

Stephanie A. Westmyer, Ph.D.

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EDUCATION

- 2018 - 2020 **Master of Dispute Resolution, University of Southern California, Los Angeles, CA**
- 1993 - 1997 **Doctor of Philosophy, Communication Studies, Kent State University, Kent, OH**
Focus on interpersonal communication and mass media
- 1991 - 1993 **Master of Science, Communication, Illinois State University, Normal, IL**
Focus on instructional communication and cooperative learning
- 1987 - 1991 **Bachelor of Arts, Speech Communication, San Diego State University, San Diego, CA**

TEACHING & TRAINING

- 2014 - Present **Experiential Learning Center, University of Southern California, Los Angeles, CA**
Training Specialist
- Facilitated 100 training exercises per semester for Marshall students that contributed to favorable ELC comments from alumni and a third place ranking for Marshall School of Business in 2022 by Poets and Quants.
 - Collaborated with faculty to design high impact and custom training exercises.
 - Developed evaluation and assessment tools and analyzed evaluation data for over 1,000 student evaluations to determine how to create new, realistic, and relevant ELC exercises.
 - Managed four student-based work teams to develop computer-based education technology exercises.
- 2023 - Present **Annenberg School of Communication, University of Southern California, Los Angeles, CA**
Adjunct Faculty
- Taught Communication 204 Introduction to Public Speaking course.
 - Developed course materials and assignments, created assessment tools.
- 2020 - 2021 **Gould School of Law, University of Southern California, Los Angeles, CA**
Summer 2021 **Teaching Assistant, Human Resource Compliance Course**
Fall 2020 **Teaching Assistant, Cross Cultural Mediation Course**
- Developed cross cultural case study for the required course for all students enrolled in the master in dispute resolution program..
 - Logged attendance and recorded participation.
 - Reviewed weekly reflection papers for two classes which helped faculty save 20% time in grading assignments.

- Summer 2020 **Center for Excellence in Teaching, University of Southern California, Los Angeles, CA**
Instructional Assistant, CET Accelerated Online Teaching Intensive
- Helped CET Instructors train nearly 500 USC faculty to teach online during COVID-19 crisis which helped improve the student online educational experience.
 - Provided faculty feedback on assignments designed to improve learning objects and assessment.
 - Updated attendance and assignment records.
- 2012 - 2015 **Fear Not! Communication Consulting, Seal Beach, CA**
Consultant
- Conducted needs assessments through survey research and interviews that helped redirect organizations back to their mission and purpose.
 - Provided reports with recommendations and developed action plans.
- Corporate Trainer**
- Developed curriculum based upon needs analysis and presented sessions on:
Communication Styles Customer Service Conflict Management
Productivity and Work Service in Leadership Teamwork
- Spring 2014 **Communication Studies Department, California State University, Long Beach**
Adjunct Professor, Professional Event Planning Course
- Taught principles of event management created materials, and graded assignments.
 - Coached four student team projects through the creation and execution of a campus or community event.
- 2010 - 2012 **Associated Students, Inc., California State University, Long Beach**
Employee Training and Safety Coordinator
- Planned yearly professional conferences for 500 student workers that helped them improve their communication, networking, and professional presentation skills.
 - Improved onboarding process and conducted weekly new hire orientation sessions.
 - Implemented quarterly employee training seminars and safety training certification.
 - Conducted quarterly safety inspections for 20 departments and provided reports.
- 2004 - 2010 **In-N-Out University, In-N-Out Burger, Baldwin Park, CA**
2009 - 2010 **Training Specialist**
- Managed the Food Safety Certificate Program for over 400 store managers which helped increase employee safety and decrease health department violations.
 - Completed data analysis project on store management for V.P. of Human Resources.
- 2004 - 2009 **Training Instructor**
- Organized and led six three-week entry level management sessions per year for one third of the 200 stores.
 - Developed training curriculum material and measurement evaluations for courses.
 - Consulted with Regional Manager to develop servant leader training for 100 Managers.
 - Presented management training courses on:
Discipline and Employee Performance Customer Service Food Safety
Introduction to Management Introduction to Training

