HOLLY J. PAYNE

CURRICULUM VITAE

EDUCATION

University of Kentucky
Doctor of Philosophy in Communication, May 2003
- Specialization: Organizational and Interpersonal Communication
- Cognate Area: Organizational Behavior
- Dissertation: "Revisiting a Nebulous Construct: Exploring the Impact of Relational Communication Competence on Job Performance"

Western Kentucky University
Master of Arts in Communication, December 1995
- Specialization: Organizational Communication

Bachelor of Science in Marketing, May 1994
- Specialization: Business Administration

PROFESSIONAL EXPERIENCE

Western Kentucky University, Bowling Green, KY
Department of Communication
Professor (*August 2016 to the Present*)
Associate Professor (*August 2009 to July 2016*)
Assistant Professor (*August 2003 to 2009*)
Teach undergraduate courses in Organizational Communication, Interpersonal Communication, Communication Theory, and Organizational Relationships. Teach graduate courses in Organizational Communication Theory, and Democracy, Power and Voice. Conduct research in organizational and interpersonal communication.

Graduate Program Director (*August 2010 to June 2014*)
Directed the graduate program including recruiting new students, advising current students, and awarding graduate assistantships. Facilitated the creation of new policies, procedures, curriculum, and website material. Chaired the Departmental Graduate Committee.

Director of Basic Courses (*August 2003 to August 2007*)
Directed the basic speech courses providing resources and training for instructors. Planned, executed, and analyzed the general education assessment for the speech courses. Developed course curriculum, objectives, and materials. Facilitated course revisions and textbook selection process.

University of Southern Indiana, Evansville, IN (August 2001 to July 2003)
Assistant Professor, Information Systems and Business Education
Taught in the area of Business Communication focusing on oral, written, and interpersonal communication skills in the workplace. Developed course materials, lesson plans and evaluation tools. Advised and evaluated students. Participated in service activities at the school level, and conducted research in specialization areas and completed dissertation.

University of Kentucky, Lexington, KY (August 1998 to June 2001)
Teaching Assistant, Department of Communication
Taught Organizational/Industrial Communication and Interpersonal Communication. Developed lesson plans and evaluation tools. Advised & evaluated students.

Assistant Course Director, Interpersonal Communication
Directed multiple sections of COM 252, a University Studies Course. Provided overrides, dealt with student issues, provided evaluation feedback for teaching assistants, directed weekly T.A. staff meetings, providing class activities and materials. Coordinated and analyzed assessment scores. Developed course goals and objectives, and facilitated process for new textbook evaluation.

Assistant Director, Internship Program
Worked with students and local business to coordinate internship opportunities for undergraduate communication students for the Fall 1999 Semester.

Sumitomo Electric Wiring Systems, Inc., Bowling Green, KY (1996 to 1998)
Training Administrator
Developed and taught communication, leadership, and computer courses. Coordinated training activities for the corporate office and six manufacturing facilities in South Central Kentucky. Responsible for the Leader Certification Program for line leaders. Published Associate Development Catalogue and Corporate Training Calendar. Controlled job description database and coordinated service award program. Assisted in the implementation of QS-9000. Assisted in all aspects of corporate training and miscellaneous employee relations projects including management presentations and the Corporate Kaizen Competition.

Training Consultant
Contract training position. Trained Sumitomo employees on interpersonal and nonverbal communication, conflict management, coaching and counseling, listening skills, and computer skills.

The Reserves Network, HR Management Services, Bowling Green, KY (1995 to 1996)
Branch Manager
Supervised two staffing supervisors and an account executive. Provided service to clients, interviewed and tested applicants. Responsible for payroll, workers' compensation, staff development, strategic planning, and budgets.

PUBLICATIONS

Peer Reviewed Journals

Goodwin, Leah, C. & Payne, H.J. (2022). Tell me what you need: An examination of dialectical tensions within romantic relationships with depressed partners. *Ohio Communication Journal, 60*, 27-43.

Adkins, E. J., & Payne, H.J. (2020). Helicopter parenting as a function of warm and cold conformity. *Kentucky Journal of Communication, 39*, 22-35.

Kirkwood, G., Payne, H.J., Mazer, J. (2019). Examining the use of humor and resistance in the #justiceforbradswife Twitter campaign. *Communication Studies, 70,* 332-351.

Payne, H. J., Mize Smith, J., Everson, K., Newman, G. (2019). Measuring stakeholder identification with nonprofit causes: The development and validation of the identification with social causes scale. *Atlantic Journal of Communication, 27*, 30-45.

