, Vancouver, Canada, August 29-31.
3. **Treem, J. W.**, & Leonardi, P. M. (2009). Knowing who knows what: Information technology, knowledge visibility, and organizational change. *Proceedings of the 42nd Annual Hawaii International Conference on System Sciences (HICSS 2009)*. Waikoloa, HI, January 5-8. (10 pages).

PRESENTATIONS

Refereed

1. Treem, J. W., Laitinen, K., & Sivunen, A. (2019). *Can you have a social intranet? Examining multiple design logics in the implementation of information and communication technologies in organizations*. Paper presented at the 69th International Communication Association Conference, May 24-28, Washington, D.C.
2. Barley, W. C., Treem, J. W., & Leonardi, P. M. (2019). *Experts at coordination: Examining the performance, production, and value of process expertise*. Paper presented at the 69th International Communication Association Conference, May 24-28, Washington, D.C.
3. Laitinen, K., Treem, J. W., & Sivunen, A. (2019). *Enterprise social media and employees' relational networks: Relational exploration or transactional use?* Paper presented at the 69th International Communication Association Conference, May 24-28, Washington, D.C.
4. Treem, J. W., Smith, W. R., & Love, B. (2018, May). *When failure is the only option: How framing resources organizational innovation*. Paper presented at the 68th International Communication Association Conference, May 9-13, Prague, Czech Republic.
5. Smith, W. R. & Treem, J. W. (2017, November). *The communicative assessment of innovative ability*. Paper presented at the 103rd National Communication Association Conference, November 16-19, Dallas, TX.
6. Rice, R. E., Evans, S. K., Pearce, K. E., Sivunen, A., Vitak, J., & Treem, J.W. (2016, November). *Organizational media affordances: Operationalization and associations with media use*. Paper presented at the 102nd National Communication Association Conference, November 9-13, Philadelphia, PA.
7. Smith, W. R. & Treem, J. W. (2016, November). *On what ground are we standing? Reviewing the application of grounded theory in organizational communication research*. Paper presented at the 102nd National Communication Association Conference, November 9-13, Philadelphia, PA.
8. Weber, M. & Treem, J. W. (2016, November). *Organizational metrics of technology use and the paradox of control*. Paper presented at the 102nd National Communication Association Conference, November 9-13, Philadelphia, PA.
9. Treem, J. W., Pearce, K. E., Evans, S. K., Vitak, J., Schrock, A., Barta, K., Ford, J. S., & Shorey, S. (2016, June). *Looking back to look forward: Tracing the history of affordances to develop a framework for understanding communication technology*. Paper presented at the 66th International Communication Association Conference, June 9-13, Fukuoka, Japan.
10. Evans, S. K., Pearce, K. E., Vitak, J., & Treem, J. W. (2016, June). *The affordances test: A conceptual model for understanding affordances in communication research*. Paper presented at the 66th International Communication Association Conference, June 9-13, Fukuoka, Japan.
11. Treem, J. W., & Barley, W. C. (2016, February). *Explaining the (de)valuation of process experts in contemporary organizations*. Paper presented at the Organizational Communication Traditions, Transitions, and Transformations Conference, February 14-16, Austin, TX.
12. Weber, M., & Treem, J. W. (2015, November). *Immutable technology and the breakdown of organizational change*. Paper presented at the 101st National Communication Association Conference, November 19-22, Las Vegas, NV.

