

EDUCATION

2019 Nova Southeastern University, Conflict Analysis and Resolution, Ph.D.
Dissertation: *Truth Talks: How North America's Truth and Reconciliation Commissions Engage the Public in Change*
Committee: Ismael Muvungi (chair, Nova Southeastern University), Robin Cooper (Nova Southeastern University), Toran Hansen (Salisbury University)

2000 Yale University, History, B.A.

ACADEMIC APPOINTMENTS

2023-present Assistant Professor of the Practice
Department of Communication Studies, The University of Texas at Austin
Courses Taught:

- CMS (Communication Studies) 354 Conflict Resolution: survey course offered online and in-person that combines lecture, small group discussions, mediation simulation, guest speakers, case studies, news articles, and popular culture to learn how to analyze and help resolve conflict.
- CLD (Communication and Leadership Degree) 332 Facilitative Leadership: newly designed course that combines in-depth study and skill building in facilitation with an understanding of its use in a leadership context. The final project involves design and delivery of a role play where students perform facilitation with stakeholders who have competing interests. Course content includes use of game shows to test students' understanding of core concepts, student facilitation of course discussions, guest speakers who field questions from students, etc.
- CLD (Communication and Leadership Degree) 321 Seminar in Leadership and Communication:
This course focuses on what leaders need to know how to do to be ethical and effective forces for positive change. Students will study concepts, frameworks, and theories related to a wide variety of skills that often vary based on the characteristics of the leader, the followers, and the context. Among the skills that will be studied are those related to making ethical decisions, communicating supportively to others, motivating and engaging others, leading teams, gaining power and influence, managing conflict, and leading positive change. Students will study cases that present perplexing leadership problems, and they will critically examine how exemplars of both good and bad leadership used these skills. The course will also focus on the value of good followership and its importance in the complicated interactions between leaders and followers.
- BDP (Bridging Disciplines Program) 101 Introduction to Conflict Prevention, Management, and Resolution: Our question: How can people live together peacefully, that is, with more satisfaction and less violence? The topic of this course is one of the most important things

we can study today, both in terms of its impact on our everyday lives and in terms of its impact on the present and future of our society, our nation, and our planet. It is also one of the most fascinating topics we can study. It is an enormous topic, and in this introductory course we can only begin to explore the most important and interesting aspects. We will first study the nature of conflict at various levels, from the interpersonal through the inter-group to the international, and ideas that experts offer about the causes of these conflicts. This will prepare us to study various ways in which conflict can be resolved and peace can be created and sustained at each of these levels.

- SS 302C Plan II Honors Course in the History of Conflict and Its Resolution: Invited to design and deliver course for Plan II Honors program. With countless conflicts in multiple arenas around the world, from interpersonal and domestic to global and multinational, it is instructive to consider how both conflicts, and the ways they are resolved, have evolved over time and space. This course takes participants on a journey of discovery and understanding across geography and history. This course will examine a myriad of conflict types and ways that humans have attempted to resolve conflict: from war and violence in the public square, to prosecution and litigation; from ballot referenda to deliberative democracy. It will probe differences in how diverse cultures, religions, ethnic groups, races, and nations approach conflict—both its sources and its chosen strategies for resolution. It will challenge students to understand advantages and challenges associated with the various methods, and it will require students to design the best interventions to fit a particular conflict case study. It will incorporate guest speakers who have been parties to an array of conflict types and who have implemented a variety of conflict resolution strategies—from negotiators of peace treaties to mediators of bitter divorces, from police officers and arbitrators of police department personnel matters to members of truth and reconciliation commissions. It will also involve simulations or re-enactments of past conflicts and ways in which they were resolved. Students will gain deep insights into what has caused conflicts in a variety of contexts, and how both our sources of conflict and methods for resolving it have (or have not) evolved.
- CLD 351/361 Communication and Leadership Degree Internship Course: asynchronous course to supplement work performed by CLD students in an internship where they leverage their CLD coursework and learn new skills.

