

Katherine I. Miller

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Employment History

Professor, Department of Communication, Texas A&M University, College Station, Texas. 1998-present

Associate Professor, Department of Communication Studies, University of Kansas, Lawrence, Kansas. 1996-1998

Associate Professor, Department of Communication, Arizona State University, Tempe, Arizona. 1990-1995

Assistant Professor, Department of Communication, Michigan State University, East Lansing, Michigan. 1985-1990

Education

Ph.D., 1985, Annenberg School of Communication, Univ. of Southern California

M.A., 1983, Department of Communication, Michigan State University

B.A., 1981, Department of Communication, Michigan State University

Books

Thompson, T., Dorsey, A., Miller, K., & Parrott, R. (Eds.) (2003). *The Handbook of Health Communication*. Rahwah, NJ: Lawrence Erlbaum Associates.

Miller, K. (2005). *Communication theories: Perspectives, processes, and contexts (2nd edition)*. New York: McGraw Hill. (1st Edition, 2002)

Miller, K. (2009). *Organizational communication: Approaches and processes (5th edition)*. Belmont, CA: Wadsworth Publishing. (1st Edition, 1995; 2nd Edition, 1999, 3rd Edition, 2003, 4th Edition, 2006)

Journal Articles

Considine, J., & Miller, K. (2009, in press). The dialectics of care: Communicative choices at the end of life. *Health Communication*.

Willyard, J., Miller, K., Shoemaker, M., & Addison, P. (2008). Making sense of sibling responsibility for family caregiving. *Qualitative Health Research*, 18, 1673-1686.

- Miller, K. I. (2008). My father and his father: An analysis of World War II correspondence. *Journal of Family Communication*, 8, 148-165.
- Miller, K., and Koesten, J. (2008). Financial feeling: An investigation of emotion and communication in the workplace. *Journal of Applied Communication Research*, 36, 8-32.
- Miller, K., Shoemaker, M. M., Willyard, J., & Addison, P. A. (2008). Providing care for elderly parents: A structural approach to family caregiver identity. *Journal of Family Communication*, 8, 19-43.
- Miller, K. (2007). Steps (and missteps?) during the adolescence of MCQ. *Management Communication Quarterly*, 20, 437-443. (Invited)
- Miller, K. I. (2007). Compassionate Communication in the Workplace: Exploring Processes of Noticing, Connecting, and Responding. *Journal of Applied Communication Research*, 35, 223-245.
- Miller, K., Considine, J., & Garner, J. (2007). "Let me tell you about my job": Exploring the terrain of emotion in the workplace. *Management Communication Quarterly*, 20, 231-260.
- Miller, K.I. (2005). A stroll down memory lane (in flip flops). *Management Communication Quarterly*, 18, 612-617. (Invited)
- Brummans, B. H. J. M., & Miller, K. (2004). The effect of ambiguity on the implementation of a social change initiative. *Communication Research Reports*.
- Stevens, S. L., Colwell, B., Miller, K., Sweeney, D., McMillan, C., & Smith, D. W. (2003). Differences in evaluations of a tobacco awareness and cessation program by adolescents in four stages of change. *Addictive Behaviors*, 28, 471-482.
- Miller, K., Apker, J. (2002). On the front lines of managed care: Professional changes and communicative dilemmas for hospital nurses. *Nursing Outlook*, 50, 154-159.
- Miller, K. (2002). The experience of emotion in the workplace: Professing in the midst of tragedy. *Management Communication Quarterly*, 15, 571-600.
- Miller, K. (2002). Complicating the diagnosis: A response to Lammers and Duggan. *Health Communication*, 515-518.
- Koesten, J., Miller, K. I., & Hummert, M. L. (2002). Family communication, self-efficacy and white adolescent females' risk behavior. *Journal of Family Communication*, 2, 7-27.
- Miller, K.I., & Ryan, D.J. (2001). Communication in the age of managed care: Introduction to the special issue. *Journal of Applied Communication Research*, 29, 91-96.
- Larkey, L. K., Hecht, M. L., Miller, K., & Alatorre, C. (2001). Hispanic cultural norms for health-seeking behaviors in the face of symptoms. *Health Education & Behavior*, 28, 65-80.
- Miller, K., Joseph, L., & Apker, J. (2000). Strategic ambiguity in the role development process. *Journal of Applied Communication Research*, 28, 193-214.

- Dorsey, A. M., Miller, K. I., & Scherer, C. W. (1999). Communication, risk behavior, and perceptions of threat and efficacy: A test of a reciprocal model. *Journal of Applied Communication Research*, 27, 377-395.
- Miller, K. (1998). The evolution of professional identity: The case of osteopathic medicine. *Social Science and Medicine*, 47, 1741-1750.
- Miller, K., & Zook, E. G. (1997). Care partners for persons with AIDS: Implications for health communication. *Journal of Applied Communication Research*, 25, 57-74.
- Miller, K., Scott, C., Stage, C., & Birkholt, M. (1995). Communication and coordination in an interorganizational system: Service provision for the urban homeless. *Communication Research*, 22, 679-699.
- Miller, K., Birkholt, M., Scott, C., & Stage, C. (1995). Empathy and burnout in human service work: An extension of a communication model. *Communication Research*, 22, 123-147.
- Ray, E.B., & Miller, K.I. (1994). Social support, home/work stress, and burnout: Who can help? *Journal of Applied Behavioral Science*, 30, 357-373.
- Ellis, B.H., & Miller, K.I. (1994). Supportive communication among nurses: Effects on commitment, burnout, and retention. *Health Communication*, 6, 77-96.
- Ellis, B.H., & Miller, K.I. (1993). The role of assertiveness, personal control, and participation in the prediction of nurse burnout. *Journal of Applied Communication Research*, 21, 327-342.
- Starnaman, S.M., & Miller, K.I. (1992). Communication and burnout in the teaching profession: A test of a causal model. *Communication Education*, 41, 40-53.
- Ray, E.B., & Miller, K.I. (1991). The influence of communication structure and social support on job stress and burnout. *Management Communication Quarterly*, 4, 506-527.
- Miller, K.I., Ellis, B.H., Zook, E.G., & Lyles, J.S. (1990). An integrated model of communication, stress, and burnout in the workplace. *Communication Research*, 17, 300-326.
- Kim, Y.Y., & Miller, K.I. (1990). The effects of attributions and feedback goals on the generation of supervisor feedback message strategies. *Management Communication Quarterly*, 4, 6-29.
- Miller, K.I., Zook, E.G., & Ellis, B.H. (1989). Occupational differences in the influence of communication on stress and burnout in the workplace. *Management Communication Quarterly*, 3, 166-190.
- Ellis, B.H., Miller, K.I., & Given, C.W. (1989). Caregivers in home health care situations: Measurement and relationships among critical concepts. *Health Communication*, 1, 207-226.
- Miller, K.I. (1989). Osteopathic communication and unity audit: A research report. *Triad*, 1, 20-21.
- Miller, K.I. (1988). Cultural and role-based predictors of organizational participation and allocation preferences. *Communication Research*, 15, 699-725.

