

**CURRICULUM VITA: MARK REED STONER**  
**Professor Emeritus, Department of Communication Studies**

**Business Address:** Department of Communication Studies California State  
University, Sacramento Mendocino Hall 5034  
6000 J Street  
Sacramento, CA 96819  
(916) 278-6668  
[stoner1@csus.edu](mailto:stoner1@csus.edu)  
<http://www.csus.edu/indiv/s/stonerm>

**Teaching Interests:**

Rhetoric and Public Address, Instructional Communication

**Research Interests:**

The rhetoric of ignorance (agnotology); rhetorical criticism;  
instructional communication; mediated learning; relationship of  
communication to thinking, learning and teaching;

**Degrees:**

**Ph.D., Communication, The Ohio State University, Columbus, Ohio,  
1987. Dissertation: “The Free Speech Movement: A Case Study in the  
Rhetoric of Social Intervention.”** This study of the student uprising at  
Berkeley in 1964-5 attempted to clarify the relationship of power and  
attention- switching to the innovation of new rhetorical visions, and the  
maintenance, or decay of those extant.  
Dissertation Committee: John J. Makay (Chair), William R. Brown, and  
James L. Golden.

M.A., Communication, The Ohio State University, 1982.  
Thesis: “Communication of Values in Evangelical Families”  
Advisor: Jack Douglas

B.S., English Education, The Pennsylvania State University, University Park,  
PA. 1976.

**Teaching Experience:**

Current Assignment:  
Adjunct Professor of Communication Studies, California State  
University (8/20/2017-present)

Courses taught:

Graduate

Instructional Communication Theory (ComS 221)

Instructional Communication Practicum (ComS 222)

Tenured Assignment (8/15/1989 to 12/31/2015)

Professor of Communication Studies, California State  
University, Sacramento Promotion, Spring 1994.

Visiting Professor, Communication Studies, Franklin College,  
Lugano, CH, Summer 2008.

Associate Professor of Communication Studies, CSU, Sacramento,  
1989-94

Courses taught:

Lower Division

Public Speaking (ComS 4)

The Communication Experience (ComS 5)

Interpersonal Communication Skills (ComS 8)

Upper Division

Critical Analysis of Messages (ComS 100B)

Presentational Speaking in the Organization (ComS 103)

Communication, Self, and Society (ComS 163)

Systems and Theories of Rhetoric (ComS 167)

Approaches to Rhetorical Criticism (ComS 168)

Graduate

Introduction to Graduate Study (ComS 200)

Dyadic Communication (207)

Instructional Communication Theory (ComS 221)

Instructional Communication

Practicum (ComS 222)

Teaching Associate Coordinator, ComS 4, Public Speaking (Fall 1992-  
1995)

Teaching Associate Coordinator, ComS 5, The Communication  
Experience (Fall 1995- Spring 2001; 2004-2005)

**Prior Assignments:**

Associate Professor of Communication,  
Mount Vernon Nazarene University.  
Promotion: Spring 1988.

Assistant Professor of Communication,  
Mount Vernon Nazarene University.  
Promotion: Spring 1984.

Instructor, Mount Vernon Nazarene University, Fall 1981.  
Courses taught:

Lower Division

Communication and Society (103G)  
Interpersonal Communication (113G)  
Public Speaking (123G)  
Small Group Communication (203G)  
Speech and the Classroom Teacher (293G)

Upper Division

Organizational Communication (313G)  
Argumentation (333)  
Communication Theory (403)

Graduate Assistant, Department of Communication, The Ohio State  
University. Public Speaking.

**Research and Scholarly Activities:**

Publications

Books:

Stoner, M. (2020). *Making Sense of Messages: A Critical Apprenticeship in Rhetorical Criticism*, 2<sup>nd</sup> ed. New York: Routledge.

Stoner, M. & Perkins, S. (2005). *Making Sense of Messages: A Critical Apprenticeship in Rhetorical Criticism*. Boston: Houghton-Mifflin

Stoner, M. & Perkins, S. (2005). *Instructor's Resource Manual for Making Sense of Messages: A Critical Apprenticeship in Rhetorical Criticism*. Boston: Houghton-Mifflin.

Stoner, M. (2002). *Training for change: A quick guide for trainers*. Sacramento: CPOST. Revised 2005, 2010.

