

PIYAWAN CHAROENSAP-KELLY

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EDUCATION

Doctor of Philosophy, Communication Studies

The University of Southern Mississippi, Hattiesburg, MS August 2014 – Expected Graduation: Dec 2018

Honors: Phi Kappa Phi, Golden Key International, cumulative GPA: 3.98
Concentrations: Organizational Communication and Interpersonal Communication
Dissertation: “It’s Not What You Say, It’s How You Say It”: Examining the Core Concerns Framework in Light of Communication Accommodation
Advisor: Dr. John Meyer

Master of Arts, Organizational Communication

Southeastern Louisiana University, Hammond, LA May 2014 Honors: Phi Kappa Phi; GPA: 4.00

Bachelor of Arts, English Minor: German

Silpakorn University, Nakorn Patom, Thailand, March 2001 Honors: First-class honors, GPA: 3.64

ACADEMIC WORK EXPERIENCE

Lecturer, Communication Arts Department, The University of Alabama in Huntsville (August 2018 – Present)

Courses Taught: Introduction to Rhetorical Communication (public speaking), Business Communication

Graduate Teaching Assistant, Communication Studies Department, The University of Southern Mississippi (August 2015 – May 2018):

Courses Taught: Oral Communication (in-class and online sections), Interpersonal Communication, Business Communication

Research Assistant to Dr. Eura Jung, Communication Studies Department, The University of Southern Mississippi (August – December 2015):

Assisted in data collection for research projects regarding cultural characteristics, health behaviors, and interracial interactions; mentored peer research assistants on online and face-to-face surveys; submitted weekly project updates to the principal investigator.

PROFESSIONAL EXPERIENCE

Training & Consulting

Speech Consultant, The University of Southern Mississippi Speaking Center (August 2015 – May 2016)

Provided one-on-one and group consultancy on oral presentation skills for a variety of settings such as class presentations, conference presentations, job interviews, speech competitions, etc. Conducted the center’s program assessment and evaluation.

Founder and Executive Director, Life Consultant & Training (Siracha), Thailand (August 2011 – May 2014) Provided consultancy services and training to individuals and organizations on the subject of communication, interpersonal relationships, and performance improvement.

Training Manager, Swiss Lodge Hotel, Bangkok, Thailand (August – December 2007)

Trained employees of all levels on communication, interpersonal relations and job-specific skills; provided leadership and management coaching to executive staff; and liaised between foreign General Manager and non-English speaking staff.

Communication & Organizational Consultant, UCS Co., Ltd., Bangkok, Thailand. (January – April 2007) Trained employees on communication, human relations skills, and how to write Job Manuals; evaluated and revised the company's Organization Chart; drafted communication policies and created an orientation program for new employees.

Administration

Communication Graduate Assistant, School of Construction, USM, Hattiesburg, MS (January – May 2015) Developed news announcements; compiled, proofread, and edited accreditation materials; advised master's students; and assisted the School Director as assigned.

Personal Assistant, American Back Institute, Metairie, LA, USA (May 2008 – April 2009) Provided administrative assistance including travel arrangements, time management and scheduling for the owner and CEO; and managed communications to and from the CEO.

Administration Manager, Piyaraj Construction Co., Ltd., Nakorn Ratchasima, Thailand (August 2005 – December 2006) Set up and maintained an administrative system for the smooth running of the organization; maintained proper government relations and legal affairs; recruited staff and provided training; handled financial matters.

Project Administrator, Fidelity Information Services (Thailand) Ltd., Bangkok, Thailand (November 2003 – May 2005) Prepared accounting documents; arranged meetings, flight and hotel booking; handled incoming and outgoing mail, visas and work permits, and new staff orientation; assisted project team members in other tasks as required.

Personal Assistant to Managing Director, Aktuell Verlag Co., Ltd., Bangkok, Thailand (Jun 2001 – Dec 2002) Coordinated activities and translated for the Managing Director; organized business meetings and schedules; liaised with public organizations and business partners for smooth cooperation of all parties.

PUBLICATIONS

Charoensap-Kelly, P. (In Press). Ensuring the success of communication training programs through effective needs assessments and evaluation. In J.D. Wallace & D. Becker (Eds.), *Handbook of communication training*. Taylor & Francis.

Charoensap-Kelly, P. (2017, May). Crafting a faculty and staff fundraising campaign: Predictors of giving, donor motivations and effective strategies. *Journal of Education Advancement & Marketing*

Charoensap-Kelly, P., Broussard, L., Caldwell, M., & Lindsly, M. (2016, June). Evaluation of a soft skills training program. *Business and Professional Communication Quarterly*, 79(2), 154-179. DOI: 10.1177/2329490615602090.