- Miller, K.I., Stiff, J.B., & Ellis, B.H. (1988). Communication and empathy as precursors to burnout among human service workers. *Communication Monographs*, 55, 250-265.
- Miller, K.I., & Monge, P.R. (1987). The development and test of a system of organizational participation and allocation. In M. McLaughlin (Ed.), *Communication yearbook 10* (pp. 431-455). Beverly Hills: Sage Publications.
- Miller, K.I., & Monge, P.R. (1986). Participation, satisfaction, and productivity: A meta-analytic review. *Academy of Management Journal*, 29, 727-753.
- Miller, K.I., & Monge, P.R. (1985). Social information and employee anxiety about organizational change. *Human Communication Research*, 11, 365-386.
- Monge, P.R., Rothman, L.W., Eisenberg, E.M., Miller, K.I., & Kirste, K.K. (1985). The dynamics of organizational proximity. *Management Science*, 31, 1129-1141.
- Monge, P.R., Farace, R.V., Eisenberg, E.M., Miller, K.I., & White, L.L. (1984). The process of studying process in organizational communication. *Journal of Communication*, 12, 22-43.
- Eisenberg, E.M., Monge, P.R., & Miller, K.I. (1983). Involvement in communication networks as a predictor of organizational commitment. *Human Communication Research*, 10, 179-201.

Book Chapters

- Miller, K. I., & Considine, J. (2009). Communication in the helping professions. In L. Frey and K. Cissna (Eds.), *Handbook of applied communication research* (pp. 405-428). Mahwah, NJ: Erlbaum.
- Miller, K. (2007). Organizational communication. In *The International Encyclopedia of Communication*. Blackwell Publishing.
- Miller, K. (2006). Communication as constructive. In G. Shepherd, J. St. John, & T. Striphas (Eds.), *Communication as ...: Stances on Theory* (pp. 31-37). Beverly Hills, CA: Sage.
- Miller, K. I. (2000). Common ground from the post-positivist perspective: From “straw person” argument to collaborative coexistence. In S. R. Corman and M. S. Poole (Eds.), *Perspectives on organizational communication: Finding the common ground* (pp. 46-67). New York: Guilford.
- Miller, K. I. (2000). Quantitative research methods in organizational communication: Practices and challenges. In F. Jablin and L. Putnam (Eds.), *The New Handbook of Organizational Communication*. Newbury Park, CA: Sage.
- Miller, K.I. (1998). Widening the lens: The use of historical data in organizational communication theorizing. In P.J. Salem (Ed.), *Organizational communication and change: Challenges in the next century*. Creskill, NJ: Hampton Press.
- Miller, K.I. (1998). Nurses at the edge of chaos: The application of “New Science” concepts to organizational systems. *Management Communication Quarterly*, 12, 111-126.

- Miller, K. I. (1997). There's no smile on your face, Brother John: The trials and tribulations of human service work. In B. D. Syper (Ed.), *Case studies in organizational communication 2: Perspectives on contemporary work life* (pp. 84-96). New York: Guilford.
- Miller, K.I. (1996). Gimme shelter: The communication of America's homeless. In E. B. Ray (Ed.), *Communication and disenfranchisement: Social health issues and implications* (pp. 79-93). Rahwah, NJ: Lawrence Erlbaum Associates.
- Miller, K.I. (1996). Conflicting voices: Homelessness in America. In E. B. Ray (Ed.), *Case studies in communication and disenfranchisement: Applications to social health issues* (pp. 15-29). Rahwah, NJ: Lawrence Erlbaum Associates.
- Miller, K.I., & Ray, E.B. (1994). Beyond the ties that bind: Exploring the "meaning" of supportive messages and relationships. In B.R. Burleson, T.L. Albrecht, and I.G. Sarason (Eds.), *The communication of social support: Messages, interactions, relationships, and community* (pp. 215-228). Newbury Park: Sage.
- Zook, E.G., & Miller, K.I. (1993). The role of care partners in managing AIDS patients' illness: Toward a triadic model of health care provision. In S. Ratzan (Ed.), *AIDS: Effective health communication for the 90s*. Washington, D.C.: Taylor & Francis.
- Miller, K.I. (1992). Learning to care for others and self: The experience of medical education. In E.B. Ray (Ed.), *Case Studies in Health Communication* (pp. 3-14). Hillsdale, NJ: Erlbaum.
- Ray, E.B., & Miller, K.I. (1990). Communication in health care organizations. In E.B. Ray & L. Donohew (Eds.), *Communication in health care contexts: A systems perspective* (pp. 92-107). Hillsdale, NJ: Erlbaum.
- Dahnke, G.L., & Miller, K.I. (1990). Basic types of communication research. In G. L. Dahnke & C. F. Collado (Eds.), *Communication as social science: An intermediate survey* (pp. 309-324). Belmont, CA: Wadsworth.
- Dahnke, G.L., & Miller, K.I. (1990). A general model of the research process. In G.L. Dahnke & C.F. Collado (Eds.), *Communication as social science: An intermediate survey* (pp. 325-337). Belmont, CA: Wadsworth.
- Dillard, J.P., & Miller, K.I. (1988). Intimate relationships in task environments. In S. Duck (Ed.), *Handbook of personal relationships* (pp. 449-465). New York: Wiley.
- Monge, P.R., & Miller, K.I. (1988). Participative processes in organizations. In G. Goldhaber & G. Barnett (Eds.), *Handbook of organizational communication* (pp. 213-229). Norwood, NJ: Ablex.
- Eisenberg, E.M., Farace, R.V., Monge, P.R., Bettinghaus, E.P., Kurchner-Hawkins, R., Miller, K.I., & White, L.L. (1985). Communication linkages in interorganizational systems: Review and synthesis. In B. Dervin & M.J. Voigt (Eds.) *Advances in Communication Science, Vol. 6* (pp. 231-261). Norwood, NJ: Ablex.

