LINDA M. PLEDGER
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EDUCATION

PhD Department of Speech Communication, Louisiana State University, May 1990. Dissertation: Relational Aftermath: Accounting for Marital Dissolution to the Social Network. Recipient of the International Network on Personal Relationships Dissertation Award 1990-1991.

MA Department of Speech Communication, University of Arkansas at Little Rock, May 1984.

BA Department of Foreign Languages, University of New Orleans, May 1973.

AWARDS AND GRANTS

2005 Ted and Virginia Bailey UALR Excellence in Teaching Award, selected by national panel of educators, given to one UALR professor each year, $10,000.

Community and University Partnership Grant awarded to develop “The Oak Forest Community—UALR Project: Helping Persons at Risk for Type II Diabetes and Other Lifestyle-Related Diseases, $26, 740, developed with Health Sciences and Nursing, funded, 2000; communication undergraduate students participated in this grant through development and implementation of surveys and interviews with families in the Oak Forest Community. Graduate students participated through facilitation of focus groups to gather data pertaining to barriers, needs, etc. of parents, teachers, students, and administration.

UALR Faculty Development Grant awarded to develop and present “Learning Communities Faculty Development Workshop”, $6000 with Carol Thompson and Frankie Chadwick, 1998.

UALR Service Learning Grant awarded to develop advanced presentation skills class in conjunction with Arkansans for Drug Free Youth, $4000.00, funded; equipment was purchased and students developed presentations for ADFY, adapted material to various audiences and made presentations to school children and youth, parents groups and organizations, 1998.

Honorary Award, inducted as honorary member of Golden Key Honor Society, an international organization recognizing scholarship and leadership, 1997

UALR Blue Ribbon Grant awarded to develop Oral Communication Across the Curriculum Workshops, with Dr. Allan Ward and Dr. Carol Thompson, resulting in multiple university-wide OCC Workshops in December 1995 and January 1996.

1995 Faculty Excellence in Teaching Award, College of Professional Studies, awarded to one faculty member each year.

Rockefeller Foundation Grant received by the Arkansas School for the Blind, presented "Oral Communication Across the Curriculum," 8-hr workshop for faculty of Arkansas School for the Blind, January 1994, February 1994, with Dr. Allan Ward and Dr. Carol Thompson.

UALR Faculty Research Committee grant awarded to study "Medical Terminology: An Examination of the Understanding a Patient has of Frequently Used Terms within a Pharmaceutical Setting.", $3000.00 1992, with Dr. Carol Thompson, funded.

Blue Ribbon Grant awarded to develop a series of Oral Communication Across the Curriculum workshops, with Dr. Allan Ward and Dr. Carol Thompson, $8820.00, resulted in campus-wide 3-day faculty development workshop entitled Oral Communication Across the Curriculum, December 1992.

Research Award "Patient Knowledge of Medical Terminology: A Reexamination." Selected Top Three Competitive Papers in Applied Division at Southern States Communication Association Annual Conference, 1992.

Research Award 1990-1991 Iowa/International Network on Personal Relationships Dissertation Prize.

1990 UALR Department of Speech Communication Faculty Professional Contributions Award, selected by department faculty.

ADMINISTRATIVE

One-year Interim Director of School of Mass Communication, UALR

TEACHING

Teaching Appointments

Clinton School of Public Service, Fall 2010
Southern Methodist University, Fall 2008, Spring 2009.
Ouachita Baptist University, Fall 2005-2009.
Professor Emeritus, Department of Speech Communication, UALR, 2005.
Professor, Department of Speech Communication, University of Arkansas at Little Rock, 2001-2005.
Associate Professor, Department of Speech Communication, University of Arkansas atLittle Rock, 1993-2000.
Assistant Professor, Department of Speech Communication, University of Arkansas at Little Rock, 1988-1993.
Lecturer, Department of Speech Communication, University of Arkansas at Little Rock, 1985, 1987-1988.
Teaching Assistant, Department of Speech Communication, Louisiana State University, 1985-1987.

