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LORALEIGH KEASHLY
Department of Communication
College of Fine, Performing, and Communication Arts.
Wayne State University
Detroit, MI
Phone (work) (313) 577-2648/5747
(fax) (313) 577-6300
e-mail - l.keashly@wayne.edu

SCHOLARLY INTERESTS:

International, intergroup and interpersonal conflict resolution, diversity in organizations, quality of working environments and work relationships, program development and evaluation, statistics and research methodology.

EDUCATION:

1975 Viscount Bennett High School, Calgary AB (with distinction)
 1979 B.A (Distinction) Psychology, University of Calgary
 1983 M.A. Applied Psychology, University of New Brunswick, Fredericton
 1988 Ph.D. Applied Social Psychology, University of Saskatchewan

ACADEMIC HONOURS AND AWARDS:

2006 Bernard Brock Outstanding Scholarship in Communication Award, Dept. of Communication, Wayne State University
 1983-87 Social Sciences and Humanities Research Council Doctoral Fellowship
 1981-83 University of New Brunswick Graduate Merit Fellowship
 1981-82 Magee Merit Award, University of New Brunswick

PROFESSIONAL SKILLS:

Conflict Management - Negotiation, Mediation, Conflict Coaching & Restorative Practice
 Interpersonal Communication, Counseling & Interviewing
 Small Group Dynamics and Team Building
 Consultation and Facilitation Skills
 Program Development and Evaluation
 Research Methodology and Statistics

UNIVERSITY APPOINTMENTS

August, 2015 -	Associate Dean, Curricular and Student Affairs, College of Fine, Performing and Communication Arts, Wayne State University
August 2014-	Masters Program Director, Dept. of Communication, WSU
Aug, 2010-June, 2013	Chair, Dept. of Communication, Wayne State University
Sept, 2005- Present	Associate Professor, Dept. of Communication Academic Wayne State University, Detroit, MI.
Sept. 1997 - August, 2013	Academic Director, Masters of Arts in Dispute Resolution, Wayne State University, Detroit, MI.
Sept., 1997 - August, 2005	Associate Professor, Urban Studies, CULMA, Wayne State Wayne State University
July, 1994- August, 1997	Associate Professor, Department of Psychology University of Guelph
Feb, Apr, 1996	Adjunct Faculty, Lester B. Pearson Canadian International Peacekeeping Training Centre, Cornwallis Park, Nova Scotia
October, 1999	Co-instructor with Dr. Ron Fisher, MA in Conflict Analysis and Management, Royal Roads University, Victoria, BC.
July, 1990- July, 1994	Assistant Professor, Department of Psychology University of Guelph.
July, 1988- June, 1990	Assistant Professor, Department of Psychology, University of New Brunswick, Fredericton
Jan-June, 1988	Sessional Lecturer, Department of Psychology, University of Saskatchewan, Saskatoon.

RELATED EMPLOYMENT:

May-Aug, 1983	Psychology Intern, Centracare, Saint John, N.B. - assessment and treatment of clients with acute and chronic psychiatric illnesses; development of research proposal for computer assessment.
Sept, 1982 - April, 1983	Graduate Research Assistant to Dr. B. Spinner, University of New Brunswick. - coordinator of a study examining the influence

of nature of postexperimental questionnaire on awareness of experimental purpose.

May, 1979-
March, 1981 Research Associate to Dr C.G. Costello, Dept of Psychology,
University of Calgary.
- implementation and data analysis of a
community survey of depression and anxiety in women.

PUBLICATIONS

Book chapters:

Keashly, L. & Neuman, J.H. (forthcoming). Workplace bullying and mobbing in U.S. higher education. In M. Duffy and D. Yamada (Eds). *Workplace bullying and mobbing in the U.S.* Praeger.

Sellnow-Richmond, S. A., & Keashly, L.L. (In Press). Paternity leave, identity and fatherhood. In E. Hatfield (Ed.) *The Balancing Act: Intersections of Work-Life Balance in Communication Across Identities, Genders, and Cultures.* Lanham: Rowman & Littlefield Publishing

Fisher, R.J. & Keashly, L. (2015). **The potential complementarity of mediation and consultation within a contingency model of third party intervention. 1990 article included** in Miall, H. Woodhouse, T., Ramsbotham, O., & Mitchell, C. (eds). *Contemporary Conflict Resolution Reader.* Polity Press.

Keashly, L. (2013). Hostile work relationships. In B. Omdahl and J. Fritz (eds). *Problematic relationships at work*, Volume II, Peter Lang Publishing.

Keashly, L. & Neuman, J.H. (2013). Bullying in academia: What does current theorizing and research tell us? In J. Lester (ed). *Workplace bullying in higher education.* Routledge (pp 1-22).

Keashly, L. (2013). Workplace bullying: The case of teen workers. In J. Srabstein & J. Merrick (Eds). *Bullying: A public health concern.* Berlin: DeGruyter (updated version of the 2012 article of the same name in *International Journal of Adolescent Medicine and Health*, 24(1))

Keashly, L. (2012). Workplace bullying and gender: It's complicated. In S. Fox & T. Lituchy (eds.). *Gender and the dysfunctional workplace.* Edward Elgar Publishing.

Neuman, J.H., & Keashly, L. (2012). Bullies coming out of the schoolyard and into the boardroom: Combating abusive workplace communication. In J. Wrench (ed). *Workplace communication for the 21st Century: Tools and strategies that impact the bottom line.* Praeger.

Keashly, L. & Jagatic, K (2010). North American perspectives on workplace hostility and bullying. Chapter in S. Einarsen, H. Hoel, & D. Zapf. *Bullying and harassment in the workplace: Developments in theory, research and practice 2nd Edition.* London, UK: Taylor Francis. Chapter 2, pp. 41-71.

Keashly, L., & Nowell, B. (2010). Workplace bullying, conflict and conflict resolution. Chapter in S. Einarsen, H. Hoel, & D. Zapf., *Bullying and harassment in the workplace: Developments in theory, research and practice* 2nd Edition. London, UK: Taylor Francis Chapter 19 pp. 423-445.

Neuman, J. H., & Keashly, L. (2010). The means, motive, and opportunity framework and insidious workplace behavior. In J. Greenberg (Ed.), *Insidious workplace behavior*. Hillsdale, NJ: Lawrence Erlbaum.

Keashly, L. & Neuman, J.H. (2009). Building constructive communication climate: The U.S. Department of Veterans Affairs Workplace Stress and Aggression Project. In P. Lutgen-Sandvik & B.D. Sypher (eds). *Destructive organizational communication: Processes, consequences and constructive ways of organizing*. Routledge/LEA

Keashly, L & Harvey, S. (2006). Workplace emotional abuse. In E.K. Kelloway, J. Barling & J. Furrell (eds). *Handbook of Workplace Violence*; Thousand Oaks: Sage Publications.

