

CURRICULUM VITAE
Joy Koesten, Ph.D.

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Leawood, KS 66224

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EDUCATION

- 2002 Ph.D., Communication Studies, University of Kansas - Lawrence, Kansas
Dissertation: *Rhetorical adaptation and argumentation as part of an embedded approach to teaching resistance strategies: Do family communication patterns and cognitive complexity make a difference?*
Advisors: Dr. Robert C. Rowland and Dr. Mary Lee Hummert
- 1998 M.A., Communication Studies, University of Kansas - Lawrence, Kansas
Thesis: *Family Communication, Self-efficacy and Adolescent Risk Behavior: Saving our Daughters, One Girl at a Time*
Thesis Director: Dr. Katherine I. Miller
- 1978 B.S., Comprehensive Marketing, Southwest Missouri State University - Springfield, Missouri

PROFESSIONAL & ACADEMIC APPOINTMENTS

- 2016-2018 State Representative
Kansas House of Representative, District 28 ~ Leawood and Overland Park, KS
- 2006–Present Lecturer, University of Kansas, Department of Communication Studies
Courses Taught – Lawrence and Edwards Campus:
- *Communication in organizational and professional contexts*(COMS 210 –online)
 - *Introduction to organizational communication* (COMS 310-online)
 - *Organizational communication for science managers* (online and face-to-face, in development fall 2015)
 - *Special Topics Seminar: Health Communication* (COMS 560)
 - *Graduate Seminar in Health Communication* (COMS 930)
 - *Graduate Seminar in Applied Organizational Communication* (COMS 930)
 - *Graduate Seminar in the “Dark Side” of Interpersonal Relationships* (COMS 930)
 - *Speaking and writing for decision makers* (COMS 730)
 - *Proseminar: Theories of Communication Studies* (COMS 859)
 - *Research Methods: Social Science and Rhetorical Criticism* (COMS 850)
 - *Graduate Seminar in Interpersonal Communication* (COMS 844)
 - *Graduate Seminar in Organizational Communication* (COMS 810)
 - *Macro-level Organizational Communication* (COMS 560)
- 2000-Present Communication Consultant, KHC Executive Coaching, Overland Park, KS
Training on a variety of topics: Foundations in communication, communication and collaboration, communication and health, turning meetings into action, cultural communication competence, communication and leadership, life in a workgroup, managing conflict.

- 2015-2016 Lecturer, Department of Continuing Education and Professional Development
Edwards Campus, Overland Park, KS
Science Managers Certification Programs
Organizational Communication for Science Professionals
- 2012-2016 Adjunct Assistant Professor, Communications Division
Johnson County Community College, Overland Park, KS
Personal Communication, Public Speaking, Interpersonal Communication
- 2010-2016 Ad Hoc Graduate Faculty, Department of Communication Studies
University of Kansas, Edwards Campus, Overland Park, KS
Comprehensive Exam Committee Member – Katie Czyz, Spring 2015
Comprehensive Exam Committee Member – Jody Carroll, Summer 2014
Comprehensive Exam Committee Member – Jason Rodriguez, Spring 2014
Comprehensive Exam Committee Member – Trudi Thomas, Summer 2013
Comprehensive Exam Committee Member – Malcolm Gordon, Spring 2013
Comprehensive Exam Committee Member – Frank Siraguso, Summer 2012
Comprehensive Exam Committee Member – Colleen Cunningham, Fall 2011
Comprehensive Exam Committee Member – Joe Janner, Fall 2011
Comprehensive Exam Committee Member – Kathy Loshbaugh, Spring 2011
Comprehensive Exam Committee Member – Liz Babbitt, Fall 2010
Comprehensive Exam Committee Member – Danielle Browning, Spring 2010
Comprehensive Exam Committee Member – Melanie Rambo, Spring 2010
- 2009-2012 Ad Hoc Graduate Faculty, Department of Occupational Therapy
University of Kansas Medical Center, Kansas City, KS
Dissertation Committee Member - Nancy Spangler: Fall, 2009 – Spring 2011
- 2006 - 2007 Assistant Dean, University of Kansas Graduate School, Lawrence KS
Responsible for campus-wide graduate student recruitment, professional development and assessment.
- 2005-2006 Research Assistant Professor, University of Kansas School of Medicine,
Department of Family Medicine - Kansas City, KS
Responsible for research and teaching as a CORE Lecturer:
- *Communication basics: The foundation of teamwork*
 - *Family communication and adolescent risk behavior*
- 2002-2005 Assistant Professor, Department of Communication - Washburn University, Topeka, KS
Responsible for student advising, teaching four courses each semester and research.
- *Public Speaking*
 - *Principles and Practices of Human Communication (online and face-to-face)*
 - *Introduction to Organizational Communication*
 - *Advanced Organizational Communication (online and face-to-face)*
 - *Interpersonal Communication*
 - *Small Group Communication*
 - *Communication Theory*

