

## CURRICULUM VITAE

JENNY MANDELBAUM

January, 2022

Department of Communication  
Rutgers University  
4 Huntington St.  
New Brunswick, NJ 08901

E-Mail: [j.mandelbaum@rutgers.edu](mailto:j.mandelbaum@rutgers.edu)

Website: <https://comminfo.rutgers.edu/mandelbaum-jenny>

### PERSONAL DATA

Date of birth: 10/04/1959  
Birthplace: London, England.  
Citizen of U.S.A.

### AREAS OF RESEARCH INTEREST

Social Interaction/Conversation Analysis/Language  
Family Communication  
Interpersonal Communication/Relationships/Identity  
Qualitative Methods

### AREAS OF TEACHING COMPETENCE

Social Interaction/Conversation Analysis/Language  
Interpersonal Communication  
Qualitative Methods  
Introduction to Communication  
Family Communication  
Relational Communication  
Intercultural Communication  
Nonverbal Communication  
Organizational Communication  
Business and Professional Speaking

### EDUCATION

1978-81 Oxford University, England, B.A. (Hons.), Philosophy, and French Language and Literature.

1981-83 The University of Texas at Austin, M.A.  
Communication Studies: Interpersonal Communication.  
Thesis: *Speaking of love: Courtship conversations in fiction.*  
Thesis advisor: Robert Hopper.

- 1983-84 &  
1986-87      The University of California, Los Angeles.  
                    Non-degree graduate student in Department of Sociology.
- 1984-87      The University of Texas at Austin. Ph.D. in Communication  
                    Studies: Interpersonal Communication. Dissertation:  
                    *Recipient-driven storytelling in conversation*. Supervisor:  
                    Robert Hopper.  
                    Committee: John A. Daly, Mark L. Knapp, Emanuel A.  
                    Schegloff (outside member), Joel Sherzer

## EMPLOYMENT

- 2022, January 1  
                    Professor Emerita, Department of Communication  
                    Rutgers University, New Brunswick, NJ
- 2015-      Co-director, Rutgers University Conversation Analysis Lab (RUCAL),  
                    Rutgers University
- 2011, July 1 – 2021, December 31  
                    Professor, Department of Communication  
                    Rutgers University, New Brunswick, NJ
- 2011, July 7-August 2  
                    Visiting Professor, Summer Linguistic Institute, Linguistics Society  
                    of America, University of Colorado, Boulder, CO
- 2004, May 10–June 4  
                    Visiting Professor, Department of Sociology,  
                    University of York, England
- 2003-06      Department Chair, Department of Communication,  
                    Rutgers University, New Brunswick  
                    Responsible for a faculty of 20, 1000 pre-majors, 700  
                    undergraduate majors, PhD and Master’s programs,  
                    part-time lecturers, and office staff. Oversaw tenure  
                    and promotion of four faculty members to Associate  
                    Professor with tenure, one to Full Professor, and hired  
                    four Assistant Professors, two Associate Professors  
                    with tenure, a Director of Undergraduate Studies  
                    (new position), and six one-year faculty members.
- 1994-2011      Associate Professor, Member of Graduate Faculty,  
                    Department of Communication,  
                    Rutgers University, New Brunswick.

- 1987-94 Assistant Professor, Member of Graduate Faculty,  
Department of Communication,  
Rutgers University, New Brunswick.
- 1986-87 Research Assistant for Emanuel A. Schegloff,  
Department of Sociology, U.C.L.A.
- 1984-86 Assistant Instructor, Department of Speech Communication, The  
University of Texas at Austin.
- 1984-86 Summer Consultant and Instructor, Cultural Awareness Program,  
Institute of International Education-English Language  
Program for Fulbright and Humphrey Scholars.
- 1983-84 Research Assistant for Emanuel A. Schegloff,  
Department of Sociology, U.C.L.A.
- 1983 Fall quarter: Research Assistant for Harold Garfinkel, Department  
of Sociology, U.C.L.A.
- 1982-83 Teaching Assistant, Department of Speech Communication, The  
University of Texas at Austin.

#### ACADEMIC AWARDS, HONORS AND GRANT

- June 2020 International Visiting Fellowship, Department of Linguistics,  
University of Essex, UK. (Postponed due to Covid-19  
restrictions).
- 2017, 2019 Selected as Faculty Mentor, Faculty Appreciation Series, Seeking  
Success Leadership Series, Department of Leadership &  
Experiential Learning, Rutgers Division of Student Affairs
- 2015-16 Two Research Assistants supported by Aresty Center for  
Undergraduate Research (total \$2000).
- 2014-15 Two Research Assistants supported by Aresty Center for  
Undergraduate Research (total \$2000).
- 2013-14 Three Research Assistants supported by Aresty Center for  
Undergraduate Research (total \$3000).
- 2013 Top Four Competitive Paper Award, Language and Social  
Interaction Division, National Communication Association
- 2012-13 Three Research Assistants supported by Aresty Center for

Undergraduate Research (total \$3000). (**Best poster award** winner, Aresty Symposium, April 2013).

- 2011-12 Three Research Assistants supported by Aresty Center for Undergraduate Research (total \$3000).
- 2010-11 Two Sophomore Research Assistants supported by Aresty Center for Undergraduate Research (total \$2000).
- 2009-10 \$550 grant from Aresty Research Center for Undergraduates and School of Arts and Sciences Honors program for research to be conducted by a first-year undergraduate, Joshua Rosenheck: "An inductive analysis of communication between optometrists and their patients".
- 2009-10 Five Sophomore Research Assistants supported by Aresty Center for Undergraduate Research (total \$5000).
- 2008-09 Five Sophomore Research Assistants supported by Aresty Center for Undergraduate Research (total \$5000).
- 2009 Merit Award recipient, Department of Communication
- 2008 Merit Award recipient, Department of Communication
- 2008 \$5050 grant from Aresty Research Center for Undergraduates and School of Arts and Sciences Honors program for research to be conducted by a first-year undergraduate, Matthew Cortland: "The communication culture of the Madison Scouts Drum and Bugle Corps."
- 2007- Affiliate, Feminist Conversation Analysis Unit, University of York, England
- 2007 Merit Award recipient, Department of Communication
- 2006-09 Rutgers Presidential Fellow, Carnegie Academy for the Scholarship of Teaching and Learning Leadership Program
- 2009- Faculty Fellow, Rutgers Academy for the Scholarship of Teaching and Learning
- 2006 Merit Award recipient, Department of Communication
- 2005 Merit Award recipient, Department of Communication

2004-05 \$1200 Grant from Committee to Advance our Common Purposes to support The Rutgers Conversation Analysis Advanced Institute, Rutgers, May, 2005

2004-05 \$7500 Grant from the SCILS Initiative in Inter-Disciplinary Study of Issues in Privacy and Security to support The Rutgers Conversation Analysis Advanced Institute, Rutgers, May, 2005

2003 \$589.50 Grants to Get Grants Award from School of Communication, Information and Library Studies

2003 Merit Award recipient, Department of Communication

2002 \$270 Grants to Get Grants Award from School of Communication, Information and Library Studies

2001 Merit Award recipient, Department of Communication

2000 Warren I. Susman Award for Excellence in Teaching, Rutgers University

2000 Teaching Excellence Award, School of Communication Information and Library Studies, Rutgers

2000 \$700 Grant to Get Grants from School of Communication, Information and Library Studies

1999 Teaching Award, Department of Communication, Rutgers

1999 \$600 Grant to Get Grants from School of Communication, Information and Library Studies

1999 \$2500 Rutgers Teaching and Curriculum Evaluation Grant

1999 \$61,550 for 1999-2000, Rutgers Instructional Technology Initiative grant for classroom-based web-enhancement of 189:101. (With Kay Vandergrift).

1999 \$1500 Rutgers Undergraduate Research Fellows Program grant to support collaborative research with an undergraduate from the McNair Program, Izabella Waszkielewicz. **Project title:** "The Enactment and Management of Conflict in Casual and Professional Settings."

1998 Merit Award Recipient, Dept. of Communication

- 1997 Merit Award Recipient, Dept. of Communication
- 1997 \$300 SCILS Grant to Get Grants to support development of Rutgers University Conversation Library. Grant application in preparation for National Endowment for the Humanities.
- 1992-93 Merit Award Recipient, Dept. of Communication, Rutgers
- 1990-91 Fellow, Rutgers Center for Historical Analysis, including \$2000 grant for project on Narrative Constructions of Identity
- 1990-91 Merit Award Recipient, Dept. of Communication, Rutgers
- 1989-90 Merit Award Recipient, Dept. of Communication, Rutgers
- 1989-90 Rutgers University Research Council Grant
- 1989 Rutgers University Research Council Summer Fellowship
- 1985-6 University Continuing Fellowship, The Graduate School, University of Texas at Austin.
- 1985 Shell Companies Foundation Grant for dissertation research.
- 1983: Elected member of Phi Kappa Phi National Honor Society.
- 1980: Kathleen Bourne Travel Scholarship, St. Anne's College, Oxford University.