Keashly, L & Harvey, S. (2005). Emotional abuse at work. In Spector, P. & Fox, S. (eds). *Counterproductive workplace behavior: An integration of both actor and recipient perspectives on causes and consequences*. Washington, DC: American Psychological Association. chapter 9; 201-236.

Rayner, C & Keashly, L. (2005) Workplace bullying. In Spector, P. & Fox, S. (eds). *Counterproductive workplace behavior: An integration of both actor and recipient perspectives on causes and consequences*. Washington, DC: American Psychological Association. Chapter 11; 271-296.

Keashly, L. & Jagatic, K (2003). By any other name: American perspectives on workplace bullying. Chapter in S. Einarsen, H. Hoel, D. Zapf., & C. Cooper. *Bullying and emotional abuse in the workplace: International research and practice perspectives*. London, UK: Taylor Francis

Keashly, L., & Nowell, B. (2003). Workplace bullying, conflict and conflict resolution. Chapter in S. Einarsen, H. Hoel, D. Zapf., & C. Cooper. *Bullying and emotional abuse in the workplace: International research and practice perspectives*. London, UK: Taylor Francis. Chpt. 20

Keashly, L. & Warters, W.C. (2000) Encountering conflict: Interpersonal contexts. In L. Fisk and J. Schellenberg (Eds.) *Introduction to peace and conflict studies*. Broadview Press

Keashly, L. (1997). Conflict and conflict management. In S.W. Sadava & D.R. McCreary (Eds.) *Applied social psychology*. (Chapter 13). Englewood Cliffs, NJ: Prentice-Hall.

Keashly, L. & Fisher, R.J. (1996). A contingency perspective on conflict interventions: Theoretical and practical considerations. In J. Bercovitch (ed.) *Resolving international conflicts: The theory and practice of international mediation*. (Chapter 11, 235-261) Boulder, CO: Lynne Rienner.

Keashly, L. (1994). Gender and conflict: What can psychology tell us? In A. Taylor & J.B. Miller (Eds.) *Gender and conflict*. Fairfax, VA: Hampton.

Fisher, R.J. & L. Keashly (1990). Third party consultation as a method of intergroup and international conflict resolution. In R.J. Fisher, *The social psychology of intergroup conflict resolution*. New York: Springer-Verlag

Grant, P.R., R.J. Fisher, D.G. Hall, & L. Keashly (1990). The intergroup conflict simulation. In R.J. Fisher, *The social psychology of intergroup conflict resolution*. New York: Springer-Verlag Publishers.

Refereed Journal Articles

Keashly, L. & Wajngurt, C. (in press). Faculty bullying in higher education. *Psychology and Education: An Interdisciplinary Journal*, 53(1/2),

Keashly, L. (2012). Workplace bullying: The case of teen workers. *International Journal of Adolescent Medicine and Health*, 24(1). 47-56. (subsequently reprinted in J.C. Srabstein & J. Merrick (eds) (2013). *Bullying: A public health concern*. Health and Human Development Series, Nova Science Publishers)

Keashly, L. (2010). Some things you have always wanted to know but were afraid to ask: A researcher talks to ombudsmen about workplace bullying. *Journal of International Ombudsman Association*, 3(1), 10-23.

Keashly, L. & Neuman J.H. (2010) Faculty experiences with bullying in higher education: Causes, consequences and management. *Administrative Theory and Praxis*, 32(1), 48-70.

Keashly, L. & Neuman J.H. (2008) Aggression at the service delivery interface: Do you see what I see? *Journal of Management & Organization*, 14(4), 180-192.

Keashly, L. & Neuman, J.H. (2004). Bullying in the workplace: Its impact and management. *Employee Rights and Employment Policy Journal*, 8 (2), 335-373.

Harvey, S., & Keashly, L. (2003). Rumination: A psychological mechanism for transmitting and maintaining the effect of emotional abuse at work. *Proceedings of the American Society for Business and the Behavioral Sciences*, 10, 593-601.

Harvey, S. & Keashly, L. (2003). Predicting the risk for aggression in the workplace: Risk factors, self-esteem and time at work. *Social Behavior and Personality*, 31, 807-814.

Harmon, J., Scotti, D. J., Behson, S., Farias, G., Petzel, R., Neuman, J. H., & Keashly, L. (2003). Effects of high-involvement work practices on employee satisfaction and service costs in the Veterans Health Administration. *Journal of Healthcare Management*. 48(6), 393-406.

Keashly, L. (2001). Interpersonal and systemic aspects of emotional abuse at work: The target's

perspective. *Violence and Victims*, 16 (2), 211-245.

Byrne, S. & Keashly, L. (2000). Working with ethno-political conflict: A multi-modal, multi-level approach to conflict intervention. *International Peacekeeping*, 7(1), 97-116.

Keashly, L. (1998). Emotional abuse at work: Conceptual and empirical issues. *Journal of Emotional Abuse*, 1(1), 85-95.

Keashly, L., Harvey, S. & Hunter, S. (1997). Emotional abuse and role state stressors: Relative impact on residence assistants' stress. *Work and Stress*, 11, 35-45

Keashly, L. & J. Newberry (1994). Preference for and fairness of intervention: The influence of third party control, third party status, and conflict setting. *Journal of Social and Personal Relationships*, 12(2), 277-293.

Keashly, L., Trott, V. & MacLean, L.M. (1994). Abusive conduct in the workplace: A preliminary investigation. *Violence and Victims*, 9(4), 125-141.

Keashly, L. (1994). The influence of third party role on criteria for intervention: Parents and friends as intervenors. *International Journal of Conflict Management*, 5(1), 22-33.

Keashly, L., R.J. Fisher, & P.R. Grant (1993). The comparative utility of third party consultation versus mediation within a complex simulation of intergroup conflict. *Human Relations*, 46(3), 371-393.

Fisher, R.J. & L. Keashly (1991). The complementarity of mediation and consultation within a contingency model of intervention. *Journal of Peace Research*, 28(1), 29-42.

Keashly, L. & R.J. Fisher (1990). Toward a contingency approach of third party intervention in regional conflict: A Cyprus illustration. *International Journal*, 45(2), 424-453.

Fisher, R.J., P.R. Grant, D.G. Hall, L. Keashly, & R. Kinzel (1990). The development and testing of a complex strategic simulation of intergroup conflict. *Journal of Psychology*, 124(2), 223-240.

