

- 2012 – 2014** **Teaching Assistant**
The University of Texas at Austin
Department of Communication Studies
Courses assisted: Social Media in Organizations (undergraduate, upper-level course)
McCombs School of Business, Management Department
Courses assisted: Advocacy (graduate course for MBA students);
- 2013 – 2014** **Adjunct Professor**
Austin Community College
Speech Department
Courses taught: Professional and Business Communication; Public Speaking
- Summer 2013** **Graduate Research Assistant**
Grant: *Exploring Organizational Responses to Direct Customer Interaction on Social Media* (Funded by The University of Texas at Austin)
Research conducted with Dr. Jeffrey Treem
- 2009 – 2011** **Teaching Assistant**
Baylor University
Speech Department
Head Teaching Assistant for the undergraduate public speaking course. Responsible for training teaching assistants, created and evaluated exams, and organized more than 400 students into 40 speaking groups.
- 2005 – 2008** **High School Teacher**
Vanguard College Preparatory Academy
Waco, TX
Courses taught: Latin; Journalism

RESEARCH INTERESTS

- Alternative Membership and Identification Processes
- Communication and Non-Profit Organizing
- Organizational Learning and Technology
- Communicating through Career Transitions

PUBLICATIONS

- Ford, J. S. (2018). (Dis)identification as resilience in dirty volunteer work. *Corporate Communications: An International Journal*, 23, 1-16. doi: 10.1108/CCIJ-04-2017-0035
- Dailey, S. L., Treem, J. W., & Ford, J. S. (2016). I communicate, therefore I belong: Processes of identification among organizational representatives. *Business and Professional Communication Quarterly*, 1-30. doi:10.1177/2329490616644753.
- Ford, J. L., Ford, J. S., Frei, S., Berkelaar, B. L., & Pilny, A. (2016). Network under stress: Using embeddedness to understand uncertainty management and resilience in campus emergencies. *Journal of Applied Communication Research*, 44, 316-335. doi: 10.1080/00909882.2016.1192288

Stephens, K. K., Ford, J. S., Sinclair, C. (2014). Creating and using visual aids. In Ford, J. L., Stimpson, K., Daly, J. (Eds). *Professional communication skills* (7th ed.). Boston, MA: Pearson.

Ford, J. S. (2014). Reindeers and teepees: Restoring young minds through the healing power of nature. In Sørnes, J. O., Browning, L. D., and Henriksen, J. T. (Eds.). *Culture, development, and petroleum: An ethnography of the high north*. New York: Routledge.

Ford, J. L., Stephens, K. K., Ford, J. S. (2014). Digital restrictions at work: Exploring how selectively exclusive policies affect crisis communication. *International Journal of Information Systems for Crisis Response and Management*, 6, 19-28.
doi:10.4018/IJISCRAM.2014100102

ARTICLES UNDER REVIEW AND IN PROGRESS

Treem, J. W., Dailey, S. L., & Ford, J. S. (in preparation). Voicing organizations in social media: How workers use technology to help companies appear human. *Submitting to Journal of Applied Communication Research*.

Ford, J. S. & Berkelaar, B. L. (in preparation). The theoretical development of mobility as a career competency. *Submitting to Communication Theory*.

Ford, J. S., Treem, J.W., & Dailey, S. L. (in preparation). The blurred boundaries of knowledge: Learning in the emergent environment of social media. *Submitting to Journal of Management Studies*.

CONFERENCE PRESENTATIONS

Ford, J. S. (2018, July). *Career mobility as a communicative competency*. Paper presented at the Aspen Engaged Conference in Aspen, Colorado, July 2018.

Ford, J. S. (2017, November). *Volunteering for dirty work: Using (dis)identification to endure challenging work*. Paper presented at the National Communication Association Conference in Dallas, Texas, November 2017.

Ford, J. S. (2017, November). *Limited voice and bounded empowerment: Managing multiple volunteer identifications in a non-profit organization*. Paper presented at the National Communication Association Conference in Dallas, Texas, November 2017.

