

PIYAWAN CHAROENSAP-KELLY
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EDUCATION

Doctor of Philosophy, Communication Studies

The University of Southern Mississippi, Hattiesburg, MS, May 2019

Honors: Phi Kappa Phi, Golden Key International, cumulative GPA: 3.98
Concentrations: Organizational Communication and Interpersonal Communication
Dissertation: "Supervisor-Subordinate Conflict Negotiation: Examining the Core Concerns in Light of Communication Accommodation and Gender Roles"
Adviser: Dr. John Meyer

Master of Arts, Organizational Communication

Southeastern Louisiana University, Hammond, LA, May 2014 Honors: Phi Kappa Phi; GPA: 4.00

Bachelor of Arts, English Minor: German

Silpakorn University, Nakorn Patom, Thailand, March 2001 Honors: First-class honors, GPA: 3.64

ACADEMIC WORK EXPERIENCE

Assistant Professor, Corporate Communication & Public Affairs Division, Southern Methodist University (August 2020 – Present).

Teach Business and Professional Communication and Organizational Communication.

Lecturer, Communication Arts Department, The University of Alabama in Huntsville (August 2018 – August 2020):

Teach Public Speaking, Business and Professional Communication, Communication Theory, and Organizational Training and Development Courses; direct the Business and Professional Communication Course; oversee the Internship Program for Communication Arts majors; advise assigned Communication Arts majors; and serve as adviser for the university's student newspaper club, The Charger Times.

Graduate Teaching Assistant, Communication Studies Department, The University of Southern Mississippi (August 2015 – May 2018):

Taught undergraduate courses in Public Speaking, Interpersonal Communication, and Business Communication; mentored peer GTAs on teaching technologies; attended professional development meetings to increase knowledge base in communication research and teaching.

Speech Consultant, The University of Southern Mississippi Speaking Center (August 2015 – May 2016): Provided one-on-one and group consultancy on oral presentation skills for a variety of settings such as class presentations, conference presentations, job interviews, speech competitions, etc. Conducted the center's program assessment and evaluation.

Research Assistant to Dr. Eura Jung, Communication Studies Department, The University of Southern Mississippi (August – December 2015): Assisted in data collection for research projects regarding cultural characteristics, health behaviors, and interracial interactions; mentored peer research assistants on online and face-to-face surveys; submitted weekly project updates to the principal investigator.

Communication Graduate Assistant, School of Construction, The University of Southern Mississippi (January – May 2015) Developed news announcements; compiled, proofread, and edited accreditation materials; advised master's students; and assisted the School Director as assigned.

BUSINESS WORK EXPERIENCE

Training & Consulting

Founder and Executive Director, Life Consultant & Training (Siracha), Thailand (August 2011 – December 2014) Provided consultancy services and training to individuals and organizations on the subject of communication, interpersonal relationships, and performance improvement.

Training Manager, Swiss Lodge Hotel (now Le Siam Hotel), Bangkok, Thailand (August – December 2007) Trained employees of all levels on communication, interpersonal relations and job-specific skills; provided leadership and management coaching to executive staff; and liaised between foreign General Manager and non-English speaking staff.

Communication & Organizational Consultant, Universal Communication System Co., Ltd., Bangkok, Thailand. (January – April 2007) Trained employees on communication, human relations skills, and how to write Job Manuals; evaluated and revised the company's Organization Chart; drafted communication policies and created an orientation program for new employees.

Trainer, Association for the Promotion of Study Technology, Bangkok, Thailand (Jan – Oct 2003) Delivered training on learning, communication and moral values to primary school students, parents, teachers, Buddhist monks and inmates.

Administration

Personal Assistant, American Back Institute, Metairie, LA, USA (May 2008 – April 2009) Provided administrative assistance including travel arrangements, time management and scheduling for the owner and CEO; and managed communications to and from the CEO.

Administration Manager, Piya Raj Construction Co., Ltd., Nakorn Ratchasima, Thailand (August 2005 – December 2006) Set up and maintained an administrative system for the smooth running of the organization; maintained proper government relations and legal affairs; recruited staff and provided training; handled financial matters.

Project Administrator, Fidelity Information Services (Thailand) Ltd., Bangkok, Thailand (November 2003 – May 2005) Prepared accounting documents; arranged meetings, flight and hotel booking; handled incoming and outgoing mail, visas and work permits, and new staff orientation; assisted project team members in other tasks as required.

