

**JANET K. (JESS) ALBERTS**  
Hugh Downs School of Human Communication  
Arizona State University  
Box 871205  
Tempe, Arizona 85287-1205  
(480) 965-7141

### **EDUCATION**

Ph.D.: 1986, The University of Texas at Austin, Communication  
M.A.: 1978, Abilene Christian University, English Language & Literature  
B.S. Ed.: 1977, Abilene Christian University  
Major: English  
Minor: Speech

### **WORK EXPERIENCE**

Hugh Downs School of Human Communication,  
Arizona State University  
Gratitude and the Division of Domestic Labor  
Interpersonal and Relationship Communication  
Relationship and Workplace Conflict  
Language and Discourse Processes

2007-Present President's Professor  
2017-Present Director and Developer of the Online MA in Communication Program  
2000-2007 Professor  
2002-Present Director, Conflict Transformation Project  
1995-2004 Director, Hugh Downs School of Human Communication  
Arizona State University  
1992-2000 Associate Professor  
1992-1995 Assistant Chair  
• Departmental Ombudsperson handling all student complaints  
• Responsible for Course Schedule  
• Assisted in developing successful summer school program  
1989-1992: Assistant Professor  
1986-1989: Assistant Professor  
Department of Communication Studies  
California State University, Los Angeles  
Interpersonal & Relational Communication  
Language and Discourse Processes

## Research and Creative Activity

### Books

- Alberts, J. K., Martin, J. N., & Nakayama, T. K. *Communication and Society*. (2019). Pearson
- Alberts, J. K., Martin, J. N., & Nakayama, T. K. *Communication and Society*. (2015). Pearson
- Alberts, J. K., Martin, J. N., & Nakayama, T. K. *Communication and Society*. (2011). Pearson.
- Miller-Day, M., Alberts, J.K., Hecht, M.L., & Trost, M. (2000). *Adolescent Relationships and drug resistance*. Lawrence Erlbaum.
- Petronio, S., Alberts, J. K., Hecht, M. & Buley, J. (Eds.) (1993). *Contemporary perspectives on interpersonal communication: A reader*. Madison, WI: WCB Brown & Benchmark.

### CD Rom

- Alberts, J. K., Allen, B. & Heath, D. (alphabetical order). (2002). An introduction to public speaking. Austin, TX: Thinkwell Corporation.

### Journal Articles (refereed)

- Knight, K., & Alberts, J. K. (2018). Response thresholds and demand/withdraw communication in domestic conflict. *Journal of Marriage and the Family*, pp. 1-14, 29 Jan 2018.
- Hinshaw, A., & Alberts, J. K. (equal contributors). (July 2012). Gender and attorney negotiation ethics. *WASHINGTON UNIVERSITY JOURNAL OF LAW AND POLICY*, 39.
- Alberts, J. K., Trethewey, A., & Tracy, S. J. ( 2011.) An integrative theory of the division of domestic labor: Threshold level, social organizing and sensemaking labor. *Journal of Family Communication*.
- Hinshaw, A., & Alberts, J. K. (2011). Doing the right Thing: An empirical study of attorney negotiation ethics. *Harvard Negotiation Law Review*, 16. (Equal contributors). Finalist for the CPR Award for Professional Article.
- Trego, A., Canary, D., Alberts, J., & Mooney, C. (2010). A qualitative analysis of mediators' facilitative versus controlling argument strategies and tactics. *Communication Methods and Measurement*.
- Lutgen-Sandvik, P., Tracy, S., & Alberts, J. (2007.) Burned by bullying in the American workplace: A study of U. S. Prevalence and delineation of bullying "degree." *Journal of Management Science*, 44(6), 837-862.
- Alberts, J. K., & Trethewey, A. (Summer, 2007). Love, honor and thank. *Greater Good*, 4(1), 20-23.
- Tracy, S., Lutgen-Sandvik, P., & Alberts, J. (2006). Nightmares, demons and slaves: Exploring the painful metaphors of workplace bullying. *Management Communication Quarterly*, 20(2), 148–185.

- Trethewey, A., Tracy, S. J., & Alberts, J. K. (2006). Crystallizing frames for work-Life. In the special issue "Communication and the accomplishment of personal and professional life" in *Electronic Journal of Communication*.
- Alberts, J. K., Heisterkamp, B. & McPhee, R. (2005) Disputant perceptions of and satisfaction with a community mediation program. *International Journal of Conflict Management*, 16(3).
- Alberts, J. K., Yoshimura, C. G., Rabby, M. K., & Loschiavo, R. (2005). Mapping The Topography of Couples' Daily Conversation. *Journal of Social and Personal Relationships*, 22(3), 299-322.
- Gross, M. A., Guerrero, L. 7K., & Alberts, J. K. (2004). An application of the Competence model to organizational conflict. *Journal of Applied Communication Research*, 32(3).
- Heisterkamp, B., & Alberts, J.K. (2001). Control and desire: An analysis of teasing and joking interactions among gay couples. *Communication Studies*.
- Alberts, J. K., Kellar-Guenther, Y., & Corman, S. R. (1996). That's not funny: Understanding recipients' responses to teasing. *Western Journal of Communication*, 60, 337-57.
- Alberts, J. K. & Driscoll, G. (1992). Containment versus escalation: The trajectory of couples' conversational complaints. *Western Journal of Communication*, 56, 394-412.
- Alberts, J. K. (1992). A strategic/inferential explanation for the social organization of teases. *Journal of Language and Social Psychology*, 11, 153-177.
- Hecht, M. L., Alberts, J. K., & Miller-Rassulo, M. (1992). Resistance to drug offers among college students. *International Journal of the Addictions*, 27, (8), 997-1019.
- Alberts, J. K., Hecht, M. L., Krizek, R. & Miller-Rassulo, M. (1992). The communicative process of drug resistance among high school students. *Adolescence*, 27, 203-226.
- Alberts, J. K., Miller-Rassulo, M., & Hecht, M. (1991). A topology of drug Resistance strategies. *Journal of Applied Communication Research*, 19, 129-151.
- Alberts, J. K. (1989). Perceived effectiveness of couples' complaint interactions. *Communication Studies*, 40, 280-291.
- Hecht, M. L., Ribeau, S., & Alberts, J. K. (1989). An Afro-American perspective On interethnic communication. *Communication Monographs*, 56, 385-410.
- Alberts, J. K. (1989). A descriptive taxonomy of couples' complaints. *Southern Communication Journal*, 54, 125-143.
- Alberts, J. K. (1988). An analysis of couples' conversational complaint interactions. *Communication Monographs*, 55, 184-197.
- Alberts, J. K. (1986). The role of couples' conversations in relational development. *Communication Quarterly*, 34, 127-142.