## PUBLICATIONS

- Mandelbaum, J.,** deSouza, D., Wei, W., Zhan, K. (2022). Micro-moments of social support: Self-service occasioned offers at the family dinner table. *Communication Monographs*, 89, 3.
- Bolden, G., Hepburn, A., **Mandelbaum, J.,** Mikesell, L., & Potter, J. (2021). The Gratitude Opportunity Space. *Social Interaction. Video-Based Studies of Human Sociality*, 4(1). <https://doi.org/10.7146/si.v4i1.122437>
- Hepburn, A. & **Mandelbaum, J.** (2018). Analysing burp sequences in family mealtime interaction. *The Psychologist*.
- Mandelbaum, J.** (2017) Expert box on transcribing disgust. In A. Hepburn & G. Bolden,

- Transcribing for social research* (pp. 93-95). Los Angeles, CA: Sage.
- Mikesell, L., Bolden, G., **Mandelbaum, J.**, Robinson, J. D., Romaniuk, T., Bolaños-Carpio, A., Searles, D., Wei, W., DiDomenico, S., & Angell, B. (2017). At the intersection of epistemics and action: Responding with *I know*. *Research on Language & Social Interaction*, 50, 3, 268-285.
- Bolden, G. & **Mandelbaum, J.** (2017). The use of conversational co-remembering to corroborate contentious claims. *Discourse Studies*, 19, 1, 3-29.
- Mandelbaum, J.** (2016). Delicate matters: Embedded self-correction as a method for adjusting possibly available inapposite hearings. In J. D. Robinson (Ed.), *Social accountability in interaction*. Oxford, England: Oxford University Press.
- Mandelbaum, J.** (2014). How to do things with requests: Request sequences at the family dinner table. Drew, P. & Couper-Kuhlen, E. (Eds.) *Requesting in Social Interaction* (pp. 215-241). Amsterdam: John Benjamins.
- Kitzinger, C. & **Mandelbaum, J.** (2013). Word selection and social identities in talk-in-interaction. *Communication Monographs*, 80, 2, 176-198.
- Mandelbaum, J.** (2013). Storytelling in conversation. In Sidnell, J. & Stivers, T. (Eds.) *Handbook of Conversation Analysis* (pp. 492-508). Cambridge, MA: Wiley-Blackwell.
- Bolden, G., **Mandelbaum, J.**, & Wilkinson, S. (alphabetical) (2012). Pursuing a response by repairing an indexical reference. *Research on Language and Social Interaction*, 45, 137-155.
- Lerner, G., Bolden, G., Hepburn, A., & **Mandelbaum, J.** (alphabetical after first author) (2012). Reference recalibration repairs: Adjusting precision for the task at hand. *Research on Language and Social Interaction*, 45, 191-212.
- Kevoe Feldman, H., Robinson, J., & **Mandelbaum, J.** (2011). Extending the notion of pragmatic completion: The case of the responsive compound action unit. *Journal of Pragmatics*, 43, 3844-3859
- Mandelbaum, J.** (2010). The management and import of concurrent and intervening actions during storytelling in family ceremonial dinners. In A. De Fina and D. Schiffrin (Eds.), *Telling stories: Building bridges among language, narrative, identity, interaction, society and culture* (pp. 161-172). Georgetown University Press.
- Glenn, P. J. and **Mandelbaum, J.** (2010). Language and social interaction at the University of Texas at Austin. In W. Leeds-Hurwitz (Ed.), *The social history of language and social interaction research: people, places, ideas* (pp. 385-398). Cresskill,

NJ: Hampton Press.

**Mandelbaum, J.** (2008). Conversation analysis theory: A descriptive approach to interpersonal communication. In L. Baxter & D. Braithwaite, (Eds.), *Engaging theories in interpersonal communication* (pp. 175-188). Newbury Park, CA: Sage Publications.

**Mandelbaum, J.** (2007). Managing the transition between department chairs. *Effective practices for academic leaders – a stylus briefing*, 2, 1-15.

Beach, W. A. and **Mandelbaum, J.** (2005). "My mom had a stroke": Understanding how patients raise and providers respond to psychosocial concerns." In L. Harter, P. Japp, & C. Beck (Eds.), *Constructing our health: The implications for enacting illness and wellness* (pp. 343-364). Mahwah, NJ: Lawrence Erlbaum Associates, Inc.

Pomerantz, A. and **Mandelbaum, J.** (2005). A conversation analytic approach to relationships: Their relevance for interactional conduct. In K. Fitch & R. (Eds.), *Handbook of language and social interaction* (pp. 149-171). Mahwah, NJ: Lawrence Erlbaum Associates.

**Mandelbaum, J.** (2003). How to "do things" with narrative: A communication perspective on narrative skill." In J. Greene & B. Burleson (Eds.), *Handbook of communication and social interaction skills* (pp. 595-633). Mahwah, NJ: Lawrence Erlbaum Associates.

Glenn, P., LeBaron, C. & **Mandelbaum, J.\*** (Eds.) (2003). *Studies in language and social interaction: In honor of Robert Hopper*. Mahwah, NJ: Lawrence Erlbaum and Associates.

**\*co-editors are listed in alphabetical order to reflect equal input.** Volume consists of 38 refereed articles. 625 pp.

**Mandelbaum, J.** (2003). Interactive methods for constructing relationships. In Glenn, P., LeBaron, C. & Mandelbaum, J. (Eds.), *Studies in language and social interaction. In honor of Robert Hopper* (pp. 207-220). Mahwah, NJ: Lawrence Erlbaum and Associates.

**Mandelbaum, J.** (2003). Robert Hopper: An intellectual history. In Glenn, P., LeBaron, C. & Mandelbaum, J. (Eds.), *Studies in language and social interaction. In honor of Robert Hopper* (pp. 543-562). Mahwah, NJ: Lawrence Erlbaum and Associates.

LeBaron, C., **Mandelbaum, J.**, & Glenn, P. (2003). Excavating the taken-for-granted: An introduction. In Glenn, P., LeBaron, C. & Mandelbaum, J. (Eds.), *Studies in language and social interaction: In honor of Robert Hopper* (pp. 1-40). Mahwah, NJ: Lawrence Erlbaum and Associates.

**Mandelbaum, J.** (2002). Interpersonal communication, In J.R. Schement, (Ed.),



*Encyclopedia of communication and information* (pp. 472-478). New York: MacMillan Library Reference. 3000 words.

**Mandelbaum, J.** (2002). Interpersonal communication, conversation and. In J.R. Schement, (Ed.) *Encyclopedia of communication and information* (pp. 478-484). New York: MacMillan Library Reference. 3000 words.

**Mandelbaum, J.** (2002). Language and communication. In J.R. Schement, (Ed.) *Encyclopedia of communication and information* (pp. 514-519). New York: MacMillan Library Reference. 4000 words.

**Mandelbaum, J.** (2002). Language structure. In J.R. Schement, (Ed.) *Encyclopedia of communication and information* (pp. 519-524). New York: MacMillan Library Reference. 3000 words.

Waskielewicz, I. & **Mandelbaum, J.** (2000). The enactment and management of conflict in casual and professional settings: Two case studies. *The Rutgers scholar, an electronic bulletin of undergraduate research*. <http://rutgersscholar.rutgers.edu>

**Mandelbaum, J.** (1996). Constructing social identity in the workplace: Interaction in bibliographic database searches. *Information and behavior, Volume 6: Interaction and identity*, H. Mokros (Ed.). New Brunswick, NJ: Transaction Press.

**Mandelbaum, J.** (1995). Review of *Talking data: Transcription and coding in discourse research*. J.A. Edwards & M.L. Lampert (Eds.) Hillsdale, NJ: Lawrence Erlbaum Associates, 1993. 325 pp. *Discourse and Society*, 6, 1, 140-143.

**Mandelbaum, J.** (1993). Assigning responsibility in conversational storytelling: The interactional construction of reality. *Text*, 13, 247-266.

**Mandelbaum, J.** (1991). Conversational non-co-operation: an exploration of disattended complaints. *Research on language and social interaction*, 25, 97-138.