13. Treem, J. W., & Weber, M. (2015, November). *Defragmenting work: The use of information and communication technologies to manage overload in organizations*. Paper presented at the 101st National Communication Association Conference, November 19-22, Las Vegas, NV.
14. Dailey, S. L., Treem, J. W., & Ford, J. S. (2015, August). *I write, therefore I belong: The inevitable process of social media writers' identification*. Paper presented at the 75th Annual Meeting of the Academy of Management, August 7-11, Vancouver, CA.
15. Honcoop, M., Treem, J. W., & Van den Hooff, B. (2015, May). *Enterprise social media as a multifunction public good: The role of perceived critical mass in motivating differential use*. Paper presented at the 65th International Communication Association Conference, May 21-25, San Juan, PR.
16. Treem, J. W. (2014, May). *Advertising expertise: Antecedents to recognition of workers' expertise in organizations*. Paper presented at the 64th International Communication Association Conference, May 22-26, Seattle, WA.
17. Treem, J. W. (2014, May). *Social media as team effort: Coordinating an organization's online voice explaining resistance to implementation in organizations*. Paper presented at the 64th International Communication Association Conference, May 22-26, Seattle, WA.
18. Treem, J. W. (2014, April). *Technology non-use as avoiding accountability*. Paper presented at the Workshop on Technology Non-Use at the 2014 ACM Conference on Computer-Supported Cooperative Work, April 26-May 1, Toronto, Canada.
19. Treem, J. W., & Evans, S. (2013, November). *What do affordances afford us? Connecting context and functions of communication technology use in organizations*. Poster presented at the 99th National Communication Association Conference, November 20-24, Washington, D.C.
20. Ford, J., Treem, J. W., & Gruber, D. (2013, November). *Service in 140 characters or less: An examination of customer service interactions on Twitter*. Paper presented at the 99th National Communication Association Conference, November 20-24, Washington, D.C.
21. Treem, J. W. (2013, July). *How organizations communicate expertise without experts: Exploring practices in communication service organizations*. Paper presented at 29th European Group of Organization Studies Colloquium, July 4-6, Montreal, Canada.
22. Treem, J. W. (2013, June). *When social media meets workplace settings: Differing technological frames and expectations of organizational members*. Paper presented at the 63rd International Communication Association Conference, June 17-21, London, England.
23. Treem, J. W. (2013, April). *Social media as technologies of accountability: Explaining resistance to implementation in organizations*. Paper presented at the Collaborative Organizations and Social Media Symposium 2013, April 12, Brunswick, ME.
24. Treem, J. W. (2012, November). *When technology that can do everything does nothing at all: Exploring the contradictory affordances of social media in organizations*. Paper presented at the 98th National Communication Association Conference, November 15-18, Orlando, FL.
25. Treem, J. W. (2012, May). *Technology use as a status characteristic: The influences of mundane and novel communication technologies on attributions of expertise in organizations*. Paper presented at the 62nd International Communication Association Conference, May 25-28, Phoenix, AZ.

26. Treem, J. W. (2012, May). *An ordering approach to communication in organizations*. Paper presented at the 62nd International Communication Association Conference, May 25-28, Phoenix, AZ.
27. Treem, J. W., Leonardi, P. M., & Barley, W. C. (2011, November). *The discursive construction of expertise: Implications for interorganizational communication*. Paper presented at the 97th National Communication Association Conference, November 17-20, New Orleans, LA.
28. Barley, W. C., Leonardi, P. M., & Treem, J. W. (2011, November). *Information triage: Evaluating expertise to support distributed collaboration*. Paper presented at the 97th National Communication Association Conference, November 17-20, New Orleans, LA.
29. Treem, J. W. (2011, November) *Technologically-mediated presentations of expertise in organizations*. Paper presented at the Institute for Operations Research and the Management Sciences (INFORMS) Conference, November 13-16, Charlotte, NC.
 - Finalist for *Organization Science/INFORMS Dissertation Proposal Competition*
30. Treem, J. W. (2011, May). *Communicating expertise: Knowledge performances in professional service firms*. Paper presented at the 61st International Communication Association Conference, May 26-30, Boston, MA.
 - *Top Paper Award*, Organizational Communication Division, International Communication Association.
 - *Top Student Paper Award*, Organizational Communication Division, International Communication Association.
31. Treem, J. W. (2010, November). *When you care what everyone thinks: Issues of scale in organizational social media*. Paper presented at the 96th National Communication Association Conference, November 14-17, San Francisco, CA.
32. Treem, J. W. (2010, November). *Influence in a world of unknown influencers: Attenuating uncertainty by engaging personal media in a public space*. Paper presented at the 96th National Communication Association Conference, November 14-17, San Francisco, CA.
33. Treem, J. W. (2010, October). *Experts at creating expertise: Exploring knowledge production in professional-service firms*. Presented at the Organizational Communication Mini-Conference, October 8-10, New Brunswick, NJ.
34. Treem, J. W., & Thomas, K. Y. (2010, May). *What makes a blog a blog? Exploring user conceptualizations of an old "new" online medium*. Poster presented at the International AAAI Conference on Weblogs and Social Media, May 23-26, 2010, Washington, D.C.
35. Barley, W. C., Treem, J. W., Leonardi, P. M., Rozenfeld, R. A., Kelleher, M. D., & Woods, D. M. *The role of interpersonal and organizational trust in emergency pediatric transfers*. Poster presented at:
 - National Patient Safety Foundation Annual Congress. Orlando, FL. May 2010
 - Child Health Services Research Meeting. Boston, MA. June 2010
 - AcademyHealth Annual Research Meeting. Boston, MA. June 2010
36. Leonardi, P. M., & Treem, J. W. (2009, May). *Technology, information visibility, and the social construction of expertise*. Paper presented at the 59th International Communication Association Conference, May 21-25, Chicago, IL.

