

Amy M. Schmisseur

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The University of Kansas
Department of Communication Studies, Bailey Hall
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Lawrence, KS 66045
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EDUCATION

- Ph.D. Organizational Communication, The University of Texas at Austin, 2005.
Dissertation: Beyond the Client Service Interaction: The Emotional Labor of Change Implementers. Advisor: Dr. Laurie Lewis.
- M.A. Organizational Communication, University of Cincinnati, 1999.
Master's Thesis: Socialization in the High-Reliability Organization: Managing the Meaning of the Military Mission Statement. Advisor: Dr. Gail Fairhurst
- B.S. (*Summa Cum Laude*) School of Interpersonal Communication, Ohio University, 1995.

ACADEMIC EMPLOYMENT

- | | |
|---|-----------|
| The University of Kansas
Department of Communication Studies
Assistant Professor | Current |
| The University of Texas at Austin
Department of Communication Studies
Assistant Instructor | 1999-2004 |
| The University of Cincinnati
Department of Speech Communication
Teaching Assistant | 1997-1998 |
| The University of Cincinnati
Office of Research and Advanced Studies
Research Assistant | 1998-1999 |

AWARDS

Top Papers:

Schmisseur, A.M. (2003). *The art of well-being: Managing emotional dissonance in the workplace*. Organizational Communication Division of the International Communication Association, Top Student Paper.

Hamel, S., Schmisseur, A.M., Tumlin, G. (2001). "I spent 18 years of my life in jail. A convict is who I am": A study of social identity in communication networks. Awarded by the Organizational Communication Division of the International Communication Association, Top Student Paper.

Schmisseur, A.M., & Stephens, K. (2000). *Collaborative innovation: An analysis of the communicative behaviors affecting the development of new ideas*. Awarded by the Organizational Communication Division of the National Communication Association, Top Student Paper.

Teaching/Scholarship:

Outstanding Instructor, Nominated and awarded by the Student in Communication Studies Organization, University of Kansas, 2007.

International Communication Association Outstanding Teaching Award, Nominated by the faculty of the Department of Communication Studies, The University of Texas at Austin, 2003.

Texas Excellence Teaching Award Recipient, Awarded by the students of the College of Communication, The University of Texas at Austin, 2002.

Outstanding Assistant Instructor, Awarded by the faculty of the Department of Communication Studies, The University of Texas at Austin, 2002.

Outstanding Graduate Student, Awarded by the faculty of the Department of Communication Studies, The University of Texas at Austin, 2002.

David Bruton Fellowship, Department of Communication Studies, 2001.

Online Course Development Honorable Mention, Awarded by UT's Center for Instructional Technologies. Part of an \$800 FastTEX grant used to develop online materials for undergraduate course in organizational communication, The University of Texas at Austin, 2001(w/ C. R. Scott and L.K. Lewis).

PUBLICATIONS, MANUSCRIPTS, AND CONFERENCE PRESENTATIONS

PULBICATIONS

Schmisseur, A.M., Jian, G., & Fairhurst, G. (In Press). Business discourse and the field of organisational communication. In F. Bargiela (Ed.), *Handbook of Business Discourse*. Edinburgh University Press.

Schmisseur, A.M. (2007). Interviewing for Information Gathering. In A.M. Young and J.A. Daly (Eds.), *Professional Communication Skills* (pp.104-129). Indianapolis, IN: Pearson.

Lewis, L.K., Schmisseur, A.M., Stephens, K., & Weir, K.E. (2006). Advice to practitioners: A review of the popular press literature on planned change communication. *Journal of Business Communication*, 43 (2), 1-25.

Trent, J. S., Schmisseur, A.M., & Gauder, G.E. (2000). Debate strategies then and now: A comparative analysis of two women candidates. In T. Hollihan (Ed.), *Argument at century's end: Reflecting on the past and envisioning the future*. (pp.411-418). Annandale, CA: National Communication Association.

MANUSCRIPTS IN PREPARATION

Schmisseur, A.M., & Kulp, C. The impact of organizational mission statements on identification. Manuscript in preparation for submission to *Management Communication Quarterly*.

Schmisseur, A.M. The art of well-being: Managing emotional dissonance in the workplace. Manuscript in preparation for submission to *Journal of Higher Education*.

