

John A. Daly

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EDUCATION

	<u>Degree</u>	<u>Date</u>
University of Maryland	B.A. (honors)	1973
West Virginia University	M.A.	1974
Purdue University	Ph.D.	1977

CURRENT APPOINTMENTS

- Regents Professor, University of Texas System
- Liddell Professor of Communication, College of Communication
- TCB Professor, McCombs School of Business Administration
- University Distinguished Teaching Professor (Inaugural group)
- University of Texas System Distinguished Teaching Professor (Inaugural group)
- Senior Research Fellow, IC2 Institute, University of Texas, Austin

MAJOR SCHOLARLY RECOGNITIONS

- Fellow, International Communication Association (appointed, 2006)
- Distinguished Scholar, National Communication Association (appointed, 2010)

TEACHING EXPERIENCE

Recent Courses:

Graduate

- Leadership Challenges (Executive-MBA) (Instructor evaluation mean **4.8/5.0**)
- Advocacy: Championing Ideas and Influencing Others (MBA, MA, & PhD) (Instructor evaluation mean: **4.8/5.0**)
- Creative and Innovative Management (Commercialization of Technology MBA) (Instructor evaluation mean: **4.7/5.0**)
- Interpersonal Behavior in Organizations (Executive MBA-Mexico City; Executive MBA-Dallas, Houston) (Instructor evaluation mean: **4.7/5.0**)

Undergraduate

- Interpersonal Communication (undergraduate) (Instructor evaluation mean: **4.8/5.0**)
- Advocacy & Politics (undergraduate-Washington DC internship program) (instructor evaluation mean: **4.7/5.0**)

Recent Course Director Roles

- Professional Communication Skills (course director-44 sections/semester)

Distance Education Courses

- 1996: BC531: Dynamics of Person-to-Person Communication (International University College; Video/Internet)
- 2001-present: MSTC: 385 Management of Innovative Organization (University of Texas Internet/CD)

International Teaching

- College of Business, Thammasat University, Bangkok, Thailand (courses in communication and customer service), Summer, 1992
- Helsinki School of Economics and Business. (communication course), Summers, 1997,1999
- School of Business, ITESM-Mexico City (MBA course in interpersonal behavior in organizations), Summers, 1999-present
- Imadec University, Vienna (Executive MBA course in Advocacy), Summers, 2003-2008
- ENI University (Italy), Summer 2003-2008
- EPF-Lausanne (Executive MBA course in Teamwork), Spring 2006
- Monterrey TEC (Innovation Management) (Executive Course in Advocacy), Summers, 2009-present.
- NTNU Trondheim, Norway (Innovation Management), Spring 2007, Spring, 2014

Recognitions for teaching

Recipient "You Are Something Special" Teaching Award from Graduate Students in Speech Communication, 1983; Recognition by campus magazine, UtMost, as one of the 25 outstanding teachers on campus, 1985; Selection by the University's Yearbook, Cactus, as the featured faculty member, 1984; Recipient of Thomas R. McCartin Teaching Award, College of Communication, 1986; Selection as one of the 20 outstanding teachers on campus (total teaching faculty is 1800) by Friar's Society, 1986; Selection as "one of the best" teachers on campus by UTMost magazine, 1987; Selection as the AMOCO Teaching Award Recipient for 1986-1987; Selection as the William David Blunk Memorial Professor for 1987-1988 on the basis of teaching excellence; Identified by the campus newspaper, The Daily Texan, as the best University Professor in their 1987 poll; Recognized for Teaching Excellence in 1988 by a UT's Dad Association Fellowship); Selection as one of the Best 10 Teachers on Campus by UTMost, 1990; Recipient of the Margaret Berry Award for Teaching & Service, 1990; Selected as recipient of Texas Excellence Teaching Award, 1991; Recognized by Friar's Association for outstanding teacher (1992); Selected for the Teaching Hall of Fame by UtMost, the campus magazine, 1992; Selected by the Student's Association for the "Last Lecture" series, 1992; Selected as Friar Society's Outstanding Professor, 1995; Selected as an Inaugural Member of the Academy of Distinguished Teachers, 1995; Outstanding Faculty Award for 1997 awarded by the campus Greek community; ALD/PES Outstanding Professor, 2001; Greek Week 2002 Faculty Award; Mortar Board Preferred Professor, 2002; Ecroyd Teaching Award, National Communication Association, 2002; Honor Hall Recognition, McCombs College of Business, MBA program, 2003; Outstanding Professor, IC2-MSSTC, Spring, 2002, Spring 2003, Spring 2004; Spring, 2005; Outstanding Professor (Honor Roll) McCombs College of Business, Mexico City MBA, 2004; Outstanding Professor (Honor Roll), McCombs College of Business, Mexico City, MBA, 2005; Best Campus Professor, UtMost Campus Poll, 2005; Best Campus Professor, UtMost Campus Poll, 2006; Best Campus Professor, UtMost Campus Poll, 2007; Best Campus Professor, UtMost Campus Poll, 2008; Outstanding Professor (Honor Roll), McCombs College of Business, Mexico City, MBA, 2008; Mahajan Teaching Award for Executive Education, McCombs College of Business, 2008; Best Campus Professor, UtMost Campus Poll, 2009; Best Undergraduate Class, UtMost Campus Poll, 2009; McCombs full-time MBA Applause Award for Outstanding Teaching, Fall, 2009; Outstanding Professor (Honor Roll), McCombs College of Business, Houston MBA, 2009; Best Campus Professor, UtMost Campus Poll, 2010; Outstanding Professor, McCombs College of Business, Mexico City, MBA, 2010; McCombs full-time MBA Applause Award for Outstanding Teaching, Fall, 2010; Outstanding Professor (Honor Roll), McCombs School of Business, Houston MBA, 2010; Outstanding Professor, McCombs College of Business, Mexico City, MBA, 2011; Applause Award for MBA Teaching, McCombs College of Business, 2011; University of Texas System Regents Teaching Award, 2011; Outstanding Professor (Honor Roll), McCombs School of Business, Houston MBA, 2011; Outstanding Professional Contribution Award, McCombs College of Business, Mexico City, MBA, 2013; Best Lecturer, MBA Class of 2013 Award; Inaugural Member, University of Texas System Academy of Distinguished Teachers, 2013; Applause

