

CURRICULUM VITAE

Mary E. Guy

PERSONAL INFORMATION

University of Colorado Distinguished Professor
School of Public Affairs
University of Colorado at Denver
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RESEARCH SPECIALIZATIONS

Public administration, with emphasis on human processes involved in public service delivery; citizen – state encounters; emotional labor; social equity; the difference that gender makes; human resource management

BACKGROUND INFORMATION

NATIONAL AWARDS

2024 SPALR Mary Guy Lifetime Impact Award, created to recognize commitment and contributions to ASPA's Section on Personnel and Labor Relations over a lifetime
2024 Marcia P. Crowley Award for outstanding service to the Section on Women in Public Administration and for making an impact on its mission
2023 Keith G. Provan Award, given by the Public and Nonprofit Division of the Academy of Management to honor distinguished contributors whose work integrates literature from across perspectives; contributes to both theory and empirical approaches; and makes a unique contribution to knowledge in public administration
2022 Neta Gallas Award for Exemplary Professionalism in Public Service, ASPA
2021 Award for Excellence in Public Administration Education, a joint award by *Journal of Public Affairs Education* and *Teaching Public Administration*
2020 Paul Van Riper Award for Excellence and Service, ASPA
2018 Dwight Waldo Award for outstanding contributions to the professional literature of public administration, ASPA
2012 ASPA/NASPAA Distinguished Research Award
2009 Delivered Donald Stone Lecture, ASPA
1998 Elected as Fellow of National Academy of Public Administration

ACADEMIC APPOINTMENTS

2021- University of Colorado Distinguished Professor, School of Public Affairs
2008-2021 Professor, School of Public Affairs, University of Colorado Denver
1997-2008 Jerry Collins Eminent Scholar, Askew School of Public Admin & Policy
2002-2006 Secondary appointment, FSU College of Medicine
1991-1997 Professor, Department of Government & Public Service, University of Alabama at Birmingham (UAB), Secondary appointments: UAB

Department of Health Care Organization & Policy; Department of Sociology; School of Nursing; Lister Hill Center for Health Policy; Center for Urban Affairs

- 1986-1991 Associate Professor, Department of Government & Public Service, UAB
1982-1986 Assistant Professor, Department of Government & Public Service, UAB

LEADERSHIP POSTS

- 2021-2024 Co-Editor-in-Chief, *Journal of Social Equity and Public Administration*
2001-2006 Editor-in-Chief, *Review of Public Personnel Administration*
2001-2002 President, Southern Political Science Association
2000-2001 Chair, NASPAA Commission on Peer Review and Accreditation
1997-1998 President, American Society for Public Administration
1994-1996 Executive Council, NASPAA
1993 -1994 Chair, Southeastern Conference on Public Administration
1987-1988 President, Women's Caucus in Political Science: South

ADMINISTRATIVE AND PROFESSIONAL APPOINTMENTS

- 2009-2012 MPA Director and NASPAA Principal Rep, School of Public Affairs, UC Denver
2005-2008 Ph.D. Director, Askew School, Florida State University
1993-1997 Chair, Department of Government & Public Service, UAB
1992-1995 MPA Program Director, UAB
1990-1996 NASPAA Principal Representative
1991-1993 ICPSR Official Representative
1990-1991 Interim Chair, Department of Government & Public Service
1987-1995 Coordinator, Joint MPA-MPH Degree program
1988-1989 Acting MPA Program Director, UAB
1980-1982 Quality Assurance Coord., South Carolina State Hospital, Columbia, SC
1978-1980 Supervising Psychologist, South Carolina State Hospital, Columbia, SC
1975-1978 Psychologist, South Carolina State Hospital, Columbia, SC
1973-1975 Clinical Counselor, South Carolina State Hospital, Columbia, SC
1970-1973 Rehabilitation Counselor, Vocational Rehabilitation Div., Augusta, GA.

EDUCATION

- 1981 Ph.D. (Political Science) University of South Carolina
1976 M.A. (Psychology) University of South Carolina
1970 M.A. (Rehabilitation Counseling) University of Florida
1969 B.A. (Psychology) Jacksonville University, Jacksonville, FL

RESEARCH

BOOKS

- Mary E. Guy. 2025. *Organizational Design for Public Managers*. Melvin & Leigh. ISBN: 978-8-9929305-0-4
Mary E. Guy and Sean A. McCandless, eds. 2025. *Achieving Social Equity: From Problems to Solutions*, 2nd ed., Melvin & Leigh Publ. (1st edition 2020; Reviewed by Kay Brown, Ashley E. Nickels, & Hannah Schaefer. 2023. *Public Administration Review* 83 (4): 999-1002; Megan E. Hatch. 2021. *Administrative Theory & Praxis* 43 (4): 462-262; Jean R. Schroedel. 2021. *Journal of Policy Analysis and Management* 40 (3): 1011-1016;

- Bruce McDonald III. 2021. *Journal of Public and Nonprofit Affairs* 7 (2), 1-3; Shilpa Viswanath. 2021. *Journal of Public Affairs Education* 27(1), 110-113.]
- Mary E. Guy and Todd L. Ely. 2022. *Essentials of Public Service: An Introduction to Contemporary Public Administration*, 2nd edition. Melvin & Leigh, Publ. (1st edition 2018; Reviewed by Samantha J. Larson. 2019. *Journal of Public Affairs Education*, 25 (3): 423-425.)
- Mary E. Guy and Jessica E. Sowa. 2022. *Human Resource Essentials for Public Service: People, Process, Performance*. Melvin & Leigh. [Best Book Award, Am. Society for Public Administration Section on Personnel & Labor Relations, 2023]
- Mary E. Guy, Sharon H. Mastracci, and Seung-Bum Yang, eds. 2019. *The Palgrave Handbook of Global Perspectives on Emotional Labor in Public Service*. Springer Nature Switzerland AG. ISBN 978-3-030-24822-2
- Mary E. Guy and Marilyn Rubin (Eds). 2015. *Public Administration Evolving: From Foundations to the Future*. Routledge. Reviewed by Edgar E. Ramirez de la Cruz. (2018). *Review of Public Personnel Administration* 38(3): 378-381.
- Sharon H. Mastracci, Mary E. Guy, & Meredith A. Newman. 2012. *Emotional Labor and Crisis Response: Working on the Razor's Edge*. M.E. Sharpe, Inc. [reprinted by Routledge] Best Book Award, Academy of Management Public & Nonprofit Div.; Best Book Award, American Society for Public Administration Section on Personnel & Labor Relations
- Mary E. Guy, Meredith A. Newman, & Sharon H. Mastracci. 2008. *Emotional Labor: Putting the Service in Public Service*. 2008. M.E. Sharpe, Inc. [reprinted in 2015 by Routledge]. Best Book Award, Academy of Management Public & Nonprofit Division; Best Book Award, Am. Society for Public Administration Section on Public Administration Research & Theory; Best Book Award, Am. Society for Public Administration Section on Personnel and Labor Relations); translated into Chinese by Renmin University Press, 2014.
- Mary E. Guy (Ed.). 1992. *Women and Men of the States: Public Administrators at the State Level*. M.E. Sharpe, Inc.
- Mary E. Guy. 1990. *Ethical Decision Making for Everyday Work Situations*. Westport, CT: Quorum Books.
- Mary E. Guy. 1989. *From Organizational Decline to Organizational Renewal: The Phoenix Syndrome*. Westport, CT: Quorum Books.
- Mary E. Guy. 1985. *Professionals in Organizations: Debunking a Myth*. New York, NY: Praeger.

SCHOLARLY ARTICLES, CHAPTERS, SYMPOSIA

- Monica Lea, Nuri Heckler, and Mary E. Guy. In preparation. "How Public Interest Lawyers Manage the Emotive Dimension of Their Work."
- Sharon H. Mastracci and Mary E. Guy. In press. "Chapter 11. Emotion Regulation As Duty in Public Service Jobs." In *Handbook of Emotion Regulation at Work*, edited by James

- Diefendorff, Rebecca Erickson, Karen Niven, and Nai-Wen Chi. Cheltenham, UK: Edward Elgar.
- Mary E. Guy. 2025. "When Destruction is the Goal." *Review of Public Personnel Administration*. Online First. <https://doi.org/10.1177/0734371X251337418>
- Mary E. Guy. 2025. "Has Public Administration Education Failed?" *Journal of Public Affairs Education*. <https://doi.org/10.1080/15236803.2025.2484131>
- Mary E. Guy and Brian N. Williams. 2025. "Passing the Baton." *Journal of Social Equity and Public Administration* 3 (1): 1-3.
- Sean A. McCandless and Mary E. Guy. 2025. "Chapter 7: How to Teach Diversity, Equity, Inclusion, and Accessibility." In *The Craft of Teaching in Public Affairs: Instructors Reflecting on the Tools and Tips of their Trade*, edited by William Hatcher, Beth M. Rauhaus, and Bruce D. McDonald III, 89-107. NY: Routledge.
- Chih-Wei Hsieh, Yijing Tong, Fei Liu, and Mary E. Guy. 2024. "Solving the Riddle of Emotional Labor: How Display Rules and Emotive Intensity Interact." *Review of Public Personnel Administration*. Online First
- Samantha J. Larson and Mary E. Guy. 2024. "Chapter 7: The Contribution of Feminist Theory to Policy Implementation Analysis." In *Handbook on Public Policy Implementation*, edited by Fritz Sager, Céline Mavrot, and Lael R. Keiser, 91-101. Cheltenham, UK: Edward Elgar Publishing.
- Mary E. Guy and Sharon H. Mastracci. 2023. "Where Theory and Practice Meet: Good Government, Merit-Based Civil Service, and HRM Courses." *Journal of Public Affairs Education* 29 (3): 298-312. [https://doi.org/10.1080/15236803.2023\(3\).2181624](https://doi.org/10.1080/15236803.2023(3).2181624)
- Seung-Bum Yang and Mary E. Guy. 2023. "Comparing Public Servants' Behavior in South Korea and the U.S.: How Emotional Labor Moderates the Relationship Between Organizational Commitment and Job Performance." *Public Administration* 101 (2): 406-421. <http://doi.org/10.1111/padm.12794>. Winner of 2024 Haldane Prize for Best Article, awarded by American Political Science Association, Public Administration Section.
- Mary E. Guy and Brian N. Williams. 2023. "A Journal Dedicated to Social Equity and Public Administration." *Journal of Social Equity and Public Administration*, 1(1): 13-18.
- Maren B. Trochmann and Mary E. Guy. 2022. "Meanings Matter: The Relationship between Constitutional Values and Social Justice." *Journal of Public and Nonprofit Affairs* 8(2): 281-293. <https://doi.org/10.20899/jpna.8.2.281-293>.
- Todd L. Ely and Mary E. Guy. 2022. "Understanding Legal Constraints and Internal Management Practices." In Robert E. Lee and Michael Abels. *The Effective Local Government Manager*, 4th edition, 51-88. Washington, DC: International City/County Management Association.
- Mary E. Guy. 2022. "Foreword." In *International Handbook of Teaching and Learning in Public Administration and Management*, edited by Karin Bottom, Pamela Dunning, Ian Elliott, and John Diamond, pp. xx - xxi. Cheltenham, UK: Edward Elgar Publ.
- Staci Zavattaro, and Mary E. Guy. 2022. "Learning from Cemetery Managers About

- Citizen–State Encounters and Emotional Labor.” *State and Local Government Review*. 54: 4, 328–345. <https://doi.org/10.1177/0160323X221109456>
- Mary E. Guy. 2022. “Cultural Competency for the Global Age.” *Journal of Public Affairs Education* 28(3): 237-250
- Jennifer Hooker and Mary E. Guy. 2022. “Gender and Representative Bureaucracy.” In *Handbook on Gender and Public Administration*, edited by Patricia M. Shields and Nicole M. Elias, pp. 212-229. Cheltenham, UK: Edward Elgar Publishing. ISBN: 9781789904727
- Mary E. Guy. 2022. “Harnessing Human Capital for Peak Performance: How Emotion Work Strengthens the Citizen-State Encounter.” In *Public Productivity and Performance Handbook*, 3rd edition, edited by Marc Holzer and Andrew Ballard. New York, NY: Routledge, pp. 387-399.
- Melvin J. Dubnick, Mary E. Guy, Donald F. Kettl, Pan Suk Kim, and Rosemary O’Leary. 2021. “A Tribute to H. George Fredrickson.” *Perspectives on Public Management and Governance*. 4 (1): 3–13. <https://doi.org/10.1093/ppmgov/gvab003>
- Mary E. Guy. 2021. “Foreword.” In *Emotional Labor in Criminal Justice and Criminology* edited by Jake Phillips, Chalen Westaby, Andrew Fowler and Jaime Waters, xix-xxi. London, UK: Routledge.
- SungWook Choi, and Mary E. Guy. 2021. “The Emotional Proletariat in Public Service.” *Public Personnel Management*. 50 (2): 183–204. <https://doi.org/10.1177/0091026020921421>
- Mary E. Guy. 2020. “Prescriptions for Improving Government.” A review of James L. Perry (Ed.) 2020, *Public Service and Good Governance for the Twenty-First Century*. In *Journal of Public Administration Research and Theory*, 31(1): 250-257. <https://doi.org/10.1093/jopart/muaa037>
- Mary E. Guy and Seung-Bum Yang. 2020. “Comparative Methods: Building a Cross-National Research Project.” In *Handbook of Research Methods in Public Administration, Management and Policy*, edited by Eran Vigoda-Gadot and Dana Vashdi, pp. 197-216. Cheltenham, UK: Edward Elgar Publ.
- Mary E. Guy. 2020. “To Catch the Sparrow That Has Flown.” *Journal of Public Affairs Education*. 26 (3): 264-275. <https://doi.org/10.1080/15236803.2020.1759760>
- Mary E. Guy. 2020. “Emotive Skills are Work Skills.” *Public Personnel Management*. 49 (3): 327-330. <https://doi.org/10.1177/0091026020917711>
- SungWook Choi and Mary E. Guy. 2020. “The Link Between Emotional Labor and Organizational Culture in Korean Bureaucracy: How Taxing Is Tax Work? How Enforcing is Law Enforcement?” *International Review of Public Administration*. 25(2): 129–144. <https://doi.org/10.1080/12294659.2020.1776810>
- Hsieh, Chih-Wei, Mary E. Guy, and Daan Wang. 2019. “Bibliometric Mapping of Emotional Labor Studies in Public Administration: Findings and Recommendations.” *Journal of Public and Nonprofit Affairs* 5(3): 240-260. Access at <https://doi.org/10.20899/jpna.5.3.240-260>
- Marilyn M. Rubin, Mary E. Guy, and Sharon H. Mastracci. 2019. “What If? Women’s