Courses Taught

Graduate:

Introduction to Grad Study	UALR
Human Communication Theory	UALR
Communication Assessment & Consulting	UALR
Interpersonal Communication Theory	UALR
Organizational Communication Applications	UALR
Conflict Analysis and Intervention	UALR
Communication Cultures and Context	UALR
Managerial Communication	UALR
Dark Side of Human Communication	UALR
Managing Public Disputes	UALR
Transformational Leadership	SMU, Clinton School of Public Service

Undergraduate:

Intro to Speech Communication	UALR, Pulaski Tech
Human Communication Concepts	UALR
Interpersonal Communication	UALR, LSU
Nonverbal Communication	UALR
Female/Male Communication	UALR
Family Communication	UALR, OBU
Communication and Conflict	UALR
Theories of Persuasion	UALR
Communication Theory, Capstone	UALR
First Year Experience	UALR
Advanced Presentation Skills	UALR
Dark Side of Human Communication	UALR, OBU
Communication Ethics	UALR

RESEARCH

Communication Education

"Reaching Out from the Classroom: An Experiential Approach to Building an Organizational Communication Intervention." Paper presented at NCA, 2003, with Dr. Mike Hemphill.

“Teaching the College Course in Gender Communication,” short course presented at NCA, Atlanta, with Dr. Carol Thompson, November 2001

“Using Active Learning Strategies When Mentoring Faculty.” Short Course presented at the annual Southern Speech Communication Association, Spring 2001, with Dr. Carol Thompson.

"Cooperative Learning Vs. Traditional Lecture Format: A Preliminary Study” (2000). *Journal of Communication Studies*, with Marceline Thompson.

“Lectureless Learning: No More Talking Heads.” Short Course presented at National Communication Association Annual Conference,with Dr. Carol Thompson and Dr. Allan Ward, Chicago, 1999.

“The Dawning of the Interactive Speech Classroom: Lessons Learned, New Visions.” Panel developed with Dr. Mike Hemphill at National Communication Association Annual Conference, NY, November 1998.

“Promoting Communication Literacy Through the Use of a Communication Lab” Paper presented with Dr. Mike Hemphill at National Communication Association Annual Conference, NR, November 1998.

“Electronic Meetings: A Vision of the Future in Decision-Making.” Paper presented with Catherine Lowry, NCA, New York, New York, November 1998.

“Developing an Oral Communication Across the Curriculum Workshop: Strategies and Plans,” Workshop presented at Southern Speech Communication Association, Savannah GA, April 1997, with Dr. Carol Thompson.

"Conflict Management Styles." Computer lesson developed in conjunction with Lisa Rawn, 1997, required of all basic speech course students.

“The Effects of Interactive Video on Formative Knowledge, Substantive Knowledge, and Speaker Apprehension,” Paper presented with Dr. Michael Hemphill and Dr. Gary Phillips, Annual Conference Speech Communication Association, San Diego, CA, November, 1996.

“The Development of an Interactive Computer-Based Interviewing Lesson for the Basic Speech Course,” Paper presented with Dr. Carol Thompson, SSCA, Memphis, TN, March 1996.

“Computerized Instruction in Speech Communication and the Development of an Active Learning Approach,” Paper presented with Dr. Michael Hemphill, SSCA, Memphis, TN, March 1996 Eric ED412574.

“Nested Technology and the Development of Instructional Materials in the Basic Course,” Paper presented with Dr. Michael Hemphill, Midwest Basic Course Directors’ Conference, Biloxi, MS, February 1996.

"The Application of Independent, Interrupted, and Interdependent Video in Teaching Speech Communication." Paper presented at the annual Speech Communication Association Conference, New Orleans, November, 1994, with Dr. Michael Hemphill and Dr. Gerald Driskill.

"Problem Questions in the Interview Setting." Computer lesson developed with Lisa Rawn, 1995, required of all basic speech course students.

"Teaching Gender Communication via a Newspaper Course." Presented at The South Central Women's Studies Association Conference, March, 1994, with Christina Standerfer.

"Departmental Textbook Publishing for the Introductory Communication Course." Journal of the Association for Communication Administration, 1993, Paper presented with Dr. Craig Newburger and Dr. Robert Smith.