Fisher, R. J. & L. Keashly (1988). Third party interventions in intergroup conflict: Consultation is not mediation. *Negotiation Journal*, 4, 381-393.

Book reviews and professional publications:

Keashly, L. (September 2015). When debate, discourse and exchange go bad: Bullying in the academic workplace. *SPECTRA*, 51(3). 23-28.

Keashly, L. & Burnazi, L (2003) Persistent hostility at work. *Perspectives at Work*. 7(2), 37-39.

Keashly, L. & Gottfried, H. (2003). Review of Gender, sexuality and violence in organizations

by J. Hearn and W. Parkin. *Psychology of Women Quarterly*, 27(3), 275-276.

Keashly, L. & S. Harvey (1994). Refining and redefining conflict: A review of Bartunek & Kolb (1992) *The hidden side of conflict*. *Journal of Organizational Behavior*, 15(3), 285-287.

Keashly, L. (1990). Review of "Conflict management and problem-solving by Sandole & Sandole-Staroste" and "Resolving disputes between nations by Patchen". *Conflict Quarterly*, 10(1), 52-53.

PRESENTATIONS AND SYMPOSIA

Invited presentations:

International:

Keashly, L. (2016, May 25 & 26). *Addressing unprofessional, intimidating behaviors: Peer strategies for positive engagement*. Workshops presented to the faculty and staff at the Saint Mary's University, Halifax.

Keashly, L. (2016). Power of the peer: Constructive responding to unprofessional and difficult behavior. Workshop presented to the faculty of the Alberta College of Art and Design, Calgary, AB., Feb 11-12.

Keashly, L. (2016). I love this place and these people: Vibrant work relationships in academe. Invited presentation for the staff and faculty at the Alberta College of Art & Design, Calgary, AB, Feb. 11&12.

Keashly, L. & Tanchak, S. (2015, Aug). *Faculty bullying and incivility: Assessing and addressing in the post-secondary context*. Workshop presented at the Workplace bullying and Incivility Conference: Impact and strategies, Calgary, AB, August 25.

Keashly, L. (2015, May). *Creating positivity at work: Working with our degrees of freedom*. Invited training for staff at Mount Royal University, Calgary.

Keashly, L. (2014, Dec 4 & 5). *Addressing unprofessional, intimidating behaviors: Peer strategies for positive engagement*. Invited training for faculty, staff and administrators at the Saint Mary's University, Halifax.

Keashly, L. (2014, Aug). Respectful work and learning environments: The challenge of bullying and incivility. Invited presentation for Deans and Chairs at Mount Royal University, Calgary.

Keashly, L. (2014, May). *Workplace bullying & incivility: Some things to consider*. Invited presentation for administrators at Mount Royal University, Calgary.

Keashly, L. (2014, May). *Bystander responses to unprofessional, intimidating behavior: Tools and resources for faculty*. Invited training for faculty at the Mount Royal University, Calgary

Keashly, L. (2014, March). In the presence of others: The how and why of bystanding. **Invited keynote address** for the Psychology Student Research Conference, Saint Mary's University, Halifax, NS, Canada

Keashly, L.(2007, December) Understanding and addressing workplace bullying: If we can send a man to the moon. Invited Presentation for the Business School, Saint Mary's University, Halifax, NS, Canada.

Keashly, L. (2005, September). Taking action against bullying: A long-term intervention project with the U.S. Department of Veterans Affairs. **Invited keynote address** for conference "Working together to tackle workplace bullying: Concepts, research and solutions"; Portsmouth Business School, Portsmouth UK

Keashly, L. (2002, September) *Workplace bullying: What's conflict got to do with it?* **Invited Keynote address** to the International Conference on Bullying and Abuse in the Workplace, London, UK.

National:

Keashly, L. (2015, Feb). Workplace bullying in healthcare: Causes, consequences and actions. Invited presentation for the annual meeting of the American Society of Diagnostic & Interventional Nephrology, Orlando.

Keashly, L. (2014 April 15). *Everything you always wanted to know about workplace bullying but were afraid to ask*. Internet radio presentation for the Texas Conflict Coach, Pattie Porter <http://www.texasconflictcoach.com/2014/everything-you-always-wanted-to-know-about-workplace-bullying-but-were-afraid-to-ask/>

Keashly, L (2014, Oct). Workplace bullying in the academy: Almost everything you wanted to know but were afraid to ask. Invited training for faculty and administrators on implementing their bullying policy, University of South Carolina, Columbia, SC.

Keashly, L. & Neuman, J.H. (2014, April 7). *Workplace bullying in academe: What we know from academic research*. Invited presentation for a panel entitled "Responding to workplace bullying in higher education: A labor-management approach" at the 41st Annual National Conference of the National Center for the Study of Collective Bargaining in Higher Education and the Professions. CUNY Graduate Center, NYC.

Keashly, L. & Stallworth, L. (2014, May 29). *Workplace bullying: The role of organizational policies and ADR processes and systems*. Webinar for the American Arbitration Association University.

Keashly, L. & Neuman, J.H. (2013, August). *Workplace bullying: The US perspective*. Paper presented as part of a Professional Development Workshop "Workplace bullying: Using academic research to address this phenomenon" at the Academy of Management Annual

Meeting, Orlando, FL.

Keashly, L. (2013, April). Bullying at work: Perspectives from Europe and North America. Seminar delivered with Charlotte Rayner (U of Portsmouth) at the Society of Industrial and Organizational Psychology Annual Meeting, Houston TX.

Keashly, L. (2011, June). *The gender connection and responding to bullying*. Part of an invited panel entitled Understanding a silent nightmare for a bullying-free workplace, Women's Health Scientific Interest Group Lecture Series, National Institutes of Health. Office Of Research on Women's Health. Washington, DC.

Fox, S. & Keashly, L. (2011, April 27). *Academic bullying: Workplace bullying and civility in academia*. Webinar for PaperClip Communications.

Keashly, L. & Stallworth, L. (2011, March 29). *Workplace bullying: The Potential role of anti-bullying policies and ADR systems*. Webinar for the American Arbitration Association University.

Keashly, L. (2010, March). Workplace bullying: Causes, consequences and responses. Invited presentation for Grand Rounds, Veterans Health Administration, Bedford, MA facility.

Keashly, L. and Rayner, C. (2005). European and U.S. perspectives on workplace bullying and psychological aggression. Invited address at the Workplace bullying and Psychological Aggression Meeting, NIOSH/CDC, Cincinnati, February.