- Experience as Foregone Opportunities.” *Public Integrity*.
<https://doi.org/10.1080/10999922.2019.1672446>
- Mary E. Guy. 2019. “Expanding the Toolbox: Why the Citizen-State Encounter Demands It.” *Public Performance & Management Review* 44 (5): 1100–1117.
<https://doi.org/10.1080/15309576.2019.1677255>
- Mary E. Guy and Jennifer Kagan. 2019. “A Sisyphean Task: Applying Follettian Thought to Environmental Justice Issues.” In *The Future of Progressivism: Applying Follettian Thinking to Contemporary Issues*, edited by Margaret Stout, 281-314, Anoka, MN: Process Century Press.
- Bishu, Sebawit G., Mary E. Guy, and Nuriel Heckler. 2019. “Seeing Gender and its Consequences.” *Journal of Public Affairs Education* 25 (2):145-162 [Lead article]
<https://doi.org/10.1080/15236803.2018.1565039>
- Xiaojun Lu and Mary E. Guy. 2019. “Emotional Labor, Performance Goal Orientation, and Burnout from the Perspective of Conservation of Resources: A U.S./China Comparison.” *Public Performance & Management Review*. 42 (3): 685-706
<https://doi.org/10.1080/15309576.2018.1507916>
- Mary E. Guy and Sharon H. Mastracci. 2018. “Making the Affective Turn: The Importance of Feelings in Theory, Praxis, and Citizenship.” *Administrative Theory & Praxis*. 40(4): 281-288. <https://doi.org/10.1080/10841806.2018.1485455>
- Mary E. Guy and Aisha Azhar. 2018. “Emotional Labor Meanings, Gender, and Culture: A Comparative Assessment.” *Administrative Theory & Praxis*. 40(4): 289-303.
<https://doi.org/10.1080/10841806.2018.1485452>
- Seung-Bum Yang, Mary E. Guy, Aisha Azhar, Chih-Wei Hsieh, Hyun Jung Lee, Xiaojun Lu, and Sharon H. Mastracci. 2018. “Comparing Apples and Manzanos: Instrument Development and Measurement Invariance in a Cross-National Analysis of Emotional Labor in Public Service Jobs.” *International Journal of Work Organization and Emotion*. 9(3): 264-282. <https://doi.org/10.1504/IJWOE.2018.10015953>
- Xiaojun Lu and Mary E. Guy. 2018. “Political Skill, Organizational Justice and Career Success in Mainland China.” *International Review of Administrative Sciences* 84(2): 371-388 (English version); “Les Competences Politiques, la Justice Organisationnelle et la Reussite Professionnelle en Chine Continentale” 84(2): 381-399 (French version).
- Mary E. Guy. 2018. “What If? A Review of *Jane Addams: Progressive Pioneer of Peace, Philosophy, Sociology, Social Work and Public Administration*,” by Patricia Shields (2017). *Public Administration Review* 78(3): 491-492
- Mary E. Guy and Samantha J. Larson. 2018. “Breaking the Mold: Women as International Leaders.” In Maria D’Agostina and Marilyn M. Rubin (Eds.). *Women Governing*, NY: Routledge, pp. 48-74.
- Mary E. Guy. 2017. “Mom Work versus Dad Work In Local Government.” *Administration & Society* 49(1): 48-64
- Leigh D. Espy and Mary E. Guy. 2017. “Maybe it IS Rocket Science: How *The Martian* Reflects Gulick’s “Notes on the Theory of Organization.” *Administrative Theory & Praxis* 39(3): 193-205, <https://doi.org/10.1080/10841806.2017.1345511>

- Mary E. Guy and Samantha J. Larson. 2017. "Gender and Diversity." In *Foundations of Public Administration*, Jos C.N. Raadschelders and Richard J. Stillman eds., pp. 279-295. Irvine, CA: Melvin & Leigh Publishers, Inc.
- Mary E. Guy and Richard Stillman. 2016. "On NASPAA Accreditation: Fred was Right . . . But for the Wrong Reason." *Journal of Public Affairs Education* 22(2):303-312.
- Mary E. Guy and Meredith A. Newman. 2016. "Chapter 15. Emotional Labor: The Relational Side of Public Service." In Kearney, Richard C. and Coggburn, Jerrell D. (Eds.). *Public Human Resource Management: Problems and Prospects* (6th edition). Los Angeles: CQ Press, pp. 198-207.
- Mary E. Guy. 2015. "Foreword." In Cathy Phelps, *Transformed: Self-Care for Creating a Thriving Nonprofit*. Tilton, IL: McIntire Publishing
- Mary E. Guy and Hyun Jung Lee. 2015. "Emotional Intelligence and Emotional Labor: How Related are They?" *Review of Public Personnel Administration*. 35(3): 261-277.
- Seung-Bum Yang and Mary E. Guy. 2015. "Gender Effects on Emotional Labor in Seoul Metropolitan Area." *Public Personnel Management*. 44(1): 3-24.
- Elizabeth A. Tomsich & Mary E. Guy. 2014. "Perceptions of Authority: How Gender Affects Citizen Ratings of Judges." *Administration & Society*. 46(5): 471-495.
- Mary E. Guy. 2014. "Book review: Mohamed G. Alkadry and Leslie E. Tower. (2014)." *Women and Public Service: Barriers, Challenges, and Opportunities*. Armonk, NY: M.E. Sharpe. *Administrative Theory & Praxis*, 36(2), 268-276.
- Xiaojun Lu and Mary E. Guy. 2014. "How Emotional Labor and Ethical Leadership Affect Job Engagement for Chinese Public Servants." *Public Personnel Management*. 43(1), 3-24.
- Mary E. Guy and Vanessa M. Fenley. 2014. "Inch by inch: Gender Equity Since the Civil Rights Act of 1964." *Review of Public Personnel Administration*. 34(1), 40-58.
- Mary E. Guy and Meredith A. Newman. 2013. "Emotional Labor, Job Satisfaction, and Burnout: How Each Affects The Other." In Ronald J. Burke, Andrew J. Noblet, and Cary L. Cooper, *Human Resource Management in the Public Sector*, pp. 132-150. Cheltenham, UK: Edward Elgar, Publ.
- Sean McCandless and Mary E. Guy. 2013. "One More Time: What Did Woodrow Wilson Really Mean About Politics and Administration?" *Administrative Theory & Praxis*. 35(3), 356-377
- Mary E. Guy, Meredith A. Newman, and Nazife Ganapati. 2013. "Managing Emotions While Managing Crises." *International Journal of Emergency Services*. 2(1), pp. 6-20, DOI 10.1108/IJES-07-2012-0033
- Mary E. Guy and Sean McCandless. 2012. "Social Equity: Its Legacy, Its Promise." *Public Administration Review*. 72: Special Issue, 5-13.
- Chih-Wei Hsieh, Myung Jin, & Mary E. Guy. 2012. "Managing Work-Related Emotions: Analysis of a Cross Section of Public Service Workers." *The American Review of Public Administration*, 42:1, 39-53.
- Seung Bum Yang & Mary E. Guy. 2011. "The Effectiveness of Self-Managed Work Teams in Government Organizations." *Journal of Business and Psychology*. 26:531-41, DOI 10.1007/s10869-010-9205-2.

- Sharon H. Mastracci, Meredith A. Newman, & Mary E. Guy. 2011. "Emotional Labor: Why and How to Teach It." *Journal of Chinese Academy of Governance*. issue 1, pp. 34-37 (translated version of paper published in *Journal of Public Affairs Education*, 2010. 16:2, 123-14.)
- Mary E. Guy. 2011. "In Search of a Middle Ground: Preachy, Screechy, and Angry vs. Soft, Sweet, and Compliant." In Helisse Levine and Maria D'Agostino. Eds. *Women in Public Administration: Theory and Practice*. pp. 299-307. Jones & Bartlett, Publ.
- Mary E. Guy, Meredith A. Newman, & Sharon H. Mastracci. 2010. "Are We There Yet? From Taylor's Triangle to Follett's Web; From Knowledge Work to Emotion Work." In Rosemary O'Leary, David M. VanSlyke, and Soonhee Kim, (Eds.). *The Future of Public Administration, Public Management and Public Service Around the World: The Minnowbrook Perspective*, pp. 33-44. Washington, DC: Georgetown University Press.
- Meredith A. Newman, Mary E. Guy, & Sharon H. Mastracci. 2010. "Responsiveness and Accountability in Local Government: The Case of First Responders. *Journal of Regional Studies and Development* (Korean journal), 19:1, 1-35.
- Mary E. Guy & Meredith A. Newman. 2010. "Valuing Diversity in the Changing Workplace. In Condrey, Stephen E. *Handbook of Human Resource Management in Government*, Third Edition. San Francisco: Jossey Bass, pp. 149-169
- Meredith A. Newman, Mary E. Guy, & Sharon H. Mastracci. 2010. "Beyond Cognition: Affective Leadership and Emotional Labor." *Journal of Chinese Academy of Governance*, 2: 122-127. This is an abridged, translated version of Newman, Guy, & Mastracci. 2009 "Beyond Cognition: Affective Leadership and Emotional Labor." 2009. *Public Administration Review*. 69:1, 6-20
- Sharon H. Mastracci, Meredith A. Newman, & Mary E. Guy. 2010. "Emotional Labor: Why and How to Teach It." *Journal of Public Affairs Education*, 16:2, 123-141
- Elsie B. Crowell & Mary E. Guy. 2010. "Florida's HR Reforms: Service First, Service Worst, or Something in Between?" *Public Personnel Management*, 39:1, 15-46
- Mary E. Guy. 2010. "When Diversity Makes a Difference." *Public Integrity*. 12:2, 173-183.
- Mary E. Guy. 2010. "What if Diversity Made No Difference?" In *The Role of Schools in View of the Current State of Affairs in the Public Service*, Symposium Proceedings, pp. 91-100. New York, NY: Charles B. Rangel Center for Public Service.
- Mary E. Guy, Meredith A. Newman, Sharon H. Mastracci, & Steven Maynard-Moody. 2010. "Emotional Labor in the Human Service Organization." In Hasenfeld, Yeheskel (Ed.). *Human Services as Complex Organizations*, 2nd edition. Pp. 291-310. Newbury Park, CA: Sage.
- Mary E. Guy & Kristin Schumacher. 2009. "Gender and Diversity in Public Administration." *Public Administration Review*, Foundations of Public Administration Series. Available Online 2009 – 2017. No longer available.
- Myung Jin & Mary E. Guy. 2009. "The Connection Between Performance Management and Emotional Labor: An Examination of Consumer Complaint Workers." *Public Performance and Management Review*. 33:1, 83-100.