## Book Chapters, Essays, Encyclopedia Entries and Reviews

- Alberts, J.K. (2017). The division of domestic labor. *Encyclopedia of Psychology and Gender*. Sage.
- Knight, K., & Alberts, J. K. (2017). Worth fighting for: The causes, correlates, and consequences of avoiding versus enacting domestic labor conflict. In J. Samp (Ed.), *Communicating interpersonal conflict in close relationships: Contexts, challenges and opportunities*. Routledge
- Alberts, M.E., & Alberts, J.K. (2015). Child abduction. *Encyclopedia of Family Studies*. Hoboken, NJ: Wiley-Blackwell. DOI: 10.1002/9781119085621.mwbefs461
- Alberts, J. K., & Brooks, M. (2016). Workplace bullying. In C. Berger & M. Roloff, *International Encyclopedia of Interpersonal Communication*. Hoboken, NJ: Wiley-Blackwell. ISBN: 978-1-118-30605-5
- Abraham, N. S., & Alberts J. (equal contributors) (2013). Simplifying shared decision-making: Physician-patient interactions as negotiations. *Clinical Gastroenterology and Hepatology*, 11(11), 1368-69. PubMed PMID: 24051133. (Five –year impact factor: 6.1)
- Lutgen-Sandvik, P., Tracy, S. J., & Alberts, J. K. (2013). Prevalence, perception, degree, & impact of adult bullying in the American workplace. In P. Lutgen-Sandvik (Ed.), *Adult Bullying—A Nasty Piece of Work* (pp. 12-33). St. Louis, MO: ORCM Press.
- Tracy, S. J., Lutgen-Sandvik, P., & Alberts, J. K. (2013). Explaining the unexplainable: The painful experiences of workplace bullying. In P. Lutgen-Sandvik (Ed.), *Adult Bullying—A Nasty Piece of Work* (pp. 86-110). St. Louis, MO: ORCM Press.
- Lutgen-Sandvik, P., Tracy, S. J., & Alberts, J. K. (2013). Communicative nature of bullying and responses to bullying. In P. Lutgen-Sandvik (Ed.), *Adult Bullying—A Nasty Piece of Work* (pp. 175-193). St. Louis, MO: ORCM Press.
- Tracy, S., Alberts, J., & Rivera, K. (2009). How to bust the office bully. In A. Varma (Ed.). *Understanding and addressing workplace bullying*. Andhra Pradesh, India: ICFAI University Press.
- Yoshimura, C. G. & Alberts, J. K. I wonder what's on TV tonight: An Exploration Of Maintenance in the Context of Television Watching. (2008). In M. Motley (Ed.): *Studies in Applied Interpersonal Communication*. Belmont, CA: Sage.
- Alberts, J. K., & Drzeweicka, J. Understanding the communication and relational dynamics of humor. (2008). In M. Motley (Ed.): *Studies in Applied Interpersonal Communication*. Belmont, CA: Sage.
- Alberts, J. K. & Granato, C. (2003.) Nagging and complaining. *International Encyclopedia of Marriage and Family Relationships*, 2nd Edition. (J.J. Ponzetti, ed.). New York: New York: MacMillan Reference.
- Guerrero, L. K., Alberts, J. K., & Heisterkamp, B. (2001). Patterns of verbal and nonverbal adaptation in interpersonal interaction. In W. P. Robinson & H. Giles (Eds.), *Handbook of Language and Social Psychology*.
- Alberts, J. K., & Rabby, M. (1999). Double jobs: Balancing relational, family, community, and job responsibilities. In D. O. Braithwaite & J. T. Wood

- (Eds.) *Case studies in interpersonal communication: Processes and problems*. Wadsworth Publishing.
- Trost, M. R., & Alberts, J. K. (1998). An evolutionary view on understanding sex differences in communicating attraction. In D. Canary & K. Dindia (Eds.) *Sex, gender and communication: Similarities and differences*. Mahwah, NJ: Lawrence Erlbaum.
- Hecht, M. L. & Alberts, J. K. (1994). A communication approach to drug resistance. A position paper published by the Speech Communication Association.
- Hecht, M. L. & Alberts, J. K. (1994). The study of personal relationships in the communication discipline. *Guide to Graduate Study in Personal Relationships*. Personal Relationship Issues.
- Alberts, J. K. (1993). Language development through the adult years. In R. Kastenbaum (Ed.). *The encyclopedia of adult development*. Phoenix, AZ: Oryx Press.
- Alberts, J. K. (1992). Teasing and sexual harassment: Double bind communication in the workplace. In L. A. Perry, H. Sterk, & L. Turner (Eds.). *Constructing and reconstructing gender*. Albany: SUNY Press.
- Alberts, J. K. The use of humor in managing couples' conflict interactions. (1990). In D. Cahn (Ed.) *Intimates in conflict: Theory, research and application* (pp. 105-120). Hillsdale, N.J.: Erlbaum.
- Alberts, J. K. (1994). Review of *Communication and relational maintenance*. D. Canary & L. Stafford. San Diego: Academic Press. In the *International Network on Personal Relationship Newsletter*.
- Alberts, J. K. (1990). Review of *Accounting for relationships: Explanation, representation and knowledge*, R. Burnett, P. McGhee, & D. D. Clarke (Eds.), 1987, London: Methuen, in *Journal of Social and Personal Relationships*, 7, 1, 139-140.