Keashly, L and Jagatic, K (2000) Interpersonal and systemic aspects of emotional abuse at work Paper presented at Workplace Bullying 2000: Redefining Harassment, Oakland, CA, Jan. 27, 2000

Jagatic, K & Keashly, L (2000) Prevalence and effects of emotional abuse at work: Results of a statewide survey. Paper presented at Workplace Bullying 2000: Redefining Harassment, Oakland, CA, Jan. 27, 2000

Keashly, L. (1996). Emotional violence at work: Conceptual and empirical issues. Invited colloquia at Saint Mary's University and Acadia University, Nova Scotia, Feb. 6.

Keashly, L. (1991). What I perceive is what I believe: Understanding conflict in the organization. Workshop session presented at the Peak Perspectives on Organization and Human Resource Development Conference, Banff, October.

Keashly, L. (1989). Invited chair for session on conflict resolution. Conference entitled "Northern Ireland: A 20 year retrospective." University of New Brunswick, Fredericton, NB.

Regional/local:

Keashly, L. (2016). Power of peer action: Managing difficult behaviors at work. Presentation for

Women's Leadership Day, American Business Women's Association, MAIA Chapter. May 21.

Keashly, L. (2014). *Aggression and hostility in senior communities: Addressing the challenges*. Invited presentation for residents at several Metro Detroit Senior facilities including Oakmont Senior Community (Mary), Walled Lake (May), and Highland Park (Aug).

Keashly, L. (2014, Oct). Conflict in the workplace: Bullying and managing difficult interactions. Annual meeting of the Michigan Association of Cardiac Care, Lansing, MI.

Keashly, L. (2014, March). *Bystander responses to unprofessional, intimidating behavior: Tools and resources for faculty*. Invited training for faculty at the University of Colorado, Boulder.

Keashly, L. (2014, March). *Unprofessional, intimidating behavior: What's going on and what can I do about it?* Invited presentation for the staff at the University of Colorado-Boulder

Keashly, L. (2013, March). *Building quality work relationships*. Invited presentation for the University of Michigan Police Department, Ann Arbor, MI.

Keashly, L. (2013, February). *Workplace bullying: What's going on and what can I do?* Invited presentation for the annual Women Succeeding in Leadership Conference, U of Colorado state system, Boulder, CO.

Keashly, L. (2013, February). *From observation to engagement: Developing peer strategies for addressing workplace bullying*. Invited training for staff at the University of Colorado – Boulder.

Keashly, L. (2013, February). *Workplace bullying: Some things to consider*. Invited presentation for senior administrators and department chairs of the University of Colorado – Boulder.

Keashly, L. (2012, November). *Old enough to know better: Addressing bullying in senior communities*. Invited presentation for the Michigan Association of Senior Centers Annual Meeting, Waterford, MI.

Keashly, L. (2011, September). *Old enough to know better: Bullying in senior communities*. Invited presentation for the Institute of Gerontology, WSU and the Area Agency on Aging, Metro Detroit.

Keashly, L. (2011, April). *Workplace bullying: Some things you should know*. Presentation for the I/O psychology section, Department of Communication, Central Michigan University. Mt. Pleasant, MI.

Keashly, L. (2011, March). *Why can't we all just get along: Incivility and hostility among the professoriate*. Presentation for the Humanities Center, Wayne State University, Detroit.

Keashly, L. (2010, February). *From observation to engagement: Enhancing coworker responding to workplace bullying*. Invited presentation for the Industrial/Organizational Psychology Brown Bag Series, Wayne State University.

Keashly, L. (2009, November). *Bullying in the workplace: What to do about it*. Invited workshop for the University of Michigan School of Dentistry, Ann Arbor, MI.

Keashly, L. (2009, November). *Peer action circle II: Stepping up for respect*. Invited workshop for the Ross Business School and the VOICES of the Staff program at University of Michigan. Ann Arbor, MI

Keashly, L. (2009, March). *Corrosive connections: Reality, responses and resolution*. Invited workshop for the Ross Business School and the VOICES of the Staff program at University of Michigan. Ann Arbor, MI

Keashly, L. (2009, March). *Looking at hostility and bullying in the VHA*. Invited talk for the John D. Dingell VA Hospital, Detroit, MI

Keashly, L. & LeFebvre, L. (2008, July). *Workplace bullying: What it is and how to address it*. Invited workshop for ACCESS, Dearborn, MI

Keashly, L. (2007, Jan). *Bullying in the academy: So what do we do?* Invited presentation for the University of Michigan NSF ADVANCE program, Ann Arbor, MI.

Keashly, L. (2006, October). *Violence to the spirit: Understanding and addressing workplace bullying*. Invited presentation for the University of Michigan Investing in Abilities Week, Ann Arbor, MI

Keashly, L., Neuman, J.H., & McFadden, K. (2006, May) *The Veteran-Staff Interaction Project: Examining conflicts to improve relationships*. Invited talk for the John D. Dingell VA Hospital, Detroit, MI.

Keashly, L. & Neuman J.H. (November, 2005). *Aggression at the service delivery interface; Evolution of patient-staff hostility*. Paper presented as part of the Humanities Center Brown Bag series, Wayne State University, Detroit.

Keashly, L. (2005). *Conflict resolution, de-escalation techniques in the management of aggressive behavior at work*. Workplace Violence Prevention Forum, Partnership for Economic Independence, Warren-Conner Development Corporation, Detroit, MI, April, May, June, Nov.

Keashly, L. (2004). *Handling emotionally abusive behavior at work*. Invited workshop for the Michigan Labor-Management Association Conference, Lansing, MI.

Keashly, L & Jagatic, K (2002). *The good news and the bad news: Student perceptions of faculty behavior*. Invited presentation, Wayne State University Graduate Council., March.

Keashly, L. (2001). *Emotional abuse at work*. Colloquium speaker, Dept of Psychology, U of Akron, April

Keashly, L. (2001) *By any other name: American perspectives on workplace bullying*. Invited presentation, Interdisciplinary Committee on Organizational Studies, U of Michigan, November.

Keashly, L. & Scaringi, J. (2001). *Reducing workplace stress and aggression in the VA: A collaborative practice-research initiative*. Invited paper, Douglas A. Fraser Center for Workplace Issues, College of Urban, Labor, and Metropolitan Affairs, Wayne State University, Detroit, October.

Neuman, J. & Keashly, L. (2000). *The causes, processes, and consequences of workplace aggression*. Paper presented at the New England Conference on Workplace Bullying, Boston. October.

Keashly, L. (2000). *Workplace Aggression*. Paper presented at the Head Start Conference, City of Detroit "Sticks and Stones: Violence in perspective". Sept 15.

Keashly, L. and Moberg, P (2000). *Respect in the workplace: What does it mean?* Paper presented as part of the J.Barber Legal Studies series, Wayne State University, Detroit, March.