MANUSCRIPTS UNDER REVIEW

Charoensap-Kelly, P., Mestayer, C., Knight, G.B. To come out or not to come out: Minority religious identity self-disclosure in the United States workplace. *Management Communication Quarterly*. [In the revising-and-resubmit process]

CURRENT RESEARCH PROJECTS

Charoensap-Kelly, P. Age and reverse age discrimination in the current workplace environment.

Charoensap-Kelly, P. Become an explorer!: The frontier myth in Google Glass discourse.

Charoensap-Kelly, P. Making sense of international faith-based disaster relief volunteer experiences: Barriers and contributors to successful operations.

Charoensap-Kelly, P., Bryant, K., & Logemann, M. Humor in the intercultural classroom: A quantitative investigation of foreign instructor humor effects on learning outcomes.

Charoensap-Kelly, P., Mestayer, C., Knight, B. Can we ever talk religion at work?: Religious identity management in the American workplace.

Charoensap-Kelly, P., Young, C., Ismail, M., Fourney, S. Effectiveness of the core concerns framework in cross-cultural organizational conflicts.

CONFERENCE PRESENTATIONS

Competitive Papers

Charoensap-Kelly, P. (2018, November). Consultants' online credibility establishment and assessment. National Communication Association Annual Conference (Training and Development Communication Division), Salt Lake City, Utah, USA.

Charoensap-Kelly, P., Mestayer, C., Knight, B. (2018, November). Religious talk at work: Religious identity management in the American workplace. National Communication Association Annual Conference (Religious Communication Division), Salt Lake City, Utah, USA.

Charoensap-Kelly, P. (2018, March). "It's not what you say, it's how you say it:" Examining the core concerns framework in light of politeness and communication accommodation. The University of Southern Mississippi's Graduate Student Research Symposium, Hattiesburg, MS, USA.

Charoensap-Kelly, P. (2017, November). Making sense of international faith-based disaster relief volunteer experiences: Barriers and contributors to successful operations. National Communication Association Annual Conference (Group Communication Division), Dallas, TX, USA. **[Top Paper]**

Charoensap-Kelly, P., Young, C., Ismail, M., Fourney, S. (2017, November). "He doesn't like me and he is angry": Effectiveness of the core concerns framework in managing conflicts between inter-and intracultural manager-employee dyads. National Communication Association Annual Conference (Peace and Conflict Communication Division), Dallas, TX, USA.

Charoensap-Kelly, P. (2017, April). A rhetorical theory of identity. Southern States Communication Association Annual Conference (Communication Theory Division), Greenville, SC, USA.

Charoensap-Kelly, P. (2017, April). Crafting a faculty and staff fundraising campaign: Predictors of giving, donor motivations and effective strategies. Southern States Communication Association Annual Conference (Public Relations Division), Greenville, SC, USA.

- Charoensap-Kelly, P., Bryant, K., & Logemann, M. (2016, November). Humor in the intercultural classroom: A quantitative investigation of foreign instructor humor effects on learning outcomes. National Communication Association Annual Conference (Intercultural Communication Division), Philadelphia, PA, USA.
- Charoensap-Kelly, P. (2016, April). Moving beyond the communication discipline: Identity management theory, communication theory of identity and a newly proposed identity construct. Southern States Communication Association Annual Conference (Communication Theory Division), April 2016, Austin, TX, USA. **[Top Paper]**
- Charoensap-Kelly, P. (2016, June). To come out or not to come out: Managing minority religious and spiritual identity in the American workplace. International Communication Association Annual Conference (Organizational Communication Division), Fukuoka, Japan.
- Charoensap-Kelly, P. (2016, February). Analysis of Penn State scandal crisis management. Mississippi Communication Association Conference, Pearl, MS, USA.
- Charoensap-Kelly, P. (2015, November). Become an explorer!: The frontier myth in Google Glass discourse. The National Communication Association Annual Conference (Rhetorical & Communication Theory Division), Las Vegas, NV, USA.
- Charoensap-Kelly, P. (2015, July). Dissecting Gangnam Style through the lens of cultural studies. The 21st International Conference of the International Association for Intercultural Communication Studies (IAICS), The Hong Kong Polytechnic University, Hong Kong.
- Charoensap-Kelly, P. (2015, March). Become an explorer!: The frontier myth in Google Glass discourse. The University of Southern Mississippi's Graduate Student Research Symposium, Hattiesburg, MS, USA.
- Charoensap-Kelly, P. (2015, February). Moving beyond the communication discipline: Identity management theory, communication theory of identity and a newly proposed identity construct. Mississippi Communication Association Conference, Pearl, MS, USA.
- Charoensap-Kelly, P. (2015, February). Age and reverse age discrimination in the current workplace environment. Mississippi Communication Association Conference, Pearl, MS, USA.
- Charoensap-Kelly, P., Broussard, L., Caldwell, M., & Lindsly, M. (2014, November). Evaluation of a soft skills training program. National Communication Association Annual Conference (Training and Development Division), Chicago, IL, USA. **[Third-place Top Paper]**
- Charoensap-Kelly, P. (2014, April). The role of technology in socialization of international workers. Southern States Communication Association Annual Conference (Applied Communication Division), New Orleans, LA, USA. **[Top-Paper Panel]**

