

STEVEN T. MORTENSON

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University of Delaware
Department of Communication
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EDUCATION

Ph.D. COMMUNICATION: JULY 1999
PURDUE UNIVERSITY

Major Areas: Interpersonal Communication, Intercultural Communication
Minor Areas: Communication Theory, Research Methods

Dissertation: "Cultural Variation in Emotions and Effective Emotional Support Processes: Documenting Differences in the Experience, Expression, and Management of Emotional Distress"

Major Professor: Brant Burleson

M.A. SPEECH COMMUNICATION: AUGUST 1994
CALIFORNIA STATE UNIVERSITY LONG BEACH

Major Areas: Interpersonal Communication, Intercultural Communication
Minor Areas: Organizational Communication, Research Methods

Thesis: "Configural and Linear Communication, Teacher Nonverbal Immediacy, and Affective Learning in the Multicultural Classroom"

Major Professor: Patricia Kearney

B.A. SPEECH COMMUNICATION: MAY 1991
CALIFORNIA STATE UNIVERSITY LONG BEACH

Major Area: Interpersonal Communication

AWARDS AND GRANTS

Nominated: University of Delaware, *Faculty Senate Excellence in Teaching Award* 2016
Faculty Travel Grant 2014

Awarded the Faculty Senate Excellence in Teaching Award 2012

Nominated: University of Delaware, *Faculty Senate Excellence in Teaching Award* 2011
Top Three Paper in Intercultural Communication, 2009 ICA Conference, Chicago, IL
Top Three Paper in Interpersonal Communication, 2007 NCA Conference, Chicago, IL
Faculty Enrichment Research Award, 2007

Top Six Downloaded Article for *Communication Education*, 2007

Nominated: University of Delaware, *Faculty Senate Excellence in Teaching Award* 2007

Nominated: University of Delaware, *Faculty Senate Excellence in Teaching Award* 2006

Nominated: University of Delaware, *Faculty Senate Excellence in Teaching Award* 2005

Nominated: University of Delaware, *Faculty Senate Excellence in Teaching Award* 2004

General University Research Grant, \$5,000, fall 2004

Top Three Paper in Interpersonal Communication, 2002 NCA Conference, New Orleans, LA

Kinley Trust Foundation: \$11,600 grant for the study of intercultural communication, fall 1998

Purdue Research Foundation Fellowship: \$ 2,000 grant for doctoral thesis, summer 1997

Top Three Paper in Instructional Development, 1996 Speech Communication Association meeting, San Diego, CA

EMPLOYMENT HISTORY

UNIVERSITY OF DELAWARE

September 2003 to present

Assistant Professor

Courses Taught:

Fundamentals of Communication Theory

Interpersonal Communication

Persuasion

Emotion and Communication

Personality and Social Interaction

Intercultural Communication

Public Speaking

Course Director: Oral Communication in a Business Setting

Epistemology and Theory

GEORGIA SOUTHERN UNIVERSITY
August 1999 to 2003
Assistant Professor

Courses Taught:

Interpersonal Communication
Intercultural Communication
Persuasion
Public Speaking
Rhetorical Criticism
Communication Theory
Semantics
Organizational Communication

PURDUE UNIVERSITY
August 1994 to May 1999
Teaching Assistant

Courses Taught:

Public Speaking for Technical Majors
Small Group Communication in a Technical Environment
Interpersonal Communication

PUBLICATIONS

- Holbert, R. L., Hansen, G. J., Caplan, S. E., & **Mortensen, S.** (2007). Presidential debate viewing and Michael Moore's *Fahrenheit 9-11*: A Study of Affect-as-Transfer and Passionate Reasoning. *Media Psychology*, 9, 673-694
- Holbert, R. L., Hansen, G. J., **Mortensen, S.**, & Caplan, S. E. (2006). An analysis of the relative influences of *Fahrenheit 9-11* and presidential debate viewing on shifting confidence in President George W. Bush. *Communication Research Reports*, 23, 209-216.
- Mortenson, S., Burleson, B. R., Feng, B., Liu, M. (2009) Cultural similarities and differences in seeking social support as a means of coping: A comparison of European Americans and Chinese and an evaluation of the mediating effects of self-construal. *Journal of International and Intercultural Communication*.
- Mortenson, S., Liu, M., Burleson, B. R., & Liu Y. (2006). A fluency of feeling: Exploring cultural and individual differences (and similarities) related to