- 1999-2002 Graduate Teaching Assistant, Communication Studies
University of Kansas, Lawrence, KS
- *Public Speaking, Basic Course* - Instructor - Fall 1999
 - *Effective Business Communication* - Instructor - Fall 1999, 2001, 2002 Spg & Sum 2000
 - *Introduction to Rhetoric and Social Influence* - Teaching Assistant, Discussion Leader
Under the direction of Dr. Robert C. Rowland - Fall 2000 & Dr. Scott Harris - Spg 2001
 - *Introduction to Organizational Communication* - Teaching Assistant, Discussion Leader
Under the direction of Dr. Tracy Callaway Russo - Fall 2000 &
Under the direction of Dr. Beverly Davenport Sypher - Spg 2001
 - *Relational Communication* - Instructor - Spg 2002
 - *Group Leadership Practicum* - Instructor - Spg 2002
- 1998-1999 Adjunct Faculty, Johnson County Community College - Overland Park, Kansas
Instructor for Public Speaking, Basic Course
- 1995-1997 Adjunct Faculty, Kansas City Kansas Community College - Kansas City, Kansas
Instructor for business courses
- 1988-1991 Certified Teacher, Olathe and Blue Valley School Districts - Overland Park, Kansas
Secondary Business Education, Psychology and Sociology

RESEARCH APPOINTMENTS

- 1999-2000 Graduate Research Assistant, Gerontology Center, University of Kansas
Faculty Supervisor: Dr. Mary Lee Hummert

OTHER APPOINTMENTS

- 2004 - 2006 Appointed by the Dean to the College of Arts and Sciences University Research
Committee for a two-year term beginning in August 2004 and ending in June 2006,
Washburn University.
- 2001 - 2002 Graduate Assistant to the department chair, Dr. Robert C. Rowland, University of Kansas.

PUBLICATIONS

- Koesten, J. (2014). Open Dialogue Therapy: A communication approach to recovery from psychosis
and other serious mental illness. *Encyclopedia of Health Communication*.
- Koesten, J. (2014). Mental Health. *Encyclopedia of Health Communication*.
- Spangler, N. W., Koesten, J., Fox, M. H., & Radel J. (2012). Employer Perceptions of Stress and
Resilience Intervention. *Journal of Occupational and Environmental Medicine*, 54, 1421-1429.
- Koesten, J. (2011). Hope for mental illness. *The Kansas City Star, Johnson County Neighborhood News*.
Saturday, January 15, 2011, p2.
- Koesten, J., Schrodt, P., & Ford, D. (2009) Cognitive Flexibility as a Mediator of Family Communication
Environments and Young Adult Children's Well-being. *Health Communication*, 24, 82-94.
- Miller, K. I. & Koesten, J. (2008). Financial feelings: An investigation of emotion and communication in
the workplace. *Journal of Applied Communication Research*, 36, 8-32.
- Sylvia, E., Koesten, J., Kelly, P. J. & Nelson, E. L. (2008). Exploring depression in Frontier communities.
Journal of Rural Community Psychology, E11.