Payne, H.J., Jerome, A., Thompson, B., & Mazer, J. (2018). Relationship-building and message planning: An exploration of media challenges and communication strategies during school crises at the P-12 Level. *PR Review*, *44*, 820-828.

Buckner, M., A. Ledbetter, & Payne, H.J. (2018). Family communication patterns as predictors of organizational dissent: A replication study. *Communication Studies, 69*, 326-335.

Thompson, B., Jerome, A., Payne, H.J., Mazer, J., Kirby, G., M, & Pfohl, W. (2017). Analyzing post crisis challenges and strategies associated with school shootings: An application of discourse of renewal theory. *Communication Studies, 68*, 533-551.

Thompson, B., Payne, H. J., Jerome, A., Kirby, G., Mazer, J., & Pfohl, W. (2017). Social Media and Active Shooter Events: A School Crisis Communication Challenge. *Qualitative Research Reports in Communication*, *18* (1), 8-17.

Mazer, J., Thompson, B., Cherry, J., Russell, M., Payne, H. J., Kirby, G., & Pfohl,

W. (2015). Communication in the face of a school crisis: Examining the volume and content of social media mentions during active shooter incidents. *Computers in Human Behavior, 53*, 238-248.

Payne, H. J., Gruenke, E., & Cummings, R. (2015). Graduate assistant dissent expression: Navigating the role of student and employee. *Northwest Journal of Communication, 43*, (1), 103-132.

Payne, H. J. (2014). Examining the relationship between trust in supervisor-employee relationships and workplace dissent expression. *Communication Research Reports*, *31*, (2), 131-140.

Hastings, S.O., & Payne, H. J. (2013). Expressions of dissent in email: Qualitative insights into the uses and meanings of organizational dissent. *Journal of Business Communication, 50* (3), 309-331.

Payne, H. J. (2008). Targets, strategies, and topics of deception among part-time workers. *Employee Relations: The International Journal, 30 (3)*, 251-263.

Payne, H. J. & Hastings, S. O. (2008). A comparison of grade distributions in the basic public speaking course. *Basic Communication Course Annual*, *20*, 174-196.

Payne, H. J. (2007). The role of organization-based self-esteem in employee dissent expression. *Communication Research Reports,* 24 (3), 235-240.

Payne, H. J. (2009). Improving speech introductions with audio recordings. In B. Hugenberg & L. W. Hugenberg (Eds.), *Teaching Ideas for the Basic Communication Course, 12, 93-96.*

Violette, J., Payne, H. J., Elkins, D., & Tillson, L. (2007). Closing the loop on assessment: Developing strategies for continuous improvement. In Gary B. LaFleur (Ed.), *The Nexus of Thought and Practice in the Communication Arts,* KCA Press.

Payne, H. J. (2005). Reconceptualizing social skills in organizations: Exploring the relationship between communication competence, job performance, and supervisory roles. *Journal of Leadership and Organizational Studies, 11*, 63-77.

Peer Reviewed Case Studies

Kirkwood, G., & *Payne*, H.J. (2018). Mutual screening: Implications for applicants and employers in the digital age. *Communication and Social Media: Case Studies Across Personal and Professional Relationships*, Oxford University Press.

Payne, H. J., Mize Smith, J., & Newman, G.L. (2015). Social media use

and on-line gaming: Strategies for strengthening ties between clients and donors at A Way Forward, Inc. In J. Mize Smith & M. W. Kramer (Eds.), *Case Studies in Volunteering and NGOs*, New York, NY: Peter Lang Publishing, Inc.

Payne, H. J. (2007). Hard times at Kelsey High: Issues of change, climate, and culture. *Journal of the International Academy for Case Studies, 13,* (5), 25-29.

Payne, H. J. (2007). Hard times at Kelsey High: Issues of change, climate, and culture. *Journal of the International Academy for Case Studies Instructors' Notes, 13,* (6), 23-28.

Encyclopedia Entry

Mize Smith, J., & Payne, H. J. (2017). Social capital. *International Encyclopedia of Organizational Communication*. Scott, C.R., Lewis, L.K., Barker, J., Keyton, J., Kuhn, T., & Turner, P. (Eds). John Wiley & Sons, Inc.

Textbook and Book Chapters

Hopkins, P., Payne, H. J., Spence, P. (2023). *Competent Communication at Work: Strategies and Standards for Success, 5th Edition*. Des Moines, IA: Kendall Hunt Publishing.

Hopkins, P., Payne, H. J., Spence, P. (2020). *Competent Communication at Work: Strategies and Standards for Success, 4th Edition*. Des Moines, IA: Kendall Hunt Publishing.

Irwin, J, Hopkins, P., Payne, H. J., Spence, P. (2018). *Competent Communication at Work: Strategies and Standards for Success, 3rd Edition*. Des Moines, IA: Kendall Hunt Publishing.