Book Reviews

Miller, K. (2007). Review of H. L. Goodall, Jr., *A Need to Know: The Clandestine History of a CIA Family*. Review published in *Rhetoric and Public Affairs*, 10, 529-531.

Miller, K. (2001). Review of Buzzanell, P. (Ed.), *Rethinking organizational and managerial communication from feminist perspectives*. Review published in *Management Communication Quarterly*, 15 (1), 128-131.

Pedagogical Materials

Miller, K., Ryan, D., & Porter, E. (2003). *Instructor's Manual for "Organizational communication: Approaches and processes" (2nd edition)*. Belmont, CA: Wadsworth Publishing. (1st Edition Instructor's Manual, with Marifran Mattson and Christina Stage, 1995; 2nd Edition Instructor's Manual, with Julie Apker, Collette Clemens, and Lori Joseph, 1999).

Miller, K., and associates (2002). *Instructor's Manual for "Communication Theories: Perspectives, Processes, and Contexts*. New York: McGraw Hill.

Work Under Review or in Revision

Miller, K. Sibling Communication and Caring for Elderly Parents: Three Stories. Manuscript under review at *Family Communication*.

Ongoing Scholarly Activities

Currently conducting collaborative research on communication and family caregiving with the elderly.

Currently writing book-length project on "Becoming a Man During WWII." Targeted for publication with Texas A&M University Press.

Competitively Selected Convention Papers

Considine, J., & Miller, K. (November, 2008). The dialectics of care: Communicative choices at the end of life. NCA, San Diego.

Miller, K. (November, 2008). Sibling communication regarding care of elderly parents: Three views. NCA, San Diego.

Miller, K. (November, 2007). My father and his father: An analysis of World War II Correspondence. NCA, Chicago.

Willyard, J., Miller, K., Shoemaker, M., & Addison, P (November, 2007). Making sense of sibling responsibility for family caregiving: A narrative analysis. NCA, Chicago.

Miller, K., Shoemaker, M. M., Willyard, J., & Addison, P. A. (November, 2006). The construction of identity in unpaid family labor: An analysis of narratives from the sandwich generation. NCA, San Antonio, Texas.

Koesten, J., & Miller, K. (July, 2006). Financial feeling: An investigation of emotion and communication in the workplace. ICA, Dresden, Germany.

- Miller, K., Considine, J., & Garner, J. (November, 2004). "Let me tell you about my job": Narratives of emotion from *Working* and *Gig*. NCA, Chicago.
- Chase, R.T., & Miller, K. (November, 2004). Going "Hard Core" in the Corps: Stories of emotion in military training. NCA, Chicago.
- Brummans, B. H. J. M., & Miller, K. (November, 2003). The effect of ambiguity on the implementation of a social change initiative. NCA, Miami.
- Ryan, D. J., & Miller, K. (November, 2003). Communication, identity, and alternative work methods: Examining the identification configuration of teleworkers. NCA, Miami.
- Miller, K., Adkins, A.D., Creel, B., & Ryan, D. (November, 2002). Compassionate careers: Communicating care in the workplace. NCA, New Orleans.
- Miller, K. (November, 2001). Health care organizations as an arena for the study of emotions in organizations. NCA, Atlanta.
- Apker, J. K., & Miller, K. (May, 2001). Communicating change in the age of managed care: Nurses' communicative responses to changes in their organizational environment and professional practice. ICA, Washington, D.C.
- Miller, K. (November, 2000). The experience of emotional labor: Professing in the midst of tragedy. NCA, Seattle. Top paper.
- Koesten, J., Miller, K.I., & Hummert, M. L. (November, 2000). Family communication, self-efficacy and adolescent risk behavior: Saving our daughters, one girl at a time. NCA, Seattle.
- Apker, J., Miller, K., & Joseph, L. (November, 1999). Life in an evolving hospital: Nurses' reactions to changes in communication and communication about change. NCA, Chicago.
- Miller, K., Sharf, B., & Marshall, A. (July, 1999). Teaching about managed care: Pedagogical tools for medical and residency training. Communication in Medicine Conference, Evanston/Chicago, IL.
- Miller, K., Joseph, L., & Apker, J. (May, 1999). Strategic ambiguity in the role development process. ICA, San Francisco. Top 3 paper.
- Miller, K., & Apker, J. (May, 1999). On the front lines of managed care: Professional changes and communicative dilemmas of hospital-based nurses. ICA, San Francisco.
- Marshall, A. A., Scherer, C. W., & Miller, K. I. (1999). Communication, risk behavior, and perceptions of threat and efficacy: A test of a reciprocal model. ICA, San Francisco.
- Miller, K. (November, 1998). The evolution of professional identity: The rhetoric of osteopathic medicine. NCA, New York.
- Miller, K. (November, 1997). Common ground from the post-positivist perspective: From 'straw person' arguments to collaborative coexistence. NCA, Chicago.