- Koesten, J. (2007). Family communication and interpersonal communication competence. In L. B. Arnold (Ed.) *Family Communication: Theory and Research*. New York: Allyn and Bacon.
- Koesten, J. (2006). Invited book review: A. Williams and C. Thurlow (Eds.) Talking adolescence: Perspectives of communication during the teen years. *The Journal of Sociolinguistics*, 10, 694-698.
- Koesten, J. (2006). Not on my Sabbath. In J. Keyton & P. Shockley-Zalabak (Eds.) *Case studies for organizational communication: Understanding communication processes*, 2nd edition (pp. 350-357). Los Angeles, CA: Roxbury Publishing.
- Koesten, J. (2005). Reducing stress and burnout for financial planners. Winner of the 2005 Call for Papers Competition, *Journal of Financial Planning*, 18, 64-74.
- Russo, T. & Koesten, J. (2005). Prestige, centrality and learning: A social network analysis of an online class. *Communication Education*, 54, 254-261.
- Koesten, J. (2004). Family communication, sex of subject, and interpersonal competence. *Communication Monographs*, 71, 2, 226-244.
- Koesten, J. & Anderson, K. (2004). Exploring the influence of family communication patterns, cognitive complexity, and interpersonal communication competence on adolescent risk behavior. *Journal of Family Communication*, 4, 99-121.
- Koesten, J. & Rowland, R.C. (2004). The Rhetoric of Atonement. *Communication Studies*, 55, 68-87.
- Koesten, J., Miller, K.I., & Hummert, M.L. (2002). Family communication, self-efficacy and white adolescent females' risk behavior. *Journal of Family Communication*, 1, 7-27.
- Russo, T. & Koesten, J. (2002) *Handbook for Effective Business Communication*, Third Edition. Des Moines, IA: Kendall Hunt.
- Koesten, J. (2000). Internet job search strategies. In T. C. Russo and D. Ford (Eds.), *Handbook for Effective Business Communication, Second Edition*, New York: Primis Custom Publishing/McGraw-Hill.

COMPETITIVE PAPERS AND CONVENTION PRESENTATIONS

- Hoskins, N. & Koesten, J. (2013). *Empathy and social distance: The influence of diagnostic labeling in mental illness*. Panel presentation for the, annual meeting of the Central States Communication Association, April 3-7, 2013, Kansas City, MO.
- Koesten, J., Schrodt, P., & Ford, D. (2007) *Cognitive Flexibility as a Mediator of Family Communication Environments and Young Adult Children's Well-being*. Top paper presented at the annual meeting of the Central States Communication Association Interpersonal and Small Group Division, Minneapolis, MN.
- Sylvia, E., Koesten, J., & Nelson, E. L. (2006). *Exploring depression in Frontier communities*. Presented at the National Rural Women's Health Conference, November 16-18, San Antonio, TX.
- Koesten, J., Garstka, T., Hummert, M. L., & Mohankumar, D. (2006). *Family communication patterns and managing intergenerational ambivalence: Life task negotiation across three generations*. Competitive paper for the annual meeting of the National Communication Association, Family Communication Division, November, 2006, San Antonio, TX.
- Koesten, J., Russo, T., & Ford, D. (2006). *Bringing health messages home: The role of family health history on employee promotion of organizational health messages at home*. Panel presentation for the annual meeting of the National Communication Association, Family Communication Division, November, 2006, San Antonio, TX.
- Koesten, J. & Miller, K. I. (2006). *Financial feelings: An investigation of emotion and communication in the workplace*. Competitive paper submitted to the Organizational Division of the International Communication Association Annual Meeting, June 20, Dresden Germany.