- Spring 2005 **Leadership and Innovation Master of Arts Program, Biola University, La Mirada, CA**
Adjunct Professor, Organizational Communication and Leadership Course
- Taught graduate students communication strategies in leading organization.
- 2002-2003 **Season Work, Major League Baseball, Los Angeles and Anaheim, CA**
2003 **Group Ticket Sales, Anaheim Angels of Los Angeles.**
- Sold most group sales ticket plans in the department.
- 2002 **Customer Service and Ticket Sales, Seasonal, Los Angeles Dodgers**
- Processed ticket sale orders and addressed customers' compliments and complaints.
 - Provided stadium tours for guests.
 - Received employee of the week twice based upon customer compliments.
- 2001 - 2012 **Self-Employed Independent Contractor, Atlanta Georgia and Los Angeles, CA**
Speaker
- Presented motivational messages to schools and nonprofit organizations on:
Leadership Customer service Goal setting
- Trainer**
- Developed needs assessments and created training seminars for health care employees, sportscasters, and nonprofit organizations on:
Patient/Physician Communication Skills Leadership Customer Service
Language Use in Presentations
- 1999 - 2000 **Communication Department, Methodist College, Fayetteville, NC**
Assistant Professor
- Taught four communication courses a semester to 120 undergraduate students and military personnel.
 - Provided academic advising to students majoring in communication.
 - Developed curriculum material and assessments for courses on:
Argumentation Intercultural Communication
Introduction to Public Speaking Persuasion
- 1997 - 1999 **Communication Studies Program, Kent State University, Stark Campus, Canton, OH**
Adjunct Professor
- Created course materials, developed exercises, and graded assignments.
 - Advised students on career paths and course selection for major.
 - Taught upper and lower division courses on:
Communication Theory Introduction to Public Speaking
- 1997 - 1998 **School of Communication, University of Akron, Akron, OH**
Visiting Professor
- Taught four sections per semester to 120 undergraduate students on:
Essentials of Oral Communication

- 1993 - 1996 **School of Communication Studies, Kent State University, Main Campus, Kent, OH**
Graduate Teaching Assistant
- Developed lecture materials, created class projects, and graded assignments.
 - Taught two upper and lower division undergraduate courses per semester on:
 Business and Professional Speaking Communication Theory
 Interpersonal Communication Introduction to Communication Introduction to
 Communication Nonverbal Communication
- 1991 - 1993 **School of Communication, Illinois State University, Normal, IL**
Graduate Teaching Assistant
- Developed lecture materials, created class projects, and graded assignments.
 - Taught two upper and lower division undergraduate courses per semester on:
 Theory and Practice of Oral Discourse Interpersonal Communication

PUBLICATIONS

Westmyer, S. A., & Rodgers, R.P. (2002). "There's no place like home": The metaphorical analysis of baseball. In Drucker, S., & Gumpert, G. (Eds.) *Take me out to the ball game: Communicating baseball*. NY: Hampton Press.

Westmyer, S. A., DiCioccio, R. L., & Rubin, R. B. (1998). Appropriateness and effectiveness of communication channels in competent interpersonal communication. *Journal of Communication*, 48, 27-48.

Westmyer, S. A., & Myers, S. A. (1996). Communication skills and social support messages across friendship levels. *Communication Research Reports*, 13, 191-197.

PRESENTATIONS

Westmyer, S.A. (2023, November) We are family: Ways to L.O.V.E. the family when conflict occurs. Presented to Philanthropic Education Organization November lunch meeting.

Westmyer, S.A. (2021, April). We are family: Bringing about diverse communities to create healing in a conflicted world. Presented at USC Black Alumni Association online event.

Westmyer, S.A. (2021, February). We are family: Working through conflict at home and work. Presented at USC Women in Management Speaker Series.

Westmyer, S.A. (2020, March). Climbing Conflict Mountain: Changing the climate through successful conflict conversations. Presented at USC DEI Week.

Westmyer, S. A. (2019 April). Fight on Conflict Mountain: The gamification of workplace mediation training. Presented at International Ombuds Association Conference, New Orleans, LA.

Warren, N., & Westmyer, S.A. (2015, March). Positive confirmation: Communication skills in business setting exercise. Exercise presented at 2015 Association Business Simulations and Experiential Learning Annual Conference, Las Vegas, NV.

Govahi, G., Haley, B., Larson, L., & Westmyer, S.A. (2014, May). Student collaboration and technology: Online and in-class effective strategies and technologies that help support successful student collaboration. Presented at Teaching with Technology Conference: Digital Data Across the Campus. USC, Los Angeles, CA.