Personal Assistant to Managing Director, Aktuell Verlag Co., Ltd., Bangkok, Thailand (Jun 2001 – Dec 2002) Coordinated activities and translated for the Managing Director; organized business meetings and schedules; liaised with public organizations and business partners for smooth cooperation of all parties.

PUBLICATIONS

Stephens, K. K., Jahn, J., Fox, S., **Charoensap-Kelly, P.**, Mitra, R., Sutton, J., Waters, E. D., Xie, B., & Meisenbach, R. J. (2020, June). Collective sensemaking around COVID-19: Experiences, concerns, and agendas for our rapidly changing organizational lives. *Management Communication Quarterly*, 34(3), 426-457. <https://doi.org/10.1177/0893318920934890>.

Charoensap-Kelly, P., Knight, G. B., Mestayer, C. (2020, Spring). Religious Talk at Work: Religious identity management in the United States workplace. *Journal of Communication and Religion*, 43(1), 55-74.

Charoensap-Kelly, P., Mestayer, C., Knight, G.B. (2019, November). To come out or not to come out: Minority religious identity self-disclosure in the United States workplace. *Management Communication Quarterly*. <https://doi.org/10.1177/0893318919890072>.

Charoensap-Kelly, P. (2018, August). Greater alignment, greater success: Communication needs assessments and training program assessments. In J.D. Wallace & D. Becker (Eds.), *The handbook of communication training*. Taylor & Francis.

Charoensap-Kelly, P. (2017, May). Crafting a faculty and staff fundraising campaign: Predictors of giving, donor motivations and effective strategies. *Journal of Education Advancement & Marketing*

Charoensap-Kelly, P., Broussard, L., Caldwell, M., & Lindsly, M. (2016, June). Evaluation of a soft skills training program. *Business and Professional Communication Quarterly*, 79(2), 154-179. DOI: <https://doi.org/10.1177/2329490615602090>.

*Two additional manuscripts are currently under the revise-and-resubmit stage and three are under review. They are not included here to facilitate the blind review process.

CURRENT RESEARCH PROJECTS

Charoensap-Kelly, P. & Sheldon, P. Lessons from COVID-19: Teachers' and students' communication best practices in times of crises.

Charoensap-Kelly, P., Young, C., Ismail, M., Fourney, S. Effectiveness of the core concerns framework in cross-cultural organizational conflicts.

Charoensap-Kelly, P. Supervisor-subordinate conflict negotiation: Examining the core concerns in light of communication accommodation and gender roles.

Vanlear, A., Honeycutt, J., **Charoensap-Kelly, P.** Antecedents and processes involved in mock job interviews.