- Medved, C.E., & Miller, K. (November, 1997). Women's employment decisions: The sense-making process. NCA, Chicago.
- Miller, K. (August, 1997). Nurses at the edge of chaos: Sense-making in a self-aware, self-organizing system. Conference on Self-Organizing Systems Theory and Organizational Communication. Alta, Utah.
- Miller, K. (November, 1996). The symbolic convergence of occupational identity in the osteopathic medical profession. SCA, San Diego.
- Miller, K.I. (February, 1996). Widening the lens: The use of historical data in organizational communication theorizing. Conference on Organizational Communication and Change. Austin, Texas.
- Miller, K. I., Birkholt, M., Scott, C., & Stage, C. (November, 1994). Communication and burnout in human service work: The role of identity. SCA, New Orleans.
- Ellis, B.H., & Miller, K.I. (May, 1992). The role of assertiveness, personal control, and participation in the prediction of nurse burnout. Top 3 Paper, ICA, Miami.
- Ellis, B.H., & Miller, K.I. (November, 1992). Supportive communication among nurses: Effects on commitment, burnout, and retention. Top 3 Paper, SCA, Chicago.
- Lyles, J.S., & Miller, K.I. (November, 1992). Memorable messages as social support. SCA, Chicago.
- Lyles, J.S., & Miller, K.I. (November, 1992). Physician-patient exchange: The application of leader-member exchange theory to physician-patient relationships. SCA, Chicago.
- Miller, K.I. (May, 1992). Communication and empathy in caregiving: Integrating divergent perspectives. ICA, Miami.
- Miller, K.I., & Ray, E.B. (February, 1992). Semantic networks and social support: An exploratory study. Sunbelt Social Networks Conference, San Diego.
- Zook, E.G., & Miller, K.I. (May, 1992). Care partner involvement and communication in the illness management systems of AIDS patients. Top 3 Paper, ICA, Miami.
- Kim, Y.Y., & Miller, K.I. (May, 1991). An attribution-emotion-feedback model of reactions to supervisory feedback. ICA, Chicago.
- Ray, E.B., & Miller, K.I. (November, 1991). Social support, home-work stress, and burnout: Who can help? SCA, Atlanta.
- Somera, L.P., & Miller, K.I. (May, 1991). Strong and weak ties: Social support networks for families of chronically ill children. Top 3 Paper, ICA, Chicago.
- Zook, E.G., & Miller, K.I. (May, 1991). Multidimensional versus unidimensional conceptions and measures of perceived social support. ICA, Chicago.

- Ellis, B.H., & Miller, K.I. (November, 1990). The effects of uncertainty and source credibility on acceptance of messages about organizational change. SCA, Chicago.
- Lyles, J.S., & Miller, K.I. (November, 1990). An exploration of network predictors of perceived social support in the workplace. SCA, Chicago.
- Miller, K.I. (April, 1990). Drawing dangerous dichotomies: Comments on representation and responsibility. ASU conference on organizational communication, Tempe, AZ.
- Starnaman, S.M., & Miller, K.I. (November, 1990). Communication and burnout in the teaching profession: A test of a causal model. Top 3 paper, SCA, Chicago.
- Ellis, B.H., Miller, K.I., & Given, C.W. (May, 1989). Caregivers in home health care situations: Measurement and relationships among critical concepts. ICA, San Francisco.
- Kim, Y.Y., & Miller, K.I. (May, 1989). The effects of attributions and feedback goals on the generation of supervisor feedback message strategies. ICA, San Francisco.
- Kim, Y.Y., & Miller, K.I. (November, 1989). A communication approach to organizational rolemaking: Three communication process models. SCA, San Francisco.
- Miller, K.I., Zook, E.G., Lyles, J.S., & Ellis, B.H. (May, 1989). Definitions of stressors, social support, and burnout: Conceptual and operational issues. ICA, San Francisco.
- Stiff, J.B., Miller, K.I., Dillard, J.P., & Somera, L. (November, 1989). Testing the validity of the communicative responsiveness measure. SCA, San Francisco.
- Zook, E.G., & Miller, K.I. (November, 1989). Differential leader-member exchange: Influences on communication and role stressors. SCA, San Francisco.
- Miller, K.I., Ellis, B.H., & Zook, E.G. (May, 1988). An integrated model of stress, burnout, and communication in the workplace. ICA, New Orleans.
- Miller, K.I., Stiff, J.B., & Ellis, B.H. (May, 1988). Communication and empathy as precursors to burnout among human service workers. Top 3 paper, ICA, New Orleans.
- Miller, K.I., Zook, E.G., & Ellis, B.H. (November, 1988). Occupational differences in the influence of communication on stress and burnout in the workplace. Top 3 paper, SCA, New Orleans.
- Tamborini, R., Miller, K.I., Stiff, J.B., & Heidel, C. (May, 1988). Predictors of emotional reactions to audio and visual elements in graphic horror: A time series analysis. ICA, New Orleans.
- Miller, K. I., & Ellis, B. H. (May, 1987). Romantic relationships in the workplace: Stereotypes and attributions. ICA, Montreal.
- Miller, K. I., Zook, E. G., & Mack, L. J. (November, 1987). Communication artifacts and organizational culture: An investigation of internal company newsletters. SCA, Boston.
- Miller, K. I. (November, 1986). The influence of social and work communication on occupational stress. SCA, Chicago.