**Mandelbaum, J.** (1991). Beyond mundane reason: Conversation analysis and context. *Research on Language and Social Interaction*, 24, 333-350.S

**Mandelbaum, J. & Pomerantz, A.** (1991). What Drives Social Action? In Karen Tracy (Ed.) *Understanding face-to-face interaction: Issues linking goals and discourse* (pp. 151-167). Hillsdale, N. J.: Lawrence Erlbaum.

**Mandelbaum, J.** (1990). Communication phenomena as solutions to interactional problems. In James A. Anderson, (Ed.), *Communication Yearbook 13* (pp. 255-268). Beverly Hills, CA: Sage.

**Mandelbaum, J.** (1989). Interpersonal activities in conversational storytelling. *Western Journal of Speech Communication*, 53, 114-126.

**Mandelbaum, J.** (1987). Couples sharing stories. *Communication Quarterly*, 35, 144-171.

Hopper, R., Koch, S., & **Mandelbaum, J.**, (1986). Conversation analysis methods. n Donald G. Ellis and William Donahue, (Eds.) *Contemporary issues in language and discourse* (pp. 169-187). Hillsdale, N.J.: Lawrence Erlbaum, Assoc., inc.

#### **UNDER REVIEW**

**Mandelbaum, J.** & Lerner, G. On the Social Organization of Manual Actions: Offering Service to Others Whilst Serving Oneself at the Dinner Table. (Revised and resubmitted) *Research on Language and Social Interaction*.

**Mandelbaum, J.**, Searles, D., Wei, W., & Zhan, K. Self-service occasioned offers at the family dinner table. Under review, *Communication Monographs*.

#### **IN PREPARATION**

**Mandelbaum, J.** *Storytelling in everyday conversation*. Book MS. (Cambridge University Press, due December 2023).

Clift, R. & **Mandelbaum, J.** Discovering phenomena. Forthcoming in Robinson, J., Clift, R., Kendrick, K. & Raymond, C. (Eds.). *Handbook of Research Methods in Conversation Analysis*. Cambridge: Cambridge University Press.

#### **WORK IN PROGRESS**

Hepburn, A., Bolden, G. & **Mandelbaum, J.** Why do Americans think British people are smart? The distinctive uses of “right” in British and American English.

Hepburn, A. & **Mandelbaum, J.** The preference for atoning for behavioural transgressions in family mealtime interactions: The case of burping. MS in preparation

**Mandelbaum, J.** & Licciardello, D. Squabbles at the family dinner table. MS in preparation

#### **CONVENTION PAPERS AND INVITED LECTURES**

Hepburn, A., Bolden, G., & **Mandelbaum, J.** The distinctive uses of “right” in British and American English. To be presented at the annual meeting of the National Communication Association, Indianapolis, IN, November 2020. (Canceled).

**Mandelbaum, J.** & Lerner, G. On the social organization of manual actions: Offering service to others whilst serving oneself at the dinner table. Presented to the Department of Hebrew Language and Linguistics, Haifa University, Israel, January 14, 2020.

- Wei, W., Park, S. H., Zhan, K., Potter, J., Mikesell, L., **Mandelbaum, J.**, Hepburn, A., Bolden, G. Over-exposed self-correction. Presented at the annual meeting of the National Communication Association, Baltimore, MD, November 14, 2019.
- Wei, W., Park, S. H., Zhan, K., Potter, J., Mikesell, L., **Mandelbaum, J.**, Hepburn, A., Bolden, G. Over-exposed self-correction. Presented at the 9th Annual Meeting of The Language and Social Interaction Working Group (LANSI), October 11, 2019.
- Mandelbaum, J.** & Lerner, G. Offering service to others whilst serving oneself at the dinner table: Some practical considerations. Presented at the International Institute for Ethnomethodology and Conversation Analysis, Mannheim, Germany, July 2, 2019.
- Hepburn, A., Bolden, G. & **Mandelbaum, J.** Why do Americans think British people are smart? The distinctive uses of “right” in British and American English. Presented at the Symposium on Pragmatic Particles in (Greek) Talk-in-interaction, Thessaloniki, Greece, June 24, 2019.
- Mandelbaum, J.** & Lerner, G. On the social organization of manual actions: Handling the assistance of others during self-service at the dinner table. Presented to the Language Interaction and Social Organization seminar, University of California, Santa Barbara, CA, May 2019.
- Mandelbaum, J.** Cell phone use at the family dinner table. Sammy Ofer School of Communications, The Interdisciplinary Center, Herzliya, Israel, March 2019.
- Mandelbaum, J.** Squabbles at the family dinner table. Department of Linguistics, University of Essex, UK, January 2019.
- Mandelbaum, J.** and Lerner, G. Self-service and the assistance of others: A practical application of the manual action pathway. Presented at the National Communication Association annual conference, Salt Lake City, UT, November, 2018.
- Bolden, G., Hepburn, A., **Mandelbaum, J.**, Mikesell, L., Potter, J., Park, S. H., Wei, W., Searles, D., Zhan, K. Gratitude in recruitment sequences. Presented at the National Communication Association annual conference, Salt Lake City, UT, November, 2018.
- Park, S.**, Zhan, K., Wei, W., Searles, D., Potter, J., Mikesell, L., Mandelbaum, J., Hepburn, A., & Bolden, G. *Gratitude in recruitment sequences*. 8th Meeting of the Language and Social Interaction Working Group. New York, NY, October 2018.
- Mandelbaum, J.** and Lerner, G. Self-service and the assistance of others: A practical application of the manual action pathway. Presented at the International Conference on Conversation Analysis, Loughborough University, July, 2018.

Bolden, G., Hepburn, A., **Mandelbaum, J.**, Mikesell, L., Potter, J., Park, S. H., Wei, W., Searles, D., Zhan, K. Gratitude in recruitment sequences. Presented at the International Conference on Conversation Analysis, Loughborough University, July, 2018.

**Mandelbaum, J.** Squabbles at the family dinner table: Working with video data. Presented to the "Emergent Grammar of Clause-Combining from a Cross-Linguistic Perspective -- A Contribution to Pragmatic Typology" Research Group, Department of Hebrew Language, University of Haifa, Israel, January, 2018.

**Mandelbaum, J.**, Searles, D., Wei, W. & Zhan, K. Self-service occasioned offers at the family dinner table. Presented at the National Communication Association annual conference, Dallas, TX, November 17, 2017.

**Mandelbaum, J.**, Searles, D., Wei, W. & Zhan, K. Recruitment at the family dinner table: Self-service-occasioned offers. Presented at the International Pragmatics Association convention, Belfast, Ireland, July 2017.

Hepburn, A. & **Mandelbaum, J.** The preference for atoning for behavioural transgressions in family mealtime interactions: The case of burping. Presented at the International Pragmatics Association convention, Belfast, Ireland, July 2017.

**Mandelbaum, J.**, Searles, D., Wei, W. & Zhan, K. What prompts an offer?: The intersubjectively agreed-upon trajectory of serving oneself at the family dinner table. Presented at the Intersubjectivity in Action conference, Helsinki, Finland, May 2017.

Hepburn, A. & **Mandelbaum, J.** Invoking intentionality in responding to behavioral transgressions in family mealtime interactions: The case of burping. Presented at the Intersubjectivity in Action conference, Helsinki, Finland, May 2017.

**Mandelbaum, J.** How to do things with stories: Storytelling as action. LANSI Lecture, Teachers College, Columbia University, March 30, 2017. **Keynote invited lecture.**

Pomerantz, A. & **Mandelbaum, J.** Advocating healthy eating through interpersonal interaction. National Communication Association, Philadelphia, PA, November, 2016.

**Mandelbaum, J.** The intellectual history and contributions of Professor Gene Lerner, University of California, Santa Barbara, on the occasion of his retirement. National Communication Association, Philadelphia, PA, November, 2016.

