

CURRICULUM VITAE

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EDUCATION

Boston University, Boston, MA
Ph.D., English, January 1992
Fordham University, Bronx, NY
B.A., English, *summa cum laude*
Woodrow Wilson Fellow; Phi Beta Kappa

AREAS OF
SPECIALIZATION

Political Rhetoric; Speech Communication; Leadership; Narrative Theory; Policy Analysis

TEACHING EXPERIENCE

Lecturer

2003-

Harvard Kennedy School, Harvard University, Cambridge, MA
Teaches DPI-801, "The Arts of Communication," an experiential course in leadership communication involving writing op-eds and public speaking in a range of difficult leadership situations including problem/solution, facing a hostile audience, delivering bad news, responding to allegations, justifying difficult decisions, persuasive storytelling, describing core values, handling Q&A, dealing with the media, crisis communication, and ceremonial speaking.

Adjunct Lecturer

2000-2003

Co-taught "The Arts of Communication" with David Gergen et al.
Also taught PAL-111, "Political Action Skills: The Communications Component," a required module for all Masters in Public Policy students.

Director

1997-2011

Preceptor

1987-

Public Policy Communications Program, Harvard Kennedy School
Taught communications component of core course in "Policy Analysis, Design & Argument." Offers graduate-level seminars, workshops, and modules in Political Rhetoric, Public Speaking, Public Discourse for Women, Crisis Communication, Persuasive Storytelling, Designing Research Projects, Speechwriting, Memo and Report Writing, Writing Policy Analysis.

Senior Lecturer

1997-1999

Sloan School of Management, M.I.T., Cambridge, MA
Taught required course in "Communication for Managers," involving written and oral professional skills and cross-cultural communication.

Instructor

1999-2001

Radcliffe/LASPAU Leadership Institute for Latin American Women, Cambridge, MA
Designed a 6-week leadership curriculum for successful funding proposal. Taught summer executive training courses in Persuasion and Promoting Democratic Change for a cohort of Latin American women in non-profit leadership positions.

Instructor

1994-1999

Radcliffe Seminars Program, Radcliffe College, Cambridge, MA
"Public Policy Analysis." Designed this graduate-credit course in the theory and practice of policy analysis with an emphasis on written and oral advocacy.
"Persuasion for Managers and Advocates." Designed this graduate course to emphasize both rational and emotional components of written and oral persuasion.

- Instructor**
1993-95
Graduate School of Education, Harvard University, Cambridge, MA
"The Rhetoric of Public Discourse." Designed this new course in public advocacy to address the needs of doctoral students in education policy.
- Lecturer/
Administrator**
1977-80
University of Geneva, Switzerland
English Composition, Report Writing, Anglo-American Culture, French-English translation.
Administered the "demi-license" program for 2nd Year English majors: determined degree requirements; wrote and administered oral & written exams; counseled degree candidates.
- Lecturer**
1976-77
University of Sydney, Sydney, Australia
Business Writing, Film & Literature.
- Lecturer**
1974-75
Instituto Chileno-Norteamericano, Santiago, Chile
English Conversation, American Literature, "Trends in North American Cultural Values," a special series of lectures for Chilean teachers.

