

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*
- 2000 Yale University, History, B.A.

ACADEMIC APPOINTMENTS

- 2023-pres. Assistant Professor of the Practice (see courses below)
- 2013-pres. Senior Fellow
Annette Strauss Institute for Civic Life, The University of Texas at Austin
- 2020-2023 Lecturer
Department of Communication Studies, The University of Texas at Austin
Courses Taught: Conflict Resolution; Facilitative Leadership; Plan II Honors
Course in the History of Conflict and Its Resolution; Communication and
Leadership Degree Internship Course
- 2012-2015 Adjunct Lecturer
Department of Conflict Resolution, Southern Methodist University
Course Taught: From Chaos to Collaboration: Managing Public Disputes

PROFESSIONAL EXPERIENCE

- 2011-pres. President
Public Participation Partners
- 2017-pres. Senior Fellow
National Civic League
- 2020-2024 Senior Director and Senior Mediator/Facilitator
Kearns & West
- 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

PUBLICATIONS

Books

- 2026 (forthcoming) *Truth Talks: How North America's Truth and Reconciliation Commissions Engage the Public in Change*. New York: Bloomsbury.

Book Chapters

- 2023 "Beyond the Town Hall: From Chaos to Collaboration in Community Listening." In *Listening*,

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.

Selected Public Scholarship

- 2019-present. Co-host, "Resolutions" podcast, American Bar Association Dispute Resolution Section.
- 2026, May 7. "After Camp Mystic, laws and lawsuits won't bring healing. A truth and reconciliation commission could." Austin American-Statesman.
- 2026, April 2. "What to say to relatives who love to needle you about politics." Vox.
- 2026, March 4. "The Thoughtful Advantage in a Reactive World." Mind Blend podcast.
- 2026, March 1. "Dialogue Across Difference: A conversation with Dr. Larry Schooler." Cultivate Talk podcast.
- 2025, November 23. "Tarrant residents get fewer chances to speak at local government meetings. What does that mean?" Fort Worth Report.
- 2025, October 28. "Listening coaches: Lafayette asphalt plant example of people hearing but not listening." Mississippi Today.
- 2025, September 26. "Political Rhetoric in the Current Climate." Spectrum News Capital Tonight TV interview.
- 2025, September 24. "7 Ways to Handle Your Rude Neighbor." TIME Magazine.
- 2025, July 26. "Making Conflict Your Friend." People Strategy Forum podcast.
- 2025, April 15. "How Legal Counsel Can Help Prevent and Mitigate Crisis Situations." Forbes Magazine.
- 2025, May 21. "It's OK to let town hall meetings die. There's a better way." Austin American Statesman
- 2025, February 25. "What is Narrative Conflict Mediation?" Storytelling Movement Podcast.
- 2024, October 30. "When We Disagree." Podcast interview.
- 2024, October 28. "Beyond Tragedy: Community Memorials and Healing." Podcast interview.
- 2020, June 07. "After Floyd killing, we need a truth and reconciliation commission on race and policing." USA Today.

Selected Conference Presentations and Workshops

- "Truth and Reconciliation: How Conflict Professionals Can Address Systemic Challenges." *International Association of Conflict Management*, July 2025.
- "De-Escalation in Tense Municipal Situations." *Texas Municipal Clerks Association*, January 2025
- "Planning & Community Engagement for Memory: How Communities Decide What, Where, When, and How to Display Its History." *American Planning Association Texas Chapter Conference*, October 2024.
- "Beside (Not Above) The Law: Dispute Resolution in Law Enforcement." *American Bar Association Dispute Resolution Section, Annual Conference*, April 2024.
- "Renewing Democracy Series: Public Participation." *Patman Center, Lecture Series*, March 2024.
- "From Chaos to Collaboration: Building Our Future Together." *Leadership Austin, Annual Conference*, February 2024.

- “Planning for Encounter and Dialogue.” *American Planning Association Texas Chapter, Annual Conference*, November 2023.
- “What Should We Remember? Memorials and Historic Preservation Challenges for Conflict Resolution.” *Association for Conflict Resolution, Annual Conference*, October 2023.
- “Why Conflict Matters: An Alternative Perspective on Resolving—and Leveraging—Your Thorniest Issues.” *International City County Management Association, Annual Conference*, October 2023.
- “Dialogue for Healing: Truth and Reconciliation in the U.S.” *National Coalition for Dialogue and Deliberation, Annual Conference*, October 2023.
- “Beyond the Town Hall: Municipal Civic Engagement for the 21st Century.” *National League of Cities University, City Summit*, November 2019.
- “Listening to the Community: A New Paradigm for Public Engagement.” *International Listening Association conference*, March 2019.
- “Changing the Way We Communicate with the Public.” *National Association of Government Communicators*, June 2018.
- “Technological Assets in Participatory Democracy.” *International Observatory for Participatory Democracy*, June 2017.
- “When the People Mediate: How Citizens Build Community Consensus.” *American Bar Association Dispute Resolution Section*, April 2014.

SELECTED PROFESSIONAL AND COMMUNITY SERVICE

President, International Association for Public Participation (U.S. affiliate)
 Board Member, National Coalition for Dialogue and Deliberation
 Advisory Board Member, IssueVoter
 Advisory Board Member, UnifyAmerica
 Board Member, Austin Dispute Resolution Center
 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