Hepburn, A. & **Mandelbaum, J.** The preference for self-acknowledging behavioural

- transgressions in family mealtime interactions: The case of burping. National Communication Association, Las Vegas, NV, November 2015.
- Romaniuk, T., Bolaños-Carpio, A., DiDomenico, S., Searles, D., Wei, W., Angell, B., Bolden, G., **Mandelbaum, J.**, Mikesell, L., & Robinson, J. Responding with "I know": Affiliation and epistemics in action. International Pragmatics Association annual conference, Antwerp, Belgium, August 2015.
- Mandelbaum, J.** & Bolden, G. The epistemics of co-remembering in conversation. International Pragmatics Association annual conference, Antwerp, Belgium, August 2015.
- Mandelbaum, J.** Exploring storytelling as action. **Keynote address.** Interactional Aspects of Storytelling, Swiss Doctoral School in Language Sciences, Neûchatel, Switzerland, May 2015.
- Mandelbaum, J.** & Hepburn, A. Responding to "children's" social infractions: The case of burping. Presented to the Department of Psychology, The Interdisciplinary Center, Herzlia, Israel, January, 2015.
- Mandelbaum, J.** Requests at the family dinner table. Presented to the Department of Hebrew Language, Haifa University, Israel, January, 2015.
- Bolden, G. & **Mandelbaum, J.** The use of conversational co-remembering to corroborate contentious claims. Presented to the Language and Social Interaction Division, National Communication Association. Chicago, IL, 2014.
- Romaniuk, T., Bolaños-Carpio, A., DiDomenico, S., Searles, D., Wei, W., Angell, B., Bolden, G., **Mandelbaum, J.**, Mikesell, L., & Robinson, J. Responding with "I know": Affiliation and epistemics in action. Presented to the Language and Social Interaction Division, National Communication Association. Chicago, IL, 2014.
- Mandelbaum, J.** How to do things with requests: Requesting at the family dinner table. **Top 4 Paper.** Presented to the Language and Social Interaction Division, National Communication Association, Washington, DC, November 22, 2013.
- Mandelbaum, J.** Drawing lines with jello: Managing the line between us through Communication. Presented to the School of Arts and Sciences Honors Colloquium, Rutgers University, October 9, 2013.
- Mandelbaum, J.** How to do things with requests: Requesting at the family dinner table. Presented at the annual meeting of the American Sociological Association, New York, NY, August 11, 2013.
- Mandelbaum, J.** Teaching the Large Class. Panel presentation, Rutgers Business School, Newark, NJ, July 12, 2013

**Mandelbaum, J.** Challenges of teaching the large class. Office of Instructional Research and Technology annual show case, Rutgers University, December, 2012.

**Mandelbaum, J. & DiDomenico, S.** Object requests at the family dinner table. Presented at the Language, Culture and Mind conference, Universidade Católica Portuguesa, Lisbon, Portugal, June 2012.

**Mandelbaum, J.** How to do things with requests: Requests (and other things) at the family dinner table. **Plenary address**, Conference on Language, Interaction and Culture, UCLA, Los Angeles, May 11, 2012.

**Mandelbaum, J.** Food assessments at the family holiday dinner table. Workshop. Conference on Language, Interaction and Culture, UCLA, Los Angeles, May 10, 2012.

**Mandelbaum, J.** How the number of participants matters for the telling of stories in conversation. Presented at the National Communication Association Conference, New Orleans, LA, November 2011.

Wilkinson, S., **Mandelbaum, J.**, & Kitzinger, C. Disgust Reaction Tokens. Presented to the Discourse Analysis Research Group, Loughborough University, May 2011.

**Mandelbaum, J.** Food assessments at the family dinner table. Presented to the Discourse Analysis Research Group, Loughborough University, May 2011.

Cortland, M. & **Mandelbaum, J.** Constructing culture through communication: The rules of bus life in an all-male drum and bugle corps. Presented at the International Communication Association Annual conference, Boston, MA, May 2011.

**Mandelbaum, J.**, Bolden, G., Hepburn, A. & Lerner, G. Recalibrating formulations for the task at hand. Presented at the National Communication Association Annual conference, San Francisco, CA, November 2010.

Bolden, G., **Mandelbaum, J.** & Wilkinson, S. Pursuing a response. Presented at the National Communication Association Annual conference, San Francisco, CA, November 2010.

**Mandelbaum, J.**, Bolden, G., Hepburn, A. & Lerner, G. Granularity recalibrations in the organization of formulation repair. Presented at the International Conference on Conversation Analysis, Mannheim, Germany, July 2010.

Bolden, G., **Mandelbaum, J.** & Wilkinson, S. Repair of indexical references as an interactional resource. Presented at the International Conference on Conversation Analysis, Mannheim, Germany, July 2010.

**Mandelbaum, J.** Food complaints at the 'ceremonial' dinner table . Presented at the National Communication Association annual convention, Chicago, IL, November, 2009.

**Mandelbaum, J. Keynote address, 'It's disgusting': practices for criticizing food and family at the dinner table'** at the Everyday Interaction Across Cultures conference, University of Portsmouth, England, September, 23-24, 2009.

**Mandelbaum, J.** Two practices for criticizing food and family at the ceremonial dinner table. Presented at the International Communication Association annual convention, Chicago, IL, May, 2009.

**Mandelbaum, J.** "'I can't get this thing mashed': Food complaints and their implications for relationships. Presented at Rutgers Libraries' "Eating the Potato: Culture, Communication and Camaraderie", May 5, 2009.

Kitzinger, C. & **Mandelbaum, J.** Word selection and social identity in talk-in-interaction. Department of Communication, Haifa University, Israel, January, 2009.

**Mandelbaum, J.** Repair and the preservation of self and relationships. Department of Communication, Haifa University, Israel, January, 2009.

Kitzinger, C. & **Mandelbaum, J.** Word selection and social identities in talk. Presented at the annual convention of the National Communication Association, San Diego, CA, November, 2008.

**Mandelbaum, J.** Continuing to excavate the taken-for-granted: Language and Social Interaction and the intellectual legacy of Robert Hopper ten years on. Presented at the annual convention of the National Communication Association, San Diego, CA, November, 2008.

**Mandelbaum, J.** Managing the transition between chairs. Presented to the Academic Leadership Program, Rutgers University, November 18, 2008.

**Mandelbaum, J.** Why that now? Communication foundations of the Civil Society. "Last Lecture" keynote address presented at Summit 2008, Biennial conference of Hillel, the Foundation for Jewish Campus Life, Washington, DC, March 25, 2008.

**Mandelbaum, J.** The management and import of concurrent and intervening actions during storytelling in family ceremonial dinners. Presented at the Georgetown University Linguistics Round Table, March, 2008.

**Mandelbaum, J.** Engaging in criticism at the family dinner table. Presented at the annual convention of the National Communication Association, Chicago, IL,

November 15, 2007.

Kitzinger, C. & **Mandelbaum, J.** 'You know' repair initiations in same-turn self-initiated repair in the domain of word selection. Presented at the annual convention of the National Communication Association, Chicago, IL, November 15, 2007.

**Mandelbaum, J.** Teaching to Research. Workshop presented for the Vice President for Undergraduate Affairs and the Aresty Center, Rutgers University, November 8, 2007.

**Mandelbaum, J.** Motivating students. Workshop presented for the Teaching Assistant Project, Rutgers University, October 17, 2007

Kitzinger, C. & **Mandelbaum, J.** Word selection and social identities in talk. Presented at the American Sociological Association, New York, August, 2007.

Kitzinger, C. & **Mandelbaum, J.** Words and worlds: 'Specialist terms' and word selection in talk-in-interaction. Presented at the International Pragmatics Association, Gothenburg, Sweden, July 10, 2007.

**Mandelbaum, J.** & Hamer, J. Digs as a clandestine method for inviting critique. To be presented at the National Communication Association annual convention, San Antonio, TX, November, 2006. [Not presented due to family illness]

**Mandelbaum, J.** Pass the parcel: Teaching the large introductory class. Keynote presentation, Conference on Undergraduate Teaching, Rutgers University, September 22, 2006.

**Mandelbaum, J.** Communicating relationships and identities: An interactional approach. Keynote address, conference on Communicating. Haifa University, Israel, January 1, 2006.

**Mandelbaum, J.** Relationships in interaction: "Digs" as a clandestine method for inviting critique. Presented to the Department of Journalism and Communication, Hebrew University, Jerusalem, Israel, December 27, 2005.

Kitzinger, C. & **Mandelbaum, J.** 'Specialist terms' and preference organization in word selection in talk-in-interaction. Presented at the National Communication Association annual convention, Boston, MA, November, 2005.

**Mandelbaum, J.** Delicate matters: Embedded self-correction as a method for removing possibly available unwanted hearings. Presented at the International Pragmatics Association Conference, Riva del Garda, Italy, July, 2005.

De Vries, C. & **Mandelbaum, J.** "They'll cut you up like a buffalo, those organ-thieving



vultures”: Family communication regarding organ donation. Presented at the International Communication Association annual convention, New York, May, 2005.

**Mandelbaum, J.** & Hamer, J. Digs as a clandestine method for inviting critique. Presented at the Western States Communication Association annual conference, San Francisco, CA, February, 2005, and at the New Jersey Communication Association Conference, Trenton, NJ, April, 2005.

Pomerantz, A., and **Mandelbaum, J.** Conversation analytic approaches to the relevance and uses of relationship categories in interaction. Presented at the National Communication Association annual convention, Chicago, IL, November, 2004.