ADMINISTRATIVE EXPERIENCE

- Director**
1997-2011
**Public Policy Communications Program, Harvard Kennedy School,
Harvard University, Cambridge, MA**
Co-Director
1989-91
Manages core academic support program: develops policy and curriculum, hires and supervises part-time teaching staff, represents program on academic and administrative committees.
- Associate Director**
1994-1997
**Policy Analysis Exercise Program, Harvard Kennedy School,
Harvard University, Cambridge, MA**
Coordinator
1992-94
Managed the Master's thesis program, soliciting client proposals from government and non-profit agencies, coordinating students' choices of client projects, assisting them in structuring their research plans, and offering seminars in consulting and report writing.
- Assistant Dean**
1986-87
**Undergraduate Academic Support Office, Massachusetts Institute of Technology,
Cambridge, MA**
Administered freshman advising program; monitored academic progress of freshman class; counseled undergraduates on academic and career issues; organized study skills and time management support programs; oversaw administration of Freshman Orientation; produced monthly freshman newsletter. Supervised two professional staff and senior secretary.
- Assistant to the
President**
1984-86
Bentley College, Waltham, MA
Wrote president's speeches, articles, messages, trustee reports, correspondence; represented the President's Office on internal and external committees; acted as liaison between the President and internal and external constituencies; initiated research projects; coordinated social functions.
- Editor/
Journalist**
1981-83
Anglo-American Spotlight, Munich, Germany
Edited three major sections (Modern Life, Arts & Sciences, People) of an 80-page English-language monthly for German readers. Regularly contributed original articles on American cultural values. Circulation increased from 25,000 to almost 60,000 during 1981-83.

COMMUNICATIONS CONSULTING

Senior Executive Fellows Program, Harvard Kennedy School, Cambridge, MA
Harvard Business School, Cambridge, MA
Lee Kwan Yew School of Public Policy, Singapore
Young Global Leaders Executive Education, Harvard Kennedy School, Cambridge, MA
Fletcher School of Diplomacy, Tufts University, Medford, MA
National Security Program, Harvard Kennedy School
Women Waging Peace, Harvard Kennedy School
Program for Women in Politics and Government, University of Massachusetts, Boston MA
Commercial Union Insurance Companies, Boston, MA
Urban Superintendents Program, Harvard Graduate School of Education, Cambridge, MA
W.K. Kellogg Foundation Program for Leaders of Latin American and Caribbean Non-Governmental Organizations, Cambridge, MA
Strategic Consulting Services, Blue Cross Blue Shield Association, Chicago, IL
Citizens' Housing and Planning Association, Inc., Boston, MA

LANGUAGES

Fluent French, working Spanish and German, some Italian

PUBLICATIONS

Books:

Text/Countertext: Postmodern Paranoia in Samuel Beckett, Doris Lessing, and Philip Roth, Peter Lang Publishing, New York, NY, 1996.

Communicating in Business Today, D.C. Heath & Co., Lexington, MA, 1987.
(with Ruth G. Newman and Mark Cohen)

Articles/ Conference Papers

"Participatory Policy Analysis: Three Problems with Public Engagement." Presented at the annual meeting of *The Association for Public Policy Analysis and Management*, November 7, 1997

"The Rhetoric of Public Deliberation: The Policy Analyst's Role." Presented at the annual meeting of *The Association for Public Policy Analysis and Management*, October 31, 1996.

"Disney Animates the Critics," *The Boston Sunday Globe*, June 30, 1996, pp. 63, 67.

"Policy Analysis Postmodernized: Some Political and Pedagogical Ramifications," *Policy Studies Journal*, Vol. 23, No. 3, 1995.

(Winner of the Theodore Lowi Award for the best article in the 1995 issues of *Policy Studies Journal*)

"Basic Instinct: Grappling for Postmodern Mind Control," *Literature/Film Quarterly*, vol. 22, no. 1, 1994. Presented at the annual meeting of the Northeast Film & Literature Association, University of Rhode Island, October 16, 1992.

"Hardcore Academia: An Interview with Linda Williams," *Visions Magazine*, Special Issue #8, Fall, 1992.

"Betty Friedan Preaches a New 'Soft Feminism'," *Anglo-American Spotlight*, No. 8, August, 1982.

"New German Painters Capture New York," *Anglo-American Spotlight*, No. 8, August, 1982.

"Bad Luck in Munich," *Anglo-American Spotlight*, No. 5, May, 1982.

"An American Woman Analyzes Life in Germany: Decadence or Order?" *Anglo- American Spotlight*, No. 5, May, 1982.

REFERENCES

Available upon request