- Miller, K. I., & Monge, P. R. (May, 1986). The development and test of a system of organizational participation and allocation. Top 3 paper, ICA, Chicago.
- Miller, K. I. (February, 1985). The content and mechanisms of organizational socialization. Western Speech Communication Association, Fresno, CA.
- Miller, K. I., & Monge, P. R. (May, 1985). Participation, satisfaction, and productivity: A meta-analytic review. ICA, Honolulu.
- Miller, K. I., & Monge, P. R. (May, 1984). The influence of social information on employee anxiety about organizational change. ICA, San Francisco.
- Monge, P. R., Rothman, L. W., Eisenberg, E. M., Miller, K. I., & Kirste, K. K. (August, 1984). The dynamics of organizational proximity. Top 3 paper, Academy of Management, Boston.
- Eisenberg, E.M., Monge, P.R., & Miller, K.I. (May, 1983). Involvement in communication networks as a predictor of organizational commitment. ICA, Dallas.
- Monge, P.R., Farace, R.V., Miller, K.I., & Eisenberg, E.M. (May, 1983). Life cycle changes in interorganizational information networks. ICA, Dallas.
- Monge, P.R., & Miller, K.I. (April, 1983). Alternative conceptualizations and analytic techniques for the study of communication processes. Conference on "Meeting the Methodological Challenges of a Process Notion of Communication", Tampa.
- Eisenberg, E.M., Farace, R.V., Monge, P.R., Bettinghaus, E.P., Kurchner-Hawkins, R., Miller, K.I., & White, L.L. (May, 1982). Communication linkages in interorganizational systems: Review and Synthesis. ICA, Boston.
- Monge, P. R., Farace, R. V., Eisenberg, E. M., Miller, K. I., & White, L. L. (May, 1982). The process of studying process in organizational communication. ICA, Boston.

Endowed Lectures and Keynote Addresses

- Miller, K. (April, 2008). Communication and care: Tensions in Professional and Personal Life. Keynote Address, Southern Communication Association Conference, Savannah, Georgia.
- Miller, K. (April, 2004). Compassionate communication: Lessons from the workplace. University Distinguished Lecture, Texas A&M University.
- Miller, K. (October, 2002). Emotion in the workplace: Tales from ordinary and extraordinary organizational life. 2002 Fallon-Marshall Lecture, College of Liberal Arts, Texas A&M University.
- Miller, K. (October, 2000). Reinventing the Workplace AS Community. 2000 Harriet Elliot Lecture. University of North Carolina—Greensboro.

Invited Presentations

- Miller, K. and Considine, J. (November, 2006). "Coping with Stress in Human Service Occupations." Workshop presented to Hospice Brazos Valley.
- Miller, K. (November, 2006). "Remembering Bonfire: A Consideration of Emotion and Identification." Presentation for students of Hart Hall, Texas A&M University.
- Miller, K. (October, 2006). "A dialectical Account of Family Caregiver Identity." Colloquium presented to the Department of Speech Communication, University of Georgia.
- Miller, K. (October, 2006). "Bye, Love, Bud: Growing up During World War II, An Examination of War Correspondence." Colloquium presented to the Department of Communication, Texas A&M University.
- Miller, K. (May, 2006). Keynote speaker for Honors Recognition Ceremony, Texas A&M University.
- Miller, K. (April, 2005). "Compassionate Communication." Keynote speaker for 13th Annual Caregiver's Conference. Brazos County, Texas.
- Miller, K. (January, 2005). "Compassionate Communication in the Workplace." Keynote speaker for "Communication Week," Department of Communication, Baylor University, Waco, TX.
- Miller, K. (August, 2004). "Emotion in the Workplace." Speaker for Bryan/College Station meeting of Association of Business Communication.
- Miller, K., & Eisenberg, E. (September, 2001). Keynote presentation for Midwest Organizational Communication Mini-conference. Champaign-Urbana, IL.
- Miller, K. (October, 1999). Stress and burnout among service providers. Workshop presented at the Conference on Family Violence in Rural Settings. College Station, Texas.
- Miller, K. (February, 1998). Nurses at the edge of chaos: Promise and pitfalls of new science applications to organizational systems. Colloquium presented at the Department of Communication, Michigan State University.
- Miller, K. (September, 1997). Nurses at the edge of chaos: Making sense in a self-organizing system. Colloquium presented at the Department of Speech Communication, Texas A&M University.
- Miller, K. (August, 1997). Guiding Staff Through Turbulent Times: Preventing Burnout. Speech presented to the Leadership Development Institute, Kansas City, Missouri.
- Miller, K. (July, 1997). Communication Issues in the Hospital Environment. Workshop presented for continuing education credit to staff at University of Kansas Medical Center.
- Miller, K.I. (April, 1996). Three journeys converge: A study of the symbolic convergence of occupational identity in the osteopathic medical profession. Colloquium presented at the Department of Communication, University of Missouri.
- Miller, K.I. (October, 1993). The use of Osteopathic Principles and Practices: Report on Research. Presentation for the American Osteopathic Association Graduate Education Seminar. Chicago.

Miller, K.I. (October, 1992). Gimme Shelter: Communication and service provision for the homeless. Colloquium presented at the Dept. of Communication, Michigan State University.

Miller, K.I. (April, 1989). Burnout and Caregivers: Communicative Causes and Coping. Colloquium presented at the Department of Communication Arts, University of Wisconsin-Madison.

Panel Responses and Panel Participation

Miller, K. (November, 2008). Panelist for “My Story is Not My Own: The Treasures and Tragedies of Narrative Inheritance.” NCA, San Diego.

Miller, K. (November, 2008). Panelist for “UnCONVENTIONAL Lenses on the Making of an Academic Professional.” NCA, San Diego.

Miller, K. (November, 2008). Respondent for “Taking the Next Step: How People Cope with Workplace Incivility.” NCA, San Diego.

Miller, K. (November, 2007). Panelist for “Sons, Daughters, and Scholars: The Rewards and Challenges of Research and Writing Involving our Fathers and Families.” NCA, Chicago.

Miller, K. (November, 2006) Chair for panel honoring award winners for Gerald R. Miller Dissertation Award. NCA, San Antonio.

Miller, K. (November, 2004). Respondent for “Conflict and Other Conundrums in Organizational Communication.” NCA, Chicago.

Miller, K. (November, 2004). Panelist for Woolbert Award panel honoring the work of Austin Babrow. NCA, Chicago.

Miller, K. (November, 2002). Respondent for “Emotion, Sociality, and Emotional Issues in Organizational Communication.” NCA, New Orleans.

Miller, K. (November, 2001). Panelist for “Directions and Impact of Health Communication: A Look at the Past, Present, and Future.” NCA, Atlanta.