**Mandelbaum, J.** Dealing delicately with delicate matters: Embedded self-correction as a method for removing possibly available unwanted hearings. Presented at the National Communication Association annual convention, Chicago, IL, November, 2004.

**Mandelbaum, J.** and Kitzinger, C. Different words, different worlds. Sociology Department and Linguistics Department Colloquium, June 3, 2004, York University, England.

**Mandelbaum, J.** Recipient subversion of storytelling in conversation. Presented at the National Communication Association annual convention, Miami, FL, November, 2003.

**Mandelbaum, J.** Conversation analysis and relationships. Presented to Department of Media, Culture and Communication, New York University, October, 2003.

**Mandelbaum, J.** Women in Academe. Workshop on family and professional life, Teaching Assistant Project, Rutgers University, October, 2003.

**Mandelbaum, J.** Engaging others’ co-operation. Workshop presented to the YMYWHA of Raritan Valley, Highland Park, NJ. July 2003.

**Mandelbaum, J.** Delicate matters: Embedded self-correction as a method for removing available unwanted possible hearings. Presented at the International Communication Association annual convention, San Diego, CA, May, 2003.

**Mandelbaum, J.** Beyond narrative: Presented to the Department of Communication and Rhetorical Studies, Hofstra University, Hempstead, NY, March 19, 2003.

**Mandelbaum, J.** Family violence? Disattending a co-family member’s clear action embodied in a storytelling. Presented at the National Communication Association annual convention, New Orleans, LA, November, 2002.

**Mandelbaum, J.** How to un-do things with words: Relationships and disaffiliation

Department of Communication, University of Iowa, Iowa City, IA, October 22, 2002.

**Mandelbaum, J.** Embedded disambiguation. Conversation Analysis Advanced Study Institute. University of California, Los Angeles, August 6, 2002.

**Mandelbaum, J.** Paradigms, models, and theories of communication. Summer Transition Program, Rutgers University, June, 2002.

**Mandelbaum, J.** New communication technologies, new interactional problems? The case of where are you questions in cellular telephone conversations. International Conference on Conversation Analysis, Copenhagen, Denmark, May 2002.

**Mandelbaum, J.** 'Undoing' relationships: Nonalignment and disaffiliation in conversational storytelling. International Conference on Conversation Analysis, Copenhagen, Denmark, May 2002.

**Mandelbaum, J.** Data analysis workshops for graduate students and faculty, York University, England, January, 2002.

**Mandelbaum, J.** The interactional construction of stories and relationships: Storytelling in relationships from a conversation analytic perspective. National Communication Association annual convention, Atlanta, GA, November, 2001.

**Mandelbaum, J.** Renegotiating changing roles? The action-relevance of role designations, and the role-relevance of actions. National Communication Association annual convention, Atlanta, GA, October, 2001.

Pomerantz, A. & **Mandelbaum, J.** Conversation analytic approaches to relationships and roles. National Communication Association annual convention, Atlanta, GA, November, 2001.

**Mandelbaum, J.** & Delo, J. Building community in the large class. American Academy for the Advancement of Higher Education annual convention, Washington, DC, March, 2001.

**Mandelbaum, J.** New communication technologies, new interactional contingencies? The case of "where are you?" questions. National Communication Association annual convention, Seattle, WA, November, 2000.

LeBaron, C., **Mandelbaum, J.** & Glenn, P. Seven propositions for language and social interaction. National Communication Association annual convention, Seattle, WA, November, 2000.

- Mandelbaum, J.** Storytelling structure and interpersonal relationships. Data presentation, Language and Social Interaction Summer Conference, University of Colorado, Boulder, June, 2000.
- Waszkielewicz, I. & **Mandelbaum, J.** The enactment and management of conflict in casual and professional settings: Two case studies. International Communication Association, Acapulco, Mexico, June, 2000.
- Mandelbaum, J.** Communicating prejudice. Guest lecture, "Day Without Hate," Rutgers University, April, 2000.
- Mandelbaum, J.** It's all small stuff: Communicating in relationships with people and G-d. Guest lecture, B'nai B'rith Hillel Foundation, Rutgers University, February 10, 2000.
- Mandelbaum, J.** Cell phones and communication in the late twentieth century. Response paper, Conference on Perpetual Contact, Rutgers University, December 13, 1999.
- Mandelbaum, J.** Excavating the taken-for-granted: Studies in language and social interaction. A Festschrift in honor of Robert Hopper. (with Phillip J. Glenn & Curtis D. LeBaron). Language and Social Interaction Division, National Communication Association, Chicago, IL, November, 1999.
- Mandelbaum, J.** Relationships and ravioli. Data session. Dept. of Communication Studies, The University of Texas at Austin. October 6, 1999.
- Mandelbaum, J.** Classroom-based Web Innovations in the large class: Helping the Large Class Feel Smaller. Annual Teaching Conference, Rutgers University, September 22, 1999.
- Mandelbaum, J., Glenn, P., & LeBaron, C.** Talk at Play: Mutual Influence between Communication and Language and Social Interaction. Language and Social Interaction Division, International Communication Association annual convention, San Francisco, CA, May 28, 1999.
- Pre-conference organizer: A Conversation Analysis Master Class. Language and Social Interaction Division, National Communication Association annual convention, November 20, 1998, New York.
- Mandelbaum, J.** A conversation analytic approach to personal narrative. Presented at National Communication Association annual convention, New York City, November, 23, 1998.
- Mandelbaum, J.** Co-leader of data presentation, Dept. of Communication, University of Colorado, Boulder, CO, October 19, 1998.

- Mandelbaum, J.** Interactive methods for constructing relationships. Presented at annual meeting of the International Communication Association, Jerusalem, Israel, July 1998.
- Mandelbaum, J.** The discourse of democracy: Interpersonal construction of the pure relationship. Presented at annual meeting of the National Communication Association, Chicago, IL, November, 1997.
- Mandelbaum, J.** The taken-for-granted and other new perspectives. An appreciation of the work of Robert Hopper. Presented at annual meeting of International Communication Association, Chicago, IL, May, 1996.
- Mandelbaum, J.** Storytelling as a resource in the construction of self in interaction. Presented to the Massachusetts Interdisciplinary Discourse Analysis Seminar, Center for Cultural and Literary Studies, Harvard University, February 28, 1995.
- Mandelbaum, J.** Studying relationships using conversation analysis. Presented to the Department of Rhetoric and Communication, Temple University, Philadelphia, PA, November, 1994.
- Mandelbaum, J.** The Search for Self In Interaction. Presented at annual meeting of Speech Communication Association, New Orleans, LA, November, 1994.
- Mandelbaum, J.** Rejecting suggestions and constructing self and other in the library setting. Presented at annual meeting of Speech Communication Association, Miami Beach, FL, November, 1993. (Top-ranked panel in Language and Social Interaction).
- Mandelbaum, J.** The narrative construction of self in interaction. Presented at the University of New Hampshire/Kellogg Conference on Social Constructionism, Durham, NH, June, 1993.
- Mandelbaum, J.** Unilateral and collaborative methods for proposing next steps: A conversation analytic approach to bibliographic database searches. Presented at the International Communication Association annual meeting, Washington D.C., May, 1993.
- Mandelbaum, J.** The search for self in interaction. Presented at 14th Annual Temple University Discourse Conference, Philadelphia, PA, March, 1993.
- Mandelbaum, J.** Social construction of the self: A conversation analytic approach to impression management. Presentation to Ph.D. Colloquium, School of Communication, Information, and Library Studies, Rutgers University, New Brunswick, NJ, February, 1993.