- Meredith A. Newman, Mary E. Guy, & Sharon H. Mastracci. 2009. "Beyond Cognition: Affective Leadership and Emotional Labor." In Jeffrey A. Raffel, Peter Leisink, and Anthony E. Middlebrooks, *Public Sector Leadership*, 231-256. Northampton, MA: Edward Elgar Publishing, Inc. A reprint.
- Meredith A. Newman, Mary E. Guy, & Sharon H. Mastracci. 2009 "Beyond Cognition: Affective Leadership and Emotional Labor." 2009. *Public Administration Review*. 69:1, 6-20 (lead article).
- Chih-Wei Hsieh & Mary E. Guy. 2009. "Performance Outcomes: The Relationship between Managing the "Heart" and Managing Client Satisfaction." *Review of Public Personnel Administration*, 29:1, 41-57.
- Mary E. Guy & Susan Spice. 2009. "Gender and Workplace Issues." In Steven W. Hays, Richard C. Kearney, and Jerrell D. Cogburn. *Public Human Resource Management: Problems and Prospects*, Fifth Edition, pp. 236-252. Longman, Inc.
- Courtney Whalen & Mary E. Guy. 2008. "Broadbanding Trends in the States." *Review of Public Personnel Administration*. 28:4, 349-366.
- Mary E. Guy & Jennifer Killingsworth. 2007. "Framing Gender, Framing Work: The Disparate Impact of Traditional HRM Practices." In A. Farazmand (Ed.) *Strategic Public Personnel Administration: Building and Managing Human Capital for the 21st Century*, Volume 2, pp. 399-418. Westport, CT: Praeger.
- Sharon H. Mastracci, Meredith A. Newman, & Mary E. Guy. 2006. "Appraising Emotion work: Determining Whether Emotional Labor is Valued in Government Jobs." *American Review of Public Administration*. 36:2, 123-138.
- Seung-Bum Yang & Mary E. Guy. 2006. "GenXers v. Boomers: Work Motivators and Management Implications." *Public Performance & Management Review*, 29:3, 267-284.
- Mary E. Guy & Meredith A. Newman. 2005. "The Changing Workforce." In S. Condrey (Ed.) *Handbook of Human Resource Management in Government*, San Francisco: Jossey-Bass Publishers, Inc., pp. 143-163.
- Mary E. Guy & Jason Bennett Thatcher. 2004. "Diversity, Administration and Governance." In A. Farazmand (Ed.) *Sound Governance: Policy and Administrative Innovations*. pp. 187-208. Westport, CT: Praeger.
- Mary E. Guy, W. Earle Klay, & David H. Coursey. 2004. "Essential Management Practices." In *The Effective Local Government Manager*, Third Edition (C. Newell, Editor). Washington, D.C.: International City/County Management Association, pp. 113-151.
- Mary E. Guy. 2004. "The Amazing Miss Burchfield." 2004. In Wendy Haynes and Claire Felbinger, (Eds.). *Outstanding Women in Public Administration*, (Armonk, NY: M.E. Sharpe, pp. 5-30. A reprint of an article that appeared in *Public Administration Review*, 2000, 60:1, 6-19.
- Seung-Bum Yang & Mary E. Guy. 2004. "Self-Managed Work Teams: Who Uses Them? What Makes Them Successful?" *Public Performance & Management Review*, 27:3, 61-80.
- Mary E. Guy & Meredith A. Newman. 2004. "Women's Jobs, Men's Jobs: Sex Segregation and Emotional Labor." (May/June) *Public Administration Review*. 64:3, 289-298.

- Michael D. Martinez, Lee Sigelman, Mary E. Guy & Randolph C. Horn. 2004. "How to Get and Keep Your Academic Job." *Florida Political Chronicle*. 15:1, 57-63.
- Mary E. Guy. 2004. "The Human Side of Productive Work Environments." In Holzer, Marc and Lee, Seok-Hwan. (Eds.). *Public Productivity Handbook*, 2nd edition. New York: Marcel Dekker, Inc., pp. 447-461.
- Mary E. Guy & Seung- Bum Yang. 2003. "Conditions for Effective Self-Managed Work Teams: Lessons from the U.S. Experience." In Byong-Joon Kim and Glen Hahn Cope (Eds.). *Central-Local Relations and Local Government Reform in Korea*. South Korea: The Korea Association for Policy Studies.
- Mary E. Guy. 2003. "What is the Future Direction of Public Administration Research?" *Public Management Research Association Newsletter*. Vol. 1, issue 1, pp. 11-16.
- Mary E. Guy. 2003. "Ties That Bind: The Link Between Public Administration and Political Science." *Journal of Politics*, 65:3, pp. 641-655.
- Mary E. Guy. 2002. "The Difference that Gender Makes." In Hays, Steven W. and Kearney, Richard C. *Public Personnel Administration: Problems and Prospects*, Fourth Edition. Englewood Cliffs, NJ: Prentice-Hall, Inc. Pages 256-270.
- Mary E. Guy. 2000. A review of Burke, Ronald J. and Cooper, Cary L. (Eds.) *The Organization in Crisis: Downsizing, Restructuring, and Privatization* by Oxford, UK: Blackwell Publishers. In *Journal of Contingencies and Crisis Management*. 2001, 9:3, 171-172.
- Mary E. Guy & Janice Hitchcock. 2000. "If Apples Were Oranges: The Public/Nonprofit/Business Nexus in Peter Drucker's Work." *Journal of Management History*. 6:1, 30-47.
- Russell L. Williams & Mary E. Guy. 2000. "The Archer's Conundrum: Why Don't More Arrows Add More Virtue?" 2000. *Public Integrity*, 2:4, 317-328.
- Mary E. Guy. 2000. "The Amazing Miss Burchfield." *Public Administration Review*. 60:1, 6-19.
- Mary E. Guy. 2000. "Public Management." In Shafritz, Jay M. *Defining Public Administration*. Boulder, CO: Westview Press. Pp. 161-169. A reprint of *International Encyclopedia of Public Policy and Administration*. New York, NY: Henry Holt and Co., Inc., pp. 1836-1840.
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ENDOWED LECTURES

Nesta Gallas Lecture. March 21, 2022. American Society for Public Administration, March 21, 2022, Jacksonville, FL.

Fired Up, Burned Out, or Both? Making Sense of the Public Service Workforce. Deil Wright Lecture, March 3, 2022, University of North Carolina, Chapel Hill, NC.
Public Administration's Triple Bottom Line: People, Process, Performance. Jerzey Hauptmann Lecture, Park University, September 9, 2021, via zoom.
When Diversity Makes a Difference. Stone Lecture, American Society for Public Administration, March 26, 2009, Miami, FL.

OTHER INVITED LECTURES

The Evolution of Three Concepts in American Public Service: Social Equity, Gender Equity, and Emotional Labor. May 7, 2025, Second Annual Workshop on Social Equity in Public Policy, Cairo, Egypt
The Forest Ranger's Legacy. March 4, 2025, via zoom for doctoral seminar at Virginia Tech.
Why Emotional Labor Matters in Public Service, October 12, 2023, via teams for Augusta University's Annual MPA Town and Gown event. Augusta, Georgia
Surviving & Thriving in the Academy, May 3, 2023. Keynote address for CU Faculty Council Women's Committee Event.
About Emotional Labor, April 10, 2023, via zoom for Women, Policy, and Public Administration, an MPA class at Northern Arizona University.
Moving Social Equity Forward, November 28, 2022, via zoom for PA 761: Foundations of Public Administration, a doctoral seminar at North Carolina State University.
Moving Social Equity Forward: The Power of Words and Images, August 26, 2022, via zoom for Social Justice and Innovation Lab, Askew School of Public Administration and Policy, Florida State University.
Tips and Trick for Getting Published. Address to Asia Pacific Society for Public Affairs, August 11, 2022, Bangkok, Thailand and virtual
Achieving Social Equity: The Path Forward. Keynote address delivered at 2022 DEI County Convening, in conjunction with annual meeting of National Association of Counties, July 20, 2022, Gaylord Hotel, Denver, CO.
Grit and Resilience. Delivered at University of North Carolina. March 3, 2022.
About Emotional Labor. Delivered at University of North Carolina. March 3, 2022.
Achieving Social Equity: Moving Forward. Delivered at University of Virginia, February 21, 2022.
From Dreams to Reality: How to Advance Social Equity Through Your Scholarship. Delivered at Florida International University April 22, 2021 (via zoom). Dorothea Green Lecture Series, Department of Public Policy and Administration.
Justice for All? Public Administration's Role in Advancing Social Equity. Delivered at University of Central Florida November 18, 2020 (via zoom). Eminent Scholar Lecture Series.
Achieving Social Equity. Delivered at University of Colorado Denver, November 11, 2020 (via Zoom) to kick off School of Public Affairs's Social Equity Series.
Administering Americana: Governance Amidst Ironies, Inconsistencies, and Illogic. Keynote Address Delivered at Annual Meeting of the Midwest Public Affairs

Conference, September 18-20, 2019, Indianapolis, IN

Emotional Labor. Address delivered to Global Development Institute, Manchester University, Manchester, England. March 15, 2019.

Rediscovering Forgotten Founders: A Discussion of Jane Addams. Address delivered to plenary session at annual meeting of the American Society for Public Administration, Washington, DC, March 10, 2019.

Reimagining Public Administration as the Heart of Community. Address delivered at Southeastern Conference for Public Administration, Birmingham, AL, September 22, 2018.

Trends and Challenges in Public Management. Keynote address delivered at Second Deans' Forum on School of Public Policy/Public Affairs and Societal Development. Shanghai Jiao Tong University, Shanghai China, June 21-22, 2018.

Emotional Labor: What It Is and Why It Matters. Lecture delivered at Shanghai Jiao Tong University, June 20, 2018.

How Public Administration Evolves in the Pursuit of Good Governance. Keynote address delivered at 9th Sino-US International Conference for Public Administration. Beijing, China, June 15-17, 2018.

The Heart of the Matter: From Data Dashboards to Meaningful Encounters, delivered at University of Baltimore, April 11, 2018.

Emotional Labor and the Evolving Public Service, delivered at Boise State University, March 22, 2018.

Improving Practice. Delivered via webinar for ICMA Mid Manager Career Institute, July 11, 2017.

Now More Than Ever: The Importance of Public Service. Delivered at Pi Alpha Alpha Annual Banquet and Induction Ceremony, University of Utah, April 21, 2017.

Hidden Figures: Influential Women in American Government. Delivered at U.S. Bureau of Land Management, Colorado Office, April 13, 2017

Putting the Service in Public Service: Why Emotional Labor Matters. Delivered at Politics and Policy Lecture Series, University of Alabama at Birmingham, March 1, 2017.

Now More Than Ever: The Value of Public Service. Delivered at MPA Alumni Awards Luncheon, University of Alabama at Birmingham, March 1, 2017.

Careers in Public Service. Delivered to undergraduate students at Tamkang University, Taipei, Taiwan, May 29, 2013.

Emotional Labor. Delivered as keynote address to officials in Taipei City Government, Taipei, Taiwan, May 29, 2013.

How to Integrate Emotional Labor into Human Resource Practices. Delivered as keynote address to officials of the Examination Yuan, Taipei, Taiwan, May 28, 2013.

How to Train and Develop Workers' Emotional Labor Skills. Delivered as keynote address to the Chinese Society for Training and Development, Taipei, Taiwan, May 27, 2013.

Weaving the Fabric of the Field. Delivered as keynote address to annual awards breakfast of ASPA's Section for Women in Public Administration, March 18, 2013, New Orleans, LA

Emotional Labor in Public Service Jobs. Delivered at Lahore University of Management

Sciences, Lahore, Pakistan, January 10, 2013.

Emotional Labor in Public Service Jobs. Delivered at Institute of Public Administration Australia Annual Meeting, Melbourne, Australia, September 18-20, 2012.

An Academic Career. Delivered at University of South Carolina, Columbia, SC, September 14, 2012.

Emotional Labor: Implications for International Aid Agencies, U.N. Base, Port-au-Prince, Haiti, June 7, 2012

State Power, Citizen Rapport, and Civil Society: It Takes More than Economics. Delivered at Yonsei University, Seoul, Korea, April 28, 2011

State Power, Citizen Rapport, and Civil Society: It Takes More than Economics. Delivered at Konkuk University, Seoul, Korea, April 27, 2011

From Vision to Execution: The Profession of Public Service. Delivered at University of Colorado, Colorado Springs, May 18, 2010

Emotion Work in Public Service Jobs: What We Already Know versus What We Have Yet to Learn. Delivered at Florida International University, April 6, 2010.

Emotion Work in Public Service Jobs: What We Already Know versus What We Have Yet to Learn. Delivered at University of New Mexico, March 26, 2010.

Putting the *Service* in Public Service: How Human Processes Affect Service Delivery. Delivered at City University of Hong Kong, January 12, 2010.

Feminist Perspectives on Leadership. Delivered to Program in Domestic Violence, August 8, 2009, Denver, CO.

Bridging Theory, Policy and Practice. Delivered as keynote address, Southeastern Conference on Public Administration, September 28, 2006, Athens, GA.

Trends in Public Administration Research. Delivered to graduate students, University of Nevada, Las Vegas, October 28, 2004.

Gender Differences in the Public Workplace. Delivered to Faculty, Department of Public Administration, University of Nevada, Las Vegas, October 28, 2004.

Civil Service Changes: Reform or Extreme Makeover? Delivered to Central Florida ASPA, Orlando, October 13, 2004.

Reflections of a Journal Editor. Delivered to Faculty, Department of Public Administration, University of Central Florida, October 13, 2004.

The Virtues of Public Service. Delivered to students, University of Central Florida, October 12, 2004.

Managed Care at the Crossroad (and in the Crosshairs?). Delivered to FSU College of Medicine, October 18, 2004.

Building Civil Society: Who is Principal? Who is Agent? September 9, 2004, University of Illinois – Springfield, Springfield, IL.

Anything Goes? Politics versus Performance. September 9, 2004, Heart of Illinois Chapter, Amer. Society for Public Administration, Peoria, IL.

Civil Service Reform: A Comparative Perspective. April 20, 2004. University of Georgia, Athens, GA.

Managed Care at the Crossroads. Delivered to FSU College of Medicine, October 13, 2003.

Hold Onto the Handrails: What to Expect as a Result of State Budget Deficits. April 18, 2003, University of South Carolina MPA Honors Convocation, Columbia, SC.

Presidential Address, Southern Political Science Association: Ties That Bind: The Link Between Public Administration and Political Science. Delivered November 8, 2002, Savannah, GA.

Managed Care. Delivered to FSU College of Medicine, October 14, 2002.

Emotional Labor: Its contribution to Pay Inequity between Women and Men. Presented at Syracuse University, September 18, 2002.

Keynote Address: A Tribute to Rita Mae Kelly and to Research on and by Women. Delivered at Amer. Society for Public Administration, Phoenix, AZ, March 26, 2002.