CONFERENCE PRESENTATIONS

Competitive Papers

- Charoensap-Kelly, P.** (2019, February). Supervisor-subordinate conflict negotiation: Examining the core concerns in light of communication accommodation and gender roles. The Nineteenth International Conference on Knowledge, Culture, and Change in Organizations, Vancouver, Canada.
- Charoensap-Kelly, P.** (2018, November). Consultants' online credibility establishment and assessment. National Communication Association Annual Conference (Training and Development Communication Division), Salt Lake City, Utah, USA.
- Charoensap-Kelly, P., Mestayer, C., Knight, B.** (2018, November). Religious talk at work: Religious identity management in the American workplace. National Communication Association Annual Conference (Religious Communication Division), Salt Lake City, Utah, USA.
- Charoensap-Kelly, P.** (2018, March). "It's not what you say, it's how you say it:" Examining the core concerns framework in light of politeness and communication accommodation. The University of Southern Mississippi's Graduate Student Research Symposium, Hattiesburg, MS, USA.
- Charoensap-Kelly, P.** (2017, November). Making sense of international faith-based disaster relief volunteer experiences: Barriers and contributors to successful operations. National Communication Association Annual Conference (Group Communication Division), Dallas, TX, USA. **[Top Paper]**
- Charoensap-Kelly, P., Young, C., Ismail, M., Fourney, S.** (2017, November). "He doesn't like me and he is angry": Effectiveness of the core concerns framework in managing conflicts between inter-and intracultural manager-employee dyads. National Communication Association Annual Conference (Peace and Conflict Communication Division), Dallas, TX, USA.
- Charoensap-Kelly, P.** (2017, April). A rhetorical theory of identity. Southern States Communication Association Annual Conference (Communication Theory Division), Greenville, SC, USA.
- Charoensap-Kelly, P.** (2017, April). Crafting a faculty and staff fundraising campaign: Predictors of giving, donor motivations and effective strategies. Southern States Communication Association Annual Conference (Public Relations Division), Greenville, SC, USA.
- Charoensap-Kelly, P., Bryant, K., & Logemann, M.** (2016, November). Humor in the intercultural classroom: A quantitative investigation of foreign instructor humor effects on learning outcomes. National Communication Association Annual Conference (Intercultural Communication Division), Philadelphia, PA, USA.
- Charoensap-Kelly, P.** (2016, April). Moving beyond the communication discipline: Identity management theory, communication theory of identity and a newly proposed identity construct. Southern States Communication Association Annual Conference (Communication Theory Division), April 2016, Austin, TX, USA. **[Top Paper]**
- Charoensap-Kelly, P.** (2016, June). To come out or not to come out: Managing minority religious and spiritual identity in the American workplace. International Communication Association Annual Conference (Organizational Communication Division), Fukuoka, Japan.
- Charoensap-Kelly, P.** (2016, February). Analysis of Penn State scandal crisis management. Mississippi Communication Association Conference, Pearl, MS, USA.
- Charoensap-Kelly, P.** (2015, November). Become an explorer!: The frontier myth in Google Glass discourse. The National Communication Association Annual Conference (Rhetorical & Communication Theory Division), Las Vegas, NV, USA.

- Charoensap-Kelly, P.** (2015, July). Dissecting Gangnam Style through the lens of cultural studies. The 21st International Conference of the International Association for Intercultural Communication Studies (IAICS), The Hong Kong Polytechnic University, Hong Kong.
- Charoensap-Kelly, P.** (2015, March). Become an explorer!: The frontier myth in Google Glass discourse. The University of Southern Mississippi's Graduate Student Research Symposium, Hattiesburg, MS, USA.
- Charoensap-Kelly, P.** (2015, February). Moving beyond the communication discipline: Identity management theory, communication theory of identity and a newly proposed identity construct. Mississippi Communication Association Conference, Pearl, MS, USA.
- Charoensap-Kelly, P.** (2015, February). Age and reverse age discrimination in the current workplace environment. Mississippi Communication Association Conference, Pearl, MS, USA.
- Charoensap-Kelly, P.,** Broussard, L., Caldwell, M., & Lindsly, M. (2014, November). Evaluation of a soft skills training program. National Communication Association Annual Conference (Training and Development Division), Chicago, IL, USA. **[Third-place Top Paper]**
- Charoensap-Kelly, P.** (2014, April). The role of technology in socialization of international workers. Southern States Communication Association Annual Conference (Applied Communication Division), New Orleans, LA, USA. **[Top-Paper Panel]**

Panel Presentations/Round-Table Discussions

- Mestayer, C., Bailey, S. B., **Charoensap-Kelly, P.,** Christen, S., Smith, E. H., & Taylor, L. (2020, April). Don't let the chaos of student technology use disrupt your class: Embrace it and use it. Southern States Communication Association Annual Conference (Instructional Development Division), Frisco, TX, USA.
- Charoensap-Kelly, P.,** Young, C., & Ismail, M. (2019, July). When emotion takes over reason: Teacher-student conflict management for highly emotional situations. Alabama Communication Association Annual Conference, Montevallo, AL, USA.
- Charoensap-Kelly, P.** (2018, November). Mentoring after #MeToo: Positive and negative Implications. National Communication Association Annual Conference (Training & Development Division), Salt Lake City, UT, USA. **[Presenter]**
- Charoensap-Kelly, P.** (2018, November). Building our future: An interactive debate about the future of the Training & Development Division. National Communication Association Annual Conference (Training & Development Division), Salt Lake City, UT, USA. **[Respondent]**
- Charoensap-Kelly, P.** (2018, July). Reflecting the business world: Group persuasive presentation activity. Alabama Communication Association Annual Conference (G.I.F.T. Session), Huntsville, AL, USA.
- Charoensap-Kelly, P.,** Ismail, M., Logemaan, M. M., Varona, F., & Young, C. R. (2018, April). Building intercultural competencies in diverse contexts: Bridging theory and practice. Southern States Communication Association Annual Conference (Intercultural Communication Division), Nashville, TN, USA. **[Panel Organizer and Chair]**
- Ellefson, A. J., Beckham, J., Brown, V., & **Charoensap-Kelly, P.** (2018, February). Socrates modified: Teaching public speaking in a flipped classroom. Mississippi State Communication Association Annual Conference, Pearl, MS, USA. **[Presenter]**