- Mandelbaum, J.** Suggestions: Proposing next actions in work and casual settings. Presented at Speech Communication Association annual conference, Chicago, November, 1992. (Top-ranked panel in Language and Social Interaction).
- Mandelbaum, J.** The preservation of self in everyday life: Constructions of the self in storytellings in censure episodes. Speech Communication annual convention, Atlanta, November, 1991.
- Mandelbaum, J.** Unilateral and collaborative participation: A conversation analytic perspective on the library setting. Presentation to Ph.D. Colloquium, School of Communication, Information, and Library Studies, Rutgers University, New Brunswick, NJ, October, 1991.
- Mandelbaum, J.** A conversation analytic approach to the pre-online database search interview. American Society for Information Science annual meeting, Washington, DC, October, 1991.
- Mandelbaum, J.** The preservation of self in everyday life: Constructions of the self in storytellings in censure episodes. Center for Historical Analysis, Rutgers University, March 5, 1991.
- Mandelbaum, J.** The preservation of self in everyday life: Constructions of the self in conversational storytelling. National Endowment for the Humanities/Project on the Rhetoric of Inquiry Summer Conference on Narrative, University of Iowa, Iowa City, IA, July 1990.
- Mandelbaum, J.** What drives social action? Conversation analysis and goals. Invited lecture, Department of Speech Communication, San Diego State University, San Diego, CA, May 1990.
- Mandelbaum, J.** The social construction of history. Presentation to Ph.D. Colloquium, School of Communication, Information, and Library Studies, Rutgers University, New Brunswick, NJ, May, 1990.
- Workshop and lectures on conversation analysis. Humphrey's Symposium in Speech Communication, Albion College, MI, March 1990. Invited keynote speaker.
- Mandelbaum, J. & Pomerantz, A.** What drives social action? Speech Communication Association, Annual Convention, San Francisco, CA, November, 1989.
- Mandelbaum, J.** How we do things with storytelling. Speech Communication Association, Annual Convention, San Francisco, CA, November, 1989.
- Chair, Panel on Discourse Analyses and Health Care Encounters, International Communication Association, San Francisco, CA, May, 1989.

Respondent, Panel on Conversational Activities, Speech Communication Association, New Orleans, LA, November, 1988.

**Mandelbaum, J.** The local construction of interpersonal goals. Discourse Conference, Temple University, Philadelphia, PA, March, 1988.

**Mandelbaum, J.** Showing "special understanding" of teller in a conversational storytelling. Paper presented to the annual convention of the Western Speech Communication Association, San Diego, CA, February, 1988.

Workshop Co-Leader, Temple University Mini-Conference on Teaching Discourse Analysis. Temple University, Philadelphia, December, 1987.

**Mandelbaum, J.** The "audience" as "co-author": recipient "driving" of conversational storytelling. Speech Communication Association, Boston, November, 1987.

Invited chair, panel on Studies of Everyday Practices, Speech Communication Association, Chicago, November, 1986.

**Mandelbaum, J.** 'Well you know what he did?' 'Doing' couples while sharing stories. Speech Communication Association, Denver, November, 1985.

Workshop Leader, Discourse Conference, Temple University, Philadelphia, March 1985

**Mandelbaum, J.** Conversational analysis of couples' communication patterns. Seminar on Analyzing Interpersonal Communication Strategies and Patterns, Speech Communication Association, Chicago, 1984.

**Mandelbaum, J.,** Hopper, R. & Ragan, S. Speaking of love: Courtship conversations in fiction Speech Communication Association, Chicago, 1984.

## COURSES TAUGHT

Summer Linguistics Institute, Linguistics Society of America, University of Colorado, Boulder, CO, July 7-August 2, 2011. Introduction to Conversation Analysis.

Rutgers University, 1987-present

### Undergraduate Courses

01:090:279 SAS Interdisciplinary Honors Seminar: How to Do Things with Stories: Narratives in Everyday Conversation

01:090:279 SAS/Honors College Interdisciplinary Honors Seminar: Communication and the Construction of

	Family
192:474	Family Communication
192:406	Relationships and Identities in Interaction
192:444	Language, Behavior and Communication
192:355	Interpersonal Communication
192:345	Intercultural Communication
192:201	Interpersonal Processes
192:200	Communication Theory
192:101	Introduction to Communication
189:101	Introduction to Communication and Information
090:101	Byrne First Year Seminar: The Audience as Co-Author: Storytelling in Conversation
090:101	Byrne First Year Seminar: "It's not fair": Complaining in everyday conversation.

### Graduate Courses

194:696	Advanced Qualitative Methods
194:603	Qualitative Methods
194:580	Qualitative Methods
194:620	Interpersonal Communication
194:521	Interpersonal Communication in Organizations
194:601	Communication, Information, and Media Processes
194:697	Foundational Theories and Thinkers in Communication
194:671	Relationships and Identities in Interaction
194:671/575	Family Communication

University of Texas at Austin, 1981-83; 1984-86

### Undergraduate Courses

SPE 319	Business and Professional Speaking
SPE 350K	Organizational Communication (TA)
SPE 367	Male/Female Communication (TA)
SPE 370L	Briefings and Sales Presentations (TA)

### Graduate Courses

	Summer Consultant and Instructor, Cultural Awareness Program, Institute of International Education-English Language Program for Fulbright and Humphrey Scholars. Taught intercultural communication to incoming graduate students from around the world.
SPE 386P	Conversation Analysis

TEACHING WORKSHOPS ATTENDED

Rutgers Covid-19 Response: What We Learned, June 3, 2020

Engaging Students in Aysnchronous Classes, June 11, 2020  
Engaging Students in Synchronous Sessions, July 8, 2020  
Managing Large Online Classes, July 16, 2020 (consultant and attendee)  
Flexible Pedagogy Summer Seminar, July 9-29, 2020 (online course)  
Grading Schemes that Support Student Success, August 13, 2020  
Managing Zoom Sessions, July 29, 2020  
Zoom Integration with Canvas Training, August 28, 2020  
Interpreting and Utilizing Student Feedback for Change, September 29, 2020  
Creating an Inclusive Learning Environment, December 1, 2020

#### SELECTED INDEPENDENT STUDY PROJECTS SUPERVISED

Studies of family Thanksgiving Dinner conversations  
The Use of "Y'know" in Conversation  
Suggestions and Requests in Interaction  
Interruption, Overlap and Gender in Naturally Occurring  
Conversation  
The Use of Persuasion in Telephone Solicitations  
Identity Construction  
Accounts in Conversation  
Literature Review on The Practice of "Naming"  
Moments of Stress and Competition in Thanksgiving Dinner  
"Doing Child" in Interaction (M.C.I.S. Independent Study)  
"Doing Begging" on the Subway (Ph.D. Independent Study)  
Laughing When It Isn't Funny (Ph.D. Independent Study)  
Gendered Moments In Thanksgiving Dinner (Ph.D. Independent Study)  
Coaxing of children by parents (Ph.D. Independent Study)

#### DISSERTATION COMMITTEE CHAIR

Zhan, Kaicheng, "Food talk" (In progress)  
Wei, Wan, "Doctor-Patient Interaction in Traditional Chinese Medical  
Encounters." (In progress; proposal defended March 2016)  
Searles, Darcey "Building Family: The Interactional Practices of Families with  
Young Children." (Completed August 2018).  
Kevoe-Feldman, Heidi, "Understanding Customer Service Through an  
Interactional Lens: The Organization of Action and Activity During  
Camera Repair Calls". (Completed July 2009).  
Downing, Arthur, "Requesting in Library Reference Service Interactions."  
(Completed January, 2008).  
Kathleen Haspel, "Not Just Hot Air: From Personal Experience to Public Opinion



in Talk Radio Talk." (Completed May 2001).  
Debbie Cohen, "Adding Injury to Insult: Practices of Empathy in an Infertility Support Group." (Completed June 1999).

#### DISSERTATION/THESIS COMMITTEE MEMBERSHIPS

Edward Holmes, "Interaction, Identity and Social Class." External examiner, University of York, UK. Completed January 2020.

Son-Hee Park, The organization of interaction in Korean dental visits. In progress. Proposal defended Fall 2018.

Alexa Bolaños-Carpio, "Interaction in calls to the 9-1-1 emergency system in Costa Rica" Completed January, 2017.

Rachel Heinrichsmeier, "The co-construction of ageing identities: a linguistic ethnography of older women's talk and practices in a hair salon." External examiner, King's College, University of London. Completed June 2016.

Stephen DiDomenico, "Help Seeking in Action: Managing Interaction and Mental Health on a Crisis Help Line." School of Communication and Information, Rutgers University. Completed July 2015.

Christopher Manente, "Is Collaboration a Necessary Component of Problem-Based Learning?" Graduate School of Education, Rutgers University, External Member, Completed February 2014.

Rowena Viney, Loughborough University, UK. External Examiner. Completed August 2013.

Victoria Land, University of York, UK. External Examiner. Completed August, 2006.

Esther Rumsey, School of Communication, Information and Library Studies. Completed May, 2001.

Chris Pudlinski, Dept. of Communication Studies, Temple University. Completed Summer, 1998.

Jody Morrison, Dept. of Communication Studies, Temple University, "Enacting involvement: Some conversational practices for being in relationship." Completed Spring, 1997.

Bill Kinsella, School of Communication, Information and Library Studies, Rutgers, "Communication and the Construction of Knowledge in a Scientific Research Community." Completed Spring, 1997.

Trudy Downs, "Explanation in the Information Retrieval Interaction Setting."  
Terminal Masters awarded, 1997.