Conserving our Environment: The Challenge of Public Service, Conference of Kentucky Natural Resources Conservation Service, Lexington, KY, July 22, 1998

Cutting Edge Issues for Public Administrators, Wright State University, May 19, 1998.

Cutting Edge Issues in Public Administration, Eastern Kentucky University, March 28, 1998

Challenges for Minority Public Administrators, COMPA Conference, Greenville, SC, Feb. 19, 1998

Why Women Should Run for Public Office, Alabama Solution Conference, Birmingham, AL Feb. 7, 1998

Into the Looking Glass: Public Service for 2000 and Beyond, Auburn, AL January 26, 1998

Public Administration on the Cutting Edge: Challenges for the 21st Century, Dallas, TX November 13, 1997

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NON-REFEREED PUBLICATIONS

“Honoring Women’s History Month with the Academy.” 2025 (February 28). *Management Matters*. Washington, DC: National Academy of Public Administration. Co-authored with Marilyn M. Rubin. 2025 (March). A column for *Management Matters*, the daily online newsletter of the National Academy of Public Administration. [Honoring Women's History Month with the Academy - National Academy of Public Administration](#)

“Passing the Baton.” 2025. *Journal of Social Equity and Public Administration* 3 (1): in press. Co-authored with Brian N. Williams.

“Then and Now: 2003 Revisited.” 2024. *Management Matters*, newsletter of the Public Management Research Association, 21 (2): 7-10.

“The Scholarship of Teaching and Learning in Public Administration: An Agenda for Future Research.” *Journal of Public Affairs Education*, 2024 (online early view). Authored by the JPAE editorial board: Bruce McDonald, W. Hatcher, H. Bacot, M.D. Evans, S.A. McCandless, L.M. McDougale, S. L. Young, I.C. Elliott, R. Emas, E. Y. Liu, M. E. Abbott, D. A. Bearfield, R.M. Berry-James, B. Blessett, E. L. Borry, J. Diamond, A. L. Franklin, T. S. Gaynor, T. Gong, D. Goodman, Mary E. Guy, J. L. Hall, M. Hatch, M.H. Jin, M. M. Jordan, J. L. Daniel, J. M. Love, C. S. Maher, C. Menifield, J. O’Flynn, R.O’Leary, P. Liu, C. Pliscoff, G. Puron-Cid, S.R. Rinfret, J.E. Sowa, E. C. Stazyk, K. Stewart, A.R. Torneo, K.K. Wiley & Y. Zhang.

- “Women in NAPA: A Growing Presence. *Management Matters*. Washington, DC: National Academy of Public Administration.” Co-authored with Marilyn M. Rubin. 2023(March 8). A column for *Management Matters*, the daily online newsletter of the National Academy of Public Administration. [Women's History Month Spotlight - National Academy of Public Administration \(napawash.org\)](https://www.napawash.org/news/womens-history-month-spotlight-national-academy-of-public-administration)
- “Women’s History Month: Embracing Achievements, Encountering Push-Backs.” Co-authored with Marilyn M. Rubin. 2023(March 1). A column for *Management Matters*, the daily online newsletter of the National Academy of Public Administration. [Women's History Month Highlight - National Academy of Public Administration \(napawash.org\)](https://www.napawash.org/news/womens-history-month-highlight-national-academy-of-public-administration)
- “Naomi Lynn.” 2021(March 5). *Management Matters*, an online newsletter of National Academy of Public Administration. <https://www.napawash.org/news/celebrating-womens-history-month-naomi-lynn>
- “Social Equity Under Attack.” 2017(Winter). *Social Justice Bulletin*, the newsletter of ASPA's Section on Democracy and Social Justice, p. 4
- “Why Emotion Skills are Important.” 2013(September 16). *Training & Development Fashion*, a journal for Taiwan training & development professionals, 10 pages. Produced by National Academy of Civil Service, Taipei, Taiwan.
- “Emotion Management in Public Service: What We Already Know versus What We Have Yet To Learn”. *Proceedings of the Conference on Emotional Management in Public Service*, May 29, 2013, Taipei, Taiwan, pp. 13-25.
- “Celebrating 75 Years!” 2013(June). *PA Times.*, 36:2, p. 18
- “State Power, Citizen Rapport, and Civil Society: It Takes More than Economics.” *Proceedings of the 2011 Korean Association for Public Administration International Conference*, April 29 & 30, 2011, Pusan, Korea, pp. 423-440
- “Commentary on Laverne Burchfield Award.” 2007. *Public Administration Award*, 67(4), p. 606.
- “Recognizing the Emotion Work of Public Service”. 2007 (July). *PM: ICMA Public Management Magazine*, pp. 25-28, with Meredith A. Newman and Sharon H. Mastracci.
- “In Memoriam, Marcia Lynn Whicker.” 1999. *Journal of Public Affairs Education*, 5(3), pp. 281-283
- “In Memory of Marcia Lynn Whicker.” 1999(June). *PATimes*.
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- “The Roots and Branches of Public Administration.” 1998(April). *PATimes*.
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- “New Year’s Resolution: To Walk our Talk.” 1998(January). *PATimes*.
- “Inquiring Minds Want to Know.” 1997(December). *PATimes*.
- “Looking Back, Moving Forward.” 1997(November). *PATimes*.
- “ASPA is our Common Ground.” 1997(October). *PATimes*.
- “Challenge of Public Service.” 1997(September). *PATimes*.
- “Problems, Challenges, Opportunities.” 1997(August). *PATimes*.

“Fob James' Alabama Seems Unprepared To Meet the Future.” 1995(Jan.29), *Mobile Press Register*, pp. C1,C4.

“A Long Climb.” 1993(March 21). *Birmingham News*, pp. C1,5C.

“Diversity and Gender: So Close Yet So Far.” 1992 (October). *PA Times*. pp. S-17, S-24.
REPRINTED in *Defense Intelligence College News*, 1:3, 1992, pp. 13-14.

CONFERENCE PARTICIPATION

Presenter, “Changes and Challenges in Journal Publishing” on panel entitled *Publishing in Public Administration: Our Challenges and Our Future*. Annual Meeting of the Network of Schools of Public Policy, Affairs, and Administration, October 23-26, 2024.
Washington, D.C.

Convenor, “Equity in Budgeting: More Than Just Lip Service,” a panel at the Social Equity Leadership Conference, June 20-22, 2024, Stamford, CT.

Convenor, “Social Equity Beyond the Borders,” a panel at the Social Equity Leadership Conference, June 20-22, 2024, Stamford, CT.

Presenter, “Balancing Innovation, Relevance, and Rigor in Public Administration Research: An Editorial Perspective.” Editor’s panel at the Annual Meeting of the American Society for Public Administration, April 12-16, 2024.

Presenter, “Positive Outcomes of Emotional Labor Depend on Intensity.” Paper co-authored with Chih-Wei Hsieh, Yijing Tong, and Fei Liu and presented at the Annual Meeting of the American Society for Public Administration, April 12-16, 2024.

Presenter, “Resilient Public Servants: Emotional Labor in Public Service and the Extended Process Model of Emotion Regulation.” Paper co-authored with Sharon Mastracci and presented at the Annual Meeting of the Southeastern Conference on Public Administration, September 28-30, 2023, Atlanta, GA

Moderator and presenter, “Mind the Gap: Editors' Discussion of Topics Missing in Journal Submissions.” Annual Meeting of the Southeastern Conference on Public Administration, September 28-30, 2023, Atlanta, GA

Moderator and presenter, “Looking Back to Look Ahead: JSEPA.” Annual Social Equity Leadership Conference, Kansas City, MO, June 12-14, 2023.

Roundtable participant, Journal Editors Plenary Roundtable: Scholarly Survival in an Era of Academic Censorship. Annual conference of Public Administration Theory Network, Portland, OR, June 9-11, 2023.

Moderator and presenter, Reimagining Behavioral Public Administration: Emotional Labor, Trauma, and Other Insights from Behavioral Researchers and Practitioners. Annual conference of Public Administration Theory Network, Portland, OR, June 9-11, 2023.

Convenor and presenter on zoom session. “Infusing Social Justice into Public Administration.” Consortium of Race and Gender Scholars, May 2, 2023.

Presenter on webinar, “Women Talking: Celebrating Progress in Public Administration.” Section on Democracy and Social Justice, American Society for Public Administration, March 30, 2023.

Presenter on roundtable, “Social Equity Pedagogy: The Role of Journals in Our Field.”

- American Society for Public Administration online conference, March 23, 2023.
- Presenter on roundtable, "What I Wish I Knew: Six "Seasoned" Women Public Administration Professors Reflect on Life in the Academy." American Society for Public Administration online conference, March 22, 2023.
- Presenter on roundtable, "Advancing Racial Healing, Promoting Social Justice, and Reviewing Artifacts in JSEPA." American Society for Public Administration online conference, March 22, 2023.
- Co-Convenor and Program Chair, Social Equity Summit, Charlottesville, VA, October 5-8, 2022.
- Presenter, Journal Editors Panel, Southeastern Conference on Public Administration, Lexington, KY, September 29-October 2, 2022.
- Presenter, Editor's Panel Discussion, Academy of Management Conference, Seattle, WA and online, August 7, 2022
- Presenter, "How *Journal of Social Equity and Public Administration* Advances Equity Scholarship." Presentation on panel: Journal Editors' Social Equity Panel." Social Equity Leadership Conference, June 8-10, 2022, San Francisco.
- Presenter, "Public Administration Research." Presentation on panel: Founders Panel for Section on Public Administration Research." American Society for Public Administration, March 18-22, 2022, Jacksonville, FL.
- Presenter, "Social Equity in Practice." Presentation on panel "Making Sense of Social Equity," sponsored by Colorado State University and Colorado Chapter, ASPA, Fort Collins, CO. October 13, 2021.
- Presenter, "George Frederickson's Contributions to Social Equity." Online panel at 2021 Meeting of the Public Management Research Association, Honolulu, HI, June 24-25, 2021.
- Presenter, "Making Meaning Out of Words: The Transformation of Values from 1789 to 2020." *PAR* Symposium – Beyond Representative Bureaucracy: Race, Gender, and Social Equity in Governance, George Washington University, September 25-26, 2020 (co-author Maren Trochmann).
- Discussant, "More Than Race and Gender: Revisiting Intersectionality in the Scholarship and Practice of Public Administration. *PAR* Symposium, Beyond Representative Bureaucracy: Race, Gender, and Social Equity in Governance, George Washington University, September 25-26, 2020
- Presenter, "Responsive Public Service: Social Equity." Panel sponsored by Hampton Roads, VA Chapter of ASPA/University of Virginia, September 17, 2020.
- Presenter, "Heady Roundtable: Women in Administration and Policy: Progress and Challenges Around the World." Recorded webinar format, American Society for Public Administration, June 8, 2020.
- Presenter, "International Perspectives in Public Administration and Public Administration Theory." Online Forum via zoom for international audience, sponsored by PATheory Network, 1 pm – 2: 30 pm (ET) April 28, 2020.
- Presenter, "How Soft Skills Make or Break Your Interview (and your career). Paper presented at

- the annual meeting of the Association for Public Policy Analysis and Management, Denver, November 7-8, 2019.
- Convenor, "Exit, Voice and Public Service: Factors Shaping Public Employee Turnover, Sexual Harrassment Reporting, and Motivation." Panel convened at the annual meeting of the Association for Public Policy Analysis and Management, Denver, November 7-8, 2019.
- Presenter, "What's In the Black Box Between Mission and Outcomes? A Critique of NASPAA Standards." Paper presented at the annual meeting of the Network of Schools of Public Policy, Affairs, and Administration, Los Angeles, October 16-19, 2019.
- Presenter, "From Practice to Theory to Classroom: Teaching Emotive Competency." Paper presented at the annual meeting of the Network of Schools of Public Policy, Affairs, and Administration, Los Angeles, October 16-19, 2019.
- Convenor and Moderator, "Achieving Social Equity." Panel convened at annual meeting of the Southeastern Conference for Public Administration, September 5-7, 2019, Baton Rouge, LA.
- Presenter, "From Theory to Practice: Emotional Labor in the Workplace." Paper presented at the annual meeting of the American Society for Public Administration, March 8-12, 2019, Washington, DC.
- Presenter, "Global Perspectives on Emotional Labor in Public Service." Paper presented at the annual Riggs Symposium, in conjunction with the American Society for Public Administration, March 8, 2019, Washington, DC.
- Discussant, "Women in Public Administration: Numbers and Reality." Panel held at the annual meeting of the National Academy of Public Administration, November 1-3, 2018, Washington, DC.
- Presenter, "Comparing the Public Service Work Experience Around the Globe." October 20, 2018, at the Third Annual Symposium of Comparative Public Administration, Tianjin University, Tianjin, China.
- Presenter, "The Value of Qualitative Inquiry." October 18, 2018, at the Methodologies Toward a New Era of Public Administration: Diversity and Advancement, Renmin University, Beijing, China.
- Conference Co-Convenor, Methodologies Toward a New Era of Public Administration: Diversity and Advancement, October 18-19, 2018, Renmin University, Beijing, China
- Moderator and Discussant, "Women in Public Administration." Panel held at the annual meeting of the Southeastern Conference for Public Administration, Birmingham, AL, September 20-23, 2018.
- Presenter, "A Sisyphean Task: Applying Follettian Thought to Environmental Justice Issues." Paper presented at The Future of Progressivism. Morgantown, West Virginia, July 12-14.
- Presenter, "Shifting the Paradigm from Data Dashboards to Human Hearts." Paper presented at 9th Sino-US International Conference for Public Administration. Beijing, China, June 15-17, 2018.
- Moderator and Discussant, "Comparative Public Administration: Linking Emotional Labor and Workplace Outcomes in Five Nations." Panel held at the annual meeting of the American Society for Public Administration, March 11, 2018, Denver, CO.