Panel Presentations/Round-Table Discussions

- Charoensap-Kelly, P. (2018, November). Mentoring after #MeToo: Positive and negative Implications. National Communication Association Annual Conference (Training & Development Division), Salt Lake City, UT, USA. [Presenter]
- Charoensap-Kelly, P. (2018, November). Building our future: An interactive debate about the future of the Training & Development Division. National Communication Association Annual Conference (Training & Development Division), Salt Lake City, UT, USA. [Respondent]
- Charoensap-Kelly, P., Ismail, M., Logemaan, M. M., Varona, F., & Young, C. R. (2018, April). Building intercultural competencies in diverse contexts: Bridging theory and practice. Southern States Communication Association Annual Conference (Intercultural Communication Division), Nashville, TN, USA. [Panel Organizer and Chair]

- Ellefson, A. J., Beckham, J., Brown, V., & Charoensap-Kelly, P. (2018, February). Socrates modified: Teaching public speaking in a flipped classroom. Mississippi State Communication Association Annual Conference, Pearl, MS, USA. [Presenter]
- Charoensap-Kelly, P., Young, C., Ismail, M., Fourney, S. (2017, May). "He doesn't like me and he is angry": Effectiveness of the core concerns framework in managing conflicts between inter-and intracultural manager-employee dyads. International Communication Association Annual Conference (Organizational Communication Division Research Escalator Session), May 2017, San Diego, CA, USA.
- Charoensap-Kelly, P. (2017, April). Student organizations and organizational communication: Examining how organizational theory and practice impact student organizations. Eastern Communication Association Annual Conference (Organizational Communication Division), Boston, MA, USA.
- Charoensap-Kelly, P. (2016, November). The NCA Training and Development Division Mentoring Program: Organizers, mentors, and mentees report on their involvement and offer future possibilities. National Communication Association Annual Conference (Training & Development Division), Philadelphia, PA, USA. [Panel Chair and Presenter]

Poster Presentations

- Charoensap-Kelly, P. (2016, March). Breaking the norms: How humor shapes intercultural marriage. The University of Southern Mississippi's Graduate Student Research Symposium, March 2016, Hattiesburg, MS, USA. [**Second Top Presentation Award**]

Pre-Conference Workshop Presentations

- Cohen, S. D., Charoensap-Kelly, P., Young, C., Ismail, M., Fourney, S. (2017, November). Getting to "Yes": Effective Persuasion and Negotiation Strategies. National Communication Association Annual Conference (Legacy Training and Development Series), Dallas, TX, USA.

GRANTS & AWARDS

- 2018, April: Don George Teaching Excellence Award, The University of Southern Mississippi Communication Studies Department
- 2017, September: Don George Research Excellence Award, The University of Southern Mississippi Communication Studies Department
- 2016, November: The National Communication Association Training and Development Division Rising Star Award
- 2016, October: The National Communication Association Travel Grant Award
- 2016, May: The University of Southern Mississippi Foundation Travel Grant
- 2016, March: Professionals in Preparation Travel Grant Award, Graduate Research Symposium, the University of Southern Mississippi
- 2016, March: 2nd Place Poster Presentation Award, Graduate Research Symposium, the University of Southern Mississippi
- 2016, March: Certificate of Achievement, Phi Kappa Phi University of Southern Mississippi Chapter
- 2015, November: Phi Kappa Phi Love of Learning Award (Conference Travel Grant)
- 2015, October: The National Communication Association Travel Grant Award

- 2015, August – 2016, May: Professionals in Preparation: Professional Development Program at the University of Southern Mississippi. Competitively selected by the Dean of the Graduate School to participate in the program.
- 2014, September: The National Communication Association Travel Grant Award
- 2014, July: Phi Kappa Phi Love of Learning Award (Conference Travel Grant)
- 2000: King Bhumipol Academic Excellence Award, Silpakorn University.
- 1999: Certificate of Recognition of Outstanding Campus Betterment Activities, Faculty of Arts, Silpakorn University.
- 1998 – 2001: Bangkok Bank Scholarships for Student with High Academic Performance and Outstanding Intramural Betterment Activities.