Miller, K. (November, 2001). Panelist for “Scholarship Reconsidered.” NCA, Atlanta.

Miller, K. (November, 1999). Diverse ways of knowing: Approaches to conflict, sociality, customs, technology, and climate data. Respondent for NCA, Chicago.

Miller, K. (May, 1999). Invited participant in Organizational Communication Doctoral Pre-Conference, “Making Sense of Organizational Communication.” ICA, San Francisco.

Miller, K.I. (May, 1996). Invited participant in International Communication Association Division IV preconference on “Organizational Communication and the New Social Contract.” Chicago, IL.

Miller, K.I. (May, 1996). Respondent to Mihaly Csikszentmihalyi, spotlight speaker on creativity. ICA, Chicago.

- Miller, K.I. (May, 1995). Faculty presenter at International Communication Association Division IV Doctoral Consortium, Albuquerque, New Mexico.
- Miller, K.I. (November, 1994). Respondent to the "Outstanding Research Award" Speech. Association for Business Communication, San Diego.
- Miller, K.I. (July, 1994). Coping with the Stress and Burnout Experienced by Women Physicians. Speech presented to the Women in Medicine Group of the Arizona Medical Association.
- Miller, K.I. (November, 1993). Top 3 Papers in Organizational Communication. Respondent for SCA, Miami.
- Miller, K.I. (May, 1992). Member Integration and Organizational Communication Processes. Respondent for ICA, Miami.
- Miller, K.I. (May, 1992). Presenter in pre-conference on "The Oneness of Opposites: Theory and Application in Organizational Communication. ICA, Miami.
- Miller, K.I. (November, 1991). Structuring as communication: Participation, coordination, assimilation, and formalization. Respondent for SCA, Atlanta.
- Miller, K.I. (May, 1991). Top 3 Papers in Organizational Communication. Respondent for ICA, Chicago.
- Miller, K.I. (October, 1989). The Maintenance of Detached Concern in Caregiver Communication. Colloquium presented at the Dept. of Communication, University of Wisconsin-Milwaukee.
- Miller, K.I. (May, 1989). Participative Management and Productivity. Respondent for ICA, San Francisco.
- Miller, K. I. (May, 1988). Whistle Blowing and Organizational Politics. Respondent for ICA, New Orleans.
- Miller, K. I. (May, 1987). Employee Selection, Training, and Assimilation. Respondent for ICA, Montreal.
- Miller, K. I. (August, 1986). Methodological Issues in Organizational Communication. Respondent for the Academy of Management Annual Meeting, Chicago.

Funded Scholarly Experience

Member of Evaluation Team for study of Integrated Health Outreach System for Isolated Colonia residents. Project supported by Robert Wood Johnson Foundation and Health Services and Resources Administration. School of Rural Public Health, TAMUS. 2001-2005. \$32,000 in salary support.

Statistical Consultant for Texas Department of Health grant investigating adolescent smoking behavior. Brian Colwell, School of Rural Public Health, TAMUS, principal investigator. 2000-2001. \$4,800 in salary support.

Instructional Development Support for development of course in "Communication and Identity." Developed for the Honors Program, College of Liberal Arts, TAMU. \$1,500 in support.

Stipend to support participation in Hall Center for Humanities Faculty Seminar on Professions and Professional Ethics. Fall, 1997. \$500.

Stipend to participate in foundation grant-writing workshop. June, 1997. College of Liberal Arts and Sciences, University of Kansas. \$2,000.

Principal Investigator for study of occupational identity among osteopathic physicians. Project funded by American Osteopathic Association (continuation grant - \$9,000) and ASU College of Public Programs Dean's Incentive Grant, \$4,790. January 1, 1992 - December 31, 1992.

Summer Stipend for investigation of stress and burnout among professional and volunteers working with the homeless. Funded by the ASU College of Public Programs homelessness project, \$5,000.

Principal Investigator for study of the socialization patterns of osteopathic medical students. Project funded by American Osteopathic Association, September 1, 1990 - December 1, 1991, \$63,723.

Project director for study of communication processes that affect employee participation and firm productivity over time. Project funded by National Science Foundation, Peter R. Monge and Richard V. Farace, Co-Principal Investigators, June 1, 1983 - June 1, 1985.

Project director for study of influence of open office environment on communication patterns and employee attitudes. Project supported by Michigan Department of Education, 1981-1983.

Project assistant for study of interorganizational linkages among health care organizations. Project funded through National Cancer Institute and Michigan Cancer Foundation, 1979-1981.

Organizational and Grant Research Reports

Miller, K., Apker, J., Joseph, L., & Paulsen, B. (September, 1998). Descriptive research results: Study of nursing workplace attitudes. Report presented to Children's Mercy Hospital, Kansas City, Missouri.

Miller, K.I., Birkholt, M., Scott, C., Stage, C., Knelange, L. (September, 1994). Service Provision to Homeless People. In "Reflections on Homelessness in Maricopa County: Preliminary Report of the Research Project for Homeless People." College of Public Programs, Arizona State University.

Miller, K.I. (December, 1991). The use of osteopathic principles and practices: A study of osteopathic medical students. Final report presented to the American Osteopathic Association Bureau of Research. (Revised, September 1992)

Monge, P.R., Farace, R.V., Miller, K.I., Contractor, N.S., McSween, C., Boyd, B., Cozzens, M. (May, 1990). Final report to the National Science Foundation: The Relationship of the Scanlon Participative Management Process to Organizational Innovation, Productivity and Interorganizational Innovation Transfer.

Miller, K.I. (April, 1989). Report on osteopathic unity and communication. Prepared for the Ad Hoc Committee on Osteopathic Unity and the Michigan Association of Osteopathic Physicians and Surgeons.

Miller, K.I. (July, 1987). Stress, burnout, and job satisfaction. A report prepared for Burcham Hills Retirement Center, East Lansing, Michigan.

Miller, K.I., Ellis, B.H., & Zook, E.G. (July, 1987). Antecedents and consequents of employee stress and burnout. Report prepared for Pine Rest Christian Hospital, Grand Rapids, Michigan.