- Lisbon, E. & Koesten, J. (2006). *Implementing service learning in a rural minority population in Western Kansas*. Society for Teaching Family Medicine Annual Spring Conference, April 26-30, 2006 in San Francisco, CA.
- Koesten, J. (2006). *Health communication chairs and charter members celebrate: reflecting upon the past and focusing on the future*. Panel presentation at the annual meeting of the Central States Communication Association Health Communication Division, April 6, Indianapolis, IN.
- Koesten, J. (2006). *Collaborating and grant writing in health communication*. Panel presentation at the annual meeting of the Central States Communication Association Health Communication Division, April 7, Indianapolis, IN.
- Koesten, J. (2006). *Multiple perspectives in family health issues: Can we health thysel? Panel presentation at the annual meeting of the Central States Communication Association Health Communication Division, April 8, Indianapolis, IN.*
- Koesten, J. (2006). *Financial Feeling: Managing Emotion and Communication in the Workplace to Avoid Burnout*. Annual FPA Northern California Financial Planning Conference. April 4, 2006 in San Francisco, CA.
- Koesten, J. (2005). *How interpersonal skills and organizational management can reduce stress and burnout for financial planners*. Symposium Speaker, Financial Planning Association Annual Conference and Exposition, September 15, 2005, San Diego, CA.
- Koesten, J. (2005). *Family communication patterns and their contribution to health status for adolescents*. Presentation at the annual meeting of the North America Primary Care Research Group, Research in Progress Poster Session, Quebec, Canada.
- Koesten, J. & Hummert, M. L. (2005). *Intergenerational Perspectives on Managing Life Tasks within the Family*. Panel presentation at the annual meeting of the Central States Communication Association, Spotlight Panel sponsored by the Interpersonal and Small Group Communication Interest Group: Families at the heart of everything: Understudied contexts of family communication and social support. April, 2005.
- Koesten, J., Frey, B., & Pilgram, M. (November, 2004). *Family communication patterns and risk behavior in young adults*. Competitive paper presented at the annual meeting of the National Communication Association, Family Communication Division, November, 2004, Chicago, IL.
- Koesten, J. (November, 2004). *Transformative public speaking: teaching students to be informed and articulate citizens*. Panel presentation at the annual meeting of the National Communication Association, Scholarship of Teaching and Learning Division, November, 2004, Chicago, IL.
- Koesten, J. (April, 2004). *Service learning and small group communication: A combination that ROCKS!* Spotlight Panel presentation Central States Communication Association annual meeting, Cleveland, OH.
- Koesten, J. (November, 2003). *Argumentation and rhetorical adaptation within an embedded approach to teaching resistance strategies: Do family communication patterns make a difference?* Top paper presented at the 2003 annual meeting of the National Communication Association, Applied Communication Division, Miami, FL.
- Koesten, J. & Russo, T. (November, 2003). *Effects of Technology Immersion and Absence in the Learning Process on Learning Satisfaction and Student Evaluations of Teachers*. Panel presentation at the 2003 annual meeting of the National Communication Association, Human Communication and Technology Division, Miami, FL.
- Koesten, J. (April, 2003). *Family communication, gender and interpersonal competence*. Competitive paper accepted for presentation at the annual meeting of the Central States Communication Association, Interpersonal Division, Omaha, NE.

- Koesten, J. & Russo, T. (November, 2002). *Online data capture through discussion postings as a basis for network analysis*. Panel presentation sponsored by the Human Communication and Technology Commission at the annual meeting of the National Communication Association, New Orleans, LA.
- Koesten, J. (November, 2002). *Parent-Adolescent Child Communication*. Pre-conference panel presentation sponsored by the Family Communication Division at the annual meeting of the National Communication Association, New Orleans, LA.
- Koesten, J., Hummert, M.L., & Anderson, K. (April, 2002). *Exploring the influence of family communication patterns and interpersonal communication competence on adolescent risk behaviors*. Competitive paper presented at the annual meeting of the Central States Communication Association, Milwaukee, WI.
- Koesten, J. (April, 2001). *Providing real world learning experiences for a "New World."* Panel presentation at the annual meeting of the Central States Communication Association, Cincinnati, OH.
- Koesten, J. (April, 2000). *The Evolution of Burkean Terms: identity and terministic screens, a symbiotic relationship*. Panel paper presented at the annual meeting of the Central States Communication Association, Detroit, MI.
- 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*. Competitive paper presented at the annual meeting of the National Communication Association, Seattle, WA.
- Koesten, J. & Rowland, R.C. (April, 2000). *The Rhetoric of Atonement*. Competitive paper presented at the annual meeting of the Central States Communication Association, Detroit, MI.

SABBATICALS/AWARDS/FELLOWSHIPS

- 2006 University of Kansas Travel Grant - \$1,000 awarded to attend International Communication Association Conference in Dresden, Germany.
- 2005 Call for Papers Competition Award, Financial Planning Symposium - *How interpersonal skills and organizational management can reduce stress and burnout for financial planners*.
- K30 Research Training Award – Kansas Clinical Research Curriculum Program
- Awarded Sunflower Clinical Scholars Fellowship
- University of Kansas Travel Grant - \$250 awarded to attend the annual meeting of the North America Primary Care Research Group, Research in Progress Poster Session, Quebec, Canada.
- NIH: National Institute of Child Health and Human Development (NICHD) proposal submitted for \$275,000 funding over 2 years. *Family, policy & work communication: Intersecting influence on adolescent health*. Collaborators: Koesten, Russo, Miller-Day, Nelson, Ford, & Lisbon. Unfunded.
- KU Clinical Pilot Research – Internal Funding proposal submitted for \$35,000 for 1 year. *Family & work communication: Intersecting influence on adolescent health*. Collaborators: Koesten, Russo, Ford, & Lisbon. Unfunded.
- Student Life “Achieving Excellence Award,” Washburn University, May