- Presenter, "Thinking Globally About the Public Service Work Experience." Paper presented at the annual meeting of the American Society for Public Administration, March 9-13, 2018, Denver, CO.
- Moderator, "Inclusion in Public Spaces." Presidential Panel at the annual meeting of the American Society for Public Administration, March 11, 2018, Denver, CO.
- Presenter, "On Social Equity." Presented at Workshop on Ally Training, sponsored by the Social Equity, Diversity, and Inclusion Section, American Society for Public Administration annual meeting, March 10, 2018, Denver, CO.
- Moderator, "Race, Reparations and Remedies: Perspectives from a Nervous Area of Government." Presidential panel at the annual meeting of the American Society for Public Administration, Atlanta, GA, March 17-21, 2017.
- Discussant, "Women Governing: A Global Perspective." Panel held at the annual meeting of the American Society for Public Administration, Atlanta, GA, March 17-21, 2017.
- "Measuring Emotional Labor Internationally." Authored by Seung-Bum Yang with Aisha Azhar, Mary E. Guy, Chih-Wei Hsieh, Hyun Jung Lee, Xiaojun Lu, and Sharon Mastracci. Paper prepared for presentation at the annual meeting of the American Society for Public Administration, Atlanta, GA, March 17-21, 2017.
- "Are Men From Mars and Women From Venus? Inferences From a Multi-National Comparison of Emotional Labor Meanings." Authored by Mary E. Guy and Sharon H. Mastracci. Paper prepared for presentation at the annual meeting of the American Society for Public Administration, Atlanta, GA, March 17-21, 2017.
- "Presidential Election 2016: A Discussion of How the Nation's Changing Demographics and Media Habits are Impacting Voter Education and Mobilization." Roundtable speaker at annual NASPAA conference, October 19-21, 2016, Columbus, OH.
- "Mom Work vs Dad Work in Local Government." Paper presented at the annual meeting of the American Society for Public Administration, Seattle, WA, March 18-22, 2016.
- Convenor, "Cross-National Perspectives on the Public Service Experience." Panel at the annual meeting of the American Society for Public Administration, Seattle, WA, March 18-22, 2016.
- Plenary Speaker, "Questions of Public Management and Social Justice." Southeastern Conference on Public Administration, October 1 – 3, 2015, Charleston, SC.
- "Backstage Work: How Laverne Burchfield Institutionalized *PAR*." Paper presented at the annual meeting of the American Society for Public Administration, Chicago, IL, March 6-10, 2015.
- "Women Leaders in Public Service: Challenges and Opportunities." Paper presented at the annual meeting of the Network of Schools of Public Policy, Affairs, and Administration, Albuquerque, NM, November 5-7, 2014.
- "Mentoring Session for Doctoral Students." Session at annual meeting of the Academy of Management, Philadelphia, PA, August 1-4, 2014.
- "75 Years of Professional Public Service: Views from Jeremy Plant, BJ Reed, Richard Stillman, and Kaifeng Yang." Panel convened at the annual meeting of the American Society for Public Administration, Washington, DC, March 14-18, 2014.

- “75 Years of Professional Public Service: Views from Susan Gooden, Don Klingner, Kathryn Newcomer, and David Rosenbloom.” Panel convened at the annual meeting of the American Society for Public Administration, Washington, DC, March 14-18, 2014.
- “75 Years of Professional Public Service: Views from Don Kettl, Chet Newland, Norma Riccucci, and James Svara.” Panel convened at the annual meeting of the American Society for Public Administration, Washington, DC, March 14-18, 2014.
- “50th Anniversary of the Civil Rights Act of 1964.” Roundtable speaker at the Annual meeting of the American Society for Public Administration, Washington, DC, March 14-18, 2014.
- “Emotional Skills: Managing the Human Aspects of Public Service.” Panel convened at the annual meeting of the American Society for Public Administration, Washington, DC, March 14-18, 2014.
- “ASPA & Public Administration – 75 Years and Beyond.” Panel convened via webinar. American Society for Public Administration, December 4, 2013.
- “How Emotional Intelligence Mediates Emotional Labor in Public Service Jobs.” Paper presented at the Southeastern Conference for Public Administration, Charlotte, NC, September 25-28, 2013 (with Dr. Hyun Jung Lee).
- “Inch by inch: Gender equity since the Civil Rights Act of 1964.” Paper presented at the annual meeting of the American Political Science Association, Chicago, IL, August 28-31, 2013 (with Vanessa M. Fenley).
- “Comparative Research in Emotional Labor: Cultural Nuances and Interpreting Results.” Panel convened at the annual meeting of the American Society for Public Administration, New Orleans, LA, March 15-19, 2013.
- “Social Equity: The Concept and Its Applications.” Paper presented at the H. George Frederickson Festschrift & Symposium, April 13, 2012, Lawrence, KS (with Sean McCandless).
- “Emotion Work in Public Service: The State of Our Knowledge.” Panel convened at the annual meeting of the American Society for Public Administration, Las Vegas, NV, March 2-6, 2012.
- “Emotional Labor: A Research Agenda.” Paper presented at International Workshop for Young Scholars in Public Policy and Administration Research.” Xiamen, China, May 31-June 3, 2011.
- “State Power, Citizen Rapport, and Civil Society: It Takes More than Economics.” Paper presented at the Korean Association for Public Administration International Conference, April 29 & 30, 2011, Pusan, South Korea.
- “Kissin’ cousins: Political science and public administration.” Paper delivered at the annual meeting of the Western Political Science Association, San Antonio, TX, April 21-23, 2011.
- “Emotive expression: How gender affects evaluations of authority figures.” Paper delivered at the annual meeting of the American Society for Public Administration, Baltimore, MD, March 11-15, 2011. (With Elizabeth Tomsich).
- Federal HR Under Obama: Prospects and Promise. Discussant to U.S. Office of Personnel Management Director John Berry’s presentation. Annual meeting of the American

- Society for Public Administration, San Jose, CA, April 9 – 13, 2010.
- “What If Differentness Made No Difference?” Invited paper presented at the Symposium on Public Service Education, Underserved Populations, and the Future of the Federal Workforce: The Role of Schools in View of the Current State of Affairs in the Public Service. Charles B. Rangel Center for Public Service at the City College of New York, October 29-30, 2009.
- Where do we go from here? The future of underrepresented populations in the public sector workforce. Invited Roundtable convenor. Symposium on Public Service Education, Underserved Populations, and the Future of the Federal Workforce: The Role of Schools in View of the Current State of Affairs in the Public Service. Charles B. Rangel Center for Public Service at the City College of New York, October 29-30, 2009.
- “A Retrospective Analysis of Scholarship on Gender and Diversity in Public Administration.” Paper presentation at the annual meeting of the American Political Science Association, Toronto, Canada, September 3-6, 2009. (with Kristin Schumacher).
- Gender and Public Administration: New Approaches and Tools. Panel Convened at the annual meeting of the American Political Science Association, Toronto, Canada, September 3-6, 2009.
- “Putting the *Service* in Public Service Education: Why to Teach Emotional Labor and How to Teach It.” Keynote Plenary Presentation with Meredith A. Newman and Sharon H. Mastracci. 32nd Annual Teaching Public Administration Conference, May 27-28, 2009, Frankfort, KY.
- “Women and Public Administration: Building Bridges in Theory and Practice.” Panel convened at the annual meeting of the American Society for Public Administration, March 23-27, 2009, Miami, FL.
- “Are We There Yet?” From Taylor’s Triangles to Follett’s Web; From Knowledge Work to Emotion Work. Minnowbrook III Conference, Lake Placid, NY, September 5-7, 2008. (With Meredith A. Newman and Sharon H. Mastracci).
- “P” is for “Public:” Connecting the People, not the Dots.” Paper presentation at the International Association of Schools and Institutes of Administration (IASIA) Annual Conference, Kampala, Uganda, July 14-18, 2008. (with Meredith A. Newman and Sharon H. Mastracci).
- “Performance Outcomes: The Relationship Between Managing the “Heart” and Managing Citizen Satisfaction.” Paper presentation at the Public Management Colloquium: American and European Public Administration in Comparison. Denver, Colorado, April 16-20, 2008 (with Chih-Wei “Will” Hsieh).
- “Honoring the Minnowbrook Legacy.” Presentation at the Closing Plenary Session of the annual meeting of the American Society for Public Administration, March 7-11, 2008, Dallas, TX.
- “Emotional Labor in the Human Service Organization.” Paper presented at the annual meeting of the American Society for Public Administration, March 7-11, 2008, Dallas, TX. (co-authored with Meredith A. Newman and Sharon H. Mastracci)
- “Putting the Service in Public Service: Correlates & Consequences for Those Who Perform

- Emotion Work.” Panel convened at the annual meeting of the American Society for Public Administration, March 7-11, 2008, Dallas, TX.
- Emotional Labor: Putting the Service in Public Service. Panel chair. Annual meeting of the Southeastern Conference on Public Administration, Nashville, TN, September 26-29, 2007
- “Beyond Cognition: Affective Leadership and Emotional Labor.” Invited paper. Presented at the Oxford Round Table on Women’s Leadership, Oxford University, England, August 5-9, 2007 (with Meredith A. Newman and Sharon H. Mastracci)
- “Beyond Cognition: Affective Leadership and Emotional Labor.” Presented at The Third Transatlantic Dialogue, May 31-June 2, 2007, Newark, Delaware, US (with Meredith A. Newman and Sharon H. Mastracci).
- “Building Relationships in Public Service: Emotional and Cognitive Challenges.” Panel convenor. Annual meeting of the American Society for Public Administration, March 23-27, 2007
- “Gauging Emotional Labor: Quantitative Analysis of a Qualitative Construct.” Presented at annual meeting of the American Society for Public Administration, March 23-27, 2007. (With Sharon H. Mastracci and Meredith A. Newman)
- “Emotional Labor and Public Responsiveness”. Paper presented at the American Political Science Association, Philadelphia, PA, September 2, 2006. Co-authored with Sharon H. Mastracci and Meredith A. Newman.
- “How to Publish in Refereed Journals.” Presentation at the Junior Faculty Consortium, Public & Nonprofit Division, Academy of Management Annual Meeting, Atlanta, GA, August 12, 2006
- “Landing the Job You Want.” Presentation at the Doctoral Consortium, Public & Nonprofit Division, Academy of Management Annual Meeting, Atlanta, GA, August 12, 2006
- “How to Get Published.” Presentation at the Doctoral Consortium, Public & Nonprofit Division, Academy of Management Annual Meeting, Atlanta, GA, August 12, 2006
- “Gendering Public and Political Leadership.” Panel convened at annual meeting of the Midwest Political Science Association, Chicago, IL, April 20-23, 2006. Convenor and discussant.
- “What Do We Know About Emotion Work?” Paper presented at the annual meeting of the American Society for Public Administration, Denver, CO, April 1-4, 2006.
- “Emotion Work in Public Service Jobs.” American Society for Public Administration, Denver, CO, April 1-4, 2006, Panel Convenor.
- “Administrative Behavior III.” Southern Political Science Association, Atlanta, GA. January 5-7, 2006, Chair.
- “Burnout versus Making a Difference: The Hidden Costs and Benefits of Emotion Work.” Paper presented at the annual meeting of the American Political Science Association, September 1-4, 2005, Washington, DC. Presenter (with Meredith A. Newman and Sharon H. Mastracci).
- “Emotional Labor: The Missing Link in Understanding the Gendered Workplace, Milwaukee, WI, April 2-6, 2005. Panel Convenor
- “Emotional Labor in Practice”. American Society for Public Administration, Milwaukee, WI,

- April 2-6, 2005. Presenter.
- “Women and Public Policy.” Southern Political Science Association, New Orleans, LA, January 6-8, 2005. Discussant.
- “Generation Xers: Changing Preferences and Management Implications.” Southeastern Conference on Public Administration, Charlotte, NC, October 3-5, 2004, co-presenter with Seung-Bum Yang.
- “Backstage at the Polls: Volunteers, Co-Production, and Democracy.” Southeastern Conference on Public Administration, Charlotte, NC, October 3-5, 2004, co-presenter with Elizabeth Winslow.
- “Appraising Emotion: Determining Whether Emotional Labor is Valued in Government Performance Evaluation.” Midwest Political Science Association, Chicago, IL, April 15-18, 2004, co-presenter with Sharon Mastracci and Meredith Newman.
- “Conversation with SWPA Leaders.” Plenary speaker. American Society for Public Administration, Portland, OR, March 27-30, 2004.
- “Managing Human Capital in the 21st Century: The Case of Self-Managed Work Teams (SMWT)” American Society for Public Administration, Portland, OR, March 27-30, 2004, co-presenter with Seung-Bum Yang.
- “Emotional Labor: Its Contribution to Pay Inequity Between Women and Men.” American Society for Public Administration, Portland, OR, March 27-30, 2004, co-presenter with Meredith Newman.
- “Gender and Emotional Labor.” Southeastern Conference for Public Administration, Savannah, GA, October 12-14, 2003, co-presenter with Wendy Gao
- “Future Directions for Public Administration Research.” American Political Science Assoc., Philadelphia, August 27 - 31, 2003, presenter
- “How to Get and Keep an Academic Job.” Florida Political Science Association, Tampa, March 21, 2003, presenter.
- “Public Service Ethics: State of the Art.” American Society for Public Administration, Washington, DC, March 15-18, 2003, Discussant
- “Toward Flexible & Contemporary Personnel Systems: Real Revolution or Reform at the Margins? The Case of Florida.” Brookings Institution, Washington, DC, March 14, 2003, Plenary Presenter
- “Politicians and Bureaucrats in U.S. State Governments.” American Political Science Assoc., Boston, MA, August 29 - Sept. 1, 2002, convenor.
- “Research Opportunities in Human Resource Management.” Academy of Management, Denver, CO, August 9-14, 2002, presenter.
- “A Review of the Bush Administration to Date: What is the Significance for Public Administration?” Amer. Society for Public Administration, Phoenix, AZ, March 22-26, 2002, presenter.
- “Remarks about Laverne Burchfield.” On a panel entitled: Women in Public Administration: Outstanding Contributions to the Public Service. American Society for Public Administration, Phoenix, AZ, March 22-26, 2002, presenter.
- “Adding Arrows to Students’ Quivers: Good Marksmanship Includes Aiming at the Right