SERVICE TO THE DISCIPLINE

- Speech Competition Judge, The University of Southern Mississippi Speech and Debate Team (Spring 2015, Fall 2015, Fall 2016, Spring 2017, Fall, 2017, Spring 2018)
- Reviewer (June 2017 – Present), *Business and Professional Communication Quarterly*
- Co-Chair, Training & Development Division, The National Communication Association (November 2017 – Present)
- Vice-Chair and Co-Planner, Training & Development Division, The National Communication Association (November 2016 – October 2017)
- Co-Secretary, Training & Development Division, The National Communication Association (November 2015 – October 2016)
- Student Representative, Training & Development Division, The National Communication Association (November 2014 – October 2015)
- Research Assistant to Dr. John Meyer, Communication Studies, The University of Southern Mississippi (January – May 2015)

GUEST SPEAKER PRESENTATIONS

- “Communication Skills,” RISE: Men in Black and Blue Community Health Advisors Training, Mississippi Valley State University, August 12, 2017.
- “Survive and Thrive in Graduate School,” USM Communication Studies Graduate Orientation, August 9, 2017.
- “Handling Emotions in Workplace Conflicts,” Cook Library Professional Development Program, The University of Southern Mississippi, May 15, 2017.
- “Handling Emotions in Workplace Conflicts,” Golden Key International Honour Society, The University of Southern Mississippi Chapter, December 1, 2016.
- “NCA Research Presentation: Humor in the Intercultural Classroom,” USM Communication Studies Professional Development Seminar, November 4, 2016.
- “NCA Research Presentation: Become an Explorer!: The Frontier Myth in Google Glass Discourse,” USM Communication Studies Professional Development Seminar, October 30, 2015.
- “Class Preparation, Study Tips, and Conferences,” USM Communication Studies Graduate Orientation, August 13, 2015.
- “NCA Research Presentation: Evaluation of a Soft Skills Training Program,” USM Communication Studies Professional Development Seminar, November 7, 2014.

VIDEO PRESENTATIONS

The Honor Society of Phi Kappa Phi (2016, August 9). *The Love of Learning* [Video File]. Retrieved from <https://www.youtube.com/watch?v=e5CGuMli-CY>

CAMPUS SERVICE & INVOLVEMENT

- Founding President, The Thai Students and Friends Association, The University of Southern Mississippi (September 2016 – March 2018)
- Professional Development Director, Golden Key International Honour Society, The University of Southern Mississippi Chapter (June 2016 – May 2017)
- Student Government Advisor, Silpakorn University (2000)
- English tutor for freshman students, Silpakorn University (2000)
- Student Government Chair, Faculty of Arts, Silpakorn University (1999)
- Student Government Committee Member, Faculty of Arts, Silpakorn University (1998)
- Assistant Treasurer for the Freshmen Class, Faculty of Arts, Silpakorn University (1997)

VOLUNTEER & COMMUNITY ACTIVITIES

Training & Education

Lead Project Coordinator, International Volunteer Ministers Goodwill Tour, Thailand (Nov 2009 – Jan 2011): Liaised between international management crew and Thai volunteer staff; organized educational exhibitions; and trained general public on free life-improvement courses.

Volunteer Trainer, Association for the Promotion of Study Technology, Bangkok, Thailand (Sep 2001 – Dec 2006): Delivered training on learning, communication and moral values to primary school students, parents, teachers, Buddhist monks and inmates.

Disaster Response

Gorkha Earthquake Disaster Response, Nepal – Volunteer Ministers International (May – June 2015): Worked online in the areas of volunteer recruitment, transportation to disaster zones, and welfare.

Pam Cyclone Disaster Response, Vanuatu – Volunteer Ministers International (April 2015): Worked online in the areas of volunteer recruitment, transportation to disaster zones, and welfare.

Haiyan Super Typhoon Disaster Response, the Philippines, Volunteer Ministers International (Dec 1-21, 2013): Maintained communication lines with headquarters and volunteers in the field; organized relief supplies for disaster zones; provided spiritual trauma relief for victims; volunteer recruitment and welfare.

Thailand Tsunami aftermath, Volunteer Ministers International (Dec 2004 – Apr 2005): Set up basic administrative system; provided trauma relief; coordinated with local government representatives, media and donors on donations and necessities to the area; and facilitated the work of the forensic crew.

Translations

Translation Manager & Senior Editor, Hubbard Translation Unit ASIA, Bangkok, Thailand (July 2005-Feb 2016): Recruited and trained volunteers in translation skills; managed translation productions of life-improvement materials from English into Thai; and controlled the quality of all translated materials.

CORE COMPETENCIES

Organizational Management
Strong Communication Skills
Training & Development

Coaching & Consulting
Employee Development
Policy Creation

Translation & Intercultural Skills
Research & Statistical Analysis
Community Relations

PROFESSIONAL ASSOCIATIONS

- Mississippi Communication Association
- Eastern States Communication Association
- Southern States Communication Association
- National Communication Association
- International Communication Association