Articles in Professional Journals:

Stoner, M. (2017). "Making Sense of Social Justice: Reclaiming The Subject." *The National Teaching & Learning Forum*, 27, 1, pp. 1-4. doi.org/10.1002/ntlf.30134

- Mandeville, D. & Stoner, M. (2015). "Assessing the Effect of Problem Based Learning on Undergraduate Student Learning in Biomechanics." *Journal of College Science Teaching*, 45, 1, pp. 66-75.
- Stoner, M. with Rautiainen, M., Moisio, O-P., Green, C. (2014). The "Finnish Miracle" in Education: Pedagogy, Policy, or Something Else? (part two). *National Teaching & Learning Forum*, 23, 4, p. 5-7.
- Stoner, M. with Rautiainen, M., Moisio, O-P., Green, C. (2014). The "Finnish Miracle" in Education: Pedagogy, Policy, or Something Else? (part one). *National Teaching & Learning Forum*, 23, 3, p. 8-10.
- Stoner, M., Higgins, S. & Bonilla, D. (2012) Cracking our own Codes: Creating Instruction for Increased Clarity and Appropriate Control. *International Journal of Learning*, 18, (6), 228-247.
- Stoner, M. & Ah Yun, K. (2010). Instant discussion design for the busy professor. *CSU Institute for Teaching and Learning Connections*, 3 (2). Available online at: <http://www.calstate.edu/itl/newsletter/10-winter.shtml>
- Stoner, M. (2007). PowerPoint in a new key. *Communication Education*, 56, 354- 382. (Finalist, National Communication Association/Instructional Development Division, Distinguished Article Award, 2013)
- Stoner, M. (2007). Uncovering the Powers within PowerPoint®. *Communication Currents*.2 (4). Available <http://www.communicationcurrents.com/>
- Halgas, J. & Stoner, M. (2007). Partnership in practice: Fostering a mentoring relationship to meet the challenges of a large legal environment of business class. *Journal of Legal Studies in Education*, 24, 109-127.
- Ah Yun, K., Papalewis, R. & M. Stoner. (2006). Disseminating STEM teaching practices: The role centers for teaching and learning can initiate in colleges and universities. *Journal of Metropolitan Universities*, 17, 66- 76.

Stoner, M. (November 2005). Instant discussions: High level, student constructed, concept driven.” *The Successful Professor 4*, 11-13

Stoner, M. (1990). Ideology, power and freedom of speech. In V. Vitanza and M. Ballif, (Eds.). *Realms of rhetoric: Phonic, graphic, electronic*. Arlington, TX: Rhetoric Society of America.

Stoner, M. (1988) Understanding social movement rhetoric as social intervention. *The Speech Communication Annual 3*, 27-43.

Stoner, M. (1986). The art of learning, the art of teaching and the art of Rhetoric: A modern trivium. *The Ohio Speech Journal 24*, 35-51. (ERIC # ED 271 793)

Stoner, M. (1986). Symbolic balance and social change. *Faculty Journal 1*, 79-95.

#### Media

Stoner, M. (2005) *Interactive teaching samples: Teaching vignettes from real classes*. [DVD]. California State University, Sacramento.

Stoner, M. (1996). *The dynamics of peer coaching*. [VHS]. California State University, Sacramento.

Stoner, M. *Speaking Across the Curriculum Resource Page* <http://goo.gl/t3RZDp> Linked by Michigan State University, Office of Faculty & Organizational Development, <http://goo.gl/mmpN1w>

#### Proceedings

Stoner, M. & Martin, L. (1995). Cognitive peer coaching and formative self- evaluation, in V. Buck, (Ed.). *Peer review as peer support: Individual and common good* (pp. 21-27). Long Beach: California State University.

Stoner, M. (1995). The peer coaching program at California State University, Sacramento in V. Buck, (Ed.). *Peer review as peer*

*support: Individual and common good (pp. 27-33).* Long Beach: California State University.

Stoner, M. (1993). Demands for tolerance and the decline of dialogue in the church community in Sterk, H. & Thorn, W., (Eds.). *Faith, story and community*. Norfolk, VA: Conference on Christianity and Communication.

Presentations and workshops: national and international

Stoner, M. (2014). *Misplaced Management Theory in a Massive System of Higher Education: Text, Context and Reconstructive Loop*. Paper presented at the 14<sup>th</sup> International Conference on Knowledge, Culture and Change in Organizations. Saïd Business School, University of Oxford, Oxford, United Kingdom, 4-5 August.