### Reprints

- Alberts, J. K., & Trethewey, A. (Reprinted February 2010). Love, honor and thank. In D. Keltner, J. Marsh, & J. A. Smith, (Eds.), *The compassionate instinct* (pp. 111-117). NY: W. W. Norton.
- Hecht, M. L., Ribeau, S., & Alberts, J. K. (Reprinted, October 2003)). An Afro-American perspective on interethnic communication. R. L. Jackson (Eds.). Sage Publications.

### Professional Presentations

- Understanding and negotiating the job market. (2014). Roundtable. National Communication Association, Chicago, IL.
- Knight, K. & Alberts J. K. (2013). *Response thresholds predict demand-withdraw communication in division of labor conflict*. Paper presented at the annual meeting of the International Communication Association (Interpersonal Communication Division), London, UK. **Top Three Paper.**

- Riforgiate, S., Alberts, J. K., & Mongeau, P. (2013). *Testing threshold levels: Conflict, equity, and satisfaction in dividing domestic labor*. Central States Communication Association Conference (Interpersonal Communication Division). **Top Paper**.
- Knight, K., & Alberts, J. (November 2010). The experience and expression of gratitude. National Communication Association Conference, New Orleans.
- Hinshaw, A., & Alberts, J. (November 2009). Doing the right thing: An empirical study of attorney negotiation ethics. Conference on Empirical Legal Studies. Los Angeles, CA. (Conference has a 31% acceptance rate). Paper was downloaded 229 times during 2010 and was on of the top ten papers downloaded, according to [Justice & Negotiations eJournal Top Ten](#) (2010).
- Alberts, J. K. (2009, February). An integrated theory of the division of domestic labor. Paper presented at the annual meeting of the Western States Communication Association, Mesa, AZ.
- Riforgiate, S. E., & Alberts, J. K. (2008, February). *Understanding the gendered nature of domestic labor: Experiences among same-sex roommates*. Paper presented at the annual meeting of the Western States Communication Association, Broomfield, CO.
- Tracy, S. J., Alberts, J. K. & Rivera, K. (November, 2007). Spotlight panel on Workplace bullying. Panel presentation at the National Communication Association, Chicago, IL.
- Alberts, J. K., Trethewey, A., & Tracy, S. J. (November, 2006). Social networks And economies of gratitude: (Re)theorizing the division of domestic labor. Panel presentation. National Communication Association Convention, San Antonio, Texas.
- Alberts, J. K., Nakayama, T. K., & Martin, J. N. (November, 2006). Teaching the introductory course: Human communication in society. Workshop, National Communication Association Convention, San Antonio, Texas.
- Tracy, S. J., Alberts, J. K., & Trethewey, A. (November, 2006). Transforming work-life conflict: Interpersonal and organizational perspective on paid (public) and unpaid (domestic) labor. Seminar, National Communication Association Convention, San Antonio, Texas.
- Tracy, S. J. & Alberts, J. K. (June, 2006). Why define myself as a low-status organizational victim: The challenges of telling stories about workplace bullying. International Conference on Workplace Bullying, Trinity College, Dublin, Ireland
- Trethewey, A., Tracy, S. J., Alberts, J., & Riforgiate, S. (February, 2006). Theorizing future directions on work-life transition/balance research: Crystallizing frames for work-life. Paper presented at the annual convention of the Western States Communication Association, Palm Springs, CA.
- Alberts, J., Tracy, S., & Trethewey, A. (February, 2006). "Building Community And Confidence through Collaboration" Roundtable presentation presented at the annual convention of the Western States Communication Association, Palm Springs, CA. Double-session panel: "From Idea to Article: A Workshop to Facilitate Academic Success".
- Trethewey, A., Tracy, S. J., Alberts, J. K., & Riforgiate, S. E. (2006, February). *Crystallizing frames for work-life*. Paper presented at the annual meeting of the Western States Communication Association Research Symposium, Palm Springs, CA.

- Tracy, S. J. & Alberts, J. K. (November 2005). Why define myself as a low-status organizational victim: The challenges of telling stories about workplace bullying. The National Communication Association Convention, Boston, MA.
- Alberts, J.K., Nakayama, T., & Martin, J. N. (November 2005). A new approach To teaching the introductory survey course: Human Communication in Society. Short Course Division. The National Communication Association Convention, Boston, MA.
- Alberts, J. K., Lutgen-Sandvik, P., & Tracy, S. J. Bullying in the Workplace: A case of escalated incivility. May, (2005). Organizational Communication Division. The International Communication Association Convention, New York, NY.
- Lutgen-Sandvik, P., Tracy, S., & Alberts, J. (February, 2005). Burned by bullying in the American workplace: A first time study of U. S. prevalence and delineation of bullying “degree.” Western States Communication Convention, San Francisco, CA. Top Paper in the Organizational Communication Division.
- Alberts, J. K., Heisterkamp, B., & McPhee, R. (November, 2004) Disputant Satisfaction with and perceptions of community mediation. To be presented at the annual meeting of the National Communication Association, Chicago.
- Tracy, S.J., Lutgen-Sandvik, P., & Alberts, J.K. (November, 2004). Narratives of Pain: Stories of Workplace Bullying. presented at the annual meeting of the National Communication Association, Chicago.
- Alberts, J. K. . (November, 2004). Literary Depictions of Life in the Academy: *Death in a Tenured Position* Paper to be presented at the annual meeting of the National Communication Association, Chicago.
- Tracy, S., Lutgen-Sandvik, P., & Alberts, J. (June 2004). Investigating bullying in The United States: A communicative approach. Paper presented at the 4th International Conference on Bullying and Harassment in the Workplace Conference, Bergen, Norway.
- Alberts, J. K. (February, 2003) What next? Life after graduate school. Panel presentation at Western States Communication Association Conference. Salt Lake City, Utah.
- Alberts, J.K. (November, 2002) Public Speaking in Action: A non-traditional Approach to the basic course. Pre-conference. (Organized and participated.) National Communication Association Conference. New Orleans, LA.
- Alberts, J. K., Rabby, M., Granato, C., & Loschiavo, R. Mapping the topography Of couples talk: An analysis of couples' daily interactions. (March 2002). Paper presented at the Western States Communication Association Convention, Longbeach, CA.
- Allen, B., & Alberts, J. (March 2002). Using a CD-Rom “Textbook” to Teach Public Speaking. Panel presentation at the Western States Association Convention, Coeur d’Alene, Idaho.
- Yoshimura, C. G., & Alberts, J. K. (February, 2001). I wonder what’s on TV tonight: An Exploration of Maintenance in the Context of Television Watching. Paper presented at the Western States Association Convention, Coeur d’Alene, Idaho.
- Alberts, J.K. (November, 2000). Overcoming the Chilly Climate for Women: Best Practices in Higher Education. Paper presented at the annual meeting of the National Communication Association, Seattle, WA.
- Alberts, J.K. (February, 2000) An overview of the couples’ talk project. Presented