Award for Outstanding Teaching in the McCombs MBA program, 2014; Outstanding Professional Contribution Award, Mexico MBA, 2014; Award for Best Teaching, Mexico MBA, 2015.

AWARDS AND GRANTS

Research Support:

- \$362,650 from the Fund for the Improvement of Post-Secondary Education for a project entitled "Evaluating the effectiveness of college writing programs." (Co-investigators: James Kinneavy, Stephen Witte & Lester Faigley), 1981-83.
- \$65,000 from International Business Machines, Inc. through PROJECT QUEST in the form of computer hardware and software for research on computer-mediated conversation processes (Co-investigator: Madeline Maxwell), 1984-1986.
- \$809,698 from the National Institute of Drug Abuse, serve as co-investigator on a project titled "Drug Abuse Education for Professionals." (2001-2003) (Principal Investigator: Carl Erickson; Co-Investigators: Ken Lawson, John Littlefield, Gary Miller, Joseph Miller, Richard Wilcox).
- \$240,000 from the Stavanger Center for Innovation Research for a project titled "Termination Strategies for Innovations" (2009) (co-PI with Alf-Steiner Satre & Erik Brun).
- Various small amounts from the U.S. Department of Education, Office of Educational Research and Innovation, for projects related to a national assessment of communication skills (1991-1993) as well as \$8700.00 from Lariet (UT & Dell Computer) for a project identifying predictors of success in long distance managing (1999); \$400.00 from the University Research Institute for a project entitled "Verbal Correlates of Perceived Listening." August, 1981; \$2000.00 from the College of Communication, University of Texas for software development for research on computer-mediated conversation processes, 1986; \$1750.00 from the College of Communication, University of Texas for research support for projects related to protocol analyses of social interaction, 1987.

Academic Awards: \$1000.00 from the College of Communication as the 1985-1986 recipient of the McCartin Teaching Award; \$5000.00 from the College of Communication, University of Texas as the Allen Shivers Fellow for 1986-1987; \$2500.00 from the University of Texas as the AMOCO Teaching Award recipient for 1986-1987; \$8500.00 from the University of Texas as the Blunk Memorial Professor for 1987-1988; \$1500.00 from the UT Dad's Association Fellowship for Teaching Excellence for 1988-1989; \$1000.00 from the Ex-Students of Texas Association as the Texas Excellence Teaching Award Winner, 1991; \$10,000 from the Friar's Society (University of Texas) for 1995-1996; appointment as an inaugural University Distinguished Teaching Professor, 1995 (academic supplement of \$5000.00 per year); Ecroyd Teaching Award, National Communication Association, 2002 (\$300.00); Regents Distinguished Teacher, 2011 (\$30,000).

ADVISORY ACTIVITIES

Serving or have served on advisory committees for students in Communication Studies (58), English Education (1), Advertising (4), Management (4), Psychology (13), English (4), Educational Psychology (7), Reading Education (4), Educational Administration (6), Engineering (11), and Journalism (3). Directed eight completed dissertations (June H. Smith, 1980, Patrick Jerome, 1983; Robert Bell, 1984; John T. Korinek, 1986; Ann House, 1991; Carol Diesel, 1996; Amy Bippus, 1999; Hector Diaz, 2003; Patty Malone, 2006; Mary Smith, 2006; San Bolkan, 2007; Maru Diaz, 2008; John Mendonca, 2009) and a number of completed master's theses (Laura Stafford, 1982, Joy Lynn Hailey, 1983; David Dobson, 1998; Heather Osterman, 2000, Alison Marable, 2001; Nelson Chau, 2002; Cynthia Oelkers, 2003; Mitchell MacNair, 2003; Mason Hale, 2004; Steve Murray, 2004; Kevin Williams, 2005; Margaret Smith, 2008).