Ford, J. S. (2017, July). *The skills gap problem: Engaging dirty work*. Paper presented at the Aspen Engaged Conference in Aspen, CO, 2017.

Treem, J. W., Pearce, K. E., Evans, S. K., Vitak, J., Schrock, A., Barta, K., Ford J. S., & Shorey, S. (2016, June). *Looking back to look forward: Tracing the history of affordances to develop a framework for understanding communication technology*. Paper presented to the International Communication Association Conference in Fukuoka, Japan.

- Ford, J. S. (2015, November). *(Dis)identification and volunteer membership: An inductive investigation of volunteers' communicative dissociation in nonprofit organizations*. Paper to be presented at the National Communication Association Conference in Las Vegas, NV, November, 2015.
- Ford, J. S. (2015, November). *Motivated to help and satisfied to stay: Volunteer motivation and organizational identification*. Paper to be presented at the National Communication Association Conference in Las Vegas, NV, November 2015.
- Dailey, S. L., Treem, J. W., & Ford, J. S. (2015, August). *I write, therefore I belong: The inevitable process of social media writers' identification*. Paper presented at the Academy of Management Meeting in Vancouver, British Colombia, Canada, August, 2015.
- Ford, J. S., & Dailey, S. L. (2015, May). *The blurred boundaries of knowledge: Organizational learning in the emergent environment of social media*. Paper presented at the International Communication Association Conference, San Juan, Puerto Rico, May 2015.
- Ford, J. L., Frei, S., & Ford, J. S. (2014, Nov.) *A network under stress: A theoretical examination of embeddedness and uncertainty reduction in campus emergencies*. Paper presented at the National Communication Association Conference, Chicago, IL, Nov. 2014. **Top Paper Panel, Applied Communication Division.**
- Ford, J. S. (2014, November). *Moving past the presence of a traditional career: A discursive approach to mobility as a career competency*. Paper presented at the National Communication Association Conference, Chicago, Ill., Nov. 2014.
- Treem, J. W., Ford, J. S., & Dailey, S. L. (2014, May). *Voicing organizations in social media: How workers use technologies to help companies appear human*. Paper presented at the International Communication Association Conference, Seattle, WA, May 2014.
- Ford, J. L., Ford, J. S., Zhu, Y., Alekajbaf, N., Chen, C. (2014, May). *Crisis communication and the disconnected coworker: The role of ICT access in shaping identification and safety message satisfaction*. Paper presented at the International Communication Association Conference, Seattle, WA, May 2014.
- Ford, J. S., Murphy, M., Frei, S., Holland, E., Ferrell, B., Tatum, M. S., & Prenger, E. (2014, May). *The math emporium implementation at Austin Community College: An analysis of advocacy efforts*. Poster presented at the National Institute for Staff & Organizational Development, Austin, Texas, May 2014.
- Ford, J. L., Frei, S., & Ford, J. S. (2013, November). *A network under stress: A theoretical examination of embeddedness and uncertainty reduction in campus emergencies*. Paper presented at the National Communication Association Conference, Chicago, IL, Nov. 2014.
- Ford, J. S., Treem, J. W., & Gruber, D. (2013, November). *Service in 140 characters or less: An examination of customer service interactions on Twitter*. Paper presented at the National Communication Association Conference, Washington, D.C., Nov. 2013
- Ford, J. S. (2013, November). *The pursuit of authority in novel encounters: Authority interactions in narratives of circumsppection*. Paper presented at the National Communication Association Conference, Washington, D.C., Nov. 2013.