- skilled emotional support. *Journal of Cross-Cultural Psychology*, 37, 366-386.
- Mortenson, S. (2009). Interpersonal trust and social skill in seeking social support among Chinese and Americans. *Communication Research*, 36, 32-54
- Mortenson, S. (2007). Raising the question: Should we teach personal transformation as a part of interpersonal communication? If so, how is it done? *Communication Education*, 56, 401-409.
- Mortenson, S. (2006). Cultural differences and similarities in seeking social support as a response to academic failure: A comparison of American and Chinese college students. *Communication Education*, 55, 127-146. **Sixth most downloaded article in journal for 2006.**
- Burleson, B. R., Samter, W., Jones, S. M., Kunkel, A., Holmstrom, A., MacGeorge, E. L., & **Mortenson, S.** (2005). Another perspective on Lemieux and Tighe's receiver perspective: A comment on "Attachment styles and the evaluation of comforting responses: A receiver perspective." *Communication Research Reports*, 22, 144-153.
- Liu, M., Burleson, B. R., Liu, Y., & **Mortenson, S.** (2006). Assessing gender-related similarities and differences in Chinese people's evaluation of emotional support values, goals, coping strategies, and messages. *Communication Research*, 33, 33-86.
- Mortenson, S. (2005). Exploring the link between culture and self-construal through structural equation models. *Journal of Intercultural Communication Research*, 35, 1-23.
- Mortenson, S. (2005). Toward communication values in friendship: Self-construals and mediated differences in sex and culture. *Journal of Intercultural Communication Research*, 34, 20-66.
- Burleson, B., & **Mortenson, S.** (2003). Explaining cultural differences in evaluations of emotional support behaviors: Exploring the mediating influences of value systems and interaction goals. *Communication Research*, 30, 113-146.
- Mortenson, S. (2002). Sex, communication values, and cultural values: individualism- collectivism as a mediator of sex differences in communication values in two cultures. *Communication Reports*, 15, 1, 57-71.
- Mortenson, S. (2000). Traditions of Western thinking and contemporary social

science. In S. Mortenson and C-F. Chang (Eds.). *Cross-cultural Communication: An Eastern Perspective* (pp. 2-27). Beijing, People's Republic of China: China Social Sciences Publishing House.

Mortenson, S. & Chang, C-F. (Eds.) (2000). *Cross-cultural Communication: An Eastern Perspective*. Beijing, People's Republic of China: China Social Sciences Publishing House.

Samter, W., Whaley, B., Mortenson, S., & Burleson, B. (1998). Ethnicity and emotional support in same-sex friendship: A comparison of Asian Americans, African Americans, and Euro-Americans. *Personal Relationships*, 23, 2, 121-146.

CONFERENCE PRESENTATIONS

Mortenson, S., Luchey S., Creasy M. (2015) *When the Rubber Hits the Road: Tools and Challenges for Student Leaders*. Invited Presentation at the Association of Leadership Educators Conference, Washington D.C.

Mortenson, S. (2013). *Transformative education in the interpersonal classroom*. Invited presentation at the National Communication Associations Conference, Washington D.C.

Mortenson, S., Burleson, B., & Liu, M. (2009). *Unpacking cultural differences in communication styles: A comparison of the cultural-selves and universal-needs perspectives*. Paper presented at the International Communication Association Conference, Chicago, IL. **Top Three Paper in Intercultural Communication.**

Mortenson, S. (2007). *Interpersonal trust and social skill in seeking social support among Chinese and Americans*. Paper presented at the National Communication Association Conference, Chicago, IL. **Top Three Paper in Interpersonal Communication.**

Mortenson, S. (2006). *Cultural differences and similarities in seeking social support as a response to academic failure: A comparison of American and Chinese college students*. Paper presented at the National Communication Association Conference, San Antonio, TX.