37. Wang, J., Huffaker, D., Treem, J. W., Fullerton, L., Ahmad, M. A., Williams, D., Poole, M. S., & Contractor, N. (2009, May) *Focused on the prize: Characteristics of experts in virtual worlds*. Paper presented at the 59th International Communication Association Conference, May 21-25, Chicago, IL.

Invited

1. University of Jyväskylä, Finland, Department of Language and Communication Studies invited lecture (May, 2018) – “Social Media in Organizations: Comparing the Excitement to the Reality”
2. University of Oklahoma, Communication and Technology Graduate Student Seminar (April, 2018) – “How to Best Theorize and Study Social Media in Organizations”
3. UT Retired Faculty Staff Association Discussion Group (April, 2018) – “Finding Ways Social Media Can Work for You”
4. VU University Amsterdam, KIN Center for Digital Innovation (March, 2018) – “Common Misperceptions in the Framing of Enterprise Social Media”
5. The University of Texas at Austin iSchool Research Colloquia Series (September, 2015) – “Communicating Expertise in Professional Service Firms”
6. VU University Amsterdam, Amsterdam Business Research Institute (March, 2014) – “We Don’t Want Facebook at Work: Exploring Resistance to Enterprise Social Media”
7. Business Field Studies Program, Northwestern University (October, 2011) – “Social Media and the Modern Business Landscape”
8. 95th National Communication Association Conference (*Panelist*, November, 2010) – “20 Years Later: The Legacy of Fulk and Steinfield’s ‘Organizations and Communication Technology’”
9. Society for New Communications Research New Communications Forum (March, 2007) – “Contemporary Approaches to Engaging Employees with Social Media”
10. Edelman Best Practices in Change/Employee Engagement Summit (November, 2006) – “2006 New Frontiers in Employee Communications”
11. Northwestern University Undergraduate Research Symposium (May, 2003) – “All-Around Athletic: A Case Study of the Division I Athlete From a Symbolic Interactionist Perspective”
 - *Outstanding Presentation Award*

AWARDS AND HONORS FOR RESEARCH

- 2018 *Best of the B.E.S.T (Brief, Entertaining, Scholarly Talks) Award*
Organizational Communication Division, International Communication Association
- 2017 *Linda L. Putnam Early Career Scholar Award*
Organizational Communication Division, International Communication Association
- 2017 *Top-4 Article of 2016 in Management Communication Quarterly: “How Organizations Communicate Expertise Without Experts: Practices and Performances of Knowledge Intensive Firms”*

- 2016 *Outstanding Edited Book Award* – “Expertise, Communication, and Organizing”
Organizational Communication Division, National Communication Association
- 2015 *Dean’s Fellowship*
Moody College of Communication, The University of Texas at Austin
- 2015 *Best of the B.E.S.T (Brief, Entertaining, Scholarly Talks) Award*
Organizational Communication Division, International Communication Association
- 2013 *Top Interactive Display Award*
Organizational Communication Division, International Communication Association
- 2012 *Graduate Dissertation Award*
Northwestern University School of Communication
- 2011 *Organization Science/INFORMS Dissertation Proposal Competition Finalist*
Institute for Operations Research and the Management Sciences (INFORMS)
- Top Paper Award*
Organizational Communication Division, International Communication Association
- Top Student Paper Award*
Organizational Communication Division, International Communication Association
- Art Stinchcombe Dissertation Prize in Organization Studies*
Northwestern University (Runner-up for University-wide Award)
- 2010 *Northwestern University School of Communication Fellowship*
School of Communication, Northwestern University
- 2007 *Northwestern University Graduate Fellowship*
The Graduate School, Northwestern University
- 2005 *Larry Donald Scholarship*
U.S. Basketball Writers Association
- 2003 *Alan Malamud Sports Journalism Scholarship*
Annenberg School for Communication, University of Southern California
- Middleton Journalism Scholarship*
University of Southern California
- James Howard McBurney Award for Excellence in Logic*
Northwestern University
- Outstanding Presentation Award*
Undergraduate Research Symposium, Northwestern University
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FUNDED RESEARCH