INVITED ACADEMIC ADDRESSES

Presentations at University of California at Santa Barbara (English Department, 1981; Communication Studies Program, 1981, 1986), University of Maryland (Communication Arts and Theatre Department, 1981), West Virginia University (English Department, Speech Communication Department, 1980; Speech Communication

Department, 1982, 1983), Michigan State University (Communication Department, 1983), Purdue University (English Department; Communication Department, 1985), University of Washington (Speech Communication Department, 1985), University of Nebraska (Speech Communication Department, 1986), Ferris State College (Big Rapids, Michigan, Communication Department, 1986; University Administration, 1987), University of Oklahoma (Communication Department, 1987), College of St. Rose (University Administration, 1988), Arizona State University (Communication Department, 1989), Washington State University (English, Education & Communication Departments, 1989); Mary Hardin Baylor University (Business Department, 1989), University of Iowa (Communication, 1990); De Paul University (Speech, 1990); South Texas School of Law (1990), Loyola University School of Law (1990); Case Western Reserve School of Law (1990); San Diego State University, (1991); University of Texas at San Antonio (Academic Leadership, 1993); North Texas Health Sciences Center (Academic Leadership, 1993, 1994, 1996); Texas Tech Health Sciences Center (Academic Department Heads, 1993); Lamar University (Academic Leadership, 1994, 1999); University of Texas-Houston (Academic Leadership, 1994); University of California-San Diego (Academic Leadership, 1994); University of California, Berkeley (Academic Leadership, 1996); University of Arkansas (Medical Center, 1996), Michigan State University (Academic Leadership, 1999); Georgia Higher Education Leadership (Campus Presidents, 2000). Washington University (Addiction Sciences, School of Medicine, 2001), Cornell University Medical School (Pharmacology, 2001), Columbia University Medical School (Addiction Sciences, 2001), University of Pennsylvania Medical School (Addiction Sciences, 2001), Washington University (Psychiatry, 2001), University of South Carolina (Sports Management, 2002, 2005), University of Chicago (Pharmacology & Addiction Sciences, 2001), Temple University Medical School (Pharmacology, 2002), Mt. Sinai Medical School (Neurology, 2002); University of Michigan (Nursing and Addiction Science, 2002); Lamar University (Academic Administration, 2002); University of Southern California (Sports Management, 2003), Rutgers University (Department of Communication, 2004); Denver University (School of Communication, 2005), University of Texas at El Paso (Academic Leadership, 2005), Virginia Commonwealth University (Athletic Department, 2009); University of Southern California (Sports Management, 2009), University of Georgia (Sports Management, 2011); Virginia Commonwealth University (Sports Management, 2011); Texas A&M International University (Staff & Faculty, 2011); University of Florida (Athletics Department, 2011), University of Southern California (Athletics Department, 2012), Defense Acquisition University (Leadership, 2013); UT-Pan American (Leadership, 2013); Villa 7 University of Minnesota (Athletics, 2014); University of South Florida (Pharmacy Management, 2014); Norwegian University of Science and Technology (Innovation Management, 2014), University of Southern California (Athletics, 2015), Defense Acquisition University (Leadership, 2015); University of Kentucky (Campus Leadership, 2015)

BOOKS

- Ford, J., Daly, J.A. & Simpson, K. (2015). Professional Communication Skills. NY: Pearson, (7th edition).
- Daly, J.A. (2014). Savoir défendre ses idées... et influencer les autres ! Paris: Pearson. (cultural translation)
- Engleberg, I., & Daly, J.A. (2012). THINK Public Speaking. New York: Allyn & Bacon.
- Daly, J.A. (2011). Advocacy: Influencing Others and Championing Ideas. New Haven: Yale University Press (paperback edition, 2012). (Winner of the National Communication Association's Diamond Anniversary Award as the best scholarly book in Communication in the last two years; Selected as a Choice Outstanding Academic 2012 Title for Business Management and Labor within the Social and Behavioral Sciences category)
- Translated: 为自己代言- □ □ □ 卫想法并影响他人 (Advocacy): (Mandarin). Beijing: Chinese Machine Press (2015).
- Knapp, M.L. & Daly, J.A. (Eds.) (2011). Handbook of Interpersonal Communication. (4th ed.). Thousand Oaks, CA: SAGE.
- Simpson, K., Daly, J.A. & Battaglia A. (2012). Professional Communication Skills. NY: Pearson, (6th edition).
- Battaglia, A., Daly, J.A., & Young, A. (2010). Professional Communication Skills. NY: Pearson (5th Edition).
- Knapp, M.L. & Daly, J.A. (Eds.) (2010). Interpersonal Communication: Classic Readings (4 volumes). London: SAGE.

- Engleberg, I. & Daly, J.A. (2009). Presentations in Everyday Life. (3rd edition). Boston: Houghton Mifflin (first edition, 2003; second edition, 2006).
- Daly, J.A., McCroskey, J.C., Ayres, J., Hopf, T., Ayres, D. & Wongprasert, T. (Eds.). (2009). Avoiding communication: Shyness, reticence, and communication apprehension. Cresskill, NJ: Hampton (3rd edition). First edition: Recipient, Outstanding Scholarly Book, 1997 (NCA Commission on Communication Apprehension and Avoidance) (second edition, 2000).
- Young, A. Daly, J. & Battalgia, A. (Eds.) (2008). Professional Communication Skills. Boston: Allyn & Bacon (4th ed.).
- Knapp, M.L. & Daly, J.A. (1986, 1993, 2004). Publishing in Communication Journals. Mahwah, NJ.: Erlbaum.
- Knapp, M.L. & Daly, J.A. (Eds.). (2002). Handbook of Interpersonal Communication. (3rd ed.). Thousand Oaks, CA: SAGE.
- Vangelisti, A., Daly, J.A., & Friedrich, G. (Eds.). (1998) Teaching communication: Theory, research, and methods. Hillsdale, NJ: Lawrence Erlbaum (2nd edition; first edition, 1992).
- McCroskey, J.C., Daly, J.A., Martin, M. & Beatty, M. (1998). Communication and personality: Trait perspectives. Cresskill, NJ: Hampton.
- Daly, J.A. & Wiemann, J.M. (Eds.). (1994). Strategic interpersonal communication. Hillsdale, NJ: Erlbaum.
- McCroskey, J.C. & Daly, J.A. (Eds.). (1987). Personality and interpersonal communication. Beverly Hills, CA: SAGE.