Keashly, L. (2000). *Current research on workplace hostility*. Presentation to Pitt, Dowty, McGehee & Mirer, P.S., Royal Oak, December.

Keashly, L. & Hubbell, T. (1999). *Conflict management skills*. Workshop delivered for Youthbuild Detroit, April.

Papers presented at Meetings (refereed)

Keashly, L. (2011, October). *Workplace bullying: The case of teen workers*. Presentation as part of Institute 6: Prevention of bullying-related mobility. American Academy of Child and Adolescent Psychiatry/CACAP Annual Meeting, Toronto.

Keashly, L. (2010, November). *From observation to engagement: Building coworker efficacy to respond to workplace bullying*. Paper presented as part of the symposium "But what do we do about it?: Undergirding a bridge between constructive organizing and workplace bullying-aggression research. Annual meeting of the National Communication Association, San Francisco.

Keashly, L. and Neuman J.H. (2009, November). *Building community to address workplace bullying: From research to practice in healthcare settings*. Paper presented at the APA-NIOSH Work, Stress, and Health 2009, San Juan, Puerto Rico.

Neuman, J.H. and Keashly, L. (2009, November) *Applying organization development principles and practices to the prevention and management of workplace bullying*. Paper presented at the APA-NIOSH Work, Stress, and Health 2009, San Juan, Puerto Rico.

Keashly, L. (2008, October). *Thoughts on research to practice in workplace bullying work*. Paper presented as part of a symposium entitled "Our research is not enough: The struggle to

define workplace bullying in pursuit of viable solutions.” Association on Employment Practices and Principles (AEPP), Chicago.

Keashly, L. (2008, August). *What is known and what is still to be known: The US perspective on workplace bullying*. Part of the Professional Development Workshop “The dark side of employees’ behavior: Evaluating our questions, answers and future directions”, Academy of Management annual meeting, Anaheim, CA.

Keashly, L.(2008, May). *Workplace bullying: What we know, what we think we know and what we don’t know*. Paper presented as part of the International Symposium on Bullying along the Lifespan, American Psychiatric Association, Washington, DC.

Keashly, L. & Neuman, J.H. (2007, November). *Stepping up: Developing peer strategies for addressing bullying*. Paper presented as part of a Training and Development session “Building Workplace Bullying Seminars: Grounding Training and Development in Strong Communication Scholarship” at the National Communication Association annual meeting, Chicago.

Keashly, L (2007, August). *Translating research into practice: A consideration of data-driven prevention approaches*. Paper presented as part of a symposium entitled “Developing a strategy for workplace bullying/psychological aggression research”, American Psychological Association, San Francisco.

Neuman, J.H. & Keashly, L. (2007, August). *Bridging the gap between theory and practice in the study of workplace aggression: findings from a five-year action-research initiative*. Paper to be presented as part of a symposium entitled “Engaged research: A case study from the VA workplace stress and aggression project”, Academy of Management, Philadelphia.

Neuman, J.H. & Keashly, L (2007, April). *Differential attributions for, and reactions to, workplace aggression from coworkers, supervisors, and clients*. Paper presented as part of the Symposium “A relational model of workplace aggression”, Society of Industrial Organizational Psychology, New York.

Keashly, L & Neuman J.H. (May, 2006). *Setting the stage: Prevalence, antecedents and effects of workplace bullying*. Paper presented as part of a symposium on addressing workplace bullying American Psychiatric Association annual meeting, Toronto.

Harvey, S. & Keashly, L (February, 2006). *Lowered trust in management as a mediating state between abusive supervision, work attitudes and intention to leave*. Paper presented at the 13th annual meeting of the American Society of Business and Behavioral Sciences, Las Vegas. (**Won Best Paper Award**)

Burnazi, L, Keashly, L, & Neuman, J.H. (August, 2005). *Aggression revisited: Prevalence, outcomes, and antecedents*. Paper presented at the Academy of Management annual meeting, Oahu, HI.

Neuman, J. & Keashly, L (August, 2005). *Reducing workplace aggression and bullying: A long-*

term intervention project within the U.S. Department of Veterans Affairs. Invited paper presented at symposium on workplace bullying and mistreatment, Academy of Management, Oahu, HI.

Neuman, J. & Keashly, L (2004, August). *Means, motive, opportunity and abusive workplace behavior.* In J. Greenberg & M. Roberge (Chairs) *Insidious workplace deviance behavior: Causes and consequences.* Symposium, Academy of Management, New Orleans, LA.

Keashly, L., Neuman, J.H., & Burnazi, L. (2004, April 4) *Persistent hostility at work: What really hurts?* In S.M. Burroughs & M.L.Gruys (Chairs) *Bullying in the workplace: Foundations, forms, and future directions.* Symposium, Society for Industrial and Organizational Psychology, Chicago, IL.

Neuman, J.H., & Keashly, L. (2004, April 4). *Development of the Workplace Aggression Research Questionnaire (WAR-Q): Preliminary data from the Workplace Stress and Aggression Project.* In R.J. Bennett & C.D. Crossley (Chairs), *Theoretical advancements in the study of anti-social behavior at work.* Symposium, Society for Industrial and Organizational Psychology, Chicago, IL.

Neuman, J. & Keashly, L. (2003). *Workplace bullying: Persistent patterns of aggression at work.* Paper presented at the 18th annual meeting of the Society of Industrial Organizational Psychology, Orlando, April.

Harvey, S. & Keashly, L (2003) *Rumination: A psychological mechanism for transmitting and maintaining effects of emotional abuse at work.* Paper presented at the annual meeting of the Industrial Relations Research Association, January, Washington, DC and the Annual meeting of the American Society of Business and Behavioral Sciences, San Diego, February.

Keashly, L.(2003; Chair) *Building and sustaining a bridge linking research with practice: The Workplace Stress and Aggression Project in the Department of Veterans Affairs.* Symposium for the APA/NIOSH conference on Work, Stress, and Health, Toronto, March.

Keashly L. & Neuman, J.H. (2002) *Exploring persistent patterns of hostility.* Paper presented as part of a panel on bullying, emotional abuse, and workplace aggression, Academy of Management Annual Meeting, August, Denver

Jagatic, K & Keashly, L. (2002). *Faculty hostility toward professionals-in-training: The role of coping and educational culture.* Paper presented at the 17th annual meeting of the Society of Industrial Organizational Psychology, Toronto, April.

Scaringi, J., Kowalski, D., Keashly, L., and McCray, A.(2001). *Creating a better place to work: Reducing workplace stress and aggression to increase individual and organizational performance.* Presentation at the Third Annual Federal Workers' Compensation Conference, Chicago, August.