- Target.” Public Sector Ethics Conference, Portland, OR, May 18-19, 2000, Presenter.
- “The Archer’s Conundrum: Why Don’t More Arrows Add More Virtue?” Southeastern Conference on Public Administration, St. Petersburg, FL, 1999, Presenter.
- “Post-Impeachment Governance: Who Wants to Play When Nobody Wins?” Amer. Society for Public Administration, Orlando, FL 1999, Presenter.
- “Framing Work, Framing Gender: The Disparate Impact of Traditional HRM Practices.” Amer. Society for Public Administration, Orlando, FL 1999 (with Jennifer Killingsworth), Presenter.
- “Civic Nutrition, Citizen Empowerment and Civil Communities.” Southeastern Conference on Public Administration, Pensacola, FL 1999, Presenter.
- “Ethics.” Southeastern Conference on Public Administration, St. Petersburg, FL, 1999, Convenor.
- “If Apples Were Oranges: The Public/Nonprofit/Business Nexus in Peter Drucker’s Work.” American Society for Public Administration. 1998 (with Janice Hitchcock), Presenter.
- “Taylor’s Triangles, Follett’s Web.” Public Admin. Theory Confer. 1998 (with Meredith A. Newman), Presenter.
- “HUD Grants for MPA Programs.” National Assoc. of Schools of Public Affairs & Admin., 1997, Discussant.
- “Writer’s Workshop.” Southeastern Conf. on Public Administration, September 25-27, 1997, Knoxville, Convenor.
- “How Will Alabama Meet the Challenges of Welfare Reform?” Conference on Welfare Reform in Alabama. January 10, 1996, Birmingham, Convenor.
- “Representative Bureaucracy and the Glass Ceiling.” Southern Pol. Sci. Assoc. Nov. 1-4, 1995, Tampa., Convenor.
- “Women in Administrative Hierarchies.” Southern Pol. Sci. Association. November 1-4, 1995, Tampa, Convenor.
- “AIDS: A Challenge to Community Health Policy.” Southeastern Conf. on Public Admin. October 5-7, 1995, Savannah, Convenor.
- “Perspectives on Advancing Equality in Public Administration.” American Political Science Association. August 31-September 3, 1995, Chicago, Convenor.
- “Reinventing City Services: Equity, Efficiency & Democracy.” Urban Affairs Assoc. May 3-6, 1995, Portland, OR, Convenor.
- “Roundtable on the View from the Seat of the Chair.” National Symposium on Ethics & Values in the Public Administration Academy. February 2-4, 1995, Tampa, FL, Convenor.
- “Political Science Based Public Administration Programs.” NASPAA, 1995, Discussant.
- “REGO, Organizational Architecture, & Reality.” American Political Science Association, 1994, Presenter.
- “Why Pillory Hillary?” Alabama Political Science Association, 1994, Presenter.
- “Hillary, Health Care, and Gender Power.” Western Political Science Association, 1994, Presenter.
- “Public Policy.” Southeastern Conference for Public Administration, 1994, Convenor.
- “Health and Welfare Policy.” Southern Political Science Association, 1994, Convenor.

- "Health Care Reform." American Political Science Association, 1994, Convenor.
- "Women in Local and State Government." Urban Affairs Association, 1994, Convenor.
- "Going Beyond Diversity." National Assoc. of Schools of Public Affairs and Administration, 1994, Discussant.
- "Health Care Reform." American Political Science Association, 1994, Discussant.
- "Going Beyond Diversity." National Assoc. of Schools of Public Affairs and Administration, 1994, Discussant.
- "Health Care Reform." American Political Science Association, 1994, Discussant.
- "Glass Ceilings, Glass Walls, Sticky Floors, and Trap Doors: Challenges for Women in Management." ASPA, 1993, Presenter.
- "The Workplace Collage." Montgomery Area ASPA, 1993, Presenter.
- "Hillary: What's All the Fuss About?" Southern Political Science Association, 1993, Convenor.
- "Gender, Administrative Behavior, and Leadership," Western Political Science Assoc., 1993, Convenor.
- "Ethics and the Public Administration Academy." NASPAA, 1993, Discussant.
- "Challenges for Women in Management." Alabama Association for Women in Education, 1992, Presenter.
- "Gender Issues and Productivity." Southeastern Conference on Public Administration, 1992, Presenter.
- "When a Voice is But a Whisper: Women's Status in the Bureaucracy." Am. Pol. Science Assoc., 1992, Presenter.
- "Three Steps Forward, Two Steps Backward: The Status of Women's Integration into Public Management." American Society for Public Administration, 1992, Presenter.
- "Labor-Management Relations, Personnel Policy, and Professional Training," So. Pol. Sci. Assoc., 1992, Convenor
- "Exploring the Glass Ceiling for Women in Bureaucracies," American Political Science Assoc., 1992, Convenor.
- "Multiple Dimensions to Ethics and Public Service." Southeastern Conf. on Public Admin., 1992, Discussant.
- "Men and Women of the States: Public Administrators at the State Level." So. Pol. Sci. Assoc., 1991, Presenter.
- "High Reliability Management." Presented at the Leadership Conference of the Sisters of Charity Health Care System, Inc., Lake Tahoe, CA, 1991, Presenter.
- "Using What We Know to Gain Power in Organizations." Am. Political Science Assoc., 1991, Presenter.
- "State Policy and Administration." Southern Political Science Association, 1991, Convenor.
- "Innovations for Addressing Problems in Health and Human Services." Southeastern Conf. on Public Admin, 1991, Convenor.
- "Transforming Organizations to Meet the Health and Human Service Needs of the 21st Century." ASPA, 1991, Convenor
- "Organizations and Public Policy." Southern Political Science Association, 1991, Discussant.
- "Differences and Commonalities Among Alabama's Public Managers: A Review of

- Characteristics by Sex." (with Lois Duke) Southern Political Science Association, 1990, Presenter.
- "Health Care Initiatives in Central Alabama." Southeastern Conference on Public Administration, 1990, Presenter.
- "Selected Characteristics of Alabama Public Administrators." APSA, 1990, (with Lois Duke), Presenter.
- "Ethics and Efficiency." American Society for Public Administration, 1990, Presenter.
- "Issues in Women's Career Advancement: China and U.S." Sino-American Conference on Women's Issues, 1990, Convenor.
- "High Reliability Management." Southern Political Science Association, 1989, Presenter.
- "Women, Caring, and Administrative Ethics." Am. Soc. for Public Admin., 1989, (with Mylon Winn), Presenter.
- "Dealing with the Everyday Organization." Southeastern Conference on Public Administration, 1989, Discussant.
- "Improving Bureaucratic Performance." American Political Science Association, 1989, Discussant.
- "The Phoenix Syndrome: Organizational Decline Followed by Renewal" So. Pol. Sci. Assoc., 1988, Presenter.
- "Teaching Administrative Ethics" National Assoc. of Schools of Public Affairs and Admin., 1988, Presenter.
- "Teasing out the Themes of Minnowbrook II." Minnowbrook II, 1988, Presenter.
- "Why Employers Choose Not to Offer Health Insurance" Am. Soc. for Public Admin., 1988, Presenter.
- "Public Servants Responses to the Constitution." Conference on Women and the Constitution, 1988, Discussant.
- "Tragic Flaws in Rational Decisions: The Case of NASA's Decision to Launch Challenger." ASPA, 1987, Presenter.
- "Management Science in the Human Services" Southeastern Conf. on Public Administration, 1987, Convenor
- "Public Personnel Administration" American Political Science Association, 1987, Convenor.
- "Rational versus Irrational Decisions: Who Gets to Call the Score?" Am. Soc. for Public Admin., 1987, Convenor.
- "Competition and Compassion: Conflicting Roles for Public Hospitals." Crucible Conference, 1987, Discussant.
- "It Was the Best of Times, It Was the Worst of Times: The Space Shuttle Program and the Challenger Disaster." Southeastern Conference on Public Administration, 1986, Presenter.
- "Orchestrated Decline: the Use and Abuse of Power." American Political Science Association, 1986, Presenter.
- "Conflict Among Mental Health Professionals." Seminar in Administration-Health Services, UAB, 1986, Presenter.
- "Regulatory Policy." Southern Political Sci. Assoc., 1986, Convenor.

- "Organizational Excellence versus Organization Pathology in the Public Sector." Southeastern Conf. on Public Administration, 1986, Convenor
- "Politics of Public Administration: Power in the Workplace." Conf. for the Advancement of Women in Public Administration, 1986, Convenor
- "Reconciling Political Theory to Bureaucrats." American Society for Public Administration, 1986, Discussant.
- "Medical Malpractice and the Poor." Crucible Conference, 1986, Discussant.
- "I Heard it on the Grapevine...." Southeastern Conf on Public Admin., 1985. (with E. Levson), Presenter.
- "Life and Work in a Changed World: What's New in Government." 30th Annual Institute for Personnel in Employment Security, 1985, Presenter.
- "Demographics, Values, and Conflict: The Political Psychology of Cohorts." APSA, 1985, Presenter.
- "What You See is What You Get: A Retroactive Look at Assumptions and Biases of U.S. Senators and Executive Officials." (with David H. Coursey). American Society for Public Administration, 1985, Presenter.
- "Adversaries or Friends? Administrators Meet the News Media" Conference for the Advancement of Women in Public Administration, 1985, Convenor.
- "Political Socialization of Adults: Gender Role Structure." Southern Political Science Assoc., 1985, Discussant.
- "Affecting Individual Value Systems Through Organizational Development." Southeastern Conference on Public Admin, 1984, Convenor.
- "Nothing Remains Quite the Same: A Study of Temporal Stability of Political Preferences According to Gender." Southern Political Science Association, 1984, Presenter.
- "Old Dogs and New Tricks: Passages Through the Organization." Southeastern Conf. on Public Admin., 1984, Presenter.
- "Personnel Policies, Preference Structures, and Staff Conflict: A Comparative Analysis of Two Hospitals." Third Annual Operations Research Applications Conference, 1984, Univ. of Illinois at Springfield, Presenter.
- "The Coming of Age of the Third Sector: Competition and Marketing." ASPA, 1984, (with Joe Packa), Presenter.
- "Growing Up in the South: Political Socialization of the Southerner." Citadel Symposium on Southern Politics, 1984 Presenter.
- "Political Preferences of Women: Conflict Versus Agreement Between the Sexes." SPSA, 1983, Presenter.
- "The Dimensionality Reduction Technique: Applications for Identifying Preference Orderings of Organization Members." American Society for Public Administration, 1983, Presenter.
- "Partially Improving Ignorance: On Incorporating Partial Information into the Decision Process." American Society for Public Administration, 1983, (with J.R. Charnetski), Presenter.
- "Developments in the Management Sciences for Improving Representation and Participation:

Preference Ordering Methods," American Society for Public Administration, 1983, Convenor

"Heterogeneous Work Units: The Influence of Professional Identification on Organization Members' Preferences." Southeastern Conference on Public Administration, 1982, Presenter.

"The Dimensionality Reduction Measurement Technique: The Quantification of Ranked Political and Economic Preferences." Southern Political Science Association, 1982, Presenter.

"The Dimensionality Reduction Technique: Management Applications." First Annual Operations Research Applications Conference, 1982, University of Illinois at Springfield, Presenter.

