

Patty Callish Malone

Department of Human Communication Studies
California State University Fullerton
Fullerton, CA 92831-3599

Office: 714-278-3273
Home: 714-996-1833
pmalone@fullerton.edu

EDUCATION

Ph.D. (May, 2006). Communication Studies. The University of Texas at Austin.

Dissertation: An examination of envy in the workplace and how employees communicatively respond to envy. This dissertation explores triggers to feelings of envy and communicative reactions and responses to feelings of envy. Specifically, the study focuses on what factors influence employees' choice of communicative response, what attributions employees make about their feelings of envy, and the relationship between attributions and communicative responses. Advised by Dr. John A. Daly.

M.S. (*Summa Cum Laude*). Speech Communication. University of Southern Mississippi, Hattiesburg, Mississippi (2000).

Master's Thesis: *Organizational Conflict: Coworker Backstabbing*. Advised by Dr. John Meyer.

B.A. (*Summa Cum Laude*). Speech Communication, California State University Sacramento, California.

TEACHING

Assistant Professor: California State University Fullerton. Department of Human Communication Studies. (Fall 2005-present).

Instructor: The University of Texas at Austin. Department of Communication Studies. (Fall 2000-Spring 2005).

Teacher Assistant: The University of Texas at Austin. Department of Communication Studies. (Fall 2000, Summer 2001).

COURSES: Primary Instructor

Interviewing Principles and Practices (HCOM 325)

California State University Fullerton, Department of Human Communication Studies (Fall 2005-present). Instruct students how to prepare for and conduct employment and internship interviews, probing and information gathering interviews, and persuasive interviews. Teach students how to research and effectively contact companies they want to work for.

Introduction to Speech Communication (HCOM 100)

California State University Fullerton, Department of Human Communication Studies (Fall 2005, Summer 2006, Fall 2006). Teach students skills for improving interpersonal relationships in a variety of contexts: groups, organizations, and public settings. This course is an introduction to the theory and practice of human communication.

Internship in human Communication (HCOM 437)

California State University Fullerton, Department of Human Communication Studies (Fall 2005-present). Mentor students through course of their internships. Meet with site supervisors. Teach students to draw connections between communication theories and applied work experience.

Interviewing Skills (CMS 316L)

University of Texas at Austin, Department of Communication Studies (Fall, 2002-Spring, 2005). Instructed students how to construct and conduct probing interviews, persuasive interviews, information gathering interviews, and employment interviews.

Sales Briefings & Presentations (CMS 370L)

University of Texas at Austin, Department of Communication Studies (Spring, 2002). Taught students to prepare and deliver business presentations (individual and group), how to conduct and participate in press conferences, and specific sales techniques and strategies. Also instructed students in creating dynamic PowerPoint business presentations.

Professional Communication Skills (CMS 306M)

University of Texas at Austin, Department of Communication Studies (Fall, 2001, Summer 2004). Instructed students to plan and conduct professional interviews, to facilitate and participate in group meetings, and prepare and give informative and persuasive presentations.

Business and Professional Speaking (CMS 319)

University of Texas at Austin, Department of Communication Studies (Spring, 2001). Instructed students on creating informative, group, persuasive, and sales presentations. Also instructed students on creating PowerPoint presentations and on other uses of technology in their presentations.

Teaching Assistant

Organizational Communication (CMS 350K)

University of Texas at Austin (Summer, 2001). Responsible for meeting with students to discuss grades and course related questions. Aided in preparation of exam questions and reviews and graded student papers and exams. Led some class activities and some lectures.

Interpersonal Communication (CMS 315), n=600+

University of Texas at Austin (Fall, 2000). Responsible for meeting with students to discuss grades and course related questions. Aided in preparation of exam questions and reviews and graded student papers and exams.

RESEARCH

PUBLICATIONS

Malone, P. (2006). Organizing a successful presentation. In A.M. Young & J.A. Daly (Eds.), *Professional Communication Skills* (pp.145-177). Indianapolis, IN: Pearson.

Stephens, K.K., Malone, P.C., & Bailey, C. (2005). Communicating with stakeholders during a crisis: Evaluating message strategies. *Journal of Business Communication*, 42, 390-419.

COMPETITIVELY SELECTED CONFERENCE PAPERS

Malone, P. (2007). Coworker backstabbing: Strategies, motives, and responses. Presented to the Organizational Communication Division at the International Communication Association Conference in San Francisco, CA.

Malone, P.C. (2004). TV news as narrative: The “real” story. Paper presented to the Mass Communication Division at the International Communication Association Conference in New Orleans, LA.

Malone, P.C. (2004). Malicious envy in the workplace. Paper presented to the Organizational Communication Division at the International Communication Association Conference in New Orleans, LA.