Harmon, J., Behson, S., Neuman, J. & Keashly, L (2001) *Quantitatively mapping the organizational causes and performance effects of workplace stress and aggression in the US*

Department of Veterans Affairs. Presentation at the annual meeting of the Academy of Management, Toronto, August.

Petzel, R.A.; Neuman, J.; Keashly, L.; & Harmon, J. (2000) *Reducing workplace stress and aggression to enhance individual and organizational performance.* Invited presentation at Enhancing Working Conditions and Patient Safety: Best Practices Conference sponsored by the Agency For Health Care Research and Quality, Pittsburgh, October.

Keashly, L & Jagatic, K (2000). *The nature and extent of emotional abuse at work: Results of a statewide survey.* Paper presented at the symposium on persistent patterns of aggressive behavior at work, Academy of Management annual meeting, August, Toronto.

Keashly, L. & Neuman, J (1999). *Workplace abuse and aggression: Antecedents, processes, and consequences.* Poster presented at Work, Stress, and Health '99 conference, Baltimore, March.

Keashly, L. (1995). *Emotional abuse in the workplace: Investigations of subtle ongoing violence.* Paper presented at the Work, Stress, and Health '95: Creating Healthier Workplaces, Washington, D.C., September.

Keashly, L. (1995). *Emotional abuse in the workplace: Effects and interventions.* Paper and symposium presented at the National Conference on Peacemaking and Conflict Resolution, Minneapolis, May.

Keashly, L., Trott, V. & MacLean, L (1994). *Abusive behavior in the workplace: Student work experiences and future research directions.* Paper presented at the International Association of Conflict Management Annual Meeting, June, Eugene, Oregon.

Keashly, L. (1994). *Physical and emotional violence in the workplace.* Symposium presented at Interaction '94, biannual conference of The Network: Interaction for Conflict Resolution, May, Halifax.

Loutzenhiser, L. & Keashly, L. (1993). *Police intervention into conflict: A third party perspective.* Paper presented at the Canadian Psychological Association Annual Meeting, May, Montreal.

Keashly, L. (1992). *Gender and conflict: Now you see it, now you don't.* Paper presented as part of a symposium on gender issues in research at the Canadian Psychological Association annual meeting, Quebec City, June.

Keashly, L. (1992). *Intervening in disputes of family and friends.* Paper presented at the Symposium on Conflict Resolution, Ottawa, February.

Keashly, L. (1991). *Taking psychology into the community: Graduate training in applied social and community psychology.* Chair and discussant for symposium presented at the Canadian Psychological Association annual meeting, Calgary, June.

- Keashly, L. (1991). *Informal intervention in the conflict of family and friends*. Workshop presented at the Campus Mediation Conference, Waterloo, Ontario, May.
- Keashly, L. (1991). *Gender and conflict: Some things to think about*. Paper presented at the Faculty of Law seminar, Queen's University, Kingston, Ontario, February.
- Keashly, L. (1991). *The social psychology of dispute resolution*. Seminar conducted for the Alternative Dispute Resolution course of the Faculty of Law, Queen's University, Kingston, Ontario, February.
- Keashly, L. (1991). *Gender and conflict: A neophyte's journey into the social psychological literature*. Paper presented at the Conference on Gender and Conflict, George Mason University, Fairfax, VA, January.
- Keashly, L. (1990). *Doing theoretical research in the field: Trials, tribulations and some solutions*. Symposium prepared for the Canadian Psychological Association annual meeting, Ottawa.
- Keashly, L. & J. Kierstead (1990). *Research with blue-collar workers: When doing all the right things isn't enough*. Paper presented at the Canadian Psychological Association annual meeting, Ottawa.
- Keashly, L. (1990). *The process-content distinction in conflict intervention: Functional or essentially descriptive?* Paper presented at the Third Annual Conference of the International Association of Conflict Management, June, Vancouver.
- Keashly, L. (1989). *North of the lab and south of real-life: Simulation techniques*. Paper presented at the Canadian Psychological Association annual meeting, Halifax.
- Keashly, L. & R.J. Fisher (1989). *A contingency approach to third party intervention in regional conflicts*. Paper presented at workshop "Managing Regional Conflict: Regimes and Third Party Mediators", CIIPS, Ottawa.
- Keashly, L. & R.J. Fisher (1987). *A comparison of third party approaches in the context of the intergroup conflict simulation*. Paper presented at the Canadian Psychological Association Annual Meeting, Vancouver, B.C.
- Keashly, L. & B. Spinner (1983). *Ethical implications of the false feedback procedure*. Paper presented at the Canadian Psychological Association Annual Meeting, Winnipeg, Manitoba.

GRANT HISTORY (As PI)

- 2004-2006 Faculty Research Fund, Wayne State University
 "Investigating the risk of aggression and violence at the service
 delivery interface"

- 1999-2004 J. Barber Fund, Legal Studies, Wayne State University.
"Developing a video assessment of respectful and disrespectful behavior by managers"
- 1997-1998 College of Urban, Labor, and Metro Affairs, Wayne State Univ.
"Enhancing racial diversity among managers"
- 1993-1997 University of Guelph Research Fund (SSHRCC)
"Understanding emotional abuse in the workplace"
- 1991-1993 University of Guelph Research Fund (SSHRCC)
"The subjective side of conflict: The impact of gender, status, and role."
- 1991-1992 University of Guelph Research Fund (SSHRCC)
"Disputant conflict schema: What color are the lenses?"
- 1990-1991 Social Sciences and Humanities Research Council
"Intervention in disputes of family and friends: Factors influencing procedural choice."
- 1989-1990 University of New Brunswick Research Fund (SSHRCC)
"Informal conflict intervention"

ADVISING EXPERIENCE:

Since 1988, I have been (or currently are) a thesis advisor for 12 Honours, 3 Masters and 13 Ph.D. students. Of the 11 Ph.D. students who have graduated, one is a tenured full professor and Dean of a business school, 1 is a tenure-track assistant professor, 2 are practicing clinicians, 3 are organizational consultants, and 6 are in progress. I have also been a thesis committee member for more than 20 Masters and Ph.D. students.

TEACHING AND TRAINING EXPERIENCE:

I have developed and taught both undergraduate and graduate courses at the Universities of Saskatchewan, New Brunswick, Guelph, Royal Roads University, and Wayne State University. At the undergraduate level, I have taught introductory psychology, human relations, statistics, applied social psychology, social psychology of conflict, and intergroup relations. At the graduate level, I have taught univariate and multivariate statistics, research methodology, organizational conflict, organizational psychology, international conflict, negotiation, and challenging issues in dispute resolution.