Holbert, R. L., Hansen, G. J., Caplan, S. E., & **Mortensen, S.** (2006). *Presidential debate viewing and Michael Moore's Fahrenheit 9-11: A Study of Affect-as-Transfer and Passionate Reasoning*. Paper presented at the National Communication Association Conference, San Antonio, TX.

- Liu, M., Burleson, B. R., Liu, Y., & **Mortenson, S.** (2005). *Assessing gender-related similarities and differences in Chinese people's evaluation of emotional support values, goals, coping strategies, and messages*. Paper presented at the International Communication Association Conference, New York, NY.
- Mortenson, S. (2005). *A Fluency of Feeling: Exploring Variations in Culture Rules for Socially Managing Distress. International Journal of Intercultural Relations*. Paper presented at the International Communication Association Conference, New York, NY.
- Mortenson, S., Burleson, B. R., Feng, B., & Liu, M. (2005) *Cultural similarities and differences in seeking social support as a means of coping: A comparison of Americans and Chinese and an evaluation of the mediating effects of self-construal*. Paper presented at the National Communication Association Conference, Boston, MA.
- Mortenson, S. (2004). *Clarifying the link between culture and self-construal through structural equation models*. Paper presented at the National Communication Association Conference, Chicago, IL.
- Mortenson, S. (2004). *Toward Communication Values in Friendship: Self-Construals and Mediated Differences in Sex and Culture*. Refereed paper presented at the National Communication Association Conference, Chicago, IL.
- Burleson, B., & **Mortenson, S.** (2002). *Explaining cultural differences in Evaluations of emotional support behaviors: Exploring the mediating influences of value systems and interaction goals*. Paper presented at the National Communication Association Conference, New Orleans, LA. **Top Paper in Interpersonal Communication**.
- Mortenson, S. (2001). *Sex, communication values, and cultural values: Individualism-collectivism as a mediator of sex differences in communication values in two cultures*. Paper presented at the International Communication Association Conference, Washington, DC.
- Mortenson, S. (2001). *Technomythology: Aesthetic machines in science fiction and the iconography of myth*. Paper presented at the National Communication Association Conference, Atlanta, GA.
- Geyerman, C., & **Mortenson, S.** (2000) *Semiotics and heteroglossia: The struggle for meaning over the Confederate flag*. Paper presented at the National Communication Association Conference, Seattle, WA.

Samter, W., Whaley, B., **Mortenson, S.**, & Burleson, B., (1997). *Ethnicity and emotional support in same-sex friendship: A comparison of Asian Americans, African Americans, and Euro-Americans*. Paper presented at the National Communication Association Conference, Chicago, IL.

Mortenson, S. & Kearney, P. (1996). *Rethinking teacher nonverbal immediacy in the multicultural classroom*. Paper presented at the Speech Communication Association Conference, San Diego, CA. ***Top Paper in Instructional Development***.

PROFESSIONAL WORKSHOPS AND INVITED LECTURES

Emotional Defense Mechanisms and Interpersonal Relationships (2013). This was a series of two professional trainings hosted by the Delaware Professional Counselors Association. They functioned to provide counselors with continuing education credits to maintain their professional licenses.

Emotional Defense Mechanisms and Bullying (2013-2014). This was a series of three invited lectures given to the Psychiatric Department of Christiana Hospital. They were part of an ongoing psychiatric “rounds” program that presents new research and ideas to doctors.

Emotional Defense Mechanisms and Leadership Effectiveness (Spring 2014). I was invited to present two one-hour talks about the influence of emotional defenses on leadership effectiveness. This was part of the Blue Hen Leadership Program’s Conference on Resilient Leadership. Students from various Greek organizations and Blue Hen Student Ambassadors took part in this conference.