Payne, H.J. (2018). Writing for Dear Abby. In J.S. Seiter, J. Peeples, & M.L. Sanders (Eds.). *Great ideas for Teaching Students (G.I.F.T.S.) in Communication*. Boston, MA: Bedford/St. Martin's.

Irwin, J, Hopkins, P., Payne, H. J., Spence, P. (August, 2015). *Competent Communication at Work: Strategies and Standards for Success, 2nd Edition*. Des Moines, IA: Kendall Hunt Publishing.

Payne, H. J. (2013). Critical theory (Chapter 10). *Introduction to Communication Theory ebook/app*. Bowling Green, KY: Western Kentucky University Research Foundation.

Payne, H. J. (2013). Organizational culture (Chapter 9). *Introduction to Communication Theory ebook/app*. Bowling Green, KY: Western Kentucky University Research Foundation.

Irwin, J, Payne, H. J., Hopkins, P., Davis, T. (2010). *Competent Communication At Work: Strategies and Standards for Success*. Des Moines, IA: Kendall Hunt Publishing.

AWARDS, FELLOWSHIPS, AND HONORS

- Nominated for **CITL Teaching Honors**, Fall 2022
- Nominated by two students for a **CITL Teaching Honors**, Spring 2022
- Named **Faculty Mentor** by Rachel Paris, Outstanding Major in Corporate and Organizational Communication, 2019
- Nominated, PCAL **Faculty Award for Excellence in Teaching**, 2016/2017
- Vernon Gantt **Award for Distinguished Service**, Kentucky Communication Association, 2016
- **Top Paper Panel**, Applied Communication Division, Southern States Communication Association Annual Convention, New Orleans, LA, April 2014.
- **Graduate Mentoring Award**, Kentucky Communication Association, 2014
- **Top Paper Panel**, Master's Education Division, National Communication Association Convention, Washington, D.C., November 2013.
- Awarded, Faculty Research **Sabbatical** for Spring 2013.
- Named a **Top Woman Scholar** by the Kentucky Communication Association, 2012.
- Named **Faculty Mentor** by Potter College of Arts and Letters Undergraduate Student Award recipient, 2009.
- Named **Faculty Mentor** by Potter College of Arts and Letters Graduate Student Award recipient, 2009.
- Named **Faculty Mentor** by Potter College of Arts and Letters Student Award recipient, Spring 2007.
- Inducted as **Honorary Member of Lambda Pi Eta**, Western Kentucky University, Fall 2006.
- **Awarded Dell Pocket PC** for instructional use by the Faculty Center for Excellence in Teaching, April 2005.
- **Faculty of the Month**, April 2006, Department of Communication, selected by Communication Ambassadors
- Recipient, **Action Agenda Funds** ($3, 220.00) from Western Kentucky University in support of general education assessment for 2004/2005, July 2004.
- Recipient, **Action Agenda Funds** ($3, 220.00) from Western Kentucky University in support of general education assessment, May 2004.
- Recipient, Kentucky Communication Association **Top Student Paper**, Fall 2000.
- Recipient, International Communication Association **Outstanding Teaching by a Graduate Student Award**, Spring 2000.
- Recipient, **Graduate Development Scholarship**, U.K. College of Communications, Fall 1999.
- Recipient, **NCA Membership Award**, U.K. Department of Communication, Fall 1999.
- Recipient, Teaching **Assistantship** at University of Kentucky, Fall 1998 to June 2001.

- Recipient, Reserves Network's **Most Improved Office Award** for first quarter, 1996.
- Recipient, Graduate/Teaching **Assistantship** at Western Kentucky University.

TEACHING

Graduate Courses, Western Kentucky University
- Democracy, Power, and Voice in Organizations, COMM 552
- Organizational Communication Theory, COMM 547
- Applied Organizational Communication, COMM 581
- Employee Communication, COMM 551
- Employee Communication, On-line Course, COMM 551
- Employee Communication, Interactive Television, COMM 551
- Strategies for Teaching Speech, COMM 510

Undergraduate Courses, Western Kentucky University
- Foundations of Communication, COMM 200
- Introduction to Research Methods, COMM 300
- Organizational Communication, COMM 461
- Organizational Communication, COMM 362 Online
- Organizational Relationships, COMM 470
- Interpersonal Communication, COMM 348
- Interpersonal Communication, COMM 148
- Business and Professional Speaking, COMM 161
- Business Communication, University of Southern Indiana

Undergraduate Courses, University of Kentucky
- Business/Industrial Communication, COMM 325
- Interpersonal Communication, COMM 252