Schmisseur, A.M. Why do you act that way?: Predicting the emotional labor of change implementers. Manuscript in preparation for submission to *Western Journal of Communication*.

Schmisseur, A.M. "I've Got To Put A Positive Light On This": Examining the emotional labor of change implementers. Manuscript in preparation for submission to *Management Communication Quarterly*.

Jian, G., Schmisseur, A. M., & Fairhurst, G. Organizational discourse and communication: The progeny of proteus. Manuscript in preparation for submission to *Discourse and Communication*.

Russo, T. & Schmisseur, A.M. A community of practice as a socialization site.

Tumlin, G., Schmisseur, A.M., & Hamel, S. "I spent 18 years of my life in jail. A convict is who I am": A study of social identity in communication networks.

Lewis, L.K., Schmisseur, A.M., & Laster, N. Initial announcement of organizational change: How sidedness matters in context (data collection in progress).

COMPETITIVELY SELECTED PAPERS

Jian, G., Schmisseur, A. M., & Fairhurst, G. (2007, November). What Do We Mean By Discourse? A Review of Organizational Discourse Studies. Paper to be presented at the annual meeting of the National Communication Association, Chicago, IL.

Schmisseur, A.M. (2006, November). "I've Got To Put A Positive Light On This": Examining emotional labor of change implementers. Paper presented at the annual meeting of the National Communication Association, San Antonio, TX.

Schmisseur, A.M. (2005, November). Why do you act that way? Predicting the emotional labor of change implementers. Paper presented at the annual meeting of the National Communication Association, Boston, MA.

Schmisseur, A.M. (2003, November). A proposal for the potential moderating effects of social support on emotional labor. Paper presented at the annual meeting of the National Communication Association, Miami, FL.

Schmisseur, A.M. (2003, May). The art of well-being: Managing emotional dissonance in the workplace. Paper presented at the annual meeting of the International Communication Association, San Diego, CA. **Top Student Paper, Organizational Communication Division.**

Lewis, L.K., Schmisseur, A.M., Stephens, K., & Weir, K.E. (2003, May). Advice to practitioners: A review of the popular press literature on planned change communication. Paper presented at the annual meeting of the International Communication Association, San Diego, CA.

Diers, A.R., Schmisseur, A.M. (2002, November). Crisis, credibility, and stakeholders: Understanding relationships between organizations, public stakeholders, and critical issues. Paper presented at the annual meeting of the National Communication Association, New Orleans, LA.

Schmisseur, A.M., & Rimal, R.N. (2002, November). Studying the influence of social support on decisional outcomes: The role of perceived choice and urgency. Paper presented at the annual meeting of the National Communication Association, New Orleans, LA.

Stephens, K., Browning, L.D., Oddvar Soernes, J., Schmisseur, A.M., Saetre, A.S. (2002, July). A reflexive model of ICT practices in Norway and the US: An integration of adaptive structuration theory and self-organizing systems theory. Paper presented at the annual meeting of the International Communication Association, Seoul, Korea.

Schmisseur, A.M. (2001, November). Making the connections: The role of social support in managing organizational change. Paper presented at the annual meeting of the National Communication Association, Atlanta, GA.

Hamel, S., Schmisseur, A.M., Tumlin, G. (2001, May). "I spent 18 years of my life in jail. A convict is who I am": A study of social identity in communication networks. Paper presented at the annual meeting of the International Communication Association, Washington, D.C. ** Top Student Paper, Organizational Communication Division.**

Schmisseur, A.M. & Browning, L. (2001, May). Mission Impossible?: Making sense of stability and instability in the military. Paper presented at the annual meeting of the International Communication Association, Washington, D.C.

Schmisseur, A.M., & Stephens, K. (2000, November). Collaborative innovation: An analysis of the communicative behaviors affecting the development of new ideas. Paper presented at the annual meeting of the National Communication Association, Seattle, WA. ** Top Student Paper, Organizational Communication Division.**

Kulp, C., Schmisseur, A.M., Diers, A. & Bailey, C. (2000, November). The impact of organizational mission statements on identification. Paper at the annual meeting of the National Communication Association, Seattle, WA.

Scott, C.R., Kulp, C., Schmisseur, A.M., Diers, A., Bailey, C., & Wells, T. (2000, November). Connecting communication and multiple identifications in the organization. Paper presented at the annual meeting of the National Communication Association, Seattle, WA.