Emotional Defense Mechanisms and Skillful Conflict (Spring 2014). I was invited to give a one-hour workshop to three student executive boards from the following student organizations: SCPAB (the student run social organization), Haven (the LBGTQ student club, and Hola! (our Latino student club). My talk was part of the SCHOVEN leadership program sponsored by UD.

Emotional Defenses, Skilled Communication, and Crucial Confrontations: How to Better Talk to Parents About Their Child’s Health (Spring 2014). I was invited to speak at Grand Rounds at Christiana Hospital to the Pediatric Staff. My lecture examined both the emotional challenges of confronting people with challenging health information and practical strategies in message development. This lecture was part of the continuing education program at the hospital. Staff received credit for attending the lecture that counted toward the continuation of their medical licensing.

Personality and Skilled Communication: Developing Awareness Around Individual Strengths and Challenges (Summer 2014). I was invited to teach two classes in advanced interpersonal communication skills to students from our university’s Middle East Partnership Initiative. I also developed and administered two custom writing assignments for these

students and hosted two of the students at a dinner in my home as part of their program. The MEPI Student Leaders Program provides a unique opportunity for participants to develop their leadership and civic engagement skills, with a specific emphasis on applying those skills in their home communities and countries to effect change. Additionally, the program enables the participants to learn about and discuss values, issues, and institutions that have played important roles throughout the history of the United States.

The Shadow and Confrontation in Project Teams: Working Through Differences and Defenses to Boost Team Productivity (Fall 2014). I was invited to teach two workshops to 60 students in the Blue Hen Leadership Program as part of their leadership retreat in Ocean City Maryland. These workshops were part of a leadership training program the students have before they form into project groups and embark on civic or campus related projects that they design and implement over the course of the semester.

Communication Skills and Challenges for Executive Board Members (Fall 2014). I was invited to do a two-part seminar on leadership goals and communication challenges with the executive board of HOLA, the Latino student organization on campus. This involved both an assessment of what the group needed as a board and as individuals, presenting the ideas and skills best suited to meet these groups, and then

Difficult Residents and Other Dorm Disasters: RSO Training in Emotional Management and Skilled Communication (Fall 2014). I was invited to a two-part seminar on Emotional Management and Communication skill for our campus' chapter of the NRHH (National Residency Hall Honorary). This organization is comprised of the academic top 1% of students living and working in residence halls on campus.

Defense Mechanisms and the Challenge of Leadership (Fall 2014). I was invited to present at a campus conference for Resident Student Officers.

5 Persuasive Tools for Recruiting Campus Partners (Spring 2015): I was invited to give a presentation of persuasive theory and strategies to the Tier Two Leadership Students. This included a discussion and application of cognitive dissonance, person centered communication, and the Monroe Motivated Sequence.

Crucial Conversations: Discussions of Race (Spring 2015): I was invited as part the Blue Hen Leadership Conference to give a presentation on skillful ways to discuss and understand issues of Race in America. Students from various Greek organizations and Blue Hen Student Ambassadors took part in this conference.

Personality and Skilled Communication: Developing Awareness Around Individual Strengths and Challenges (Summer 2014) Over the Summer, I participated in three international leadership programs put on by the U.S. State Department, MEPI, SUSI, and The Fulbright Gateway Scholars program. For each group I conducted two workshops that focused on individual strengths and challenges and how they relate to communicative behaviors.

The Shadow and Confrontation in Project Teams: Working Through Differences and Defenses to Boost Team Productivity (Fall 2015). I was invited to **teach three workshops to 85 students** in the Blue Hen Leadership Program as part of their leadership retreat in Ocean City Maryland. These workshops were part of a leadership training program the students have before they form into project groups and embark on civic or campus related projects that they design and implement over the course of the semester.