ARTICLES AND CHAPTERS (by topic)

Interpersonal and Organizational Communication:

- Daly, J.A. & McCroskey, J.C. (1975). Occupational desirability and choice as a function of communication apprehension. Journal of Counseling Psychology, 22, 309-313.
- McCroskey, J.C., Richmond, V.P. & Daly, J.A. (1975). The development of a measure of perceived homophily in interpersonal communication. Human Communication Research, 1, 323-332.
- Daly J.A., McCroskey, J.C. & Richmond, V.P. (1976). Judgments of quality, listening and understanding based upon vocal activity. Southern Speech Communication Journal, 41, 189-197.
- McCroskey, J.C., Daly, J.A., Richmond, V.P. & Cox, B. (1976). The effects of communication apprehension on interpersonal attraction. Human Communication Research, 2, 51-65.
- McCroskey, J.C., Daly, J.A. & Sorenson, G. (1976). Personality correlates of communication apprehension. Human Communication Research, 2, 376-380.
- Daly, J.A., McCroskey, J.C. & Richmond, V.P. (1977). The relationship between vocal activity and perceptions of communicators in small groups. Western Journal of Speech Communication, 41, 175-187.
- McCroskey, J.C., Daly, J.A., Richmond, V.P. & Falcione, R.L. (1977). Studies of the relationship between communication apprehension and self-esteem. Human Communication Research, 3, 269-277.
- Falcione, R.L., McCroskey, J.C. & Daly, J.A. (1977). Job satisfaction as a function of employee' s communication apprehension, self-esteem, and perceptions of their immediate supervisors. In B. Ruben (Ed.), Communication Yearbook I (pp. 363-376). New Brunswick, NY: Transaction Press.
- Daly, J.A. (1978). Communication apprehension and behavior: Applying a multiple act criteria. Human Communication Research, 4, 208-216.
- Knapp, M.L., Wiemann, J. & Daly, J.A. (1978). Nonverbal communication: Issues and appraisal. Human Communication Research, 4, 271-280. (reprinted in A.M. Katz & V.T. Katz (Eds.), Foundations of nonverbal communication (pp. xix-xvii). Carbondale: Southern Illinois University Press).

- Daly, J.A. (1978). The assessment of social-communicative anxiety via self-reports: A comparison of measures. Communication Monographs, 45, 204-218.
- Daly, J.A., Richmond, V.P. & Leth, S. (1979). Social-communicative anxiety and the personnel selection process: Testing the similarity effect in selection decisions. Human Communication Research, 6, 18-32.
- Daly, J.A. (1980). A reply to Seibold and McPhee's reanalysis. Communication Monographs, 47, 153-154.
- Daly, J.A. & Street, R.L. (1980). Measuring social-communicative anxiety: Social desirability and the fakability of scale responses. Human Communication Research, 6, 185-189.
- Hopper, R., Coleman, L.G. & Daly, J.A. (1980). Expletives and androgeny. Anthropological Linguistics, 22, 131-137.
- Jaccard, J. & Daly, J.A. (1980). Personality traits and multiple act criteria. Human Communication Research, 6, 367-377.
- Daly, J.A. & Friedrich, G. (1981). The development of communication apprehension: A retrospective analysis of some contributory correlates. Communication Quarterly, 29, 243-255.
- Daly, J.A. & Korinek, J. (1982). Operationalizing organizational communication. In H. Greenbaum & R.L. Falcione (Eds.), Organizational communication abstracts, 7 (pp. 11-46). Beverly Hills, CA: Sage.
- Daly, J.A. (1982). Explaining attitude change: Testing an expectancies violation model of reactions to explanations for attitude changes. Communication, 11, 140-158.
- Daly, J.A. & Buss, A. (1983). Audience anxiety. Communication, 12, 27-35.
- Daly, J.A., Hogg, E., Sacks, D., Smith, M. & Zimring, L. (1983). Sex and relationship affect social self-grooming. Journal of Nonverbal Behavior, 7, 183-189. (Reprinted in DeVito, J. & Hecht, M. (1990). The Nonverbal Communication Reader. Prospect Heights, IL: Waveland Press); also reprinted in the 1999 revision)
- Daly, J.A. & Buss, A. (1984). The transitory causes of audience anxiety. In J.A. Daly & J.C. McCroskey (Eds.), Avoiding communication: shyness, reticence, and communication apprehension (pp. 67-80). Beverly Hills, CA: SAGE
- Daly, J.A. & Stafford, L. (1984). Correlates and consequences of social-communicative anxiety. In J.A. Daly & J.C. McCroskey (Eds.), Avoiding communication: Shyness, reticence, and communication apprehension (pp. 125-144). Beverly Hills, CA: SAGE.
- Stafford, L. & Daly, J.A. (1984). Conversational memory: The effects of recall mode and memory expectancies on remembrances of natural conversations. Human Communication Research, 10, 379-402.
- Bell, R. & Daly, J.A. (1984). The affinity seeking function of communication. Communication Monographs, 51, 91-115. (Reprinted in M. Redmond (Ed.), (1995) Interpersonal Communication: Readings in Theory and Research. Ft. Worth: Harcourt)
- Daly, J.A. (1984, revised 1985). Understanding and overcoming stage fright. In J.L. Whitehead (Ed.), Readings for business and professional communication. Lexington, Massachusetts: Ginn Publishing.
- Hailey, J.L., Daly, J.A. & Hailey, J. (1984). Communicator characteristics associated with relationship disengagement strategies. Communication Research Reports, 1, 1-6.
- Bell, R. & Daly, J.A. (1985). Some communicator correlates of loneliness. Southern Speech Communication Journal, 50, 121-142.
- Daly, J.A., Bell, R., Glenn, P. & Lawrence, S. (1985). Conceptualizing conversational complexity. Human Communication Research, 12, 30-53.
- Knapp, M.L., Stafford, L. & Daly, J.A. (1987). Regrettable messages: Things people wish they hadn't said. Journal of Communication, 36, 40-59.
- Bell, R.A., Daly, J.A. & Gonzales, C. (1987). Affinity-maintenance strategies in marital relations. Journal of Marriage and the Family, 49, 445-454.