- at the annual meeting of the Western States Communication Association Conference, Sacramento, CA.
- Gross, M. A., Guerrero, L. K., & Alberts, J. K. (1999). An application of the Competence model to organizational conflict. Paper presented at the annual meeting of the Academy of Management, Chicago, IL.
- Heisterkamp, B., & Alberts, J.K. (November 1998). Control and desire: An Analysis of teasing and joking interactions among gay couples. Paper presented at the annual meeting of the National Communication Association, New York.
- Alberts, J. K., & Trost, M. R. (February, 1998). Ambiguities in courtship: Teasing, flirting, and sexual harassment. Paper presented at the Western Communication Association Convention, Denver, Colorado.
- Heisterkamp, B., & Alberts, J.K. (November, 1997). Conversational practices for referring to relational others: An examination of gay and lesbian couples' talk. National Communication Convention, Chicago, IL.
- Drzewiecka, J.A., & Alberts, J.K. (November, 1996). Ethnic jokes and Intercultural interactions. Paper presented at the Speech Communication Association Convention, San Diego, CA. (Top Four Paper).
- Alberts, J.K., & Gross, M.A. (November, 1996). "Honey how was your day at the office?": Married couples' talk about work during everyday interaction. Paper presented at the Speech Communication Association Convention, San Diego, CA.
- Drzewiecka, J.A., & Alberts, J.K. (February, 1996). Have you heard the one about . . .?": A study of ethnic humor. Paper presented at the Western Communication Association Convention, Pasadena, CA.
- Manke, M., & Alberts, J.K. (February, 1996). Couples' attributions during conflict episodes. Paper presented at the Western States Communication Association. Pasadena, California.
- Alberts, J. K., Kellar, Y., & Corman, S. (February, 1995). The influence of Attribution on responses to teasing. Paper presented at the Western Speech Communication Association.
- Alberts, J. K. & Driscoll, G. (February, 1994). Understanding the social performance of teasing: A test of three competing theories. Paper presented at the Western States Communication Association Convention, San Jose, California.
- Alberts, J. K. (February, 1993). A Week in the Life: Case Studies of Couples Communication. Paper presented at the Western States Communication Association Convention, Boise, Idaho.
- Alberts, J. K. (February, 1992). The interpersonal communication research project as a learning tool. Paper presented at the Western States Communication Association Convention, Boise, Idaho.
- Alberts, J. K., Hecht, M. L., Krizek, R. & Miller-Rassulo, M. (November, 1991). The communicative process of drug resistance among high school students. Paper presented at the Speech Communication Association Convention, Atlanta, Georgia.
- Alberts, J. K. (May, 1991). Escalation versus containment: The trajectory of couples' conversational complaints. Paper presented at the International Communication Association Convention, Chicago, IL.
- Hecht, M., Alberts, J. K., & Miller-Rassulo, M. (February, 1991). Resistance to



- Drug offers among college students. paper presented at the Western Speech Communication Association Convention, Phoenix, AZ.
- Alberts, J. K. (November, 1990). A summary of drug resistance strategies among High school and college students. Paper presented at the Speech Communication Association Convention, Chicago, IL.
- Alberts, J. K., Miller-Rassulo, & Hecht, M. (May, 1990). A topology of drug Resistance strategies. Paper presented at the International Communication Association Convention, Dublin, Ireland.
- Alberts, J. K. (May; 1990). The use of humor in managing couples, conflict interactions. Paper presented at the International Communication Association Convention, Dublin, Ireland.
- Alberts, J. K. (February, 1990). The use of fictional data as a source for Understanding interpersonal communication and relationships. Paper presented at the Western Speech Communication Association Convention, Sacramento, CA.
- Alberts, J. K. (November, 1989). A strategic/inferential explanation for the social organization of teases. Paper presented at the Speech Communication Association Convention, San Francisco, CA.
- Alberts, J. K. (May, 1989). Perceived effectiveness of couples' complaint interactions. Paper presented at the International Communication Association Convention, San Francisco, CA
- Hecht, M. L., Ribeau, S. & Alberts, J. K. (May, 1989). An Afro-American perspective on interethnic communication. Paper presented at the Communication Association Convention, San Francisco, CA.
- Alberts, J. K. & DiMare, L. A. (October, 1988). Teasing and sexual harassment: Double bind communication in the workplace. Paper presented at the Organization for the Study of Communication, Language and Gender Conference, San Diego, CA.
- Alberts, J. K. (November, 1987). An analysis of couples' conversational Complaints. Paper presented at the Speech Communication Association Convention, Boston, MA.
- Alberts, J. K. (February, 1987). A descriptive taxonomy of couples, complaints. Paper presented at the Western Speech Communication Association Convention, Salt Lake City, UT.
- Alberts, J. K. (July, 1986). Three studies of courtship talk. Paper presented at the International Conference on Personal Relationships, Tel Aviv, Israel.
- Alberts, J. K. (November, 1984). Power and play. Paper presented at the Speech Communication Association Convention, Chicago, IL.
- Alberts, J. K. (November, 1984). Conversational realism: Two studies of fictional conversation and perceived realism. Paper presented at the Speech Communication Association Convention, Chicago, IL.
- Hopper, R., Sims, A., & Alberts, J. K. (June, 1983). Teasing as daddy's classroom: A preliminary conversational analysis. Presented at the Child Language Seminar University of Strathclyde, Glasgow, Scotland.
- Alberts, J. & Hopper, R. (May, 1983). Teasing: A conversational analysis. Paper presented at the International Communication Association Convention, Dallas, Texas.