PROFESSIONAL MEMBERSHIP

American Society for Public Administration, National Academy of Public Administration, Public Administration Theory Network, American Political Science Association

EDITORIAL BOARD MEMBERSHIP

Journal of Public Affairs Education (2025-2027; 2019-2022; 1998-2013)

Public Integrity (1998-2012; 2021-)

American Review of Public Administration (2021-)

Korean Journal of Policy Studies (2021-)

Public Administration (2020-)

Administrative Theory & Praxis (2017-)

International Review of Public Administration (2014-2018); *Advisory Board* (2018 -)

Public Personnel Management (2013-)

Chinese Public Administration Review (2004-)

Public Performance & Management Review (1994-)

Review of Public Personnel Administration (1993-)

Administration & Society (2007-2023)

Journal of Contingencies and Crisis Management (1993-2023)

Public Administration Review (1990-1993; 2017-2020)

American Journal of Political Science (1994-1997)

Journal of Public Administration Research & Theory (1995-1997)

Politics and Policy (1995-2006)

Policy Watch, an insert to the *American Journal of Medicine* (1990-1997)

Journal of Health and Human Services Administration (1995-2006)

State & Local Government Review (1995-1997)

Public Organization Review: A Global Journal (2000-2013)

Public Voices (1993-2001)

TEACHING

Graduate Courses:

Seminar in Management Studies	Historical and Comparative Foundations of Public Administration
Advanced Quantitative Methods	Human Services Management
Administrative Theory and Behavior	Administrative Ethics
Organizational Management and Behavior	Government & Business
Quantitative Methods for Public Affairs	Emerging Issues in Public Management
Public Policy Process	Policy Development and Implementation
Scope of Public Administration	Intergovernmental Relations
Laboratory in Public Administration	Seminar in Human Resources Management
Profession of Public Administration	Public Organizations
Health Policy and Administration	Seminar in Public Management
Workforce Diversity	
Public & Nonprofit Organizational Development	
Advanced Seminar in Public Policy & Management	
Managing People in Public & Nonprofit Organizations	
Introduction to Public Administration and Public Service	

Undergraduate Courses:

Introduction to American Government	Public Policy
Urban Health Issues	Politics of Information
Introduction to Public Administration	Ethics and Public Affairs
Political Socialization	

WORKSHOPS AND WEBINARS CONDUCTED

"Workshop on How to Teach Emotional Labor." Pre-conference workshop at annual meeting of NASPAA, Pittsburgh, PA, October 11, 2023, 1-4 pm. With Sara Rinfret and Sean McCandless.

"Schedule F and the Future of the Public Service." A zoom forum hosted by National Academy of Public Administration, June 29, 2023 (with Don Kettl, James Sherk, Michael Rigas and James-Christian Blockwood).

"Human Resource Essentials for Public Service: People, Process, Performance." A booktalk webinar hosted by American Society for Public Administration, June 20, 2023 (with Jessica E. Sowa and Willow Jacobson)

"Acknowledging the Emotive in Teaching." Presentation to SPA faculty, February 3, 2023.

"Ask Me Anything." Doctoral Workshop, PATNET Conference, June 3, 2021, via zoom.

"Emotion's Role in Public Policy and Management." Webinar hosted by Association for Public Policy, Analysis, & Management, June 16, 2020. (121 registrants; with Matthew Stagner).

"Achieving Social Equity." A Booktalk webinar hosted by American Society for Public Administration, May 13, 2020 (182 registrants; with Sean McCandless).

"Executive Leadership, Change, and Public Sector Performance Management". Training

- conducted in Dubai, December 15-19, 2019, for Saudi Institute of Public Administration.
- “What She Said: How Jane Addams Informs Public Administration.” A Booktalk webinar hosted by American Society for Public Administration. February 21, 2019. (with Patricia Shields).
- “Learning How to Write for Publication.” A workshop co-conducted with Staci Zavattaro for students at Tianjin University, October 19, 2018, Tianjin, China.
- “Why Am I So Tired? Managing Emotional Labor in Your Work.” A workshop for the College of Nursing, July 19, 2018, Anschutz Medical Campus.
- “Advanced Analytical Techniques for Civic Data, Advice for Federal Careers, and More!” A workshop for doctoral students. Speaker: Anthony Kassekert, Department of Homeland Security, April 13, 2018, University of Colorado Denver.
- “Join the Conversation: It’s About Gender. It’s About Equity. It’s About Us.” Workshop for Academic Women in Public Administration, March 8, 2018, 1pm – 5 pm, University of Colorado Denver campus.
- “Designing Group Work in Classroom and Online.” Workshop for faculty in School of Public Affairs, November 14, 2017.
- “Incorporating Difficult Conversations in PA Courses.” Webinar hosted by American Society for Public Administration. October 18, 2017.
- “Emotional Labor: Putting the Service in Public Service.” Workshop for MPA Executive cohort, October 11, 2017, Breckinridge, CO, in conjunction with Rocky Mountain Leadership Program.
- “Added Perspectives: A Dialogue on the Difference Diversity Makes.” Workshop convened at University of Colorado Denver, November 14, 2016.
- Webinar: “PAR Editor Search: What You Need to Know.” August 10, 2016.
- Webinar: “PAR Editor Search: What You Need to Know.” July 28, 2016.
- “Public Administration Evolving.” October 21, 2015. Workshop convened at University of Colorado Denver, October 21, 2015. Guest Speakers: David Rosenbloom, Norma Riccucci, Rosemary O’Leary, Donald Klingner
- “Emotional Labor in Public Service Jobs.” Workshop convened at University of Colorado, Colorado Springs, May 1, 2015, 8 am – 12 pm.
- “Coping with Emotionally Intense Jobs.” Panel convened via webinar (150 registrants). American Society for Public Administration, April 21, 2015, pro bono..
- How to Get Published, Workshop conducted April 2, 2005, Milwaukee, WI, for doctoral candidates.
- Tenure Tips, Workshop conducted April 1, 2005 for untenured women faculty, FSU.
- Accreditation Site Visit Role Play, NASPAA, Indianapolis, IN, October 21-23, 2004.
- Developing a Research Agenda. A Workshop at the Doctoral Consortium, Academy of Management, New Orleans, August 8, 2004.
- How to Get Published. A Workshop at the Doctoral Consortium, Academy of Management, New Orleans, August 7, 2004
- Site Visit Training for Commission on Peer Review and Accreditation, ASPA, March 29, 2004
- Ethical Decision Making. Audit Directors’ Roundtable. January 27, 2004, Betty Easley Center,

Tallahassee, FL.
Routes to Scholarly Success: A Workshop for Career Building, Askew School Doctoral Colloquium, September 20, 2002.
Site Visit Training for Commission on Peer Review and Accreditation, ASPA, March 17, 2003, Washington, DC
Accreditation Workshop for New MPA Programs, NASPAA, October 19, 2002, Los Angeles, CA
Site Visit Training for Commission on Peer Review and Accreditation, ASPA, March 25, 2002, Phoenix, AZ
Site Visit Training for Commission on Peer Review and Accreditation, ASPA, March 12, 2001, Newark, NJ
Site Visit Training for Commission on Peer Review and Accreditation, NASPAA, Oct. 7, 2000. Greensboro, NC
Public Management Issues, May 19, 2000, for Inspectors General Institute, Tallahassee, FL
Human Resources, March 12-13, 1998 for FL Dept. of Highway Safety & Motor Vehicles Management Fellows
Women in the Workforce. August 16, 1994 for directors of South Carolina state agencies.
Ethics for Managers. June 22, 1993, for Southern Nuclear Operating Company chapter of the Nat'l Management Assoc., Birmingham, AL
Look Like a Lady; Act Like a Man: The Dilemma of Leadership. June 10, 1993, Univ. of Central Florida, Orlando
Careers in the Public Service. April 9, 1993, for Greater Birmingham ASPA.
Group Dynamics. November 17, 1992; May 18, 1993; May 24, 1995, for VISTA Pre-Service Training
Group Dynamics. June 26, 1992, for VISTA In-Service Training Ethics for Everyday Situations. April 2, April 23, and May 7, 1992, for Alabama Southern Community College
Ethics for Counselors, February 21, 1992, for Alabama Assoc. for Counselor Education
Communicating Effectively, January 31, 1992, for United Way of Central Alabama, Inc.
Ethical Decision Making in Health Care Organizations, October 9, 1991, for leadership conference sponsored by the Sisters of Charity Health Care System, Inc.
Ethics in Government. April 19, 1991, for annual meeting of the National Organization of Black Law Enforcement Executives, Southeastern region, Birmingham, AL.
Ethical Decision Making in Everyday Work Situations. November 29, 1990, for The Law Enforcement Coordinating Committee for the Northern Dist. of Alabama, Birmingham
Ethics in Management. November 14, 1989, for Ethics in Government: The Intricate Web, Washington, D.C.
Ethical Values in Decision Making. August 29, 1989, for the Council of State Governments, Lexington, KY.
Women in Management. October 27, 1987, for the Gulf Coast Chapter, Am. Society for Public Administration
Getting People to Work Together. July 10, 1987 for the Central Alabama Chapter, Am. Society for Public Admin.

Evaluating Training Activities. July 2, 1987 for Veterans Admin., Southeastern Regional Medical Education Ctr.

Assertiveness in the Workplace. Sept. 20, 1984, the Conference for the Advancement of Women in Public Admin.

HONORS & AWARDS

2024 Haldane Prize for Best Article in *Public Administration*, American Political Science Association

2024 Chester A. Newland Presidential Citation of Merit Award, American Society for Public Administration

2023 Keith Provan Award, bestowed by Academy of Management's Division for Public & Nonprofit Management.

2023 Best Book Award, bestowed for *Human Resource Essentials for Public Service: People, Process, Performance* by The American Society for Public Administration's Section on Personnel and Labor Relations.

2021 Named Distinguished Professor by University of Colorado System

2021 Award for Excellence in Public Administration Education, a joint award made by NASPAA's *Journal of Public Affairs Education* and *Teaching Public Administration* (a British journal)

2020 Paul Van Riper Award, American Society for Public Administration

2019 Award for Excellence in Research, School of Public Affairs, University of Colorado Denver

2019 Honorable Mention, Award for Excellence in Service and Leadership, School of Public Affairs, University of Colorado Denver

2018 Visiting Distinguished Professor, Boise State University

2018 Chester A. Newland Presidential Citation of Merit Award, American Society for Public Administration

2018 Award for Excellence in Leadership and Service, School of Public Affairs, University of Colorado Denver

2018 Dwight Waldo Award, American Society for Public Administration

2017 Dean's Doctoral Student Mentoring Award, University of Colorado Denver

2017 Chester A. Newland Presidential Citation of Merit Award, American Society for Public Administration

2015 Campus wide Award for Excellence in Leadership and Service, University of Colorado Denver

2015 Award for Excellence in Service, School of Public Affairs, University of Colorado Denver

2014 Award for Excellence in Research Award, School of Public Affairs, University of Colorado Denver

2014 Honorable Mention, Award for Excellence in Teaching Award, School of Public Affairs, University of Colorado Denver

2014 Chester A. Newland Presidential Citation of Merit Award, American Society for Public

Administration

- 2013 Invited to deliver keynote address by Section for Women in Public Administration (ASPA)
- 2013 Best Book Award bestowed for *Emotional Labor and Crisis Response: Working on the Razor's Edge* by the Public & Nonprofit Division of the Academy of Management
- 2013 Best Book Award bestowed for *Emotional Labor and Crisis Response: Working on the Razor's Edge* by The American Society for Public Administration's Section on Personnel and Labor Relations.
- 2013 Honorable Mention, Award for Excellence in Teaching Award, School of Public Affairs, University of Colorado Denver
- 2012 ASPA/NASPAA Distinguished Research Award
- 2011 Chester A. Newland Presidential Citation of Merit, American Society for Public Administration
- 2010 Award for Excellence in Service, School of Public Affairs, University of Colorado Denver.
- 2009 Best Book Award bestowed for *Emotional Labor: Putting the Service in Public Service* by Public & Nonprofit Division of the Academy of Management, awarded August 2010.
- 2009 Best Book Award bestowed for *Emotional Labor: Putting the Service in Public Service* by American Society for Public Administration's Section on Public Administration Research.
- 2009 Best Book Award bestowed for *Emotional Labor: Putting the Service in Public Service* by American Society for Public Administration's Section on Personnel and Labor Relations.
- 2009 Elected as Chair of Best Dissertation Award Committee, Public and Nonprofit Division, Academy of Management.
- 2006 *Outstanding Service to the Section on Personnel Administration and Labor Relations*, American Society for Public Administration
- 2004 *Outstanding Scholarship in Public Sector Human Resources*, given by ASPA's Section on Personnel Administration and Labor Relations, American Society for Public Administration
- 2003 Recipient of Donato Pugliese Award, Southeastern Conference for Public Administration
- 2003 Named to Academic Advisory Board of Partnership for Public Service
- 2001 *Public Administration Review* award for biography of Laverne Burchfield, Am. Society for Public Admin.
- 2000 Recipient of Erika Fairchild Award, Women's Caucus in Political Science, Southern Political Science Assoc.
- 1998 Elected as Fellow of National Academy of Public Administration
- 1996 Faculty Mentor Award, given by the Women's Caucus for Political Science, Am. Political Science Assoc.
- 1996 Selected Outstanding Woman Administrator at UAB
- 1994 Marshall E. Dimock Award for best lead article in *Public Administration Review*
- 1992 Lilly Award for Outstanding Research in Public Administration, Am. Society for Public Admin.
- 1992 Distinguished Research Award for best research on women in public administration, awarded by Section on Women in Public Administration, American Society for Public