Since 1984, I have designed and implemented a variety of courses and presentations ranging from 1 hour to 5 days. They have included stress management, communication skills, small group processes, conflict resolution, problem-solving, leadership skills, team-building, empowerment, self-esteem, race and gender in the workplace, difficult behaviors in the

workplace, workplace bullying, bystander intervention, and women's identity for organizations such as University of Colorado – Boulder, Mount Royal University (Calgary), Saint Mary's University (Halifax), University of South Carolina, Department of Art and Art History (WSU), Department of Theatre (WSU), Department of Dance (WSU) Ross Business School, University of Michigan; Michigan Library Association; Libraries at Wayne State University; Warren-Conner Development Corporation; ACCESS – Dearborn; Michigan Rehabilitation Services; Regional Psychiatric Centre, the MS Society, Departments of Extension at University of Saskatchewan and University of New Brunswick, School of Physiotherapy at U of S, Faculty of Engineering at UNB, Children's Rehabilitation Centre, University Hospital, Saskatoon, the New Brunswick Nurses Union, Continuing Education at the University of Guelph, Kitchener-Waterloo Hospital, St. Mary's Hospital, Kitchener, Physicians for Social Responsibility - Cambridge Chapter, Conrad Grebel College, Waterloo, Peele Memorial Hospital, Brampton, Federation of Women Teachers' Association of Ontario and various Ontario teachers' associations

ACADEMIC SERVICE

Wayne State University:

2016-	Member, Internal Review Panel, Dept. of Philosophy WSU
2015-	Member, Higher Learning Commission 2017 Steering Committee, WSU
2014-Present	Member, General Education Reform Committee, WSU
2014	Member, Revenue Incentive Committee, WSU
2014-Present	MA Programs Director, Dept. of Communication
2014-Present	Member, MA Advisory Council, Graduate School
2014-2015	Member, CFPCA P&T Committee
2012-2013	Chair, Comm and New Media Program Committee
2010-2013	Chair, Dept P& T Committee
2010-2013	Chair, Merit Review Committee
2011-2012	Chair, Dept. of Music Chair Review Committee
2010-2013	Member, Academic Standards Committee, Graduate Council
2009-2010	Member, College P&T Committee, Wayne State University
2008-2009	Member, Women's Studies Program Review
2008-2009	Member, Review Committee for the College of Fine, Performing and Communication Arts
2007- 2010	Director of Graduate Studies, Dept of Communication
2007-2008	Chair, Search Committee for Associate Dean, College of Fine, Performing, and Communication Arts,
2006-2009	Member, Student Hearing Panel, Academic Senate
2006-2008	Chair, Search Committee for Senior Scholars in Communication
2005-2007	Member, Faculty Hearing Panel, Academic Senate
2005-2007	Member, North Central Association Accreditation Steering Committee
2005-2006	Member, Ph.D. Enhancement Committee, Dept. of Communication
2005-2006	Alternate, Faculty Council, College of Fine, Performing, and

Communication Arts,
 2004-2005 Member, Outstanding Graduate Mentor Award Committee
 2004-2005 Member, Review Committee for the College of Urban, Labor & Metropolitan Affairs (CULMA)
 2002-2003 Member, Search Committee for Chair, Criminal Justice Dept.
 2003-2005 Member, Student Due Process Hearing Panel, CULMA
 2003-2005 Member, Elections and Nominations Committee, CULMA
 2002-2005 Member (Chair 2002-03), CULMA Curriculum Committee
 2002-2003 Member, Summer Institute on Teaching and Technology Application Dev't Committee
 2002-2008 Member, Academic Senate
 2001-2005 Fellow, Hewlitt Center for Mediating Theory & Democratic Systems
 2000-2005 Co-chair, CULMA Strategic Planning Steering Committee,
 2001-2003 Member, Faculty Hearing Panel, Academic Senate
 1999-2005 Member, Advisory council, Douglas A. Fraser Center for Workplace Issues
 1999-2001 Member, Executive Committee, Graduate Council
 1998-2005 Member, Graduate Council
 1997-2005 Member, Executive Committee, Center for Peace & Conflict Studies

University of Guelph:

1992-94 Member, Presidential Task Force on Anti-Racism and Race Relations,
 1991-95 Chair, Committee on Graduate Student/Advisor Disputes
 1991-93 Chair, Ethics Committee, Psychology

University of New Brunswick, Fredericton:

1989-90 Member, Graduate Studies Committee, Psychology
 1989-90 Chair, Visiting Speaker's Committee, Psychology,
 1988-90 Associate, Centre for Conflict Studies, University of New Brunswick.

University of Saskatchewan:

1984-85 President, Graduate Students' Association
 1982-83 Member, Ethics Review Committee, Department of Psychology

PROFESSIONAL ACTIVITIES AND AFFILIATIONS

2016-Present Member, National Communication Association Anti-bullying Taskforce
 2014-Present Member, Advisory Board, Global Health Initiative for the Prevention of Bullying
 2014-Present Member, US Academy on Bullying, Mobbing & Abuse, New Workplace Institute and the Workplace Bullying Institute
 2008-Present Member, National Communication Association.

- 2007-Present Member, International Board of Advisors, Coalition for the Prevention of Bullying and Associated Health Risks, Montgomery County, Maryland.
- 2007-Present Member, Advisory Committee, New Workplace Institute, Suffolk University Law School, Boston
- 2003-2008 Member, Southeastern Michigan Chapter, Association for Conflict Resolution.
- 2000-2008 Member, Academy of Management
- 1999-2001 Member, Task Force on Postdoctoral Training in Conflict Resolution and Trauma Intervention in Ethnopolitical Warfare, USIP.
- 1995-1997 Co-Chair, National Conference on Peacemaking and Conflict Resolution (NCPCR), Fairfax, VA.
- 1994-95 Seminar Coordinator, NCPCR, Minneapolis, May, 1995
- 1993-95 Member, Program Committee, International Assoc. of Conflict Mgmt.
- 1993-95 Board Member, National Conference on Peacemaking and Conflict Resolution
- 1992-93 Co-chair, Gender Diversity section, NCPCR, Portland
- 1992-93 Chair, Kendall Award Committee, I/O section, Canadian Psychological Association.
- 1991-92 Program Co-Chair, Interaction '92 (The Network, Kitchener ON), Winnipeg
- 1989-92 Fellow, Canadian Institute for Conflict Resolution, Ottawa.
- 1989-97 Member, The Network: Canadian Forum for Conflict Resolution.
- 1989-90 Member, Psychology Subcommittee, Atlantic Provinces Council on the Sciences.
- 1989-90 Chair, Volunteer Resources Committee, Red Cross Society, Fredericton, NB
- 1988-97 Member, Society for the Psychological Study of Social Issues (SPSSI).
- 1982-1995 Member, Canadian Psychological Association.