## GRANTS & CONTRACTS

- Alberts, J. K., Hinshaw, A. (February, 2010). Attorney Professionalism: A Study of Negotiation Ethics (Part II). Submitted to the Institute for Social Science Research. Funded, \$11,400.
- Trethewey, A., & Alberts, J. (2006). Retention of Immigrant and Native-born Nursing Aides in Long-Term Health Care Contexts: Improving Communication and Building Efficacy. United States Department of Labor, \$607,000. Not funded.
- J. K. Alberts, Co-PI w/ Tracy, S. J., (2004). The form and frequency of workplace bullying in the United States. Jointly funded from the ASU College of Public Programs (\$14,467) and Office of the Vice President for Research and Economic Affairs (\$15,000). \$29,467.
- .Initiative for the Study of Conflict and Its Management. Multidisciplinary Initiative funded by Arizona State University. Co-principal investigator. 1997-1999. \$150,000.
- Dean's Incentive Grant. Received \$5,000 to purchase video equipment to Videotape conflict mediations for a study of mediator competence. 1997.
- A Naturalistic Study of Couples' Conflict Management, Faculty Grant-In-Aid, Arizona State University, 1991, \$5,340.
- Research Associate, Drug Resistance Strategies Project, National Institute on Drug Abuse Grant (1989-1991). (Michael Hecht, Principal Investigator).
- Academic Specialist, (1990). Universidad de Psicologia, Chihuahua, Mexico, Information Agency and Fulbright Foundation Grant, \$1500.
- A Naturalistic Study of Couples' Conversations, Dean's Incentive Grant, (1990). College of Public Programs, Arizona State, \$4,500.

## AWARDS, HONORS & RECOGNITION

- Advisor, Kendra Knight, *Gerald R. Miller Dissertation Award*, for her dissertation entitled "The Influence of Response Threshold and Perceptions of Domestic Labor Conflict on Labor Allocation and Conflict Patterns in Marital Dyads." National Communication Association, November 2013
- Top Three Paper in Interpersonal Communication, International Communication Association, Knight, K. & Alberts J. K. (2013). *Response thresholds predict demand-withdraw communication in division of labor conflict*. May 2013,
- Top Paper in Interpersonal Communication, Central States Communication Association 2013, Riforgiate, S., Alberts, J. K., & Mongeau, P. *Testing threshold levels: Conflict, equity, and satisfaction in dividing domestic labor*.
- Co-authored paper "Doing the Right Thing: An Empirical Study of Attorney Negotiation Ethics" was listed on the Social Science Research Networks's Top Ten download list (June 13-August 12) for Justice & Negotiations (5<sup>th</sup> Ranked), MRN Negotiations & Dispute Resolution Network (9<sup>th</sup> ranked), and NEG Subject Matter eJournals (9<sup>th</sup> ranked). This article was also a finalist for the CPR Professional Paper Award.
- President's Professor — Award and promotion for contributions to undergraduate teaching. The President's Professor Award recognizes tenured faculty who have made outstanding contributions to undergraduate education at Arizona State University. The awardees are chosen based on a variety of criteria: mastery of subject matter; enthusiasm

and innovation in the learning and teaching process; ability to engage students both within and outside the classroom; ability to inspire independent and original thinking in students to stimulate students to do creative work; innovation in course and curriculum design; and scholarly contributions.

ASU Professor of the Year, Special Recognition, Associated Parents Professorship. 2008

Article of the Year Award, Applied Communication Division of the National Communication Association (2007). For Nightmares, Demons and Slaves: Exploring the painful metaphors of workplace bullying. *Management Communication Quarterly*, 20(2), 148–185.

Top Paper Award. Organizational Communication Division, Western States Communication Association (2005), for Burned by Bullying in the American Workplace: A first time study of U.S. prevalence and delineation of bullying “degree.” With Pam Lutgen-Sandvik and Sarah Tracy.

Mentor Appreciation Award. Preparing Future Faculty. 2001.  
Commission on the Status of Women Outstanding Achievement and Contributions Award, Spring 2000

Apple Polisher Award, Outstanding Undergraduate Teacher, Devil’s Advocates, 2000, 2001

Recipient of the Faculty Last Lecture Series Award. Spring 1999.

Nominee, ASU Professor of the Year, Associated Parents Professorship, 2001

Finalist, ASU Professor of the Year, Associated Parents Professorship. 1999,  
Arizona State University’s Nominee for U.S. Professor of the Year, 1999, 2000

Top Four Paper, 1996, for "Ethnic Jokes and Intercultural Interactions" by J. A. Drzewiecka & J. K. Alberts, presented at the Speech Communication Association Convention, San Diego, CA.

Outstanding Faculty Mentor Award, 1995, Graduate Student Council, Arizona State University. Distinguished Scholarship Award for 1989, presented by the International and Intercultural Communication Division of the Speech Communication Association, for "An Afro-American perspective on interethnic communication."

University Meritorious Performance and Professional Promise Award, California State University, Los Angeles, 1988.

Outstanding Paper in Rhetorical and Communication Theory, Student Division, Speech Communication Association, 1984.