- 2004 Faculty Development Grant # FD-KOESTEN-05 of \$500 awarded to attend the National Communication Association's (NCA) Hope Institute for Faculty Development, Decorah, Iowa, July 19-24, 2004.
- 2003 Development Grant of \$1,800 awarded to develop online course: Principles and Practices of Human communication.
- 2002 Research grant # SR-KOESTEN-03-1 of \$3,000 awarded to conduct research in spring 2003 on student learning satisfaction and performance in on-line versus face-to-face classrooms.
Faculty Development Grant #FD-KOESTEN-03-1 of \$120 awarded to attend three short courses at the annual conference of the National Communication Association.
- Communication across the curriculum: Design, implementation, assessment, and research models.
 - Teaching public speaking as public dialogue: Civic engagement and service learning in the public speaking classroom.
 - ◆ Integrating service learning into college communication courses.
- 2001 Departmental nominee for University-wide Outstanding Graduate Teaching Assistant Award, University of Kansas.
- Departmental nominee for University-wide Dissertation Fellowship, University of Kansas.
Selected by University as an alternate recipient.
- Selected to present as a panel member for Center for Teaching Excellence workshop offered to graduate teaching assistants.

SERVICE TO UNIVERSITY, PROFESSION, AND COMMUNITY

- 2013 Certified Facilitator: National Alliance for Mental Illness, Family 2 Family Course
12-week course offered at Jewish Community Center, Leawood, Kansas
- 2012 Certified Facilitator: National Alliance for Mental Illness, Family 2 Family Course
12-week course offered at Jewish Community Center, Leawood, Kansas
- 2011 Certified Facilitator: National Alliance for Mental Illness, Family 2 Family Course
12-week course offered at the Jewish Community Center, Overland Park, Kansas
- 2010 Certified Facilitator: National Alliance for Mental Illness, Family 2 Family Course
12-week course offered at Church of the Resurrection, Leawood, Kansas
- 2007 Campus-wide recruitment committee – University of Kansas
Online Advising Working Group – University of Kansas
Information Systems Council – University of Kansas
Post-doc working committee – University of Kansas
- Invited panelist – Preparing Future Faculty program at University of Missouri – Kansas City,
March 17, 2007.

Invited speaker. Jewish Family Services *Making Marriage Work* program, Overland Park, KS, March 29, 2007

2006 Responsible for developing and delivering the resident research curriculum beginning spring 2006. Made specific presentations at CORE pertaining to communication as needed.

- Communication basics: The foundation of teamwork – 1-11-06
- Family communication and adolescent risk behavior – 1-25-06

Facilitated strategic planning sessions for department of Family Medicine Research Division, February 2006, after departure of Division chair.

Curriculum chair – Resident research curriculum committee, Department of Family Medicine

Participated in service two learning projects with medical students: Dramatic Aids Project and the Nicodemus Reunion Project offered innovative community service activity as a way to link concepts learned in the medical curriculum to real world community issues/problems and civic action

Committee member for Honors Thesis, Christy Sims – University of Kansas

Editorial Board Member *Communication Studies*

Editorial Board Member *Communication Reports*

Ad hoc reviewer for *The Journal of Family Communication*

Ad hoc reviewer for *Western Journal of Communication*

Ad hoc reviewer for the *Journal of Sociolinguistics*

2005 Advised 20-25 students each semester.

Speak off judge: Spring, 2005, Washburn University

College Faculty Council (CFC) committee member, Washburn University – Spring 2005

Advisory Board Member of the Graduate School at the University of Kansas

Editorial Board Member *Communication Studies*

Editorial Board Member *Communication Reports*

Invited lecturer for NU 482 (Community Public Health and Nursing) at Washburn University, *Communication, collaboration, and contracting*, March, 2005.

Symposium speaker. *How interpersonal skills and organizational management can reduce stress and burnout for financial planners*. Financial Planning Association Annual Conference and Exposition, Journal of Financial Planning Symposium, September 15, 2005, San Diego, CA.