EDITORIAL BOARDS

- 2012-present Member, Editorial Board, Journal of Occupational Health Psychology
- 2012-present Member, Editorial Board, Management Communication Quarterly
- 2002- 2005 Associate Editor, Journal of Peace and Conflict Studies
- 1998-2010 Member, Editorial Board, Journal of Emotional Abuse

REVIEWER

Administrative Theory & Praxis, Canadian Ethnic Studies, Canadian Journal of Administrative Sciences, Canadian Journal of Behavioral Sciences, Canadian Psychology, Conflict Quarterly, European Journal of Work and Organizational Psychology, International Journal of Conflict Management, Journal of Business Ethics, Journal of Emotional Abuse, Journal of Management, Journal of Occupational Health Psychology, Swiss Journal of Psychology, Management Communication Quarterly, Work & Stress, Violence and Victims.

CONSULTATION EXPERIENCE:

Since 2004, I have consulted with attorney groups and organizations on the evaluation of possible workplace bullying situations. I have also been retained as an expert witness in cases alleging workplace bullying

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| Dec, 2014 | <p>Saint Mary's University, Halifax, NS</p> <ul style="list-style-type: none"> - design and deliver training in bystander intervention in workplace to faculty and to staff; presentation to administrators & executives on role in supporting env't for constructive action. |
| Oct, 2014 | <p>University of South Carolina, Columbia, SC</p> <ul style="list-style-type: none"> - design and deliver training on understanding and addressing workplace bullying among faculty; presented to administrators, faculty, and workplace bullying planning group. - focus on implementation of their workplace bullying policy for faculty |
| May, 2014 | <p>Mount Royal University, Calgary, AB</p> <ul style="list-style-type: none"> - design and deliver training in bystander intervention in workplace to faculty; presentation to administrators on bullying; consultation on difficult department environments. |
| March, 2014 | <p>University of Colorado, Boulder, CO</p> <ul style="list-style-type: none"> - designed and delivered training in bystander intervention in workplace bullying to faculty. |
| Feb, 2013 | <p>University of Colorado, Boulder, CO</p> <ul style="list-style-type: none"> - designed and delivered training in bystander intervention in workplace bullying to staff; presentation on workplace bullying in academe to administrators |
| May, 2011 | <p>Mount Royal University, Calgary, AB</p> <ul style="list-style-type: none"> - designed and delivered training in management of workplace bullying to staff and faculty |
| Feb, 2007
Dec 2008 | <p>Minnesota State University, Mankato, MN</p> <ul style="list-style-type: none"> - assessment and recommendations regarding bullying on campus among faculty and staff. |
| Feb, Apr 1996 | <p>Canadian International Institute of Applied Negotiation, Ottawa</p> <ul style="list-style-type: none"> - part of 4 person training team at the Lester B. Pearson Canadian International Peacekeeping Training Centre in Clementsport, NS - 9 day course on peacekeeping negotiation and mediation delivered to military, diplomatic, and NGO communities from around the world |
| Nov, 1994 to | <p>Department of Microbiology, University of Guelph</p> |

- Jan, 1995 - assessment of and recommendations for workplace difficulties involving faculty member with staff and grad students.
- follow-up in April, 1996 to note changes.
- Oct-Nov, 1994 Groves Memorial Hospital, Fergus, ON
- consultation with CEO on specific situation of workplace abuse.
- designed and implemented a three hour training/planning session with managers on developing a healthy and respectful workplace.
- Jan-Feb., 1994 Ministry of Health, Dept. of Food Production, Government of Canada, Toronto, ON
- assessment of ongoing dispute and recommendations for management and dispute resolution system.
- May, 1993 Interactive Conflict Resolution Session, Cyprus
- member of a third party team working with Greek Cypriot and Turkish Cypriot educators
- facilitated discussions and planning of peacebuilding projects between the two communities
- June-Aug, 1992 Welland County General Hospital, Welland, ON
1992 - assessment of ongoing dispute and recommendations for management and dispute resolution system
- Dec, 1991 The Arboretum/Institute of Environmental Policy and Stewardship,
to Jan, 1992 University of Guelph, Guelph, ON
- assessment of intragroup difficulties and recommendations for management and resolution
- June-Sept., 1991 Hespeler Clinic, Cambridge, Ontario
- assessment of inter-partner difficulties and recommendations for resolution.
- Jan-Apr, 1990 Dept. of Mechanical Engineering, University of New Brunswick, Fredericton, NB
- development, implementation and evaluation of a team-building component to facilitate student group project work in a machine design course.
- June –Nov, 1989 New Brunswick Power Commission, Fredericton, NB
- assessment and recommendations regarding workplace conflict.
- April, 1986 to Evaluation Project Coordinator with the Frank Eliason Centre,
February, 1987 Saskatoon, SK
- consultation on the design, implementation and analysis of a Bowel Management Program

- involved working with staff in the design, data collection, analysis and final report.

- May-Aug, 1985 Mental Health Services Branch, Department of Health, Province of Saskatchewan, Regina.
 - development of regulations for implementation of the new Mental Health Services Act of June, 1985.
 - Involved collaborating with provincial and special interest groups.
- Nov, 1983 The Consultation Centre (Prairies), Solicitor to
 August, 1984 General, Saskatoon.
 - development of a self-evaluation guide for adult alternative programs.
 - involved collaborating with federal and program staff.
- Nov, 1983 to The Graduate Students' Association and the University of Saskatchewan to
 April, 1984 Students' Union
 - development and implementation of a survey on student services.

PROFESSIONAL DEVELOPMENT:

I have been involved as a participant in a number of seminars and workshops focusing on different aspects of professional and personal development. I participated in the American Council of Education (ACE) Dept. Chair workshop, June, 2010. I have attended numerous trainings on topics such as stress management, advanced communication, interpersonal relations, equity needs of women, gestalt therapy, working with small groups, mediation skills, conflict coaching, prejudice reduction (NCBI), cross-cultural conflict resolution, restorative practices, elicitive approaches to conflict resolution, train the trainer for "Setting Expectations and Managing Conflict in Graduate Education", appreciative inquiry for organizational change, restorative conference facilitation, coaching abrasive managers training. From June, 1984 to October, 1985, I was involved in the Graduate Student Professional Development Program sponsored by the NTL Institute for the Applied Behavioral Sciences. In this five-phase programme, I gained training and experience in interpersonal, group, and intergroup dynamics as well as systems theory, program development and evaluation.

References available on request.