"CHOICES: The Workbook for Customer Service," Workbook developed for customer service training, University of Arkansas Printing, October 1993.

"Departmental Textbook Publishing for the Introductory Communication Course", Paper presented with Dr. Craig Newburger and Dr. Robert Smith, SCA National Conference, Miami, November, 1993.

Editor, *Insights into Communication* 2nd ed., 1990, LR: Horton and Horton.

"Instructor's Manual." *Insights into Communication* 2nd ed., 1990.

"Insights into Interpersonal Communication." *Insights into Communication* 2nd ed., 1990, with Hazel Rozema.

"Insights into Family Communication." *Insights into Communication*, 2nd ed., 1990.

Arkansas Democrat Gazette 1991 newspaper course on female/male communication, 7 in a series of 13:

"Understanding Opposite Sex Aids Communication"
"Nature or Nurture: Communication linked to sex?"
"Research Reveals Gender Affects Use of Language"
"Men, Women Interpret Language Patterns Differently"
"Gender Expectations Affect Approach to Intimacy"
"Media Stereotypes Affect Gender Communication"
"Personality, Not Gender, May Affect Behavior"

Interpersonal Communication

"Turning Points in Adolescent Development to Adulthood," unpublished manuscript.

"Adolescent Self-Monitoring." *Adolescence*, 27, 1992, pp. 329-338.

"Development and Construct Validation of the Sensitivity to Feedback Scale." *Communication Research Reports, 7*, 1990, pp. 83-89, with Dr. Renee Edwards.

"A Loglinear Analysis of Accounts of Marital Dissolution to Social Network Members." Paper presented at SCA National Convention, Chicago, November, 1990.

"Development and Construct Validation of the Sensitivity to Feedback Scale." Paper Presented at SCA National Convention, Boston, 1987, with Dr. Renee Edwards.

"Development of Sensitivity to Feedback Scale, and its Relationship to Self-Monitoring." Southern and Central States Speech Communication Association Convention, St. Louis, Missouri, April 1987, with Dr. Renee Edwards.

Health Communication

"Doctor/Patient Communication: Is Patient Knowledge of Medical Terminology Improving?" *Health Communication*, 5, 1993, with Dr. Carol Thompson.

"Pharmacists as Counselors: Assessing Patient Knowledge of Medical Terminology," Paper presented at Central/Southern states Communication Convention, with Dr. Carol Thompson

"Communication between Health Care Professionals and Patients: An Update on Patient Understanding of Medical Terms," Paper presented at SCA Convention, Miami, November 1993, with Dr. Carol Thompson.

"Patient Knowledge of Medical Terminology: A Reexamination." Selected Top Three Competitive Papers in Applied Division for presentation at the Southern States Communication Association Annual Conference, April 9-12, 1992, with Dr. Carol Thompson.

"Terminology in Pharmacy: How Much Do Patients Really Know?" Presented at Southern /Central States Communication Association 1993 Annual Conference, with Dr. Carol Thompson.

Other

University of Arkansas Medical Sciences Executive Board, report developed and presented based on Diversity Survey sent to 2000 employees, 1999, with Dr. Mike Hemphill

“Women in the 90’s: Are they publishing or perishing in the Speech Communication journals?” paper presented at National Communication Association 1997 Annual Conference, Chicago, November 1997, with Christy Standerfer ERIC ED41756.

Arkansas Cancer Research Center, report developed from multiple focus groups outlining plan for patient process improvement, May 1997

NLR Public School District Committee on Discipline Policy, report based on 15 focus groups conducted to collect data on current discipline situation in NLR Public Schools, fall 1994 with Ms. Christina Standerfer

SAMPLE OF RECENT CONSULTING, SEMINARS, WORKSHOPS, AND INVITED LECTURES
(in addition to this list, facilitated/presented/consulted over 125 strategic planning sessions, workshops, talks, and training prior to 2000. List provided upon request)

Multiple workshops and seminars for UAMS Leadership Institute and Management Academy, including *Developing Your Leaders and Creating Your Leadership Message, Creative Problem-solving and Collaboration, Group Problem Solving, Encouraging the Heart*., among others.