- Daly, J.A. (1987). Personality and interpersonal communication: Issues and directions. In J.C. McCroskey & J.A. Daly (Eds.), Personality and interpersonal communication (pp. 13-41). Beverly Hills, CA: SAGE.
- Daly, J.A., Vangelisti, A., & Daughton, S. (1987). The nature and structure of conversational sensitivity. Human Communication Research, 14, 167-202. (Reprinted in J. Alberts, et al. (1991) Interpersonally Relating. Dubuque: W. C. Brown; Reprinted in M. Redmond (Ed.), (1995) Interpersonal Communication: Readings in Theory and Research. Ft. Worth: Harcourt)
- Hawkins, R. & Daly, J.A. (1988). Cognition and communication. In R. Hawkins, J. Wiemann & S. Pingree (Eds.), Rethinking communication research (pp. 191-223). Beverly Hills, CA: SAGE.
- Daly, J.A., Vangelisti, A., Neel, H. & Cavanaugh, P.D. (1989). Pre-performance concerns associated with public speaking anxiety. Communication Quarterly, 37, 39-53.
- Daly, J.A., Weber, D.J., Vangelisti, A.L., Maxwell, M. & Neal, H. (1989). Concurrent cognitions during conversations: Protocol analysis as a means of exploring conversation. Discourse Processes, 12, 227-44.
- Daly, J.A., Vangelisti, A.L. & Lawrence, S. (1989). Public speaking anxiety and self-focused attention. Personality and Individual Differences, 10, 903-913.
- Vangelisti, A., Knapp, M. & Daly, J.A. (1990). Conversational narcissism. Communication Monographs, 57, 251-274.
- Vangelisti, A., Daly, J.A. & Rudnick, J. (1991). Guilt elicitation in social interaction. Human Communication Research, 18, 3-39.
- Stamp, G., Vangelisti, A. & Daly, J.A. (1992). Creating defensiveness in social interaction. Communication Quarterly, 40, 177-190
- Wiemann, J. & Daly, J.A. (1994). The nature of strategic communication. In J.A. Daly & J.M. Wiemann (Eds.), Strategic interpersonal communication. Hillsdale, NJ: Lawrence Erlbaum.
- Daly, J.A. (1994). Affinity strategies. In J.A. Daly & J.M. Wiemann (Eds.), Strategic interpersonal communication (pp. 109-134). Hillsdale, NJ: Lawrence Erlbaum.
- Daly, J.A. & Diesel, C. (1994). Conversational dilemmas. In B. Spitzberg & W. Cupach (Eds.), The dark side of interpersonal communication (pp. 127-152). Hillsdale, NJ: Lawrence Erlbaum.
- Daly, J.A. (1994). Customer focused reengineering in the public and private sectors. ICSA Journal, Spring, 1994, 12-20.
- Daly, J.A., Vangelisti, A., & Weber, D. (1995). Speech anxiety affects speech performance. Communication Monographs, 62, 383-397.
- Daly, J.A. (1996). Basics of teamwork. Customer Service: A Journal of Research, Theory, and Practice, 34-46.
- Daly, J.A., Caughlin, J. & Stafford, L. (1997) Correlates and consequences of social-communicative anxiety (pp. 21-74). In Daly, J.A., McCroskey, J.C. Ayres, J., & Hopf, T. (1997). Avoiding Communication. Hampton Press.
- Vangelisti, A. & Daly, J. (1997). Gender differences in standards for romantic relationships. Personal Relationships, 4, 203-219.
- Daly, J. (1997). If communication matters so much, why don't we get the attention we deserve? In J. Trent (Ed.) Communication: Views from the Helm. (pp. 204-210) Boston Allyn & Bacon.
- Daly, J. (1997). Leading a customer-focused organization. In S. Brown (Ed.) Breakthrough customer service. (pp. 307-317). Toronto: John Wiley
- Daly, J. & Bippus, A. (1998) Personality and interpersonal communication. In J.C. McCroskey, J.A. Daly, and M. Martin (Eds.) Communication and Personality. (pp. 1-40) Hampton Press.
- Bippus, A. & Daly, J. (1999). Why do people have stagefright: Naïve attributions for the experience of stagefright. Communication Education, 48, 63-72.