2020-2023 Lecturer

2013-present Senior Fellow

Annette Strauss Institute for Civic Life, The University of Texas at Austin
Informal Course Taught:

- From Chaos to Collaboration: Public Engagement for the 21st Century (three-day multi-module training for government and nonprofit professionals)

2012-2015	Adjunct Lecturer Department of Conflict Resolution, Southern Methodist University Course Taught: <ul style="list-style-type: none">• HDDR 6336, From Chaos to Collaboration: Managing Public Disputes Public Policy Dispute Resolution.
2010-present	Fellow Center for Public Policy Dispute Resolution, The University of Texas at Austin

PROFESSIONAL EXPERIENCE

2020-2024	Senior Director and Senior Facilitator Kearns & West
2017-present	Senior Fellow National Civic League
2016-2017	Senior Advisor Divided Community Project
2011-present	President Public Participation Partners
2017-2019	Subject Matter Advisor Rockefeller Foundation / 100 Resilient Cities
2009-2017	Chief of Public Engagement, Facilitation, and Dispute Resolution City of Austin, Texas (municipal government)
2010-2015	Ombudsman United States Department of Defense
1999-2008	Reporter/News Anchor National Public Radio Voice of America KUT Radio WFDD Radio

PUBLICATIONS

Books

2026 *Truth Talks: How North America's Truth and Reconciliation Commissions Engage the Public in Change*. London: Bloomsbury Publishing (submitted for publication).

Book Chapters

2023 "Beyond the Town Hall: From Chaos to Collaboration in Community Listening." In *Listening, Community Engagement, and Peacebuilding: International Perspectives*. London, UK: Routledge/Taylor & Francis Group.

Journal Articles

2018 "Volunteers and Public Engagement." *National Civic Review*, 107 (3), 48–53.
doi: 10.1002/ncr.2018.107.issue-2

2018 "YOU'RE ON THE AIR! How Government Access Television Enhances Public Engagement. *Re-Imagining a 21st Century Democracy*," 1(1), 19–24.

Public Scholarship (last five years)

2020, June 07. "After Floyd killing, we need a truth and reconciliation commission on race and policing." *USA Today*.

2020, June 05. "The Argument for a National Truth and Reconciliation Commission." Texas Standard.

SERVICE

Spring Scholarship Committee, Communication Studies Department, UT Austin, 2022-2023

CMS Week Committee, Communication Studies Department, UT Austin, 2024-Present.

Faculty Council, UT Austin, 2024-2025.

Writing Flag Committee, Faculty Council, UT Austin, 2024-2025.

C-4 Educational Policy Committee, Faculty Council, UT Austin, 2024-2025.

Bridging Disciplines Program, Faculty Panel Co-Chair, Conflict Resolution and Peace Studies, UT Austin, 2023-present.

SELECTED CONFERENCE PRESENTATIONS AND WORKSHOPS

"Dialogue Across Difference: A Training Workshop." The University of Texas at Austin, LBJ School for Public Affairs, February 2025.

"De-Escalation in Tense Municipal Situations." Texas Municipal Clerks Association, January 2025.

"CMS 081 Colloquium," Communication Studies Department, December 2024.

"Conflict Resolution and De-Escalation." The University of Texas at San Antonio Faculty Cohort on Civility in the Classroom, November, 2024.

"Planning & Community Engagement for Memory: How Communities Decide What, Where, When, and How to Display Its History." *American Planning Association Texas Chapter*, October, 2024.

"Remarks at Dedication Ceremony," Virginia Beach 5-31 Memorial, May 2024.

"Beside (Not Above) The Law: Dispute Resolution for Law Enforcement." *American Bar Association Dispute Resolution Section Conference*, April 2024.

"When Meetings Become Contentious: How to Contend with Contention," *Federal Emergency Management Agency (FEMA)*, March 2024.

"Dialogue in Planning: Best Practices," *American Planning Association Texas Chapter Conference*, November 2023.

"Facilitation for Federal Employees," *United States Department of the Interior, Bureau of Land Management*, October 2023.

"Why Conflict Matters: An Alternative Perspective on Resolving—and Leveraging—Your Thorniest Issues." *International City County Management Association*, October 2023.

"Internal Communications Training," *Federal Emergency Management Agency (FEMA)*, February 2023.

"Truth and Reconciliation: An Approach to Reforming Public Safety Institutions." *International City County Management Association and Association for Conflict Resolution*, September 2022.

"Social Distancing Meets Public Engagement: Communicating and Listening During COVID-19." *National Association of Government Communicators*, August 2020.