National Association of Social Workers Spring Conference for Supervisors, *Crucial Accountability,* May 2016

ACH Quarterly Leadership Development Day workshop facilitation, *Leading with Crucial Accountability*, February 2016

NASW Leadership Academy workshop, *Emotional Intelligence*, Fall, 2015

Mid-South Fall workshop for supervisors, *Crucial Conversations*, Fall 2015.

NASW Leadership Academy workshop, *Transformational Leadership*, Summer, 2015.

Transformational Leadership, annual kick-off retreat for UAMS Leadership Institute, Spring 2010-2015

Emotional Intelligence, annual one-day workshop for UAMS Leadership Institute, Spring 2010-2015

Six-session workshops training ACH personnel in Organizational Development, Fall 2014-Winter 2015

Generational Issues in the Workplace. Grand Rounds, UAMS, May 2009**.**

Generations in the Workplace: Yours, Mine and Theirs. Arkansas Blue Cross/Blue Shield Development Workshop, Hot Springs, May 2009.

Working Better Together: Managing Generational Diversity. Two one-day workshops, Maverick Transportation, November 2008.

UALR Health Sciences Dept, facilitation of Governance Document development, fall 2008-spring 2009.

What's the Matter with Kids Today: Generational Diversity in the Workplace, workshop presented to UAMS, October 2008.

Generations in the Workplace: Yours, Mine and Theirs. UAMS Professional Development Conference, October, 2008.

Crossing the Generational Divide: Working Well with Others; one-day workshop presented at University of Arkansas at Little Rock, proceeds providing scholarships and meeting departmental needs for Dept of Speech Communication, September 2008.

Generational Diversity in the Workplace: Effective Leadership Practices; one-day workshop presented to University of Arkansas Medical Sciences Leadership Institute, August 2008.

Working with Generational Diversity. Brown Bag Lunch, UAMS Leadership Institute, June 2008.

Leading with Emotional Intelligence; one-day training for Management Academy, UAMS, February, 2008.

Emotional Intelligence and Leadership; half day retreat presented for Leadership Institute, UAMS, March 2008.

Generation Y: Who are They and What Do They Want?, presented to UAMS resident proctors, October, 2007.

Managing the College Classroom; half day workshop presented to speech communication instructors, Pulaski Technical College.

Crucial Conversations for Leaders, one-day training for Leadership Academy, University of Arkansas Medical Sciences, June 2007.

Crucial Conversations Managers Must Have, one-day training for Management Academy, University of Arkansas Medical Sciences, May 2007.

Navigating the Seven C's: Intelligent Transformational Leadership; week long workshop funded by federal grant for leadership training for IRS leadership, San Francisco, 2006.

Speech Communication Program Review, Ouachita Baptist University

Facilitated planning session for curriculum development for Clinton School of Public Policy, fall 2003

Facilitated strategic planning session for College of Arts, Humanities and Social Sciences, UALR, fall 2003

Facilitated strategic planning session for Dept of Math and Statistics, UALR, fall 2003

Facilitated strategic planning for UALR College of Science and Math (February and April 2003)

Facilitated strategic planning for J.A. Hartford Center for Geriatric Nursing Excellence, spring 2003

Facilitated strategic planning for Baptist Schools of Nursing Allied Health

Conducted College of Business community focus groups to collect data for curriculum revisions, on campus and at UAMS, 2002

Coordinated service learning, graduate student focus group facilitation, Franklin Elementary School, spring 2001

Coordinated service learning, undergraduate interview students conducted interviews with parents of students participating in Family Activity night, DSC, spring 2001

Conducted two electronic planning sessions for College of Business, December, 2001, with Dr. Mike Hemphill

Arkansas Green, two-day strategic planning session for Arkansas Nursery owners and suppliers, July 2001

Acxiom, half-day workshop on managing change, September, 2000

Arkansas Small Business Development Center, 2-day strategic planning retreat, June 2000

Arkansas Department of Disabilities Services, developed customer needs survey
Arkansas Department of Disabilities Services, customer needs survey, 2000

SERVICE

Administrative

Graduate Coordinator, MAIOC, 1992-2005.
Basic Speech Program Director, Speech 1300, UALR, 1989-1992.