External

- 2019-2022 *Exploring how Scientists on Multidisciplinary Laboratory Teams Negotiate Expertise and Claim Legitimacy Regarding Ethical Practice*, (Co-PI). Awarded by the National Science Foundation as part of the Cultivating Cultures for Ethical STEM program. Award Amount: \$187,294
- 2015-2019 *Institute for Clinical and Translational Science*, (PI) UT-Austin Subcontract (OSP # 201500018 – 001) on National Institutes of Health (NIH) grant (project # 1UL1TR001414-01). Award Amount: \$139,979.15
- 2015-2019 *Examining Expertise in Public Relations* (Co-PI with Bradford Love, UT-Austin, each providing 50% effort), Research Endowment from Pierpont Communications. Award Amount: \$25,000

Internal

- 2018-2019 *Twitter Politics: The Use and Consequences of Social Media Messages by Candidates in British Parliamentary Elections* (Co-PI), Vice President for Research's Associate Professor Experimental. Award Amount: \$98,589.
- 2013 *Exploring Organizational Responses to Direct Consumer Interaction on Social Media* (PI), The University of Texas at Austin Summer Research Assignment. Award Amount: \$9,000.
- 2012-2013 *Computer Mediated Communication Research Reviewed: Unique Theories or Novel Applications?* (PI), The University of Texas at Austin Undergraduate Mentorship Fellowship. Award Amount: \$6,000.
- 2010-2011 *Technologically-Mediated Presentations of Expertise in Organizations* (PI), Northwestern University Dissertation Improvement Grant. Award Amount: \$1,000.
- 2009-2010 *Social Influences of Blog Use and Genre Development* (PI), Northwestern University Graduate School Research Grant. Award Amount: \$1,950.

TEACHING EXPERIENCE

The University of Texas at Austin, Moody College of Communication

2012-Present

- Social Media and Organizations (*CMS 353S, Undergraduate, Upper-Level Course*)
- Communication for Innovation (*CMS 353C, Undergraduate, Upper-Level Course*)
- Using Communication Technology in the Workplace (*CMS 346, Undergraduate, Upper-Level Course*)
- Communicating Knowledge (*CMS 390S, Graduate-Level*)
- Qualitative Research Methods (*CMS 386N, Graduate-Level*)

Northwestern University, School of Communication

Instructor, 2011

- Communication, Technology, and Organizations (*Comm St 394, Undergraduate, Upper-Division Seminar*)

Graduate Teaching Assistant, 2009-2011

- Organizational Communication and Innovation (*Comm St 366, Undergraduate, Upper-Division Lecture*)
- Managing Information for Innovation (*MSC 515, Professional Masters, Case-Based Lecture*)

University of Southern California, Annenberg School of Journalism

Graduate Teaching Assistant, 2003-2005

- History of Journalism (*Jour 201, Undergraduate, Required Class*)
 - Sports, Business and Media (*Jour 380, Upper-Division Lecture, Lead TA*)
 - Entertainment Public Relations (*Jour 452, Graduate Seminar*)
-

GRADUATE STUDENT ADVISING

Ph.D. Dissertation Chair

- William Rothel Smith III, *Communicative Elements of Fluid Collective Organizing*, 2019
- LaRae Tronstad, *Shifting Practices of Governance: Roles within Inclusive Practices on Health Center Governing Boards*, 2017
- Jacob S. Ford, *Managing Multiple (Dis)Identifications: Questioning the Desirability and Utility of Identification in Volunteer Work*, 2016

Ph.D. Dissertation Committee Member

- Eric Waters (Department of Communication Studies), 2016
- Katherine Hubbard (Department of Advertising and Public Relations), 2016
- Ashley Barrett (Department of Communication Studies), 2015
- Michael Moode, (Department of Communication Studies), 2015

M.A. Thesis Chair

- Diana Biffel, *What's the Cool Thing to Do Here?: Navigating Uncertainty By Engaging Social Media Professionals*, 2016
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PROFESSIONAL SERVICE ACTIVITIES

Association Memberships

- International Communication Association (2010 – present)
- National Communication Association (2010 – present)
- Academy of Management (2012 – present)

Editorial Board Membership

- *Journal of Applied Communication Research* (beginning 2016)
- *Journal of Computer-Mediated Communication* (beginning 2018)
- *Management Communication Quarterly* (beginning 2019)