Invited speaker. Jewish Family & Children Services *Making Marriage Work* program, Overland Park, KS

College Faculty Council (CFC) committee member, Washburn University

Invited speaker. Jewish Family & Children Services *Making Marriage Work* program, March 22, 2005.

Advisory Board Member of the Graduate School at the University of Kansas.

2004 Advised 20-25 students each semester.

Directed research with Ruskin Kwofie, *Stress and Burnout in the financial planning industry: Research methods and findings*, Spring 2004.

Directed research with Margaret Feek, *Communication as a career: What will I do when I grow up?* Spring 2004.

Internship with Linda Laird at Governor Kathleen Sebelius' office of Constituent Services, Spring 2004.

Directed research with Tiffany Yearout: *Exploring the work of Kenneth Burke and his contribution to rhetorical criticism*, accepted for presentation at the Central State Communication Association undergraduate division for Spring 2004.

Invited panelist for Washburn University Faculty Development Workshop, *Bridging the gap between students' and faculty's perspectives of college*, March 12, 2004.

Invited lecturer for NU 482 (Community Public Health and Nursing) at Washburn University, *Communication, collaboration, and contracting*, March 3, 2004.

Invited chair for competitive papers presented to the Undergraduate Honors Conference at the annual meeting of the Central States Communication Association, April 2, 2004.

Invited respondent for competitive papers presented to the Undergraduate Honors Conference at the annual meeting of the Central States communicate Association, April 3, 2004.

Invited speaker. Jewish Family & Children Services *Making Marriage Work* program, March 15, 2004.

College Faculty Council (CFC) committee member, Washburn University, Fall and Spring, 2004.

Leadership transformational experience committee member, Washburn University, Spring, 2004.

Advisory Board Member of the Graduate School at the University of Kansas.

Speak-off judge. Spring and Fall, 2004.

2003 Advised 20-25 students each semester.

New faculty mentor. Washburn University, Fall 2003 / Spring 2004.

Invited speaker. Washburn University student organization of American Business Women's Association (ABWA), *Building your network for success*, November 18, 2003.

Invited speaker. Central Exchange, Kansas City, MO. *Gender, communication and the workplace*, Professional Development Series presentation, November 6 and 16, 2003.

Service learning project in CN 342: *Rock the House for Ronald McDonald*. Fall 2003.

Selected to serve on the 2003 Kansas Award for Excellence (KAE) Board of Examiners. May 15 through November 4, 2003.

Faculty supervisor for Washburn Student Government Association Opinion Poll concerning College Hill development, Spring and Fall, 2003.

Discipline Expert for Colby May, Bachelor of Integrated Studies Capstone Program-Summer. *Fundamentals of computer-mediated communication: What every business should know and teach*.

Directed research with Julie Reichenberger: *Family communication patterns and willingness to refuse risk behaviors*, Spring 2003.

Invited speaker. Jewish Family & Children Services *Making Marriage Work* program, March 31, 2003.

Invited lecturer for MU 249 (Jazz Ensemble I) at Washburn University, *Jazz musicians and small group communication*, February 25, 2003.

College Faculty Council (CFC) Committee Member, Spring and Fall, 2003.

Search committee member for two tenure track positions, Spring 2003.

Search committee chair for Director of Forensic position, Spring 2003.

Search committee chair for tenure track position, Fall 2003.

Curriculum committee for CN 101, Fall 2003.

Speak-off judge. Spring and Fall, 2003.

2002 Advised 15-20 students each semester.

Invited lecturer. Washburn University, *Leadership Skills Development: Communication as Leadership*. September 25th.

Invited Chair for competitive papers presented to the Family Communication Division, *From Affection to Abuse in Family Relationships*, at the annual meeting of the National Communication Association in November, New Orleans, LA.

Research practicum sponsor for Mary Pilgram, a graduate student enrolled in Dr. Adrienne Kunkel's COMS 850 course at the University of Kansas.

Invited lecturer. University of Missouri, Kansas City (UMKC) School of Medicine Residency Training Program, Department of Psychiatry. *Family Communication Patterns and Adolescent Development*. May 23rd.

Invited lecturer. Jewish Family & Children Services *Making Marriage Work* program. Elected paper reader for 2003 Conference, Interpersonal Communication Division, at the annual meeting of the Central States Communication Association, Milwaukee, WI.