Administration

SERVICE

International/National

Board Member, ASPA's Frederickson Center on Social Equity and Inclusion, 2021-
 Member, Ethics and Conduct Committee, NASPAA, 2024-2026
 Member, Conference Program Committee, Social Equity Leadership Conference, 2023-2024.
 Member, Search committee for *Administrative Theory & Praxis* editor-in-chief, 2023
 Planner and Program Chair, Social Equity Summit, October 5-8, 2022, Charlottesville, VA
 Member, PAR Editor Search Committee 2022-2023
 Interviewee for drivetime radio broadcast (London), Voice of Islam Radio U.K. to discuss the
 roles and responsibilities of governments and the purpose public administration, June 27,
 2022
 Chair, Editorial Board Meeting for *Journal of Social Equity and Public Administration*, 2021-
 2024
 Chair, Definitions Subcommittee, Frederickson Center on Social Equity and Inclusion, 2022
 Member, ASPA's Section on Public Administration Research Book Award Committee, 2021
 Member, ASPA's Ethics and Standards Implementation Committee, 2021-2022
 Member, Advisory Board, School of Governance and Society, University of Management and
 Technology, Lahore, Pakistan, 2021 -
 Member, ASPA/NAPA Public Service Awards Selection Committee, 2019-2022
 Member, Advisory Board, 2019 Social Equity Leadership Conference
 Chair, 2019 PA Theory Network Conference Planning Committee
 Member, 2017 NASPAA Conference Program Committee
 External Reviewer, PhD Program in Public Affairs, University of Texas Dallas, 2017
 ASPA Founders Fellow Mentor for Kinjal Chaudhari, 2017
 Member, Search Committee for editor of *Administrative Theory & Praxis*, 2017
 Chair, PAR Editor Search Committee, ASPA 2016
 Member, International Public Administration Award Selection Committee, ASPA 2016
 ASPA Founders Fellow Mentor for Sebawit Bishu, 2016
 Member, Kenneth J. Meier Award Selection Committee, MPSA 2015
 Chair, 75th Anniversary Commission, Am. Society for Public Administration, 2011-2014
 Senior Advisor to ASPA President Tom Liou, 2012-2013.
 Chair, Public Integrity Award Selection Committee, Am. Society for Public Administration,
 2010
 Chair, American Political Science Association Leonard D. White Award Committee, 2010-2011
 Mentor for Professor Meghna Sabharwal, University of Texas at Dallas, 2010.
 Chair, Search Committee for Editor of *Public Administration Review*, 2009-2010
 Member, 2010 NASPAA Conference Program Committee
 Member, ASPA Presidential Advisory Board, 2010 - 2012
 Chair, Best Dissertation Award Committee, Public & Nonprofit Division, Academy of

Management, 2009-10
Member, Dwight Waldo Award Committee, ASPA, 2008
Chair, Laverne Burchfield Award Committee, ASPA, 2007, 2008
Member, Herbert Simon Best Book Award, APSA, 2006
Member, Paul Van Riper Award, ASPA, 2004-05
Liaison to ASPA for Academy of Management, 2004-06
Track Chair, ASPA 2005 Conference
Member, Standards Committee, NASPAA, 2002 - present
Member, ASPA Executive Director Search Committee, 2004
Chair, NASPAA Site Visit Team, March 4-5, 2004
Member, Academic Advisory Board, Partnership for Public Service, 2003 - .
Chair, ASPA Section on Personnel and Labor Relations Best Scholarly Paper Award Committee, 2002, 2003, 2004
Member, ASPA Section on Ethics Best Scholarly Paper Award Committee, 2002-2003
Member, ASPA Past President=s Advisory Group, 2003 -
Member, Endowment Board, Amer. Society for Public Administration, 2002-2008.
Member, ASPA Strategic Planning Task Force, 2002-2003
Chair, Public Integrity Award Committee, 2001
Chair, ASPA Nominating Committee, 2000-2001
Academy of Management, Public Sector Liaison to ASPA, 2000
Chair, Laverne Burchfield Award Committee, 2000, Am. Society for Public Administration.
Member, Ethics Award Committee, 2000, Am. Society for Public Administration
Member, Section on Personnel & Labor Relations Award Committee, 2000, Am. Society for Public Administration
Chair, Commission on Peer Review and Accreditation, NASPAA, 2000-2001; member 1998-2001
Chair, Leonard D. White Dissertation Award Committee, Am. Political Science Assoc., 1999
President-elect, American Society for Public Administration, 1996-1997; Vice President, 1995-1996
ASPA Liaison to NASPAA, 1998
Member, Project Advisory Group for Ford Foundation Grant: Appointed Policy Makers in State Government.
Member, ASPA National Nominating Committee, 1998, 1999
Member, ASPA/NASPAA 1995 Distinguished Research Award Selection Committee
Program Co-Chair, 1995 ASPA conference
Executive Council, Section on Health & Human Services, ASPA, 1993-1994
Member, Burchfield Award Committee, ASPA, 1992
Member, Mosher Award Committee, ASPA, 1990
Member, Dwight Waldo Award Committee, 1987, 1988, 1989(Chair), 1993
Member, Donald C. Stone Award Committee, 1999, 1988
Member, Task Force on ASPA Publications, 1990
Chair, Publications Committee of ASPA, 1989-1990; Vice-Chair, 1988-89; Member 1987-88,

1990-1995

Chair, Section for Women in Public Administration, 1989-1990
Member, Search Committee for editor of *Public Administration Review*, 1989-1990
Member, ASPA Executive Committee, 1989-1990
Chair, Nominating Committee for ASPA Section on Management Science & Policy Analysis, 1989
Member, ASPA Two-Year Planning Committee
Member, Program Committee for 1989 National Conference, Am. Society for Public Administration
National Council Member, American Society for Public Administration, 1987-1990
Executive Council Member, Section on Management Science & Policy Analysis, ASPA, 1987-1990
Executive Council Member, Section on Women in Public Administration, Am. Society for Public Administration, 1987-1990, 1993-1996
Member, National Chapter Development Committee, Am. Society for Public Administration, 1986-1987
Co-edited Membership Directory (with David H. Coursey). Washington, D.C.: Section on Women in Public Administration, Am. Society for Public Admin, 1986.
Member, National Membership Development Committee, ASPA, 1984-1986.

Regional

Member, 2014-15 Manning J. Dauer Award Selection Committee, Southern Political Science Association
Chair, 2004 Pugliese Award Committee, Southeastern Conference on Public Administration
Track Chair, 2004 SECOPA Conference
Member, Membership Development Committee, Southern Political Science Association
President, Southern Political Science Association, 2001-2002; President elect, 2000-2001; Vice Pres., 1998-1999
Member, Erika Fairchild Award, Women=s Caucus in Political Science: South, 2001-2002
Chair, Ed Artinian Travel Award Committee, Southern Political Science Association, 2000; member, 1999
Chair, Southeastern Conference for Public Administration (1993-94)
Executive Council, Southern Political Science Association, 1992-1995
Member, 1992 Pugliese Award Committee, Southeastern Conference on Public Administration
Executive Council, Southeastern Conference for Public Administration (1991-1993)
Chair, Administrative Ethics Track, 1992 Southeastern Conference on Public Administration
Chair, Health and Human Services Track, 1991 Southeastern Conference on Public Administration
Chair, Administrative Ethics Track, 1989 Southeastern Conference on Public Administration
Member, Nominations Committee, Southeastern Conference on Public Administration, 1989
Chair, Committee on the Status of Women, SPSA, 1989-90; 1990-91; Member of the Committee

1986-1989

President, Women's Caucus in Political Science: South, 1987-88
Program Chair, 1988 Southeastern Conference on Public Administration
Public Administration Track Chair, 1987 Southern Political Science Association Conference
Management Science Track Co-Chair, 1987 Southeastern Conference on Public Administration Conference
Chair, Nominating Committee, Southeastern Conference on Public Administration, 1987
Secretary, Women's Caucus for Political Science: South, 1984-1985
Member, Local Arrangements Committee, Southern Political Science Association, 1983

Local

Speaker, Managing the Emotive Part of Your Job. 17th Judicial District of Colorado Sexual Assault Response Team, Thornton Police Department, August 16, 2022.
Speaker, Recentering Public Life – The Emotive Component, sponsored by School of Public Affairs, Univ of Colorado Colorado Springs, September 21, 2020.
Speaker, Emotive Communication in Leadership, October 22, 2012, Rocky Mountain Leadership Program, Colorado Springs, CO.
Moderator, panel on education for the public service, North Florida Chapter, ASPA, October 6, 1998.
Member, Tallahassee/Leon Indigent Health Care Advisory Committee, 1998-2000 council member, North Florida ASPA Chapter, 1997-1998 , 2007-2008
Chair, Jefferson County Compensation Commission, 1996-2000
Council member, Alabama Solution, an organization dedicated to encouraging women to run for office, 1996-97
Council member, Alabama Political Science Association, 1995-1997
Moderator, National Homeownership Strategy: Partners in the American Dream, June 5, 1995, sponsored by HUD.
Speaker, "Affirmative Action" for YMBC, March 27, 1995
Speaker, "The Upcoming Elections" for YMBC, October 17, 1994
Political Analyst, WBRC-TV, Election '94 coverage
Speaker, Women's Network, "The Difference that Gender Makes: Women in State Legislatures," Nov. 18, 1993.
Speaker, Metro Business & Professional Women's Club of Birmingham, "The Glass Ceiling," August 24, 1993.
Moderator, Healthcare: Prescriptions for Reform Town Meeting, February 16, 1993, Alabama Hospital Association
Member, Cooper Green Hospital Advisory Board, 1991-1996
Member, Chamber of Commerce Health Services Cmte 1992-1995
Speaker, Public Hearing on Health Goals 2000, February 5, 1991, Jefferson County Department of Health
Speaker, Metro Area Law Enforcement Chiefs, 2/21/91, "Ethical Decision Making in Everyday Work Situations"

Speaker, Unitarian Church, August 19, 1990, "Jefferson County's Medically Indigent: Problems and Prospects."

Steering Committee Member, Southern Health Equity Forum 1990

Member, Audit Committee for The Birmingham Plan, 1989

Chair, Jefferson County Working Group on Health, 1988-1989

Member, Chamber of Commerce Health Goals Committee 1988-1989; 1994-1995

President, Greater Birmingham Chapter of the American Society for Public Administration, 1986-1987

Program Director, Greater Birmingham Chapter of the American Society for Public Administration, 1985-1986

Advisory Committee member, Conference for the Advancement of Women in Public Administration, 1985, 1986

Member, Nominating Committee, Greater Birmingham Chapter of the Am. Society for Public Administration, 1984

Membership Chair, Greater Birmingham Chapter of the Am. Society for Public Administration 1983-1984

Council Member, Greater Birmingham Chapter of the Am. Society for Public Administration 1983-85, 1987-97

Representative for Alabama, Task Force for Equal Rights, a project of the Women's Caucus for Pol. Sci., 1983-1985

Member, Citizen Review Panel for Jefferson County Personnel Board, 1987, 1988

Chair, Research & Evaluation Cmte for Central Alabama Coalition for the Medically Uninsured Project, 1986-93

Board Member, Central Alabama Coalition for the Medically Uninsured, 1986 to present.

Board Member, Crucible, 1984 to 1997

Task Force Member, Mayor's Commission on the Status of Women, 1984.

Consultant to Miles College faculty on building research skills, 1984.

Commentator, Tarrant City Middle School, "Urban Planning-Past and Present," March 20, 1984.

Consultant to Hillcrest Hospital and Higdon Hill School and Group Home. Working paper.

Hillcrest Hospital and Higdon Hill School and Group Home: An Organizational Analysis. 37 pp. 1983.

to University of Colorado Denver

Member, Distinguished Professor Selection Committee, 2022

Member, Academic Integrity Appeals Committee, 2021 – 2023

Member, SPA Diversity Committee, 2019 - 2022

Member, SPA Search Committee, 2015, 2016, co-chair 2018, chair 2021

Member, Academic Personnel Committee, 2018 - 2020

Guest Lecture to PUAD 5002, "Why Do I Feel Like This: Managing Emotional Labor in your Work." September 5, 2018

Member, Selection Committee for Award for Excellence in Service and Leadership, 2018, 2019

Convenor, Added Perspectives, A Workshop for Ph.D. Students, November 14, 2016; funded

collaboratively by SPA and a grant from the UCD Office of Diversity and Inclusion
Speaker, International Research Workshop for faculty & students, September 28, 2016, School
of Public Affairs.

Member, Ph.D. Committee, 2015 - current

Member, Dean's Review Committee for Tenure and Promotion 2016, 2017(Chair), 2022 (Chair)

Member, Selection Committee for 2016 Award for Excellence in Service and Leadership

Convenor, "Public Administration Evolving: From Foundations to the Future." A Colloquium
for SPA faculty, students, and staff. October 21, 2015.

Faculty Marshal, December 2014 graduation

Speaker, Mini-School for Public Affairs & Public Health, October 2, 2014: "Why Can't the
Government be More Like a Business?"

Member, Domestic Violence Faculty Oversight Committee, 2014

Member, Faculty and Staff Threat Assessment and Response Team, 2013-2020

Member, Dean's Review Committee, 2011, 2012(chair), 2013

Member, Domestic Violence Review Committee, 2012-2013

Chair, Recruitment Committee for Public Administration Instructor, 2011

Member, Service Award Selection Committee, 2011 and 2012

Member, Faculty Assembly, 2011-2012

Chair, MPA Program, 2009, 2010, 2011

Member, Faculty Search Committee, 2008-09

Member, RTP Committee, 2008-10, 2014

Member, System-Wide Women's Committee, 2008-09

RECENT GRANTS

2018 Attitudinal and Behavioral Consequences of Gendered Emotional Labor in Male- and
Female-Dominated Professions: A Comparison Between Police and Social Work in Two
Cultural Contexts, \$47,105. Funded by City University of Hong Kong. (co-PI).

2016 Diversity & Inclusion Grant to fund Added Perspectives Workshop, \$1,000. Funded by
UCDenver Office of Diversity and Inclusion