Miller, K.I. (April, 1986). Participation and allocation preferences in Scanlon organizations: A report prepared for Frost, Greenwood, & Associates, Lansing, Michigan.

Teaching Experience

At both the graduate and undergraduate level, my teaching interests have involved both survey and specialized courses in organizational communication, health communication, communication theory, and research methods.

Specific courses taught at the undergraduate level include:

Introduction to Communication Studies
Communication Theory
Introduction to Communication Research Methods
Introduction to Organizational Communication
Introduction to Health Communication
Theory and Research in Organizational Communication
Family Communication
Business Communication
Communication and Leadership
Communication and the Disenfranchised
Communication Criticism
Communication and Identity

Specific courses taught at the graduate level include:

Seminar—Health Communication in Family Contexts
Survey of theory and research in organizational communication
Survey of theory and research in health communication
Communication theory
Theory construction
Introduction to research methods
Research methods and statistics
Measurement theory and techniques
Modeling techniques in Communication Research
Seminar--Interpersonal Relationships in Organizations
Seminar--Communication Networks
Seminar--Communication and Caregiving
Seminar—Communication in Health Care Organizations
Seminar--Communication and Managed Care
Seminar—Communication and Emotion in Organizations

Seminar--Rival Hypotheses
Seminar--Organizational Metaphors
Seminar--Academic Careers in Communication

Editorial Service

Editor, *Communication Monographs*, 2010-2013.

Area Editor, Organizational Communication, *The International Encyclopedia of Communication*.
Blackwell Publishing.

Editor, *Management Communication Quarterly*, 1990 - 1997

Editor, special issue on "Communication in the Age of Managed Care." *Journal of Applied Communication Research*, Volume 29, Number 2 (May 2001).

Associate Editor of *Communication Theory*, 2003-2005.

Editorial Board Service: *Journal of Communication*, 2004 - ongoing
Women's Studies in Communication, 2000-2003
Communication Theory, 1999-2002
Human Communication Research, 1998 - ongoing
Management Communication Quarterly, 1997-ongoing
Journal of Applied Communication Research, 1997-1999
Communication Studies, 1997-2000
Communication Monographs, 1994 - 1996
Communication Research, 1991-1993
Handbook of Applied Communication Research

Ad hoc reviewer: *Human Communication Research*
Communication Monographs
Communication Research
Academy of Management Journal
Health Communication
Journal of Applied Communication Research
Management Communication Quarterly
Communication Yearbook
Western Journal of Communication
Women's Studies in Communication
Communication Studies
Human Relations

Judge for NCA Gerald R. Miller Dissertation Award, 2005, 2006 (Chair of committee in 2006)

Paper reader for ICA, Organizational Communication, 1986, 1994, 1995.

Paper reader for SCA, Organizational Communication, 1988.

Paper reader for ICA, Health Communication, 1991, 1992.

Judge for W. Charles Redding Dissertation Award, 1989, 1992, 1999

Doctoral Dissertations Directed

Currently directing 6 Ph.D. dissertations and advising 4 additional Ph.D. students.

Stogsdill, Steven P. (2009). *Perceptions of Power: A Comparison of Perceptions of the Organizational Power of IT Departments*. Department of Communication, Texas A&M University.

Metcalf, Laurie D. (2009). *Framing Change: Social Movement Framing in University Living Wage Movements*. Department of Communication, Texas A&M University.

Willyard, Jennifer (2008). *Organizational rhetoric from the Oval Office: A Weickian analysis of the Bush Administration*. Department of Communication, Texas A&M University.

Dummer, Susan I. (2006). "Girls have long hair" and other myths: *The social construction of girlhood in fifth and sixth grade girls*. Department of Communication, Texas A&M University.

Considine, Jennifer R. (2006). *Delicious ambiguity? Organizational, interpersonal, and personal communication about spirituality at Hospice*. Department of Communication, Texas A&M University.

Garner, Johny T. (2006). *When things go wrong at work: Organizational dissent as a process of interpersonal influence*. Department of Communication, Texas A&M University.

Brummans, Boris H.J.M. (2004). *Dispositional reflections*. Department of Communication, Texas A&M University. Co-Directed with Linda L. Putnam.

Adkins, A. Dawn (2002). *The influence of sex, gender roles, and relational experiences on communication about body image*. Department of Communication, Texas A&M University.

Ryan, Daniel J. (2002). *Communication, Identity, and Alternative Work Methods: Examining the Identification Configuration of Teleworkers*. Department of Speech Communication, Texas A&M University.

Apker, Julie (2000). *Communication in the Managed Care Era: A Case of Hospital-Based Nurses*. Department of Communication Studies, University of Kansas.

Medved, Caryn E. (1998). *Negotiating Work and Family Arrangements*. Department of Communication Studies, University of Kansas.

Morman, Mark T. (1998). *Empathy, intimacy, and the motivation to perform cancer self-examinations*. Department of Communication Studies, University of Kansas. Co-directed with Chris Segrin. Winner of ICA/NCA Health Communication Dissertation of the Year Award.

Nelson, Katherine L. (1998). *Reframing the genesis and maintenance of codependence as a relational and communicative phenomenon*. Department of Communication, Arizona State University.

Sass, James S. (1997). *Emotional Labor as Cultural Performance in a Nonprofit Nursing Home*. Department of Communication, Arizona State University.

Morrill, Ann M. (1997). *Performance Feedback in Context: Examining the Influence of the Supervisor-Subordinate Relationship*. Department of Communication Studies, University of Kansas.

Hillmer, Barbara H. (1997). *Dialogue as the Language of Change: An Examination of the Discourse of Organizational Dialogue*. Department of Communication Studies, University of Kansas.

Baker, Joyce M. (1997). *Social Support and Academic Persistence: A Test of the Optimal-Matching Model*. Department of Communication, Arizona State University.

Lyles, Judith S. (1996). *The examination of the long-term effects of psychosocial training on the practice of medicine*. Department of Communication, Michigan State University.