Charoensap-Kelly, P., Young, C., Ismail, M., Fourney, S. (2017, May). "He doesn't like me and he is angry": Effectiveness of the core concerns framework in managing conflicts between inter-and intracultural manager-employee dyads. International Communication Association Annual Conference (Organizational Communication Division Research Escalator Session), May 2017, San Diego, CA, USA.

Charoensap-Kelly, P. (2017, April). Student organizations and organizational communication: Examining how organizational theory and practice impact student organizations. Eastern Communication Association Annual Conference (Organizational Communication Division), Boston, MA, USA.

Charoensap-Kelly, P. (2016, November). The NCA Training and Development Division Mentoring Program: Organizers, mentors, and mentees report on their involvement and offer future possibilities. National Communication Association Annual Conference (Training & Development Division), Philadelphia, PA, USA. [Panel Chair and Presenter]

Poster Presentations

Charoensap-Kelly, P. (2016, March). Breaking the norms: How humor shapes intercultural marriage. The University of Southern Mississippi's Graduate Student Research Symposium, March 2016, Hattiesburg, MS, USA. **[Second Top Presentation Award]**

Pre-Conference Workshop Presentations

Becker, D., **Charoensap-Kelly, P.**, Clemens, C. M., Cohen, S. D., Golinski, R., Diles, M. L. N., Punyanunt-Carter, N., May, A. R., Saunders, J. H., and Waite, L. (2019, November). Take the talk and walk the walk: The what, why, and how of (more) effective presentations at NCA annual conferences. National Communication Association Annual Conference, Baltimore, DC, USA. [Co-Chair and Presenter]

Cohen, S. D., **Charoensap-Kelly, P.**, Young, C., Ismail, M., Fourney, S. (2017, November). Getting to "Yes": Effective Persuasion and Negotiation Strategies. National Communication Association Annual Conference (Legacy Training and Development Series), Dallas, TX, USA.

COURSES TAUGHT

Southern Methodist University Fall 2020 – Present

- CCPA 3360 Business and Professional Communication
- CCPA 3365 Organizational Communication

University of Alabama in Huntsville Fall 2018 – Spring 2020

- CM 113 Public Speaking
- CM 313 Business and Professional Communication (*face to face and hybrid sections*)
- CM 451/551 Organizational Training and Development
- CM 331 Communication Theory

University of Southern Mississippi Fall 2015 – May 2018

- CM 111 Oral Communication (*Instructor of Record: face to face and online sections*)
- CM 305 Interpersonal Communication (*Instructor of Record*)
- CM 320 Business Communication (*Instructor of Record*)