University and Departmental Service

UALR Academic Policy Review Committee 2004, chair
CPS Committee to Develop Professional and Intellectual Entrepreneurship 2003, chair
CPS Non-Profit Management Certificate Program Development Committee
UALR Finance and Planning Committee
CPS Professional Entrepreneurship Task Force, Chair
UALR Academic Policy Review Task Force, Chair
UALR Office of Admissions and Financial Aid Spring Recruitment Open House, Faculty Panel
Department of Speech Communication Recruitment Committee, 2002-2003
Department of Speech Communication Fund-raising Committee, 2002-2003
University Finance and Planning Committee, 2002-2003
University Committee on Committees, 2002-2003
College of Professional Studies Panel on Graduate Assessment, 2002
University CHILD Project to combat juvenile diabetes, 1999-2001
Graduate Council, 1992-95, 1998-2001
    Personnel Subcommittee
Attended Midwest Postbaccalaureate Certificate Conference, Chicago, April 00
Enterprise Community Committee, to develop grant funding for community literacy and tutoring programs, 1998
Banner2000 Financial Aid Workgroup, 1997-1998
Neighborhood Leadership Advisory Board, 1998-1999
Ottenheimer Library Director Search Committee, 1998
UALR Neighborhood Leadership Association Board, 1997 -1998
Gender Studies committee, 1997 to present
Strategic Marketing Task Force, 1996.
Facilitator, UALR2000 Task Force Committee on Health and Human Services, 1994.
Chair, Graduate Council Review of Master's in Computer and Information Science, 1994.
Chair, University Academic Integrity and Grievance Committee, 1991-1992, member 1990-present.
Chair, ad hoc committee to redesign grade appeal process, 1991-1992.
Vice-Chair, University Undergraduate Council 1991-1992, member, 1990-1992.
University Curriculum Review Board, 1989-1993.
Board member, Commission on Status of Women, 1992-1993.
Chair, Computer and Information Science Graduate Program Review Committee, 1994.
Master's in Secondary Education Program Review Committee, 1993.
Library Automation Committee, 1992-present.
UALR Housing Director Search Committee, 1991.
Ad hoc committee on curriculum assessment, 1991.
Chair, Speech Department Service Committee 1989-1990, member, 1988-1990.

Community Service

Arkansas' Promise Executive Committee, 1998-2005, chair 2000-2001
    Resource Allocation Sub-Committee, 2002-2005

Local Summits Sub-Committee, Chair, 1998-2000
NLR Public School Reorganization Committee, 1989-1990.
NLR Young Life leader, 1988-1992.
Lifeskills: Leadership for Teens, board member.
Arkansas Self-Esteem Council, board member.

Graduate Student Committees

Served as chair of over 50 master's theses, master's projects, and internships in the MAIOC program

Served as committee member of over 70 master's theses, master's projects and internships in the MAIOC graduate program

Served on seven doctoral committees for the UALR EdD program in Higher Ed Administration

Professional

Manuscript review, *Communication Theory,* 2005.

Manuscript review, *Genderspeak, 2nd edition,* Ivy and Backlund, 2000.

Manuscript review, multiple revisions, intro to communication theory text, Mayfield Publishing, 1999

"Communication Incompetencies by Gerald M. Phillips," book review for the Southern Communication Journal, Winter 1992.

Reviewer, Gender Division, Southern/Central States Annual Conference, 1993.

Reviewer, Gender Division, Southern States Annual Conference, 1992.

Reviewer Gender Issues Division, Broadcast Education Association Annual Conference, 1992.

Manuscript reviewer, Speaking to Persuade, Holt Rinehart and Winston, 1991.

Manuscript reviewer, (Gender Communication text), Holt Rinehart and Winston, 1990.

PROFESSIONAL MEMBERSHIPS

National Communication Association
Southern Speech Communication Association
International Network on Personal Relationships
World Communication Association
Commission on the Status of Women