Mei-Mei Wu, "Information Interaction Dialogue: A Study of Patron Elicitation in  
the Information Retrieval Interaction." Completed Spring, 1992.

MASTERS IN COMMUNICATION AND INFORMATION STUDIES  
CAPSTONE PROJECTS SUPERVISED

Lori Pesnell "Upon Request? Analysis of Child-Initiated Object Requests During  
Familial Interaction" May, 2012.

UNDERGRADUATE HONORS THESES SUPERVISED

Joshua Rosenheck "Interaction in the optometrist's office." SAS Honors Thesis, Spring  
2013. Recipient of 2013 **Henry Rutgers Scholars Award. Best poster award**  
finalist, Aresty Symposium, April 2012.

Corinne Burzicchelli "Making the extraordinary ordinary: Narrative techniques used by  
Holocaust survivors". Department of Communication Honors Thesis, Spring  
2013.

Matthew Cortland "Constructing culture through communication: The rules of bus life  
in an all-male drum and bugle corps. (Received \$5000 from Aresty Center and  
SAS Honors program to support data collection). SAS Honors Thesis, Spring  
2011. Recipient of 2011 Henry Rutgers Scholars Award. Presented at the  
International Communication Association annual conference, Boston, MA, May  
2011.

Julie Linden "Trouble during conversational storytelling". SAS Honors Thesis, Spring  
2009. Recipient of 2009 Henry Rutgers Scholars Award.

Christiaan DeVries, "'They'll cut you up like a buffalo, those organ-thieving vultures':  
Family communication regarding organ donation." Henry Rutgers Honors  
thesis, completed Spring, 2004. Presented at the International Communication  
Association annual conference, May 2005.

Julie Cohen, "Themes in Holocaust Narrative." General Honors Interdisciplinary  
Project, completed Spring, 2002

Izabella Waszkielewicz, "The Enactment and Management of Conflict in Casual and  
Professional Settings: Two Case Studies." Henry Rutgers Honors Thesis,  
completed Spring, 2000.

Danielle Alfonzo, "The Bilingual Courtroom." Henry Rutgers Honors Thesis,  
completed Spring, 1999.

Tiffany Simon, "Relational Communication in Naturally Occurring Conversation."  
Mabel Smith Douglass Undergraduate Honors Thesis, completed Spring, 1994.

UNDERGRADUATE INDIVIDUALIZED MAJOR SUPERVISION  
Matthew Cortland, graduated 2011.

SERVICE TO THE UNIVERSITY, SCHOOL, AND DEPARTMENT  
University Committees

Search committee for Associate VP for Academic Affairs. Spring 2020

Rutgers Teaching Evaluation Council Working Group, 2019-

Decanal Review Committee, Dean Jonathan Potter, 2019-20

Academic Cluster Committee, Social Sciences, 2018-20

Student Feedback Task Force, Chair, 2018

Classroom Response System Task Force. 2016-17

Language Requirement Task Force 2016-18

Transforming Undergraduate Education – Committee on the First Year  
Experience, 2015- December 2016.

Aresty Research Center Faculty Review Board, August 2011-

Core Requirements Committee SCILS/SC&I Affiliate, School of Arts and  
Sciences, Rutgers University, Fall 2007-Spring 2014

Communication and writing subcommittee, School of Arts and Sciences Core  
Requirements Committee, Rutgers University, Fall 2008-

Student experience subcommittee, Rutgers University Strategic Planning  
Initiative, Fall 2013.

University Grievance Committee Chair, 2013-14. (Grievance withdrawn, Spring  
2014).

Implementation Committee, Task Force on Undergraduate Education, Sub-  
Committee on Faculty Engagement, Rutgers University, 2006-7.

Challenges of Teaching the Large Class. Presented annually in Introduction to  
College Teaching – the Teaching Assistant Project's class introducing teaching methods

to Teaching Assistants, 2003-ongoing. Presented to the Rutgers Business School, July 2013.

Master Teacher, "The Master Faculty Observation Program," Teaching Assistant Project, 2004-2015 (program terminated due to lack of funds).

Warren I. Susman Award for Excellence in Teaching Committee member, 2001-2004

Faculty presenter, New Student Orientation, Summer 2009.

Faculty presenter, RU Professors Reveal the Secrets for Success at RU, Livingston Campus, September 2009, 2010, 2011

Rutgers College Honors Program Mentor, Spring 2001-07

School of Arts and Sciences Honors Program Mentor, 2007-

Rutgers Discovery Days presenter, June 2008, 2010

Executive Committee, Graduate School New Brunswick, June 2005-6, 2007-8

Elected to the Faculty Senate, Rutgers University, representing the Graduate School New Brunswick, 2005-6

New Brunswick Task Force on Academic Support, 2000-2002

Grievance Committee member, 1999-2000.

Presenter, New Department Chair Orientation, 2005, 2006.

Faculty Marshal, University Commencement, May 1997-2001, 2005-2008

Senior Marshal, University Commencement, 2009-11

Faculty Advisor, B'nai B'rith Hillel Foundation (Jewish students' organization at Rutgers), 1997-

Faculty Advisor, Kol HaLayla A Cappella Group (2001-02, 2006-)

Faculty Advisor, Hillel Improv Group (2006-)

Mentor for McNair Program, 1993-

Mentor for First Year Interest Groups, University Office of Undergraduate Education, Fall 2009, 2010

Communication Undergraduate Advisor, Rutgers College, 1989-90

Social Sciences Area Committee, Fall 2000-2004

Jewish Faculty, Administration and Staff (J-FAS) co-chair. 2016-

Arranged a workshop by the Anti-Defamation League entitled *Confronting Discrimination, Promoting Dialogue: A Practical Workshop* for students, faculty, staff and administration (150 people signed up), followed by a lecture for the community by Professor Deborah Lipstadt, entitled *Antisemitism Here and Now, March 31, 2019*.

### SC&I/SCILS Committees

Language Requirement Committee 2019-

A & P Committee Chair, 2016-17, 2019, 2020

Chair, SCILS Admissions Committee, 2006

Dean's Capstone Committee, Spring 1996

Dean's Administrative Council, School of Communication, Information and Library Studies, 1992-93

Founding Member, Committee on Instructional Innovation, School of Communication, Information and Library Studies

Review and Affirmative Action Committee, School Of Communication, Information and Library Studies, 1992-93, 2001-2003

SCILS Research Development Committee 1995-96; Co-Chair 1996-98

SCILS Rules and Procedures Committee, 1996-98

SCILS A & P Committee, 1996-97; 1997-98; 2006-07 (Chair); 2007-08; 2016-17; 2020

SCILS Diversity Committee, 2007-09 (Dean's Appointment)

Ph.D. Admissions Committee, 1993-96, 1998, 2001 (Chair), 2003

Ph.D. Executive Committee, 1996-7, 1998-

Ph.D. Communication Area Co-ordinator, Fall 1998-2003

Ph.D. Communication Area qualifying examination committee, Fall 2015 (Chair); Fall 2015; Fall, 2014 (Chair); Fall 2014; Fall 2010, Spring, 2009; Fall, 2006; Fall, 2005, Chair; Fall 2004, Chair; Summer, 2002; Spring, 2002; Spring, 2000; Fall 1999; Fall, 1996,

Chair; Spring, 1995; Fall, 1994, Chair; Fall, 1992; Spring, 1992 Chair.

Ph.D. Qualitative Methods Gate Examination Committee, Chair, Fall, 1998, Spring, 1996, 1997; Fall 1994, Spring 1994.

Ph.D. Research Methods Committee, 1987-

Ph.D. Program Awards Committee, Chair, Fall 2009

Interview on WRSU regarding Rutgers Day 2014 (4/23/14)

M.C.I.S. Advising/Thesis Committee Convener, 1989-1991  
Advisor, M.C.I.S., 1992-

Admissions Reviewer, M.C.I.S., 1992-

### Department of Communication

Research Committee Chair, Department of Communication, 2008-09; 2016-17

Search Committee, Department of Communication, 2000-01; 2016-17; 2019-20

Co-Ordinator of Graduate Studies, Dept. of Communication, January, 2000-July  
2003

Communication Department Curriculum Committee, 1992-1994, 2014-2016; 2018-  
19; Chair, 1994-6, 2012-14

Communication Department Director of Undergraduate Studies Search  
Committee, Summer 2012-2013.

Communication Department Public Speaking Course Co-ordinator Search  
Committee, Summer 2011.

Communication Department Public Speaking Course development committee,  
Chair, Spring 2011.

Communication Department Curriculum Task Force, 2010-

Communication Department Student Professional Innovation Committee, 2009-

Communication Department Admissions Committee, Chair, Summer 1999.