Starnaman, Sandra M. (1996). *The role of information in the interorganizational collaborative decision-making process*. Department of Communication, Michigan State University.

Mattson, Marifran (1995). *Reconceptualizing communication cues to action in the Health Belief Model: HIV test counseling*. Department of Communication, Arizona State University.

Larkey, Linda K. (1993). *The development and validation of the Workforce Diversity Questionnaire*. Department of Communication, Arizona State University.

Wright, Alan W. (1991). *Developing a model of communication competence for organizations*. Department of Communication, Michigan State University. Co-Directed with Alicia Marshall.

Zook, Eric G. (1991). *Care partners in illness: Toward a theory of the role of third-parties in the care of patients with chronic and terminal illness*. Department of Communication, Michigan State University.

Ellis, Beth H. (1990). *Nurses' communicative relationships and prediction of commitment, burnout and retention in acute care settings*. Department of Communication, Michigan State University. Dissertation received the W. Charles Redding dissertation award, Division IV, International Communication Association.

Somera, Lilnabeth P. (1990). *Strong and weak ties: Social support for families of chronically ill children*. Department of Communication, Michigan State University.

Kim, Young Y. (1989). *An attribution-emotion-motivation model of reactions to supervisory feedback*. Department of Communication, Michigan State University. Dissertation received honorable mention in Redding Dissertation Award competition, Division IV, International Communication Association.

University Service

Member, University Research Roadmap Committee, Provost Level, TAMU, 2008-2009

Member, University Distinguished Lecture Series Committee, TAMU, 2006 – 2009

Member, Liberal Arts Council, College of Liberal Arts, TAMU, 2006 - 2007

Chair, Committee on Promotion and Tenure in Interdisciplinary Programs, College of Liberal Arts, 2005 - 2006.

Director of Graduate Studies, Department of Communication, TAMU, 2004-present

Chair, Promotion and Tenure Committee, Department of Communication, 2004-present

Member, Graduate Instruction Committee, College of Liberal Arts, TAMU, 2004-present

Member, Committee for Telecommunication program development, Department of Communication, TAMU 2001-2003

Chair, Committee for Curriculum Review, Dept. of Speech Communication, TAMU, 2001-2002

Chair, Faculty Search Committee, Dept. of Speech Communication, TAMU, 2000-2001, 2001-2002, 2002-2003

Member, Dean's Advisory Committee, College of Liberal Arts, TAMU, 2000-2003

Director, Program for the Study of Communication and Health, TAMU, 1998-2001

Member, Graduate Committee, Department of Speech Communication, TAMU, 1998-2003

Chair, Review committee for Graduate Research Fund proposals, KU CLAS, 1998

Member, Review committee for Graduate Research Fund proposals, KU CLAS, 1997

Member, ASU Faculty Search Committee, 1994-1995

Faculty Senator, Arizona State University, 1991-1994

Member, ASU Personnel Committee of Faculty Senate, 1991-1994

Chair, ASU COPP Research Committee, 1991-1992

Member, ASU COPP Curriculum Committee, 1990-1991

Member, ASU Interdisciplinary Ph.D. Program Executive Committee, 1990-1992

Chair, ASU Interdisciplinary Ph.D. Program Admissions Committee, 1990-1992

Chair, ASU M.A. Theory/Methods Comprehensive Examination Committee, 1991

Member, ASU Graduate Committee, 1990-1992, 1994-1995

Member, MSU University Committee on Faculty Tenure, 1987-1989

Chair, MSU Faculty Search Committee, 1986-1988

Member, MSU Faculty Search Committee, 1985-1986

Member, MSU Graduate Admissions Committee, 1982-1983, 1986-1987

Member, MSU Chair Advisory Committee, 1985-1986

Member, MSU Ad hoc Committee on Graduate Studies, 1986-1987

Professional Affiliations and Service

Positions Held

Chair, Gerald R. Miller Dissertation Award Committee, NCA (2006)

Member, Nominating Committee, Organizational Communication Division, ICA (2003)

Chair, Research Committee, International Communication Association (2001-2002)

Chair, Awards Committee, NCA Organizational Communication Division (2000-2002)

Chair, ICA Ad Hoc Committee on Child Care Issues (1999-2000)

Member, ICA Research Committee (1998- 2001)

Chair, Organizational Communication Division, ICA (1996-1998)

Vice-Chair, Organizational Communication Division, ICA (1994-1996)

Secretary, Organizational Communication Division, ICA (1989-1991)

Student Member, Board of Directors, ICA (1984-1986)

Memberships

Life Member, International Communication Association

Member, National Communication Association (formerly Speech Communication Association)

Member, Academy of Management

Member, Phi Kappa Phi, National Honor Society

Awards

Gerald Phillips Award for Outstanding Applied Communication Scholarship, National Communication Association, 2009.

Green Honors Chair, Texas Christian University, 2009.

Selected to present the University Distinguished Lecture. Texas A&M University. April, 2004.

Award of Merit for Teaching. Presented to the outstanding teacher outside the college of Agriculture by Gamma Sigma Delta, Honor Society of Agriculture. April, 2003.

Selected to present the Fallon-Marshall lecture, College of Liberal Arts, Texas A&M University. October, 2002.

Voted outstanding U.S. scholar in organizational communication by Harriet Elliot lecture series. October, 2000. Department of Communication, University of North Carolina—Greensboro.

Outstanding Member Award, International Communication Association Division IV. Presented May, 1996.

Recipient, Outstanding Mentor Award presented by the Graduate Research Support Office, ASU. Presented March, 1994.

Recipient, ASU College of Public Programs "Leg of the Stool Award" for excellence in teaching. Presented May, 1993.

Recipient, The W. Charles Redding Dissertation Award for the outstanding doctoral dissertation in organizational communication completed in the year 1985. Presented by Division 4 of the International Communication Association, May, 1986.

Recipient of thirteen "Top 3 Paper" awards from ICA, NCA, and the Academy of Management.