- Armendariz, J. & Westmyer, S.A. (2014, April). Conflict resolution and community diversity. Workshop presented at 2014 Student Leadership Institute, Santa Ana College, Santa Ana, CA.
- Westmyer, S.A. (2014, March). Conflict resolution and customer service: Turning the other cheek to customer complaints. (2014, March). Workshop presented at 2014 Orange County Mediation Conference, Irvine, CA.
- Armendariz, J. & Westmyer, S.A. (2013, April). Community diversity: Cultural perception, communication, and conflict resolution. Workshop presented at 2013 Student Leadership Institute, Santa Ana College, Santa Ana, CA.
- Westmyer, S.A. (2012, September). To serve or be served: Interpersonal communication and leadership. Workshop presented at T-3 Leadership Conference, Student Life and Development, CSU, Long Beach, Long Beach, CA.
- Westmyer, S. A. (1997, November). The communication skills of television friendships. Paper presented at Student Section panel at the National Communication Association Conference, Chicago, IL.
- Westmyer, S. A. (1997, April). Teaching teaching assistants. Participated in 1997 Eastern Communication Association Basic Course Conference. Baltimore, MD.
- Rubin, R. B., Westmyer, S. A., & DiCioccio, R. L. (1996, November). Interpersonal communication competence: Channel, motive, direction, and perceptions of effectiveness and appropriateness. Paper presented at Interpersonal and Small Group Division panel of the Speech Communication Association Conference, San Diego, CA.
- Westmyer, S. A. & Flaherty, L. M. (1996, November). Student perceptions of instructors based upon clothing, credibility, and context. Paper presented at Instructional Development Division panel of the Speech Communication Association Conference, San Diego, CA.
- Westmyer, S. A., & Myers, S. A. (1996, November). A friend in need: Communication characteristics and social support messages for different friendship levels. Paper presented at Student Section panel at the Speech Communication Association Conference, San Diego, CA.
- DiCioccio, R. L., & Westmyer, S. A. (1996, April). Communication motives, mediated channels, and perceptions of competence. Top Four Paper presented at the Interpersonal/Organizational Interest Group of the Eastern Communication Association Conference, New York, NY.
- Westmyer, S. A. (1996, April). Generational uses of television: A qualitative investigation. Paper presented at Southeastern Graduate Student Forum, University of Georgia, Athens, GA.
- Westmyer, S. A. (1996, February). Mediated and interpersonal influences in the political socialization process surrounding the Kent State incident. Paper presented at the Graduate Student Senate Research Colloquium, Kent State University, Kent, OH.
- Rubin, A. M., Finucane, M. O., Horvath, C. L., & Westmyer, S. A. (1995, May). Coviewing motivation and involvement with televised sports: The 1994 Winter Olympics. Paper presented at Mass Communication Division panel of the International Communication Association Conference, Albuquerque, NM.
- Westmyer, S. A., & Cos, G. (1995, May). Kent State University: Twenty-five years after the May 4th tragedy. In C. Barbato (Chair), *Four days in May 1970: Rhetorical reflections then and now*. Symposium conducted at School of Communication Studies, May 4th 25th Anniversary Commemorative Event, Kent State University, Kent, OH.
- Cos, G., & Westmyer, S. A. (1995, April). Commemoration and communication: KSU students respond to May 4th. In G. Payne (Chair), *Emerson College 25 Year Retrospective of Kent State and Jackson State*. Symposium conducted at Communication Studies, Emerson College, Boston, MA.
- Westmyer, S. A. (1995, April). Testing the predictive validity of communication satisfaction in the context of sexual communication satisfaction. Paper presented at the Graduate Student Senate Research Colloquium, Kent State University, Kent, OH.