GRANTS & AWARDS

- **2019, November:** Top Reviewer Award, The National Communication Association Training and Development Division
- **2019, November:** Faculty Travel Award, College of Arts, Humanities, and Social Sciences, The University of Alabama in Huntsville (\$1,100)
- **2019, February:** The Emergent Scholar Award, The Nineteenth International Conference on Knowledge, Culture, and Change in Organizations, Organization Studies Research Network
- **2018, November:** Faculty Travel Award, College of Arts, Humanities, and Social Sciences, The University of Alabama in Huntsville (\$1,250)
- **2018, November:** The National Communication Association Caucus Student Travel Award (\$145)
- **2018, July:** Graduate Competitive Travel Award, The University of Southern Mississippi (\$450)
- **2018, April:** Don George Teaching Excellence Award, The University of Southern Mississippi Communication Studies Department (\$714)
- **2017, September:** Don George Research Excellence Award, The University of Southern Mississippi Communication Studies Department (\$719.50)
- **2016, November:** The National Communication Association Training and Development Division Rising Star Award
- **2016, November:** The National Communication Association Caucus Student Travel Award (\$200)
- **2016, May:** The University of Southern Mississippi Foundation Travel Grant (\$150)
- **2016, March:** Professionals in Preparation Travel Grant Award, Graduate Research Symposium, the University of Southern Mississippi (\$500)
- **2016, March:** 2nd Place Poster Presentation Award, Graduate Research Symposium, the University of Southern Mississippi (\$350)
- **2016, March:** Certificate of Achievement, Phi Kappa Phi University of Southern Mississippi Chapter
- **2015, November:** Phi Kappa Phi Love of Learning Award (Conference Travel Grant - \$500)
- **2015, November:** The National Communication Association Caucus Student Travel Award (\$275)
- **2014, November:** The National Communication Association Caucus Student Travel Award (\$210)
- **2014, July:** Phi Kappa Phi Love of Learning Award (Conference Travel Grant - \$500)
- **2000:** King Bhumipol Academic Excellence Award, Silpakorn University.
- **1999:** Certificate of Recognition of Outstanding Campus Betterment Activities, Faculty of Arts, Silpakorn University.
- **1998 – 2001:** Bangkok Bank Scholarships for Student with High Academic Performance and Outstanding Intramural Betterment Activities.

SERVICE TO THE UNIVERSITY OF ALABAMA IN HUNTSVILLE

- Research and Education in the Liberal Arts: Colloquium and Social (RELACS) Committee, College of Arts, Humanities, and Social Sciences (October 2019 – March 2020)
- Student Professional and Development Workgroup Member, College of Arts, Humanities, and Social Sciences (April – June 2019)
- Coordinator, Communication Arts Annual Meet and Greet Event, Communication Arts Department, (Spring 2019 & Spring 2020)
- Faculty Adviser, Charger Times Student Newspaper Club, (December 2018 – May 2020)

SERVICE TO THE COMMUNICATION DISCIPLINE

- **Journal Manuscript Reviewer** (October 2019 – Present), *Management Communication Quarterly*
- **Research, Planning, and Assessment Team Lead of the Blue-Ribbon Task Force on Effective Conference Presentations**, Training & Development Division, The National Communication Association (January 2019 - Present)
- **Journal Manuscript Reviewer** (June 2017 – Present), *Business and Professional Communication Quarterly*
- **Conference Submission Reviewer**, Group Communication Division (2018) and Training & Development Division (2015, 2019), The National Communication Association
- **Mentoring Program Co-Leader**, Training & Development Division, The National Communication Association (November 2015 – Present)
- **Co-Chair**, Training & Development Division, The National Communication Association (November 2017 – November 2018)
- **Vice-Chair and Co-Planner**, Training & Development Division, The National Communication Association (November 2016 – October 2017)
- **Co-Secretary**, Training & Development Division, The National Communication Association (November 2015 – October 2016)
- **Student Representative**, Training & Development Division, The National Communication Association (November 2014 – October 2015)
- **Research Assistant** to Dr. John Meyer, Communication Studies, The University of Southern Mississippi (January – May 2015)
- **Speech Competition Judge**, The University of Southern Mississippi Speech and Debate Team (Spring 2015, Fall 2015, Fall 2016, Spring 2017, Fall, 2017, Spring 2018)

GUEST SPEAKER PRESENTATIONS

- “Crisis Communication: Planning and Practicing,” Crisis Communication Course, The University of Alabama in Huntsville, September 26, 2019
- “Using Literature Review to Justify Your Research,” Advanced Communication Research Methods Course, The University of Alabama in Huntsville, September 5, 2019
- “Communicating Across Generations Workshop,” Northrop Grumman Huntsville, June 12, 2019.
- “Science Communication: Conflict Management Workshop,” The University of Southern Mississippi Gulf Coast Research Laboratory, May 7, 2019.
- “How to Give an Effective Technical Presentation to Culturally Diverse Audiences,” The Society of Technical Communication, North Alabama Chapter Mini-Conference, April 13, 2019.
- “Communication Skills,” RISE: Men in Black and Blue Community Health Advisers Training, Mississippi Valley State University, August 12, 2017.
- “Survive and Thrive in Graduate School,” USM Communication Studies Graduate Orientation, August 9, 2017.
- “Handling Emotions in Workplace Conflicts,” Cook Library Professional Development Program, The University of Southern Mississippi, May 15, 2017.
- “Handling Emotions in Workplace Conflicts,” Golden Key International Honour Society, The University of Southern Mississippi Chapter, December 1, 2016.
- “NCA Research Presentation: Humor in the Intercultural Classroom,” USM Communication Studies Professional Development Seminar, November 4, 2016.
- “NCA Research Presentation: Become an Explorer!: The Frontier Myth in Google Glass Discourse,” USM Communication Studies Professional Development Seminar, October 30, 2015.