“Tradeoff Technology: Budget Visualization for Equity, Accountability, Engagement, and Fiscal Sustainability.” *American Society for Public Administration*, June 2020.

“Beyond the Town Hall: Municipal Civic Engagement for the 21st Century.” *National League of Cities University, City Summit*, November 2019.

“Truth Talks: How Truth and Reconciliation Commissions Allow the Public to Help Resolve Conflicts.” *Association for Conflict Resolution*, September 2019.

“Making Your Stakeholders and Constituents into Your Allies and Partners.” *Catalyst Water Policy Conference*, June 2019.

“Dealing with Difficult Topics and Stakeholders.” *National Association of Counties*, March 2019.

“Listening to the Community: A New Paradigm for Public Engagement.” *International Listening Association conference, Simon Fraser University*, March 2019.

“Changing the Way We Communicate with the Public.” *National Association of Government Communicators*, June 2018.

“Effective Ways to Engage the Public and Bring Them to Consensus.” *Texas Recreation and Park Society*, November 2017.

“Technological Assets in Participatory Democracy.” *International Observatory for Participatory Democracy*, June 2017.

“From Chaos to Collaboration: Effective Ways to Manage Public Meetings.” *International Association of Facilitators*, May 2017.

“Opening Budgets to Public Engagement.” *National Coalition for Dialogue and Deliberation*, October 2016.

“Building Civic Infrastructures to Engage a Diverse Public in Local Decision-Making.” *National Coalition for Dialogue and Deliberation*, October 2016.

“Blending Live and Digital Strategies for Public Engagement.” *City County Communications and Marketing Association*, September 2016.

“Best Practices in Preparations for Mediation, Arbitration, and Litigation.” *American Bar Association Dispute Resolution Section*, April 2016.

“When the People Mediate: How Citizens Build Community Consensus.” *American Bar Association Dispute Resolution Section*, April 2014.

“Engaged and Online: Emerging Technologies for Civic Engagement.” *Harvard University*, October 2013.

“Looking Ahead: A New Framework for Public Participation.” *Frontiers of Democracy Conference, Tufts University*, July 2013.

“From Chaos to Collaboration: Effective Ways to Manage Public Meetings.” *International Association of Facilitators*, June 2013.

“A New Paradigm for Public Engagement.” *Texas Christian University*, December 2012.

“A Revolution for Public Participation.” *International Association for Public Participation*, October 2012.

“Beyond the Town Hall: A New Era in American Public Engagement.” *German Marshall Fund*, October 2012.

“If You Engage Them (Where They Are) They Will Come...Again and Again.” *American Society for Public Administration*, March 2012.

“From Chaos to Collaboration: How Elected Officials Can Improve Public Engagement.” *Texas Municipal League*, February 2012.

“Benefits and Pitfalls of Crowdsourcing Community Involvement.” *City County Communications and Marketing Association*, September 2011.

“Building a Vision with Sustained Community Engagement.” *Alliance for Innovation Transforming Local Government*, June 2011.

AWARDS

2016 Winner, Top Public Affairs Programming, Association of Telecommunications Officers and Advisors

2012 Winner, Top Government Web/E-Government Tool, Public Technology Institute

2009 Winner, Peacemaker Award, Austin Dispute Resolution Center

2004 Winner, Radio Deadline Reporting, Society of Professional Journalists

2003 Winner, Use of Sound, Edward R. Murrow Award, Radio Television News Directors Association

2002 Winner, Top Radio Feature, Associated Press

2017 Finalist, Distinction/Best Practice in Citizen Participation International Observatory on Participatory Democracy

2016 Finalist, Democracy Medal, Pennsylvania State University McCourtney Institute for Democracy

2013 Finalist, Austin Under 40 Award (Government), Austin Young Men’s Business League

2016 Semifinalist, Innovations in American Government Harvard University Kennedy School of Government

SELECTED PROFESSIONAL AND COMMUNITY SERVICE

President, International Association for Public Participation (U.S. affiliate)

Board Member, National Coalition for Dialogue and Deliberation

Leadership Council Member, Association for Conflict Resolution, Environment and Public Policy Section

Executive Committee and Board Member, Interfaith Action of Central Texas

Board Chair, Generation Citizen Central Texas

Board Member, Congregation Agudas Achim

Mentor, Big Brothers Big Sisters

Hospital Advocate, SAFE Alliance