Stoner, M. (2012). *Reframing, Recontextualizing and the Social Reconstruction of Higher Education in CA, USA*. Paper presented at the European Conference on Educational Research, University of Cadiz, Spain.

Stoner, M., Higgins, S. & Bonilla. ( July 2011). *Breaking our codes: Designing Instruction for Greater Clarity and Appropriate Control*. Paper presented at the 18<sup>th</sup> International Learning Conference, University of Mauritius, Mauritius.

Stoner, M. (2009) *PowerPoint: Affordances, constraints and work arounds*. Presentation to CeTL/PostGraduate module. Durham University, UK

Stoner, M. (2008) *Three “Rs” of PowerPoint: Readin’, Writin’ and Rhetoric*. Presentation to the faculty, School of Education, Durham University, UK.

Stoner, M. (2007). *PowerPoint as an inscriptional system*. Presentation at the National Communication Association Annual Meeting, Chicago, ILL, November 2007.

Stoner, M. (2007). *Socially constructing “master teacher.”* Presentation at the Western States Communication Association Annual Meeting Seattle, WA, February 2007.

Stoner, M. (2006). *Exploring principles of instructional communication*. Intensive Two-Day Course, Didactica Program, University of Zurich, Switzerland.

- Stoner, M. (2006). *Rhetorical criticism: Four kinds of critical thinking*. Provost Lecture Series, Franklin College, Lugano, Switzerland.
- Stoner, M. (2006). *PowerPoint in a new key*. University of Switzerland Lugano, CH; University of Hertfordshire, UK; University of Lancaster, UK; University of Newcastle Upon Tyne, UK.
- Stoner, M. (2006). *Engaging students: They work more, you work less*. University of Zurich, Center for Teaching and Learning; University of Lancaster, UK.
- Stoner, Mark. (2004, March) *Instant discussions: High level, student constructed, concept driven*. Paper presented at the 16<sup>th</sup> Annual Lilly Conference on College and University Teaching—West. Pomona, CA.
- Stoner, M. (2003, March). *Counting chickens (after they hatched): Using appreciative inquiry to enhance student learning*. Paper presented at the 15<sup>th</sup> Annual Lilly Conference on College and University Teaching—West. Pomona, CA.
- Stoner, M. (2002, March). *Chalkboard to PowerPoint: Using available media to maximize student thinking*. Paper presented at the 14<sup>th</sup> Annual Lilly Conference on College and University Teaching—West. Pomona, CA.
- Stoner, M. (2000, June). *Designing accessible web pages*. Presentation at the Teaching with Technology Institute, California State University, Sacramento.
- Stoner, Mark. (2000, March). *"I never thought like this before!": Apprenticing critical thinking*. Paper presented at the 12<sup>th</sup> Annual Lilly Conference on College and University Teaching—West. Lake Arrowhead, CA.
- Stoner, M. & Perkins, S. (1999, October). *Exploring forms of collaboration: How to dance with colleagues in classrooms, libraries, and laboratories*. Presentation at the Conference on Teaching and Learning, California State University, Sacramento
- Stoner, M. (1997, August). *Distance education: Media contexts and critical thinking*. Paper presented at the 17<sup>th</sup> Annual

Conference on Critical Thinking and Educational Reform,  
Sonoma State University, Rohnert Park, CA.

Stoner, M. & Perkins, S. (1996, June). *Coaching for control and planning for development*. Workshop presented at the CSU Teacher/Scholar Summer Conference. Kellogg West Conference Center, Pomona, CA.

Stoner, M., Martin, L., Perkins, S. & Smith, G. (1994, November). *Cognitive coaching for improved teaching and consulting*. Short-course at the 80<sup>th</sup> Annual Meeting of the Speech Communication Association, New Orleans.

Stoner, M. & Martin, L. (1994, March). *Teaching as therapy: Conveying thinkers to holonomy*. Workshop presented at Lilly-West 6, Lake Arrowhead, CA

Stoner, M. & Martin, L. (1993, November). *Talking about teaching across the disciplines: How cognitive peer coaching makes it happen*. Paper delivered at the 79<sup>th</sup> Annual Meeting of the Speech Communication Association, Miami, FL.

Stoner, M. & Martin, L. (1993, June 16-17) *Professors as collaborators: New approaches to collaborative teaching*. Two-day workshop presented at CSU Teacher/Scholar Summer Institute, San Francisco, CA.