## **Teaching (Since 2011)**

### **Instructional Development**

Theory and Practice of Negotiating, Masters level course created for the online MA Degree in Communication (2018)

Introduction to Interpersonal Communication, instructional video for online COM 100 course (2018)

Introduction to Conflict Principles, instructional video/lecture created for the Communication and Conflict Transformation course for the online MA Degree in Communication. (2018)

Oversaw the development of 10 courses for the online MA Degree in Communication, including

- COM 501 Research Methods in Communication
- COM 504 Theories and Models of Communication (2017)
- COM 508 Quantitative Research Methods (2018)
- COM 598 Training and Development (2018)
- COM 598 Communication in Global Contexts (2018)
- COM 598 Communication and Conflict Transformation(2018)
- COM 598 Crisis Management and Communication (2018)
- COM 598 Communicating in Organizations (2018)
- COM 540 Conducting Communication Research (2018)
- COM 550 Capstone Project (2018)

## **Mentoring**

### ***Doctoral Advisees***

Justin Boren, Chair, 2011  
Sarah Riforgiate, Chair, 2011  
Kendra Knight, Chair, 2012  
Geeta Kurahana, Chair, 2013  
Lauren Amaro, Co-chair, 2014  
Caussandra Leier, Chair, 2015  
Michael Zurlnik, Co-chair, 2015  
Jennifer Robinson, Member (2015)  
Stephen Hitchcock, Co-Chair, 2016  
Kristen Fleischer, Chair, 2017  
Versha Anderson, Co-chair, 2017  
Luke Brenneman, Co-chair, 2017  
Bailey Oliver, Chair, 2018  
Anna Campbell, Committee Member (in process)  
Gino Giannini, Advisor (in process)  
Dayna Kolberg, Chair (in process)  
Jay Taylor, Chair (in process)  
Allison Hawn (in process)

### ***Masters Advisees***

Sarah O'Colmain  
Sarah Riforgiate

### ***Committee Member***

Jennifer Mease, MA  
Audrey Iffert, MA

### ***Undergraduate Mentoring***

Laura Kennedy, honor's thesis, independent study  
Caitlin Przeniczny, honor's thesis  
Trace Main, honor's thesis  
Supervised undergraduate RAS

### **FUND RAISING**

Jeanne L. Herberger Professor Endowment, \$500,000  
Ziegler Communication Fund, \$500,000 (planned gift)  
Jeanne L. Herberger Graduate Fellowship, \$200,000

### **PROFESSIONAL MEMBERSHIPS**

International Positive Psychology Association  
National Communication Association  
Western Speech Communication Association  
International Network on Personal Relationships

### **UNIVERSITY AFFILIATIONS**

Affiliate Faculty, Lodestar Center Dispute Resolution,  
Affiliate Faculty, Center for the Study of Religion and Conflict  
Affiliate Faculty T. Denny Sanford School of Social and Family Dynamics,  
Affiliate Faculty the Barrett Honor's College  
2005 - 2009 Affiliate, Lincoln Center for Ethics  
2006 – 2009 Affiliate, Center for Social Dynamics & Complexity  
Acting Director of Research Development, Institute for Social Science  
Research, 2009-10  
Associate Director of Research Development, Institute for Social  
Science Research, 2006 –2009  
Director/Co-Director, The Transformation Project, 2002 - Present  
Associate, Project for Wellness & Work-Life, 2005 - 2010

### **III. SERVICE**

#### **Departmental**

Director & Developer, Online MA Communication Degree Program, 2017-Present  
25<sup>th</sup> Anniversary Celebration and Reunion, HDSHC Doctoral Program  
Organizer & Host, Arizona State Conflict Summit, Phoenix AZ, April 2015.  
Member, Undergraduate Awards Committee, Spring 2013, 2014  
Chair, Herberger Fellowship Award Committee, 2010-2016

Member, Executive Committee of the Doctoral Program in Communication, 2013-2016.  
Member, Curriculum Committee of the Doctoral Program in Communication, 2013-2016.  
Presentations to FWA, ASU Staff Association, GPSA, Enrollment Services and others on  
“Women Don’t Ask,” “Leadership” (2006-2016)  
Member, University Teaching Awards Committee, 2013  
Director, Interdisciplinary Ph.D. in Communication 2011-2013  
Undergraduate Committee 2008-2010  
Ph.D. Executive Committee 2013-2014  
Ph.D. Curriculum Committee 2009-2010, 2013-14  
Ph.D. Admissions Committee 2008-2009  
Personnel Committee, 2005—2007; Chair, 2005—2006  
Interim MA Director, Spring 2007  
Director, 1999-2004  
Chair, 1995-1999  
Assistant Chair, 1991-1995  
Comedy for a Cause Scholarship Fundraiser, performer  
Departmental Ombudsperson 1991-1995  
Chair, Search Committee, Fall 1994, Spring 1994  
Coordinator, Graduate and Undergraduate Student Paper Awards  
Search Committee for Interdisciplinary Ph.D. Director, 1992, 1994  
Departmental Liaison for Faculty Development, 1992-1994  
Departmental Personnel Committee, 1989-1992  
Undergraduate Committee, Spring 1991  
Affirmative Action Officer 1990-1994  
Search Committee, 1989  
College Executive Council Member 1995- 2004  
College Personnel Committee, Chair, 1994-1995  
College Personnel Committee, 1992-1995  
COPP Building Committee, 1994-1995  
Dean's Task Force on Salary Allocation, 1994  
Grievance Committee, 1991-1992  
Ad Hoc Dean's Research Advisory Committee, 1989

## **University**

*First-Round Judge, Edson Entrepreneurship Awards*

Presenter, Social influence and leadership. Faculty Women’s Association/CSW Women’s  
Professional Development Conference. October, 2012. October, 2013  
Member, University Teaching Awards Committee, 2010-Present  
Executive Board, Center for the Study of Religion and Conflict 2003—2005  
Chair, Chair’s and Director’s Steering Committee, 1999-2001  
President, Faculty Women’s Association 1999-2001  
Managing Difficult People, Phoenix Zoo, July, October 2004  
Managing Difficult People, ASU Main, Leadership Academy, Fall 2001  
Workshop on Mentoring Diverse Faculty, College of Architecture  
University Work Life Task Force, 2000  
Executive Council, Faculty Women’s Association, 1998-99