Malone, P.C. (2004). Verbal aggression in the workplace. Paper presented at the Southwestern Nuevo Dia Organizational Communication Conference in Austin, TX.

** Stephens, K.K., Malone, P.C., & Bailey, C. (2002). From technical translation to fluff: Evaluating relationships between message strategies and stakeholders during crisis communication. Paper presented at the National Communication Association Conference in New Orleans, LA. ***Top Paper, Applied Communication Division.*

Malone, P.C. (2002). Culture impact on IOR communication in a homeless service network. Paper presented to the Organizational Communication Division at the International Communication Association Conference in San Diego, CA.

Stephens, K.K., Malone, P.C., Young, A., & Hudson, D. (2002). An organizational model of communication adequacy, perceived supervisor communication competence, and outcomes. Paper presented to the Organizational Communication Division at the National Communication Association Conference in New Orleans, LA.

Mitchell, M. M., Rankin, C., D'Urso, S., & Malone, P.C. (2002). The impact of intention to handle conflict face-to-face or via e-mail on perceived conflict resolution style. Paper presented to the Interpersonal Communication Division at the International Communication Association Conference in Seoul, Korea.

Mitchell, M. M., Rankin, C., D'Urso, S. & Malone, P.C. (2001). Relationship saver or egregious error? Handling conflict on-line. Presented at the International Network for Personal Relationships Conference in Phoenix, AZ.

Malone, P.C. (2001). From the outside in: Pictures of organizational representation, a case study of recruitment in organizations. Panel for the Applied Communication Division of the National Communication Association in Atlanta, GA.

Malone, P.C. (2000). Organizational conflict: Coworker backstabbing. Paper presented to the Organizational Communication Division at the Southern States Communication Association Conference in New Orleans, LA.

Malone, P.C. (2000). "Chicago Hope": Gone too far? Paper presented to the Mass Media Division at the Southern States Communication Association Conference in New Orleans, LA.

RESEARCH ACCEPTED OR IN PROGRESS

Malone, P. (2007). Coworker backstabbing: Strategies, motives, and responses. Preparing for submission to *Management Communication Quarterly*.

Malone, P.C. & Daly, J.(2007). Communicative Responses to malicious envy in the workplace. Preparing for submission to *Journal of Applied Communication*.

Malone, P.C. (2007). Communicative responses to malicious envy in the workplace. Accepted in April 2006 for presentation to the Organizational Communication Division of NCA at the annual convention in November 2007.

Malone, P.C. (2007). Internal world views: Employee trust in organizations and perceptions of the violation of psychological contracts. Paper accepted in June 2007 to be presented as part of a panel "Faith, trust, & distrust in organizations: An examination and discussion of recent research trends and practices focusing on organizational trust" to the Public relations division of NCA at the annual convention in November 2007.

Selected in April 2007 as Co-Editor of special issue of Journal of Public Relations Research on Crisis Communication. Expected publication November 2008.

PROFESSIONAL MEMBERSHIPS

National Communication Association
International Communication Association
Western States Communication Association
National Speaker's Association Greater Los Angeles Area Chapter
Association of Sales and Training Development
International Association of Business Communication

GRADUATE COURSEWORK (partial listing)

Organizational Communication

Microtheories of Organizational Communication, Dr. Craig Scott, UT
Macrotheories of Organizational Communication, Dr. Laurie Lewis, UT
Communication and Organizational Change, Dr. Laurie Lewis, UT
New Technologies in the Workplace, Dr. Craig Scott, UT
Representational Processes in Organizational Communication, Dr. Laurie Lewis, UT
Organizational Behavior, Dr. Janet Dukerich, UT
Narrative Communication in Organizations, Dr. Larry Browning, UT
Academic and Professional Consulting, Dr. Tommy Darwin, UT

Interpersonal Communication

Interpersonal Communication Theory, Dr. Monique Mitchell, UT
Communication, Cognition, and Emotion, Dr. Anita Vangelisti, UT
Conflict, Dr. John Meyer, USM
Emotion in Communication, Dr. Charles Tardy, USM

Research, Methods, and Statistics

Quantitative Methods, Dr. Laurie Lewis, UT
Advanced Research Methods and Application, Dr. Rajiv Rimal, UT
Qualitative Methods, Dr. Larry Browning, UT
Experimental Design, Dr. Kazelskis, USM
Correlation and Regression, Dr. William Koch, UT
Multivariate Research Methods, Dr. William Koch, UT
Research Internship, Dr. John A. Daly, UT
Theory/Research in Communication, Dr. Susan Siltanen, USM
Research Methods, Dr. Keith Erickson, USM

Communication Education

Supervised Teaching in Speech Communication, Dr. John A. Daly, UT
Writing Textbooks for Communication, Dr. John A. Daly, UT

CONSULTING

Facilitator: Selected as workshop leader and conference facilitator for 2005 Student Leadership Conference. Responsible for comprehensive learning synthesis during the conference and development and execution of an ethical leader workshop. Sponsored by the Center for Ethical Leadership, University of Texas at Austin (January, 2005).