Stoner, M. & Martin, L. (1993, August). *Teaching as therapy: Conveying thinkers to holonomy* Paper and workshop presented at the 13<sup>th</sup> Annual Conference on Critical Thinking and Educational Reform, Sonoma State University, Rohnert Park, CA. (ERIC Document Reproduction Service No. ED363598)

Stoner, M. & Martin, L. (1993, January). *Peer coaching: An overview*. Workshop at American River College, Sacramento, CA.

Stoner, M. & Martin, L. (1993, January and October). *Outcome mapping: A search model for pathways to goal achievement*. Workshop at American River College, Sacramento, CA.

Stoner, M. (1992, May). *Tolerance and freedom of speech*. Faculty Colloquium, Department of Communication Studies, CSUS.



- Stoner, M. & Martin, L. (1992, September). *Teachers as peak performers*. Workshop at American River College, Sacramento, CA.
- Stoner, M. & Martin, L. (1992, August). *Outcome mapping: A search model for pathways to goal achievement*. Presentation at the Twelfth Annual Conference on Critical Thinking and Educational Reform, Sonoma State University, Rohnert Park, CA.
- Stoner, M. & Martin, L. (1992, March). *Professors as Peak Performers: Cognitive Strategies for Achieving More With Less*. Paper presented at the 4<sup>th</sup> Lilly Conference on Teaching—West. Lake Arrowhead, CA.
- Stoner, M. (1990, October). *The Politics of Science: 'Putting evolution where it belongs'*. Paper presented at the Western Communication Educators Conference, Sacramento, CA.
- Stoner, M. (1990, May). *Ideology, power and freedom of speech*. Paper presented at the Annual Meeting of the Rhetoric Society of America, Arlington, TX.
- Stoner, M. (1989, November). *Rhetorical history, Rhetorical criticism, and movement leaders: A response to Nelson*. Paper presented at the Annual Meeting of the Speech Communication Association, San Francisco, CA.
- Stoner, M. (1988, May). *The free speech movement: A case study in ideology, power, and social change*. Paper presented at the Annual Meeting of the Rhetoric Society of America, Arlington, TX.
- Stoner, M. (1986, April). *The art of learning, the art of teaching, and the art of rhetoric: A modern trivium*. Paper presented at the Central States Speech Convention, Cincinnati, OH.
- Stoner, M. (1986, October). *The free speech movement as public moral argument*. Paper presented at the Sixth International Conference on Culture and Communication, Philadelphia, PA.
- Stoner, M. (1984, November). *Free speech at Berkeley: 'University as factory,' an argument from analogy*. Paper presented at the 70<sup>th</sup>

Annual Meeting of the Speech Communication Association,  
Chicago, ILL. (ERIC Reproduction Service No. #ED249546).

#### Course Materials

Stoner, M. (Ed.). (1999). *Approaches to Rhetorical Criticism*

Stoner, M & Perkins, S. (1999). *A Critical Apprenticeship:  
Making Sense of Messages*

Stoner, M. (Ed.). (1996). *Developing Interpersonal Competence: A  
Resource Book*.

Stoner, M. (Ed.). (1994). *The Relationship of Rhetorical  
Theory and Rhetorical Practice*.

Stoner, M. (1994). Library Exercises (Graduate Research)

Stoner, M. (Ed.). (1991). Resources for Teaching and Training

Stoner, M. (1990). Internship Handbook and Policy Statement. (ERIC  
Document Reproduction Service No. ED306783)

Stoner, M. (Ed.). (1987). Keys to Communication Training.

#### Research in Progress:

Stoner, M., Bonilla, D. & Higgins, S. (2014) *Epistemic Cultures and  
Instructional Design (draft)* Exploration of principles of instructional  
communication in teaching and training; analysis of effects of  
communication codes in instructional design; critical analyses of discourse  
in higher education policy in text and speech.