- Westmyer, S. A. (1994, November). Can we all get along? Cooperative learning, communication apprehension, and cognition in college classrooms. Paper presented at Communication Apprehension and Avoidance Commission panel of the Speech Communication Association Conference, New Orleans, LA.
- Westmyer, S. A. (1994, April). Clothing as context for credibility and communicator style. Paper presented at Communication Education Division panel of the Central States Speech Association Conference, Oklahoma City, OK.
- Flaherty, L. M., & Westmyer, S. A. (1994, April). Student perceptions of instructors based upon clothing, credibility, and context. Paper presented at the Kent State University Graduate Student Senate Research Colloquium, Kent State University, Kent, OH.
- Westmyer, S. A. (1993, November). Person perception and cooperative learning. Learning activity presented at GIFTS panel of the Speech Communication Association Conference, Miami, FL.
- Radtke, E. E., & Westmyer, S. A. (1993, April). *Flatliners*: The use of film in small group communication: A pedagogical tool. Paper presented at Instructional Resources panel of the Central States/Southern States Speech Associations Conference, Louisville, KY.
- Westmyer, S. A. (1993, March). Communication and cooperative learning in college classrooms. Poster session presented at the Graduate Research Poster Session, Illinois State University, Normal, IL.
- Westmyer, S. A. (1992, October). Great ideas for teaching speech: Words and their meanings. Teaching activity presented at Illinois Speech and Theater Association Conference, Decatur, IL.
- Westmyer, S. A. (1992, October). Speech communication education and English education: Mutually exclusive or academic Siamese twins? Participated in panel discussion at the Illinois Speech and Theater Association Conference, Decatur, IL.
- Michels, P., Osborn, M., & Westmyer, S. (1992, April). Just friends? Communicating sexual undertones in opposite-sex friendships. Poster session presented at the Graduate Research Poster Session, Illinois State University, Normal, IL.

UNIVERSITY AND COMMUNITY SERVICE

University of Southern California, Los Angeles, CA

- 2022 - Present **Professional Development and Career Growth Committee, Marshall Staff Council**
- 2014 – Present **Marshall School of Business Graduation Ceremony Volunteer**
- 2014 - 2019 **Marshall School of Business Special Events Volunteer**
- 2016 - 2017 **My Marshall Website Redesign Committee Member**

Orange County Human Relations, Santa Ana, CA

- 2013 - 2014 **Orange County Courts Mediator Volunteer**
- Served as a neutral third party for parties to work toward small claims court settlements.
 - Conducted conflict resolution training for community groups.

Saddleback Church, Lake Forest, CA

- 2011 - 2013 **Lay Counselor**
- Completed 30-week training session to advise to church members on life situations.
 - Helped couples communicate and create strategies to reconnect in their marriage.

- 2007 - 2009 **Trainer for PEACE Plan in Rwanda**
- Traveled to Rwanda twice to conduct PEACE training.

In-N-Out Burger, Baldwin Park, CA

- 2007 - 2009 **Children's Christmas Party Volunteer**
- 2008 - 2009 **Charity Chili Cook-off Coordinator**
- 2005 **Charity Golf Tournament Volunteer**

Kent State University, Kent, OH

- 1996 - 1997 **Colloquium Chair for Graduate Student Senate**
- Increased faculty response panel sessions by 100%.
 - Arranged presentation schedules for 115 participants in 20 panel sessions.
 - Selected and coordinated schedules for guest speakers.
- 1995 - 1997 **Leader, Orientation of New Teaching Assistant Program**
- Trained over 30 graduate students in classroom management techniques.
 - Developed cultural norms program for 80 international students.
- 1994 - 1997 **Representative on University Committees**
- Council on Teaching Conference Women's Resource Center Search
- Symposium on Violence May 4th 25th Anniversary Coordinating Committee
- Graduate Student Senate

RECOGNITION

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- 2016 **Best Reviewer Award, Experiential Track, ABSEL**
- 2008 **Esther Snyder Service Award for volunteer work in Rwanda, In-N-Out Burger**
- 2000 **African American Cultural Society Service Award, Methodist College**
- 1997 **Research Award, School of Communication Studies, Kent State University**
- 1997 **Research Award, Graduate Student Senate, Kent State University**
- 1997 **Young Careerist Award, Business and Professional Women Kent, Ohio Chapter**
- 1996 **Who's Who Award Among Students in American Universities and Colleges**
- 1996 **University Fellowship for Dissertation Research, Kent State University**
- 1996 **James T. Mignerey Graduate Student Collegiality Award, Kent State University**

CERTIFICATION

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- 2022 **Storytelling for Influence Certification IDEO Online Course**
- 2017 **Certified Trainer in Workplace Conflict, Mediation Training Institute**
- 2016 **USC Marshall Executive Education Management Development Program**
- 2015 **Introduction to Design Thinking Certification IDEO Online Course**
- 2015 **Lombard Mennonite Peace Center Mediation Skills Training Institute**
- 2013 **DRPA Mediation Certification, Orange County Human Relations**