Maroon & Gold Scholar Faculty Mentor (2 students) 1998-1999

ASU Main/West Articulation/Transfer Committee, member

Chair & Director's Steering Committee, 1995-1999

Search Committee, Director of Inter-group Relations Council

Leadership Academy, 1994-1995

Ph.D. Faculty Member, 1990-Present

Executive Council Member, Interdisciplinary Ph.D. Program,  
1992-1997

Graduate College Representative, Fall 1990

Provided talks for the following university groups: Faculty Women's Association:

Women Don't Ask: A Negotiations Workshop (Spring 2005); The ASU Classroom: Diversity and Learner-Centered Education, 1st Annual Conference, Faculty Women's Association & Intergroup Relations Council (Asking and Negotiating for What You Want, 2004; Saying No and Surviving, 2000); Coach's Connection (Women, Femininity & Success, 2000); Administrator's Exchange (Mentoring Faculty with Unique Needs, 2000); University Work-life Staff Organization, (Power, Passion and Prudence at Work, 2000); Graduate Women's Association (Managing Conflict, Spring 1999); New Student Orientation (Spring 1999); Faculty Women's Association (Spring 1998, 1999), Manzanita Hall (Fall 1998), Graduate College (Fall 1998, Spring 1999), Preparing Future Faculty (Fall 1998).

### **Professional**

Member, Editorial Board, Journal of Family Communication, 2008-2011

Member, Editorial Board, Communication Monographs, 1993-1995

Member, Editorial Board, Western Journal of Communication, 1994-6

Reviewer, Guilford Press

Reviewer, Sage Publications

Reviewer, Communication Monographs

Reviewer, Journal of Communication

Reviewer, Human Communication Research

Reviewer, Communication Research Reports

Reviewer, Journal of Applied Social Psychology

Reviewer, Journal of Language and Social Psychology

Reviewer, Communication Research

Reviewer, Communication Studies

2006 Reviewer: Western Journal of Communication, Journal of Personal and  
Social Relationships, Personal Relationships

Guest Lecture, Loyola Marymount University 2001, 2002, 2003

Respondent, New Ideas for Communication Study, Arizona Communication  
Association

Awards Committee, Interpersonal & Small Groups Division, National  
Communication Association, 1999-2000

Finance Committee, Western States Communication Association, 1996-1998

Vice-Chair of the Interpersonal Communication Division, National  
Communication Association, 2007

Chair-elect of the Interpersonal Communication Division, National

Communication Association, 2006  
Chair of the Interpersonal Communication Division of Western States  
Communication Association, 1995.  
Committee Member of the Committee on Allied Organizations, Speech  
Communication Association, 1995.  
Nominations Committee, Small Group and Interpersonal Communication Theory  
Division, Western States Communication, 1994.  
Vice-Chair Elect of the Interpersonal Communication Division of Western States  
Communication Association, 1994.  
Nominations Committee, Western Communication Association, 1993.  
Legislative Counsel, Member-at-Large, Western Communication Association,  
1992-1994.  
Secretary of the Interpersonal Communication Division of Western States  
Communication Association, 1992.  
Convention Paper Referee, Rhetorical and communication Theory Division,  
Speech Communication Association Convention, 1992.  
Convention paper Referee, Interpersonal Division, Western States  
Communication Association Convention, 1990-1994.  
Convention Paper Referee, Interpersonal Division, Speech Communication  
Association Convention, 1991.  
Panel Chair/Respondent at nine regional & national conventions.

### **Community**

Organizer, Arizona Conflict Summit, April 2010.  
Alberts, J. Expert witness on workplace bullying. Sysco Foods.  
Alberts, J.K. (March, 2008). Interpersonal Effectiveness. Argosy International,  
St. Paul Campus  
Alberts, J. K. (October, 2007). Interpersonal effectiveness. Argosy International  
Administrative Conference.  
Board Member, Maricopa Alternative Dispute Resolution Association, 2004  
Director, The Conflict Transformation Project  
Transformative Mediation Training/Workshop, Sponsor, January, 2005  
Advance Organizational Mediation Workshop, co-sponsor with Hofstra  
University, March 2005  
Advance Mediation Workshop, Planner/Co-sponsor with Hofstra University  
January 2004  
Conflict Transformation in Arizona, Conference Planner/Host for State-wide  
Conference On conflict, November 2003

### **Presentations**

*Interpersonal Effectiveness, and Communicating with Gen Y. (September 2011).* Presentation to  
the Construction Managers of America Association, CMAA Regional Conference,  
Cleveland, OH.  
*Doing the Right Thing: Ethics in the Construction Industry.* (March 2011). Presentation to the  
Construction Managers of America Association, CMAA National Convention, Maui, HI.



*Effective Negotiations*. Arizona Department of Transportation, June 2010, June 2011, January 2012.

*Interpersonal effectiveness*. Arizona Department of Transportation, July 2010, June 2011, January 2012.

*How to Bust the Office Bully*, Presentation to the Arizona EEOC Conference, June 2009

*How to Bust the Office Bully*, Presentation to the Monthly Meeting of the Maricopa Labor Relations Board, January 2009

*Do the Right Thing: Legal Negotiation Ethics*, Presentation to the Arizona Association for Conflict Resolution, May 2009

*How to Bust the Office Bully*, Presentation to the Arizona EEOC Conference, June 2009

*How to Bust the Office Bully*, Presentation to the Monthly Meeting of the Maricopa Labor Relations Board, January 2009

*Do the Right Thing: Legal Negotiation Ethics*, Presentation to the Arizona Association for Conflict Resolution, May 2009

*How to Bust the Office Bully*, Presentation to the Arizona Association for Conflict Resolution, May 2008

*Interpersonal Effectiveness*. Argosy International, St. Paul Campus, March 2008

*Interpersonal effectiveness*. Argosy International Administrative Conference. October 2007

*Managing Difficult Colleagues*, Phoenix Zoo, July 2004; October 2004

*Effective Relationship Communication*, Lecture for the Kerr Cultural Center, Spring 2004

*Effective Public Speaking*, Arizona Botanical Gardens' Docent Program, Summer 2002

*Marital Communication and Marital Success*, President's Club Speaker Series, Fall 2001

*Marital Satisfaction and Everyday Interaction*, Journeys of the Mind Series, Spring 2001.