2001 Invited lecturer. Colloquium in Interpersonal Communication at the University of Kansas, Lawrence, KS. *Family communication culture, communication competence and adolescent risk behavior*.

Member, departmental communication and technology search committee, University of Kansas.

Elected Treasurer of Graduate Students, Communication Studies Department, University of Kansas.

PROFESSIONAL AND RELATED EXPERIENCE

2000-Present Communication Consultant, KHC Executive Coaching, Overland Park, KS
Training on a variety of topics: Foundations in communication, communication and collaboration, communication and health, turning meetings into action, cultural communication competence, communication and leadership, life in a workgroup, managing conflict.

2007-2009 Owner/President, Eljay's River Market Coffeehouse, Kansas City, MO
Created a casual, upscale environment where people gathered to enjoy great things: great espresso, coffees, specialty teas, food, wine & spirits, art & meeting space, one another's company and great conversations. Business sold fall 2009.

2003 Invited speaker. Protection One/Westar Energy, Topeka, KS. *Gender, communication and the workplace*, January 16, 2003.

Invited key-note speaker. *Stress and burnout in the financial planning industry*. Regional conference of the Financial Planning Association, Overland Park, KS. September 12, 2003.

2002 Consultant and facilitator for strategic planning workshop for the Kansas Arts Commission. November 18, 2002.

Consultant and facilitator for one-day strategic planning workshop for the Kansas Arts Alliance, one of six alliances established under the Travel & Tourism Development Division of Kansas.

- 1997 - 2000 Koesten Hirschmann & Crabtree, Inc., Overland Park, KS
Co-founder and Chief Operating Officer
Designed and supervised implementation of procedures and systems for all internal operations. Developed and maintained marketing database and accounting systems. Responsible for all HR functions, including ramping up staffing needs and supervision of administrative staff. Responsible for federal and state securities compliance oversight. Collaborated with CEO and staff to develop strategic marketing plans, analyze and prepare budgets.
- 1997 - 2000 Executive AgentsSM, Inc. Overland Park, KS
Co-founder
Collaborated with CEO and partners on all strategic planning and business development. Coordinated marketing and public relations activities. Responsible for all administrative functions.
- 1994 - 1997 J Koesten Associates, Inc., Overland Park, KS
Owner -- Project management and consulting firm.
- Developed customer service and phone protocol-training module for large food distribution company. Facilitated ten sessions to over 100 employees.
 - Developed a two-hour "Marketing for Volunteer Recruitment" training module and workbook for a joint project with volunteer centers of Johnson County, Kansas.
 - Developed seminar on annuities for local insurance company. Designed marketing materials, brochures and PowerPoint presentation for seminar leader. Developed and implemented marketing strategies, coordinated direct mail effort, and registration for two successful events.
 - Designed annual reports for local private school. Worked with school board to develop concept. Responsible for layout, copy writing and production of materials.
 - Designed brochures, direct mail campaigns and marketing materials for a variety of organizations and businesses.
 - Developed and coordinated a series of quarterly mini-seminars on topics pertaining to the topic of personal finance.
- 1995-1999 Training Consultant, Business and Industry Institute
Johnson County Community College, Overland Park, KS and
Kansas City Kansas Community College, Kansas City, KS
- 1991-1994 Jewish Family & Children Services, Overland Park, Kansas
Coalition for Positive Family Relationships - Program Coordinator 1992-1994
Development Assistant 1991 - 1992

SERVICE TO PROFESSIONAL ASSOCIATIONS AND ORGANIZATIONS

Jackson County CASA 2013-2014

- Trained Advocate

Jewish Community Mental Health Coalition 2011 – Present

- Founding Member, and volunteer research coordinator

Kansas Mental Health Coalition 2012 – Present

- Member, State advocate for legislative action

Kehilath Israel Synagogue Board of Directors 2012 – Present

- Vice President of Governance and Leadership – 2013 to present
- Secretary - 2012-2013

National Alliance on Mental Illness 2009 - Present

- Member, and Certified facilitator for the Family-to-Family 12-week program

Central States Communication Association 2002 - present

- Health Communication Division program planner for 2007 CSCA Conference.
- Elected vice-chair of Health Communication Division, Central States Communication Association for planning year 2006.

National Communication Association 2002 - 2008

- Elected secretary of the Family Communication Division, National Communication Association for planning years 2006-2007.