Communication Department Search Committee, 1994-95, Chair, 1997-98

Communication Department Scheduling Committee, 1994-5

Communication Department Teaching Effectiveness Committee, 1993-6

Communication Department Joint Degree Planning Committee, 1993-

Communication Department Strategic Planning Committee, 1993-

Communication Department Advisor for Rutgers College, 1992-

Organizer, Communication and Journalism Departments' orientation to graduate school admissions for undergraduate majors, Fall, 1992, 1993.

Communication Dept. Minority Affairs Ad Hoc Committee, 1991-

Assisted student's successful application for Fulbright Grant to Germany, Fall, 1990

Coordinator, Interpersonal Processes Multi-Section Basic Course, Communication Dept., 1989-2000.

Assistant Chair, Communication Dept. Search Committee, 1989-90

Communication Dept. Storer Awards Committee, 1989-90

Communication Dept. Student Integrity Committee, 1987-

Communication Dept. Faculty Secretary, 1987

## SERVICE TO THE SCHOLARLY COMMUNITY

### Professional Organizations

National Communication Association (formerly Speech Communication Association)

Legislative Council (1997-99)

Nominating Committee (1997-99)

Language and Social Interaction Division:

Dissertation Award Committee, 2006-08

Scholarly Publication Award Chair, 1998

Ex-Chair 1997-98

Chair, 1996-97

Vice-Chair, 1995-6 (Put together SCA program for division)

Vice-Chair Elect, 1994-5

Paper reviewer, Language and Social Interaction Division, 1992, 1993, 2009

International Communication Association

Secretary, Language and Social Interaction Interest Group 1992-1994  
Paper reviewer, Language and Social Interaction Interest Group, 1992,  
1993, 2003, 2007

International Society for Conversation Analysis

Awards Committee, International Conference on Conversation Analysis,  
2014  
International Conference on Conversation Analysis 2018 Scientific  
Committee

Academy for Conversation Analysis

Board of Trustees, November 2005-

International Pragmatics Association

2004-

American Sociological Association

2007-

Student Paper Awards Committee 2007-08

Editorial Board Membership

*Journal of Communication*

*Communication Education*

*Research on Language and Social Interaction*

*Communication Studies*

*Communication Methods and Measures*

Manuscript Reviewer

*Journal of Communication*

*Communication Education*

*Human Communication Research*

*Communication Monographs*

*Communication Quarterly*

*Communication Research*

*Western Journal of Communication*

*Communication Yearbook*

*Information and Behavior*

*Text and Performance Quarterly*

*Journal of Language and Social Psychology*

*Language in Society*

*Journal of Pragmatics*

*Research on Language and Social Interaction*

*Political Communication*

*Journal of Personal and Social Relationships*

*Language*



*Narrative Inquiry*  
*Gender and Language*  
*British Journal of Social Psychology*  
*Journal of Applied Communication Research*  
*Journal of Children and Media*  
*Topics in Cognitive Science*  
American Cancer Society  
Guilford Publications  
Lawrence Erlbaum Associates  
Sage Publications  
Cambridge University Press  
Oxford University Press  
University of California Press  
Language Science Press  
Israel Science Foundation

External Tenure/Promotion Reviews

Loughborough University, UK  
UCLA (1 tenure; 1 promotion to Full Professor; 1 promotion to Distinguished Professor)  
University of California Santa Barbara (promotion to Associate Professor with tenure; promotion to Full Professor)  
University of Massachusetts, Amherst  
University of New Hampshire (promotion to Associate Professor with tenure; Promotion to Full Professor)  
University of Oklahoma  
University of York, UK  
The University at Albany, SUNY

Grant application reviews

Grant applications reviewer for National Cancer Institute, November 2000 (PAR 99-006), July 2002 (PAR 02-037).  
Grant application reviewer for the British Academy, December 2009.  
Grant application reviewer for Israel Science Foundation 2019.

Rutgers University Conversation Library

Establishment of the Rutgers University Conversation Library housed in the Communication Department, a database of audio- and video-taped and transcribed naturally occurring conversations, used annually by approximately twenty scholars from around the country and the world, and 80-120 graduate and undergraduate students at Rutgers.

Rutgers University Conversation Analysis Action Inventory

Developed an online system for inventorying actions in videotaped interaction. Used by undergraduates and graduate students at Rutgers, and by scholars around the world.

### Selected Media Coverage

Regarding Fall, 2014 Byrne Seminar on complaining (10/14):

<http://news.rutgers.edu/feature/its-not-fair-complaining-everyday-conversations/20141007#.VDx-a9TF-FG>

<http://www.mycentraljersey.com/story/news/local/middlesex-county/2014/10/12/rutgers-students-become-keen-observers-complaining/16977009/>

<http://www.dailytargum.com/article/2014/10/byrne-seminar-teaches-students-about-complaining>

<http://comminfo.rutgers.edu/news/complaining-in-everyday-conversations.html>

Regarding family interaction at the holiday dinner table (12/13):

<http://news.rutgers.edu/feature/holiday-meals-freighted-weight-family-relations/20131215#.Uq8FAdJDt8s>

<http://www.mycentraljersey.com/apps/pbcs.dll/article?AID=2013312190006>

### SERVICE TO THE COMMUNITY AT LARGE

Organized community-wide bone marrow testing drive, Fall 1989.

Member, Board of Directors, YM-YWHA, Highland Park, 1995-2002.

President, Parents' Board, Nursery School, YM-YWHA, Highland Park, 1992-1999.

Member, Board of Directors, Congregation Ahavas Achim, Highland Park, 1992-96, 2007-09

Service Award Recipient, Congregation Ahavas Achim, Highland Park, March 1998.

Liaison for nursery school parents, Jewish Federation of Middlesex County, 1991-95.

Parents' Liaison Committee, Rabbi Pesach Raymon Yeshiva, Edison. 1998-99

Board of Education, Rabbi Pesach Raymon Yeshiva, Edison, NJ 1999-2016

Created After School Program, 1999-2000

Educational Technology Committee 2008-09

Developed interview protocol for hiring new Head of School, 2015

Education Committee, Rabbi Pesach Raymon Yeshiva, Edison, NJ, 2017-

Mission Statement Committee, Rabbi Pesach Raymon Yeshiva, Edison, NJ, 2016-

Calendar Committee, Rabbi Pesach Raymon Yeshiva, Edison, NJ, 2016

Communication Workshop for Hillel Leadership Council, Rutgers University, May 2001.

Communication Workshop for United Synagogue Youth National and International Summer Camp Counselors, May 2002.

Communication Workshop for Congregation Ahavas Achim, Highland Park, NJ, January 2005.

Rabbinic Search Committee, Congregation Ahavas Achim, Highland Park, NJ, June 2005-06.

Executive Board, Congregation Ahavas Achim, Highland Park, NJ, June 2006-07.

Communication Workshop, "The Art of Communication" for Chabad of Western

Monmouth County, April 2007.

“What lay leaders look for in Rabbinic candidates during the Rabbinic Search process,” presented at Yeshiva University’s Center for the Jewish Future, March 30, 2008; March 22, 2009, March 21, 2010.

Communication Workshop, “Why that now? How to listen for “action” in conversation”, for Chabad of Western Monmouth County, June 17, 2008

Communication Workshop, “Communication tips for student leaders”. Hillel Leadership Council Retreat, August 30, 2008.

“Connecting with your campers”. Workshop for counselors on “Counterpoint”, Yeshiva University’s summer camp for underprivileged teenagers in a development town in Israel, May 30, 2010.

Keynote address: “Building Strong Relationships through Communication: A Lost Art?” New Jersey Association of Jewish Communal Service Annual General Meeting, June 4, 2010.

“How to talk so campers will listen, and listen so campers will talk.” Yeshiva University Center for the Jewish Future. Training for Counterpoint, Yeshiva University’s summer camp for underprivileged teenagers in development towns in Israel, Yeshiva University, New York, June 2, 2011; June 12, 2010, April 26, 2012

“Inspiring the Next Generation” Roundtable participant, Jewish Federation of Greater Middlesex County, February 12, 2012.

Chair, panel on “Affordability of Yeshiva Education,” Edison/Highland Park Orthodox Forum, March 4, 2012.

Strategic Planning Initiative, Rabbi Pesach Raymon Yeshiva, Edison/Yeshiva University School Partnership, 2013.

Public Speaking. Workshop. Annual Female Emissaries Convention, Chabad-Lubavitch, Brooklyn, NY, January 2, 2013.

Co-Chair, Rutgers Jewish Faculty Administration and Staff Group (2017-)  
<https://rutgershillel.org/faculty-staff/>