Under review:

Stoner, M. (2014). "Misplaced Management Theory in a  
Massive System of Higher Education: Text, Context and  
Reconstructive Loop" *Western Journal of Communication*

#### Awards and Honors:

2015 [Outstanding Faculty](#) of the California State University (CSU)

2014-2015 Recipient of the [John C. Livingston Annual Faculty  
Lecture](#) (CSUS)

Pedagogical Enhancement Grant, "Using the Affordances of  
Google Drive to Enhance Constructivist Pedagogy and Self-  
Regulated Learning" (2014)

Sabbatical Leave, Spring Semester, 2013. "A Model of Framing, Classification and Culture in Instructional Design"; Visiting Research Fellow, University of Jyväskylä, Finland (April 2013)

University Enterprises Campus Grant (2012) Networking: Extending Teaching and Scholarship (NETS II)

University Enterprises Campus Grant (2012) Networking: Extending Teaching and Scholarship (NETS)

Fulbright Specialist, Instructional Communication (Roster, 2011)

CSU ITL (Grant, 2011-12) Faculty Learning Community: Cognitive Coaching, Enacting Reflective Practice to Transform Teaching

CSU ITL (Grant, 2010-11) Designing and Assessing Courses in an Evolving Instructional Environment

Western States Communication Association Master Teacher Award (2007)

Sabbatical Leave, Spring Semester (2006). "Principles of Instructional Communication: Articulating Relationships Between Theory and Practice." Visiting Fellow, University of Newcastle Upon Tyne, UK (January-March 2006); Visiting Fellow, University of Lancaster, UK (April-June 2006).

Center for Teaching and Learning Program Award to conduct Peer Coaching II: "Coaching and the Scholarship of Teaching" (Spring 2001)

Community Service Learning Award (Grant), Office of Community Collaboration to develop a service learning component in ComS 100B Critical Analysis of Messages (Spring 2000)

Pedagogical Enhancement Grant, "A Critical Apprenticeship" for investigation of methods of teaching rhetorical criticism, (1998)

Sabbatical Leave, Spring Semester (1997). "Instructional Communication and Distance Education"

Outstanding Teaching Award, California State University, Sacramento (1995)

Assigned Time Mini-grant for participation in Professors' Peer Coaching, CSUS, (1992)

President's Award for Excellence in Teaching, Mount Vernon Nazarene University, (1984).

Phi Kappa Phi (Ohio State Chapter) (1982).

Professional Memberships:

National Communication Association

Western Speech Communication Association

**Service Activities, California State University, Sacramento**

Department

Founder, NETS (Networking: Extending Teaching and Scholarship),  
(2012) <http://comnets.wikispaces.com/>

Faculty Evaluation Committee (2003-2010; Chair, 2005-2010; 2012-present)

Part-Time Faculty Evaluation Committee (1997; 2002, chair)

Graduate Committee (1990-1994; 2000-present)

Subcommittee on Teaching Associate Recruitment, Selection and  
Evaluation (1991-1998; 2000, chair; 2004- 2005; 2013-present)

Library Coordinator (1989-present)

Budget Committee (1991-92; 1992-94, chair; 2014-present)

University

Invited presentations, CSUS Summer Teaching Institute, (May 2014)  
“Threshold Concepts and Course Design”; “Constructivism and other  
learning theories.”

Interim Director, Center for Teaching and Learning (2007-2008; 2010-11); Assistant Director, (2004-2007; 2009-10; 2011-12); Center Associate, (2002-2004)

Academic Information Technology Committee, sub-committee on  
accessibility, (2006-2010)

Campus Education Equity Committee (2008-2013)

Formative Assessment Task Force (Principle investigator, Spring 2001-2002)

Board of Advisors, Center for Teaching and Learning (1998-2002, chair)

Center for Teaching and Learning Director Hiring Committee, (1998 and 2000, chair)

Member, Board of Advisors, Community College Faculty Preparation Certificate Program, (Spring 1999-2002)

Designed and implemented university-wide training series, "Taming the Distance Education Tiger" (18 hours) for distance education faculty (Spring 1998)

Authored AOF Grant proposal, "Faculty-Generated Innovation in Traditional and Distributed Learning Contexts," (Spring 1997)

Co-Director, Professors' Peer Coaching Program (1992-1996; 2001)

Teaching, Learning and Technology Round Table, Arts and Letters Representative (1996-1998)

Invited presentation entitled, "Formative Self-Evaluation" for CSUS Teaching and Learning Colloquium, March 2, 1995.