ADVISING

Currently advising:

Joy Grisafe (M.A.-Comprehensives)

*Drew Spain (M.A.-Thesis)

*In the process of writing the thesis

Former Advisees:

Shana Kayne Beach (M.A. 2007)

Served on the committee of:

Karen Ridder, M.A.

Erin Blocher, M.A.

Amy Ronek, M.A.

Leilani Carver, M.A.

Taleyna Morris, Ph.D.

Tina Decker, Ph.D.

DuWayne Belles, M.A.

Mark Ferguson, Ph.D. (Psychology)-Comprehensives

Currently serving on the committee of:

Pam Kennedy, Ph.D. candidate

Amber Messersmith, Ph.D. candidate

Dana Ferguson Hall, Ph.D. candidate

Katie Fischer, Ph.D.candidate

Beverly Payne, Ph.D. candidate

TEACHING

GRADUATE COURSES

Seminar in Organizational Change (COMS 930), University of Kansas, Department of Communication Studies (Spring, 2006; Fall, 2007).

Communicating Emotions in Organizations (COMS 930), University of Kansas, Department of Communication Studies (Fall, 2005; Spring 2007).

Macro-Organizational Communication Theory, University of Kansas, Department of Communication Studies (Projected, Spring 2008).

UNDERGRADUATE COURSES

Introduction to Organizational Communication (COMS 310), University of Kansas, Department of Communication Studies (Fall, 2005; Fall, 2006; Spring, Fall, 2007).

Communicating Emotions in Organizations (COMS 560), University of Kansas, Department of Communication Studies (Spring, 2005).

Communication and Leadership (COMS 431), University of Kansas, Department of Communication Studies (Fall 2006)

Communication in Service and Sales (COMS 549), University of Kansas, Department of Communication Studies (Spring, 2006).

Theories of the Interview (COMS 548), University of Kansas, Department of Communication Studies (Spring, 2005).

SERVICE

DEPARTMENT

Faculty Supervisor for Students in Communication Studies (SCS, Present)
Organizational Communication Search Committee, 2007
Basic Course Search Committee, 2006
Leadership Minor Advisory Board Committee, Present
Undergraduate Advisory Committee, Present
Departmental Coordinator (Italy Consortium Program), Present
Awards Chairperson, 2006-2007

UNIVERSITY

Guest Facilitator, Center for Teaching Excellence, 2007
Faculty Mentor, Men's Basketball, 2005-current
Ethics Presentation, Bridge Athletes Program, 2007

PROFESSIONAL

Ad Hoc Reviewer:

MCQ, 2006
Human Relations, 2006

Other Service:

Readers, ICA, Organizational Communication Division, 2007
Reader, NCA, Organizational Communication Division, 2006
Respondent, NCA Organizational Communication Panel, 2006

PROFESSIONAL CONSULTING and INVITED PRESENTATIONS

Guest Presenter for the 2007 Office of Women in Higher Education Conference— “Managing the Communication of Emotion in the Workplace”, Wichita, KS.

Presentation Coach- Facilitated workshop on professional communication and presentation skills for the MBA Students in the Texas Plus Program at UT. Sponsored by the Department of Finance in the Red McCombs School of Business, University of Texas at Austin, Fall 2002-2004

Leadership Facilitator-Coached scholarship students state-wide on principles of ethical leadership. Curriculum included discovering individual strengths, leadership abilities, and managing effective communication as future leaders. Sponsored by the School of Public Affairs’ Center for Ethical Leadership, University of Texas at Austin, Spring 2003.

Teaching Consultant-Coached faculty member on principles of effective organization and delivery in the classroom. University of Texas at Austin, April –December 2002.

Presentation Seminar Leader- Facilitated two-day workshop on business and professional presentation skills to MBA students in the Texas Evening Master’s in Business Program. Sponsored by Red McCombs School of Business, University of Texas at Austin, Fall 2001, 2004

Technology Trainer-Designed and executed short course for University staff and administration on how to operate new database system. Sponsored by the Office of Research and Advanced Studies, University of Cincinnati, April 1999.

PROFESSIONAL ASSOCIATIONS

International Communication Association	(2000-Present)
National Communication Association	(1999-Present)
Central States Communication Association	(2005-Present)