- “Class Preparation, Study Tips, and Conferences,” USM Communication Studies Graduate Orientation, August 13, 2015.
- “NCA Research Presentation: Evaluation of a Soft Skills Training Program,” USM Communication Studies Professional Development Seminar, November 7, 2014.

VIDEO PRESENTATIONS

The Honor Society of Phi Kappa Phi (2016, August 9). *The Love of Learning* [Video File].

Retrieved from <https://www.youtube.com/watch?v=e5CGuMli-CY>

STUDENT CAMPUS SERVICE & INVOLVEMENT

- Founding President, The Thai Students and Friends Association, The University of Southern Mississippi (September 2016 – March 2018)
- Professional Development Director, Golden Key International Honour Society, The University of Southern Mississippi Chapter (June 2016 – May 2017)
- Student Government Adviser, Silpakorn University (2000)
- English tutor for freshman students, Silpakorn University (2000)
- Student Government Chair, Faculty of Arts, Silpakorn University (1999)
- Student Government Committee Member, Faculty of Arts, Silpakorn University (1998)
- Assistant Treasurer for the Freshmen Class, Faculty of Arts, Silpakorn University (1997)

VOLUNTEER & COMMUNITY ACTIVITIES

Training & Education

Lead Project Coordinator, International Volunteer Ministers Goodwill Tour, Thailand (Nov 2009 – Jan 2011): Liaised between international management crew and Thai volunteer staff; organized educational exhibitions; and trained general public on free life-improvement courses.

Disaster Response

Gorkha Earthquake Disaster Response, Nepal – Volunteer Ministers International (May – June 2015): Worked online in the areas of volunteer recruitment, transportation to disaster zones, and welfare.

Pam Cyclone Disaster Response, Vanuatu – Volunteer Ministers International (April 2015): Worked online in the areas of volunteer recruitment, transportation to disaster zones, and welfare.

Haiyan Super Typhoon Disaster Response, the Philippines, Volunteer Ministers International (Dec 1-21, 2013): Maintained communication lines with headquarters and volunteers in the field; organized relief supplies for disaster zones; provided spiritual trauma relief for victims; volunteer recruitment and welfare.

Thailand Tsunami aftermath, Volunteer Ministers International (Dec 2004 – Apr 2005): Set up basic administrative system; provided trauma relief; coordinated with local government representatives, media and donors on donations and necessities to the area; and facilitated the work of the forensic crew.

Translations

Translation Manager & Senior Editor, Hubbard Translation Unit ASIA, Bangkok, Thailand (July 2005-Feb 2016): Recruited and trained volunteers in translation skills; managed translation productions of life-improvement materials from English into Thai; and controlled the quality of all translated materials.

PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

- 2019, November: *Thriving, Not Just Surviving: Teaching Public Speaking Online! Short Course*, National Communication Association Annual Convention.
- 2018, June 21: *Leveraging the Power of Emotions as You Negotiate Seminar*, Harvard Law School Executive Education Program on Negotiation.
- 2017, May 25: International Communication Association Organizational Communication Division Doctoral Consortium: *Cultivating Local and Global Professional Identities*.
- 2015, August – 2016, May: *Professionals in Preparation*: Professional Development Program at the University of Southern Mississippi. Competitively selected by the Dean of the Graduate School to participate in the program.

CORE COMPETENCIES

Organizational Management
Strong Communication Skills
Training & Development

Coaching & Consulting
Employee Development
Policy Creation

Translation & Intercultural Skills
Research & Statistical Analysis
Community Relations

PROFESSIONAL ASSOCIATIONS

- Mississippi Communication Association
- Eastern States Communication Association
- Southern States Communication Association
- National Communication Association
- International Communication Association