University Visiting Scholars Committee (1991-1994); Chair, 1992-94

Secured grant, organized and convened Spirituality and the Classroom: Issues for Public Universities Round Table Series, 1995-1998.  
Reviewer for Research Awards Competition, Committee for Research and Scholarly Activity (1989-1992)

Task Force on Child Care Needs of Student Parents (1989-1992)

Reviewer for Affirmative Action Professional and Staff Development Grant Proposals (1990-91)

University Elections Committee, (1990-1995)

Review Committee for Center for Reasoning Arts (1991)

Advisor, "The Student Body;" a student religious organization (1990-91)

Presenter and planner, United Campus Ministries', Faculty/Admin/Staff  
Monthly Breakfasts, (1993-1998)

#### University System (CSU)

Invited presentation and panel convener: *Learning strategies and web sites* at system-wide conference, Pedagogy and Technology: Partners for the Future, July 21, 1997, CSU, Sacramento, CA.

Invited presentation, *Using the peer coaching model for reflection and Self-assessment* at system-wide conference, Peer Review as Support: Individual and Common Good, April 28, 1995, Long Beach, CA

Invited presentation, *Cognitive peer coaching and formative self- evaluation* at system-wide conference, Peer Review as Support: Individual and Common Good, April 27, 1995, Long Beach, CA

#### Discipline

Referee, *Studies in Communication Sciences* [Università della Svizzera Italiana] (2006)

Referee, *Speech Communication Annual* (1989-1998)

Referee, *Free Speech Yearbook* (1993-1997)

Referee, *Journal of Communication and Religion* (1991)

Referee, *Communication Studies* (1991)

Referee, Western Communication Educators Conference, Sacramento, October (1990)

Critic/Respondent, Hayward Rhetoric Conference (1990-92; 1994; 1996, 1998)

Reviewer, Wadsworth Publishing (1991- 2008)

Reviewer, Mayfield Publishing (1994) Reviewer, Wm. C. Brown, Publishers (1989-90)

## Professional

Editorial Advisory Board, *National Teaching & Learning Forum* (2012-present)

Referee, *Journal for Excellence in College Teaching* (1994 - present)

Referee, *International Journal of Learning* (2012)

International referee for promotion application: Dr. Kate Wall, Durham University, UK (School of Education)

## Community

Consultant for California Integrated Waste Management Board (1992-2000; 2007-2008) providing regular training in presentational and negotiation skills for mid-level and top managers.

Training Consultant for the California Water Environment Association (2007).

Consultant for Ohio Wesleyan University (Spring 2003, 2004); workshops for faculty and administration for implementing a Speaking Across the Curriculum program; constructed and maintain resource web site for OWU:  
<http://www.csus.edu/indiv/s/stonerm/SpeakingAcrossCurriculumHomePage.htm>  
(A generic SAC resource page since 2008.)

Training consultant for California Commission of Correctional Peace Officer Standards and Training and the California Youth Authority (2000-2003)

Consultant for California Department of Toxic Substances Control providing regular training in regulatory negotiation skills for site mitigation supervisors (1995-2000)

Public Speaking training for trainers; California Department of Personnel Administration, Annual Labor Relations/Personnel Conferences, Rohnert Park, CA, (1996, 1997)

Judge, Lions International Student Speakers Program (1989-90; 90-91; 1995; 1998)

Judge, Optimists International Oratorical Contest (1989-90) Member, Board of Directors, "Workplace Ministry" (1993-1996)

Retreat Facilitator, A.L.S. (Lou Gehrig's Disease) Fund, Board of Directors (1994)

### **Service Activities, Mount Vernon Nazarene University**

#### Service to the Institution

##### Division/Department

Chair, Department of Communication, 1988.

Wrote departmental Five Year Plan, 1989-94.

Revised curriculum for the Communication Comprehensive Education major, 1987.

Developed internship program and related materials to serve as model for university-wide internship program, 1989.

#### University Service (MVNU)

Member, Teacher Education Committee, 1982-1989

Member, Faculty Development Committee, 1983-84; 1988-89; Ad Hoc Committee on Faculty Development May-August 1988.

Member, Writing Committee, 1983-1989

Member, Admissions and Recruitment Committee, 1987-88

Member, Lecture/Artist Committee, 1985-1989

#### Community Service

"Preparing for Change." First-Knox National Bank, 1985

"Writing for Results." First-Knox National Bank, 1985.

"Listening for Profit." First-Knox National Bank, 1986.

"How to Manage the Managers" International Management Council, April 1988; National Association of Bank Women, June 1988.

"Communicating in the Organization: Written Communication" American Banking Institute, January/February 1989.

Produced multi-media presentation for 1988 Annual Meeting, First-Knox Bank Corp., April 12, 1989.