Ford, J. S. (2012, November). *Humor and leader-member exchange: How can a leader use different types of humor to create in-groups and out-groups?* Paper presented at the National Communication Association Conference, New Orleans, LA, Nov. 2012. **Top Student Paper, Organizational Communication Division.**

PROFESSIONAL DEVELOPMENT

Training

- Reflective Teaching Practice, Ohio University, 2017
- Certificate of Online Learning Design, The University of Texas at Austin, 2014

Conferences

- Organizational Communication Mini Conference, *Planning Committee*, Ohio University, 2017
- Organizational Communication Mini Conference, Lansing, MI, 2015
- Doctoral Consortium, Organizational Communication, ICA, 2015
- Expertise Collaborative Workshop, Austin, 2014
- Organizational Communication Mini Conference, Norman, OK, 2013
- International Association for Communication and Sport Summit, Austin, 2013

Reviewer

- Management Communication Quarterly, 2017
- Western Journal of Communication, 2016
- National Communication Association Conference, 2016-present

INVITED LECTURES

- *Business Analytics*. Presentation given to Online MBA students at Ohio University's College of Business, August 2017
- *How to Tell a Coherent Story in the Interview Process*. Presented at Beyond the Business Card at Ohio University, Student Alumni Board, January 2017
- *Friend or Foe: Conflict Management in the Dorm*. Presented to a First-Year Interest Group in Undergraduate Studies, The University of Texas at Austin, Sept. 2015.
- *Conflict Management in your Dorm*. Presented to the Leadership Week attendees as part of the Housing and Food Division orientation, The University of Texas at Austin, August, 2015.
- *Reindeer and Teepees: Restoring Young Minds through the Healing Power of Nature*. Presented to the Department of Communication, The University of Texas at Austin, October, 2013.
- *Considering All Options: The Variety of Colleges and Educational Options after High School*. Presented to Launchpad after school program at Dobie Middle School, Austin. April, 2012.

HONORS & AWARDS

Scholarly Awards and Honors

- Departmental Continuing Fellowship, UT Austin, 2015-2016
- Top Student Paper Panel, NCA, Applied Communication Division, 2014
- Top Student Paper, NCA, Organizational Communication Division, 2012
- Distinguished Citizenship Award for admirable involvement in department affairs, 2014
- Research Fellowship with University of Nordland in Bodø, Norway, Summer 2012

LEADERSHIP ROLES

The University of Texas at Austin

- Intellectual Entrepreneurship Mentor (Spring, 2015)
- Professional Development Chair of Graduate Studies (2013 – 2014)
- Treasurer of the Communication Student Government Council (2012 - 2013)

Baylor University

- Student Foundation Organization; Undergraduate Recruitment Committee (2003 – 2004)
- Freshman class council (2001 – 2002)
- Small group leader, *Antioch Community Church* (2008 – 2009)

PROFESSIONAL EXPERIENCE

2013 – 2016

Professional Communication Coaching

The University of Texas at Austin
McCombs School of Business

- Coached MBA students at McCombs School of Business to improve their communication during interviews, networking, and presentations.
- Instructed executive MBA students on crisis communication preparedness and communicating on media, April, 2015
- Facilitate workshops for MBA students to prepare for Case Challenge Competitions, 2014-2015.
- Taught group communication workshops for Texas Evening MBA Students, 2013-2014.
- Coached presentation skills during a weekend intensive for Houston MBA students traveling on international business trips, Spring, 2014.

PROFESSIONAL AFFILIATIONS

- National Communication Association (NCA)
Organizational Communication Division
Human Communication and Technology Division
- International Communication Association (ICA)
Organizational Communication Division

COMMUNITY SERVICE

2017-2018 Central Avenue Church

- Assist media team in creating Keynote presentations for speakers

2014 - 2016 Austin Pets Alive!

- Participate in volunteer activities such as walking dogs, cleaning kennels for an animal shelter

2012 - 2016 Providence Church

- Participate in church activities and serve as a teacher for children in the church

2011 - 2013 Launchpad

- Assisted weekly with an after-school program that aids lower income students with college preparatory instruction

2008 - 2009 King's Club; Mission Waco

- Spent Saturday mornings playing activities with children in government housing