Reviewing Activities

Peer-Reviewed Journals

- *Administrative Science Quarterly* (2014)
- *Communication Monographs* (2015, 2018)

- *Communication Research* (2016, 2018)
- *Communication Theory* (2017)
- *Communication Yearbook* (2014, 2015)
- *Human Relations* (2014, 2018)
- *Information Technology and People* (2010)
- *Information Systems Research* (2016)
- *International Journal of Communication* (2015)
- *Journal of Applied Communication Research* (2009, 2013, 2014, 2015, 2016, 2018)
- *Journal of the Association for Information Science and Technology* (2015)
- *Journal of Communication* (2013, 2018)
- *Journal of Computer-Mediated Communication* (2012, 2013, 2014, 2015, 2016, 2018)
- *Journal of Strategic Information Systems* (2013)
- *Management Communication Quarterly* (2015, 2016)
- *MIS Quarterly* (2016)
- *Organization Science* (2014)
- *Organization Studies* (2014, 2015)

Conferences and Grants

- Academy of Management Annual Meeting (2010, 2013); served as Associate Editor (2014, 2015, 2016)
- ACM Conference on Human Factors in Computing Systems (2010, 2013, 2014)
- Hawaii International Conference on System Sciences (HICSS-47 2014)
- International Conference on Information Systems; served as Associate Editor (2016)
- International Communication Association Annual Conference (2009, 2013, 2014, 2015)
 - *Recognized as a Star Reviewer by the Organizational Communication Division, 2015*
- National Communication Association Annual Convention (2010, 2013, 2014, 2017)
- Social Science Humanities and Research Council, Government of Canada (2014)

Professional Development

- Faculty Mentor, Organizational Communication Division Research Escalator, International Communication Association Conference (2016; 2017)
- Faculty Mentor, Organizational Communication Division Doctoral Preconference, International Communication Association Conference (May, 2017)
- Program Committee Member, International Conference on Quantified Workplace (February, 2016)
- Program Committee Member, Social Media, Activism, and Organisations Symposium (September, 2015)
- Speaker, Professional Development Workshop, *Field Research of the Future: Challenges, Opportunities, Pragmatics*. Academy of Management Annual Meeting (August 2015)
- Participant, Academy of Management Organizational Communication & Information Systems Division Junior Faculty Consortium (August, 2015)
- Invited Discussant, InfoSocial Media, Technology, and Society Graduate Student Research Conference (October, 2013)
- Session Respondent, Organizational Communication Division, National Communication Association Conference (2013; 2015)
- Session Chair, Organizational Communication Division, International Communication Association Conference (June, 2013; 2015)
- Session Chair, Organizational Communication Division, National Communication Association Conference (November, 2011)
- Summer Research Institute for the Science of Socio-Technical Systems (CSST) (June, 2010)
- Session Chair, Human Communication & Technology Division, National Communication Association Conference (November, 2010)

- International Communication Association Organizational Communication Doctoral Consortium: Interdisciplinary Research and Teaching in Organizational Communication (May, 2010)
- Academy of Management, Organizational Communication & Information Systems Doctoral Consortium (August, 2009)
- Academy of Management, Organizational and Management Theory Division Dissertation Proposal Workshop (August, 2009)
- Co-Chair – 22nd Annual Organizational Communication Mini Conference, Evanston, IL (October, 2009)
- International Communication Association Organizational Communication Doctoral Consortium: Multidisciplinary Research on Organizational Communication (May, 2009)
- Founder – Northwestern University Graduate Student Media, Technology and Society Workshop (2010 - *Received \$2,000 Professional Development Grant from The Graduate School*)

University and Department Service

- Member, University of Texas Faculty Council, Beginning Fall 2017
- Member, Selection Committee, University Co-op Hamilton Book Award, 2018
- Member, Moody College of Communication Scholarship Committee, 2016
- Member, Communication Studies Graduate Student Honors Committee, 2015-2017
- Member, Communication Studies Department Scholarship Committee, 2013-2017

Industry Experience

Edelman Public Relations

Senior Analyst, Corporate Communications Practice, 2003-2006

- Provided counsel to several Fortune 500 companies on employee engagement issues, with a particular emphasis on aligning communications structure with business objectives
- Conducted study on organizational use of social media technologies
- Produced thought leadership work on employee engagement issues including newsletters and white papers