- Daly, J.A. & Engleberg, I. (1999). Overcoming stagefright. Harvard Management Communication Review, 4(1) 1-5.
- Daly, J.A. & Diaz, H.R. (1999). Se esta comunicado? Una guia para ejecutivos. Comari, 3, 16-21..
- Daly, J. (2000). Getting older and getting better: Reflections on communication scholarship. Human Communication Research, 26, 331-338.
- Daly, J.A. (2002). Personality and individual differences in interpersonal communication. In M.L. Knapp & J.A. Daly (Eds.). Handbook of Interpersonal Communication (pp. 133-180). Thousand Oaks, CA: SAGE.
- Knapp, M.L., Daly, J., Albada, K., & Miller, G.R. (2002). Background and Current trends in the study of interpersonal communication, Handbook of Interpersonal Communication (pp. 3-20). Thousand Oaks, CA: SAGE
- Daly, J.A. & Vangelisti, A.L. (2003). Skillfully informing others: How communicators effectively convey messages. In B. Burleson & J. Greene (Eds.) Handbook of Communication and Social Interaction Skills (pp. 871-908) Hillsdale: Erlbaum.
- Vangelisti, A.L. & Daly, J.A. (2003). Relationship initiation. In J.J. Ponsetti (Ed.). International Encyclopedia of Marriage and Family (pp. 1300-1304). NY: Macmillian.
- Connaughton, S., & Daly, J.A. (2003). Leading distanced teams. In D.J. Pauleen (Ed.) Virtual Teams: Projects, Protocols and Processes (pp. 116-144). Hershey, PA: IDEA Books.
- Connaughton, S. & Daly, J.A. (2004). Leading from afar: Strategies for effectively leading virtual teams. In S.H. Godar & S.P. Ferris (Eds.) Virtual and collaborative teams: Processes, technologies, and practices (pp. 49-76). Hershey, PA: IDEA Books.
- Connaughton, S. & Daly, J.A. (2004). Leading geographically dispersed organizations: An empirical study of long distance leadership behaviors from the perspective of individuals being led from afar. Corporate Communication: An International Journal, 9, 89-103.
- Daly, J.A. & Engleberg, I. (2004). Coping with Stage Fright: How to Turn Terror into Dynamic Speaking" chapter. In Presentations That Persuade and Motivate. Boston: Harvard Business School Press, 49-58.
- Connaughton, S. L., & Daly, J. A. (2005). Leadership in the new millennium: Communication beyond temporal, spatial, and geographical boundaries. In P. Kalbfleisch (Ed.) Communication Yearbook, 29. Mahwah, NJ: Erlbaum, pp. 187-214.
- Connaughton, S. L., & Daly, J. A. (2005). A comparison of perceptions of identification among geographically dispersed and co-located teams. In L. Lederman, M. Taylor, & D. Gibson (Eds.), Communication Theory Reader pp. 227-245.
- Bolkan, S., & Daly, J. A. (2008). Organizational responses to consumer complaints: A re-examination of the impact of organizational messages in response to service and product-based failures. The Journal of Consumer Satisfaction, Dissatisfaction, and Complaining Behavior, 21, 1-22.
- Daly, J.A. (2008). Stage Fright. In W. Donsbach (Ed). The International Encyclopedia of Communication. London: Blackwell. pp. 4809-4812.
- Daly, J.A. (2008). Ingratiation and affinity-seeking. In W. Donsbach (Ed.) The International Encyclopedia of Communication. London: Blackwell. pp. 2280-2284.
- Daly, J.A. (2009). Affinity seeking in personal relationship. In H.T. Reis & S. Sprecher (Eds). The SAGE Encyclopedia of Personal Relationships. Thousand Oaks, CA: Sage.
- Bolkan, S. & Daly, J.A. (2009). Organizational responses to consumer complaints: An examination of effective remediation tactics. Journal of Applied Communication Research, 37, 21-39.
- Daly, J.A., Caughlin, J. & Stafford, L. (2009), Correlates and consequences of social-communicative anxiety. In Daly, J.A., McCroskey, J.C. Ayres, J., Hopf, T., Ayres, D. & Wongorasert, T. (Eds.) Avoiding Communication. Hampton Press (pp. 23-52).

- Bolken, S. Goodboy, A. & Daly, J. (2010). Consumer satisfaction and repatronage intentions following a business failure: The importance of perceived control with an organizational complaint. *Communication Reports*, 23, 14-25.
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Manuals

Daly, J.A. (1985). Communication in child care management. Austin, TX: Child Care Management Services.

Daly, J.A. (1989). Bolstering your communication effectiveness: A guide for the legal profession. Harrisburg, PA: Pennsylvania Bar Institute, 62 pages. (Reprinted by Georgia Bar Association and the Maryland Institute for Continuing Legal Education)

N. Wreden, J. Daly, I. Engleberg, J. Clayton, K. Sandberg, R. Grimshaw, & N. Morgan (2010). Harvard Business School Guide to Persuasive Presentations. Cambridge: HBS On Point Editions.