Presentation Seminar Leader: Facilitated one-day workshop on business and professional presentation skills to Austin Evening MBA candidates. Sponsored by the Red McCombs School of Business, University of Texas at Austin (Fall 2002, Fall 2003, Fall 2004).

Presentation Coach: Facilitated a two-week workshop on professional communication skills for the MBA Student Communications workshop. Sponsored by the Department of Finance in the Red McCombs School of Business, University of Texas at Austin (Fall 2003, Fall 2004).

Presentation Workshop Coach: Facilitated weekly sessions throughout the semester training MBA students in professional presentation skills during their Speakeasy sessions. Sponsored by MBA Speakeasy students, Red McCombs School of Business, University of Texas at Austin (Fall 2003).

SERVICE & COMMITTEES

Speaker: Spoke on “Interviewing Skills: Winning Your Dream Job” as part of Fullerton Downtown Library’s “Town and Gown” lecture series. (Fall 2007).

Moderator: Moderated panel during a break-out session for 2007 Southern California Real Estate Conference and Trade Show in Anaheim. Panel: “Changing Lanes: the Human Side of Mergers, Acquisitions, & Consolidations in the Real Estate Industry.” (Summer 2007).

Speaker: Introduced and presented award to winner of the Antonia Maria Paula Bapat-Zaat Undergraduate Award at the California State University Fullerton Communication Department’s Year-End Awards Banquet. (Spring 2007).

Commencement Committee: Volunteered to be on the College Commencement Committee for the upcoming school year (2007-2008).

Graduate Committee: Elected to serve on Human Communication Department Graduate Committee for the upcoming school year (2007-2008).

Guest Speaker: Spoke to the Texas Advertising Group at The University of Texas at Austin on presentation skills (Fall 2004).

Public Relations Graduate Chair: Promoted “Nuevo Dia” Graduate Organizational Communication Conference at the University of Texas at Austin. Headed a committee of graduate students that developed and conducted a public relations campaign to encourage conference attendance (Spring 2004).

Guest Speaker: Spoke to the National Communication Association Student Club at The University of Texas at Austin on interviewing skills (Spring 2004).

Guest Speaker: Spoke to Dr. Larry Browning’s graduate seminar course in Narratives at The University of Texas at Austin on methods and narratives (Spring 2004).

ADDITIONAL WORK EXPERIENCE

Sales Director/Consultant: Mary Kay Cosmetics, Meridian, Mississippi. Recruited, trained, and led team of sixty people. Developed and taught weekly training sessions and sales meetings. Taught sales and marketing classes at various seminars and conventions (1992-1998).

TV News Anchor/Producer: WTOK TV, Meridian, Mississippi for **award winning** 6:00 and 10:00 weeknight newscasts. Wrote bulk of both newscasts. Also covered health stories as field reporter.

Anchor/Reporter: KCRL TV, Reno, Nevada for 6:30 and 11:00 weeknight newscasts. Wrote bulk of 6:30 newscast. Covered health and general assignment stories. Co-hosted several telethons.

Corporate TV Anchor/Manager: General Dynamics, Pomona, California for **award winning** corporate television newscast FOCUS. Produced and wrote program. Supervised camera crew and all aspects of program. Managed budget.

Anchor/Producer: KHSL TV, Chico, California for 6:30 PM and Noon newscasts. Wrote bulk of both newscasts. Co-hosted several parades and telethons.

HONORS AND AWARDS

Top Paper: *Applied Communication Division*. Stephens, K.K., Malone, P.C., & Bailey, C. (2002). From technical translation to fluff: Evaluating relationships between message strategies and stakeholders during crisis communication. Paper presented at the National Communication Association Conference in New Orleans, LA.

WTOK TV: **First Place** Small Market Television Achievement. Mississippi Associated Press Broadcasters Association.

Second Place Small Market Television Achievement. Mississippi Associated Press Broadcasters Association.

Third Place Small Market Television Newscast. Mississippi Associated Press Broadcasters Association.

Best Newscast. Mississippi Associated Press Broadcasters Association.

First Place Award for Excellence in Medical Reporting. Mississippi State Medical Association.

First Place Award for Health Reporting. American Heart Association. Mississippi Affiliate.

General Dynamics: **First Place** Polaris Award for Best Corporate Newscast. Public Relations Society of America.