*Finding Your Passion*, Keynote Address for the Third Annual Family Self-Sufficiency Participant Conference, Spring 2001.

*Getting what you want: Conflict management and negotiation in the workplace*. Keynote address for the "Mastering Opportunity through Communication," 1997.

*Conflict in the Workplace and at Home*. Keynote address for the National Convention of Sports Nutritionists, 1996.

*Gender and Communication in the Workplace*, Presentation for the Center for the Senses (Spring 1994)

*Gender and Communication in Romantic Relationships*, Presentation for the Center for the Sense (Spring 1993)

Workshop, *Communicating with Difficult People*. Presentation for the Arizona Speaker's Bureau (Spring, 1992).

Workshop, *Male/Female Communication in the Workplace: Understanding Our Differences*.

Two presentations for the Hispanic Women's Council Conference (Fall, 1992).

Workshop, *Male/Female Communication and Conflict*. Presentation for the Women's Student Center Lecture Series (Fall, 1991).

Workshop, *Intimate Communication Between Stroke Patients and Their partners*. Valley Lutheran Hospital's workshop series, Hope After Stroke (Spring, 1991, Fall, 1991).

Consultant on "Killing Time" music video to teach drug resistance skills (Spring, 1990).

Workshop, *He Says, She Says: men, Women and Communication in Intimate Relationships*.

Presentation for the Center for Women's Health during their seminar Focus on Women (Summer, 1991).

## Media Spotlights of Research & Interviews

Sharp, T. (July 24, 2012). Study looks at what happens when roommates, partners have different levels of tolerance for housework left undone in *Psychology & Psychiatry*.

<http://medicalxpress.com/news/2012-07-roommates-romantic-partners-tolerance-housework.html>. Other news releases on this study:

<http://todayhealth.today.msnbc.msn.com/news/2012/08/03/13105642-study-reveals-how-a-neat-freak-and-a-slob-can-live-in-peace?lite>

<http://www.sciencedaily.com/releases/2012/07/120724114707.htm>

<http://www.k-state.edu/media/newsreleases/jul12/riforgiate72412.html>

<http://newswise.com/articles/view/591796?print-article>

<http://www.healthcanal.com/mental-health-behavior/31024-Cleaning-conflict-Research-team-looks-what-happens-when-roommates-romantic-partners-have-different-levels-tolerance-for-housework-left-undone.html?print>

Williams, James. Discovery News. (Fall 2010). DJ's got us falling in love again.

<http://news.discovery.com/videos/human-dj-got-us-falling-in-love-again-explained.html>

Fox Ten News, Summer 2008. Women and negotiation strategies.

Bryner, J. (July 27, 2007). Key to successful marriage: Say thank you. Article discussed research on division of domestic labor and the importance of gratitude.

[http://www.livescience.com/health/070727\\_household\\_chores.html](http://www.livescience.com/health/070727_household_chores.html).

Reprint (April 22, 2009). Tehran News.

[http://www.tehrantimes.com/Index\\_view.asp?code=192878](http://www.tehrantimes.com/Index_view.asp?code=192878)

Gurchiek, K. (January 1, 2007). Bad bosses – more than bad salaries – drive workers away. SHRMOnline (Society of Human Resource Management)

[http://www.shrm.org/hrnews\\_published/archives/CMS\\_019941.asp](http://www.shrm.org/hrnews_published/archives/CMS_019941.asp).

The article discusses the Tracy, Lutgen, Alberts *MCQ* (2006) publication.

Keeler, S. (December 15, 2006). Study calls out workplace bullies. *ASU Insight*. Article that summarized research on workplace bullying.

Bryner, J. (October 31, 2006). Office Bullies Create Workplace “Warzone.”

*LiveScience*. [http://www.livescience.com/othernews/061031\\_office\\_bully.html](http://www.livescience.com/othernews/061031_office_bully.html)

This article, based upon the Tracy, Lutgen-Sandvik, Alberts 2006 *MCQ* journal publication, was distributed to thousands of readers during November 2006, through outlets including “Yahoo” and “AOL News.” As of 11/10/06, the article had generated 3,722 postings on Yahoo’s discussion board.

Williams, F. (August, 2005). When Your Boyfriend Drops a Bombshell.

*Cosmopolitan*, p. 128.

Williams, F. (October, 2005). How to Handle the Bitch in the Office. *Cosmopolitan*.

National Public Radio, Fall 2004, Interview with Sarah Tracy regarding the Bullying Project

Arizona Republic Business Journal  
Research Magazine, November, 2004

Butler, Lindsey (March 2, 2004). ASU researchers track harassment at work. The  
(ASU) State Press, front page.

Medina, Mekahlo (February 25, 2004). Workplace bullying. Channel 12 News-  
Phoenix metro. (Interviewed and appeared during 5 p.m. broadcast; rebroadcast at least  
one time over following weekend).

Herman, William (February 25, 2004). Today's talker: Do you work with a bully?  
Arizona Republic, B1.

Oprah Winfrey Show. (February 1995). Couples conflict and communication.  
Featured guest on Valentine's Day. Discussed the Couples' Project.

Arizona Republic. (February 1995). Couples' Complaining. This article was  
picked up by the United Press and ran in newspapers around the country,  
including the Houston Post and the Miami Herald.

Articles on my research on complaining have also appeared in Mademoiselle,  
Psychology Today, and business magazines.

In 2003 I was interviewed and quoted in the Dallas Times Herald on my research  
on flirting and evolutionary theory.