Recent "popular" essays

Daly, J.A. Communicating your message: Advocacy skills for leaders. Association Leadership (June, 1999), p. 37.

Daly, J.A. Daly affirmations. Exchange (2004), pp. 8-9.

Daly, J.A. Networking. Exchange (2006), pp 7-9.

Daly, J.A. Various blogs, McCombs School of Business, 2009-present.

CONVENTION PRESENTATIONS

More than 300 different convention presentations.

CONSULTING EXPERIENCE

Worked with more than 300 public agencies and private organizations in consulting, training, and speaking roles. In those efforts traveled to nations such as Canada, Scotland, England, Malta, Italy, Austria, Norway, Germany, the Netherlands, Finland, Abu Dhabi, Kazakhstan, Singapore, Indonesia, Japan, Hong Kong, China, Malaysia, Australia, Thailand, Canada, Mexico, Brazil, Panama, Columbia, and Venezuela.

In the corporate environment, worked with Apple Computer, Eaton, Applied Materials, Newell Rubbermaid, Emerson, ISS, Marriott, Consolidated Edison, 3M, Halliburton, Alcon, Dun and Bradstreet, CB&I, MD Anderson, United Airlines, American Airlines, Kraft, Nucor, Union Pacific, Morgan Stanley, Goldman Sachs, J.P. Morgan Chase, BA-Merrill Lynch, IBM, AT&T, AGIP, EcoPetrol, Petrobras, BP, ExxonMobil, Chevron, Shell, Sinopec, W.R. Grace, Merck, MD Anderson, Scott & White, Astra-Zeneca, Roche Laboratories, Pfizer, UPS, EDS, Bell Helicopter, Novell, Frito-Lay,

Southland, Zachry, McCarthy, CCC, Austin Industries, Texas Instruments, Dell, National Instruments, Prudential, IBM, HP, Wells Fargo, USAA, BBVA, among many others.

In the governmental arena worked at the Clinton White House (Executive Office of the President) designing and implementing management initiatives, with the Office of Vice President Gore on the National Performance Review, various Federal agencies (Bureau of Prisons, Department of Veteran Affairs, U.S. Federal Reserve, U.S. Consumer Product Safety Commission, Bureau of Land Management, U.S. Department of Education, the U.S. Air Force, NAVSEA, U.S. Army Corp of Engineers and Acquisition Corp, 1st Cavalry Division, Army Ammunition Command Worked with a variety of state and local agencies including virtually every major state agency in Texas on communication and customer service related issues as well as variety of municipalities in throughout the nation

Recently been a speaker at national meetings of many associations including the U.S. Chamber of Commerce, National League of Cities, National Association of State Legislatures, American Council for Life Insurance, Meeting Planners International, American Pharmaceutical Association, Emergency Nurses Association, and the American Hotel and Motel Association.

PROFESSIONAL ACTIVITIES

Membership:

National Communication Association, International Communication Association (Fellow), Southern Speech Communication Association, World Communication Association, American Psychological Association, American Psychological Society, Academy of Management, American Educational Research Association

Editorial Activities:

Founding Co-Editor, Written Communication (1983-1989)
Editor, Communication Education (1985-1987)
Editorial Board member, Human Communication Research (1977-1992)
Editorial Board member, Journal of Communication (1998-2001)
Editorial Board member, Communication Monographs (1983-2001)
Editorial Board member, Communication Research Reports (1983-1991)
Editorial Board member, Journal of Management Communication (1986-1990)
Editorial Board member, Communication Reports (1987-1989)
Editorial Board member, Communication Education (1979-1981; 1988-1996)
Editorial Board member, Communication Quarterly (1990-1992)
Editorial Advisory Board, Organizational Communication Abstracts (1980-1985)
Editorial Board member, Southern Speech Communication Journal (1983-1987; 1990-1992)
Associate, The Behavioral and Brain Sciences (1985-1995)
Publications Review Panel, National Center for the Study of Writing (Berkeley) (1986-1991)
Proposal Reviewer, National Science Foundation (Social/Developmental Psychology (1983, 1991-1992): National Institute of Mental Health (1999-2000)
Editorial Reviewer for numerous journals in communication, business, psychology, education, and English
Manuscript Reader for numerous publishers (both academic and textbook).
Consulting Editor, SAGE Series in Interpersonal Communication (five books currently published: Everyday Conversation (Nofsinger); Studying Interpersonal Communication (Clark); Bridging Differences (Gudykunst); Managing Interpersonal Conflict (Donohue), Organizational Communication (Stohl)).

Other Professional Activities:

Major Responsibilities

- Chairperson, Instructional Communication Division, International Communication Association, 1979-1981.
- Member, Finance Committee, International Communication Association, 1980-1983.
- Chairperson, Commission on Communication Apprehension and Avoidance, Speech Communication Association, 1984-85.
- Chairperson, Special Interest Group on Writing Skills, American Educational Research Association, 1985-1987
- Chairperson, Publications Board, Speech Communication Association, 1989-1991.
- Member-at-large, Board of Directors, International Customer Service Association, 1989-1991.
- Chairperson, Interboard, Administrative Council, Speech Communication Association, 1990-1991
- Chairperson, Interpersonal and Small Group Interaction Division, Speech Communication Association, 1993-1995

- President, National Communication Association, 1997-1998.
- Chair, Council of Communication Societies, 1998-1999.

Other Responsibilities

- Member, Information Exchange Committee, Instructional Communication Division, International Communication Association, 1976-1977.
- Member, Women's Affairs Committee, International Communication Association, 1975-1976.
- Representative to SCA Research Board from Instructional Development Interest Group, 1975.
- Member, Abstracting Committee, Organizational Communication Abstracts, 1977-1978.
- Planning Committee, International Communication Association-Main Convention and Seminar Programs, 1979-1980.
- Member, Speech Communication Association Task Force on Assessment and Testing, 1979-1980.
- Member, Nominating Committee, International Communication Association, 1980-1981.
- Member, By-Laws Committee, Commission on Communication Apprehension and Avoidance, Speech Communication Association, 1983.
- Member, Selection Committee, Woolbert Award, Speech Communication Association, 1988, 1989.
- Member-at-Large, Board of Directors, International Communication Association, 1987-1989.
- Chair, Committee on Board Representation, International Communication Association, 1988-1989.
- Chair, Committee on Program Allocation, International Communication Association, 1989-1990.
- Member, Affirmative Action Committee, Speech Communication Association, 1989-1991.
- Member, Administrative Council, Speech Communication Association, 1989-1991.
- Member, Committee-on-committees, Speech Communication Association, 1989.
- Member, Task Force on Graduate Education in Communication, Speech Communication Association, 1989-1991.
- Member, Committee of Committees, Speech Communication Association, 1992.
- Member, Legislative Platform Committee, Speech Communication Association, 1993.
- Member, SCA Committee on Educational Standards, 1995-1997.
- Member (Four Year Appointment), Commission on Assessment and Testing, Speech Communication Association, 1993-1997.
- Advisory Board, Mind Extension University, Jones Intercable, 1993-1995.
- Member, Council of Communication Societies, 1997-1999.
- Member & Chair, M.L. Knapp Award Selection Committee, National Communication Association, 2009-2011
- Member, National Communication Golden Anniversary Awards Committee, 2012-2014

UNIVERSITY ACTIVITIES

- Speaker, New Faculty Orientation, 1980-1985, 1988.
- Speaker, Freshman Orientation, 1982-1984.
- Speaker, University of Texas Honors Colloquium, 1984, 1986-1988.
- Speaker, University Counseling Programs, 1983.
- Speaker, IIE Fulbright-Humphrey Orientation Program, 1987.
- Speaker, Office of the Vice President for Business Affairs, 1988.
- Speaker, Experienced Faculty Teaching Improvement Seminar, 1988.
- Faculty Fellow, various dormitories, 1982-present.
- Member, College of Communication Research Committee, 1977-1981.
- Member, College of Communication Teaching Excellence Awards Committee, 1986-1988.
- Member, College of Communication Committee on Writing, 1984-1985, 1986-1987.
- Member, College of Communication Computer Committee, 1985-1987.
- Member, College of Communication Committee on Honors Programs, 1986.
- Chair, College of Communication Committee on Writing Laboratories, 1987-1989.
- Member, Selection Committee, College of Communication Teaching Excellence Award, 1986-1989.
- Chair, Selection Committee, College of Communication Teaching Excellence Award, 1989-1990.
- Member, Faculty Senate (1990-1992).
- Secretary, Faculty Senate (1990-1991).
- Member, University Council (1990-1992).
- Chair, University Standing Committee on Admissions & Retention (1990-1992).
- Member, Faculty Academic Advisory Committee to the Men's Athletic Council, 1987-1988.
- Member, University Selection Committee for the Student Endowed Centennial Fellowship, 1987-1989.
- Member, University Committee on Teaching Assistants and Assistant Instructors, 1987-1989.
- Member, Executive Committee, The Ex-students Association, 1989-1992.
- Chairman, University Committee on Teaching Assistants and Assistant Instructors, 1988-1989.
- Member, Advisory Committee on the Center for Teaching Effectiveness, 1989-1990.

Member, Committee to Select Piper Professor Nominees, 1987-1997.
Member, University Committee on Extended Service, 1989-1991.
Member, University Committee on Public Lectures, 1982-1984.
Member, College of Liberal Arts Committee on the Assessment and Evaluation of Writing, 1981-1982. Member, Selection Committee, University Ambassador, 1987, 1988.
Member, Selection Committee, Cactus Outstanding Student Awards, 1983, 1984.
Member, Selection Committee, College of Communication Who's Who Among American College Students, 1983.
Member, Board of Directors, University of Texas Student Union, 1984-1987.
Director, College of Communication Writing Lab, 1987-1991.
Member, University Admissions Committee, 1996-1997.
Member, University Development Committee, 1997.
Member, Ad hoc Committee on Fulbright Scholars, 1999-2000.
Member, Search Committee, University Police Chief, 1999.
Member, Search Committee, Director of Human Resources, 1999-2000.
Member & Chair, Chair Evaluation Committee (Advertising) 2008.
Member, Chair Evaluation Committee, 2012.
Chair of nine search committees in Department of Communication Studies, 1999-present.
Speaker to numerous campus organizations and units each year.