Student Services Professional Retreat and Team Building (Winter 2015). I was invited to teach communication and mindfulness workshops to 35 UD staff from student services over the course of a 3-hour professional retreat held on campus.

WORKS IN PROGRESS

Mortenson, S. T. & Caplan, S. E. (in preparation). Interpersonal defense mechanisms and facework.

Mortenson, S.T., Caplan S. E., & Geyer C. (in preparation) Interpersonal defense mechanisms and conflict strategies among room mates.

Caplan, S.E. & Mortenson, S. T. (in preparation). Interpersonal mindfulness.

SERVICE

University Service

BIAS REPORTING POLICY AND PROCEDURE GROUP

Committee member involved in drafting documents and procedures for reporting and managing incidents of racial bias or discrimination on campus

BLUE HEN LEADERSHIP PROGRAM

Judge for Tier Two Project Presentations Spring 2015

CENTER FOR TEACHING AND ASSESSMENT OF LEARNING

Teaching Mentor for Graduate Students in Education 2012

COLLEGE PROMOTION AND TENURE COMMITTEE
University of Delaware, September 2012-2014

COLLEGE FACULTY SENATE
University of Delaware, February 2010 –September 2011

UNIVERSITY FACULTY SENATE
University of Delaware, February 2008- 2010

EDUCATIONAL AFFAIRS COMMITTEE
University of Delaware, September 2004 to 2010

LIFE MENTOR
Spring 2006

SUMMER SCHOLARS PROGRAM
Faculty Advisor, 2006

ALPHA PHI SORORITY
Faculty Advisor, 2006 to 2008

GAMMA SIGMA SIGMA SORORITY
Faculty Advisor, 2006 to 2008

Department Service

ASSISTANT COURSE DIRECTOR
Spring 2007

ACCREDITATION PROGRAM REVIEW
Committee Member, Faculty Service Productivity Report

DELAWARE DAYS
Department Representative

BLUE AND GOLD DAYS
Department Representative

DECISIONS DAYS
Department Representative

PEER REVIEW COMMITTEE
Carolyn Bartoo (2013) and Tracey Holden (2014) Carolyn Bartoo (2015)

GRADUATE COMMITTEE
2013 to present

Service to the Discipline

COMMUNICATION STUDIES

Editorial Review Board, September 2012 to present

JOURNAL OF INTERCULTURAL COMMUNICATION RESEARCH

Editorial Review Board, September 2012 to present

JOURNAL OF INTERCULTURAL AND INTERNATIONAL COMMUNICATION

Editorial Review Board, November 2010 to present

COMMUNICATION RESEARCH REPORTS

Editorial Review Board, November 2007 to 2016

COMMUNICATION EDUCATION

Editorial Review Board, January 2005 to present

COMMUNICATION RESEARCH

Editorial Review Board, January 2011 to present

PERSONAL RELATIONSHIPS

Guest Reviewer

WILEY-BLACKWELL PUBLISHING

Textbook Reviewer 2012

INTERNATIONAL COMMUNICATION ASSOCIATION

Paper reviewer for 2007 conference in San Francisco

Paper reviewer and panel respondent for 2008 conference in Montreal

Panel Respondent for 2009 Conference in Chicago

Vice Chair of Intercultural Communication Division 2009

Vice Chair of Intercultural Communication Division 2010

Chair of Intercultural Communication Division 2011 to 2014

Board Member 2011 to present

CENTER FOR INTERCULTURAL NEW MEDIA RESEARCH

Senior Research Associate 2011

NATIONAL COMMUNICATION ASSOCIATION

Manuscript Judge for Best Intercultural/International Research, 2007

EASTERN COMMUNICATION ASSOCIATION

Paper reviewer for 2005 conference in Pittsburgh

Service to the Community

BI ANNUAL COMMUNICATION DEPARTMENT FOOD DRIVE

Food drive coordinator 2011- Present

A CENTER FOR RELATIONAL LIVING: WILMINGTON DELAWARE

Reentry Coach for Ex Convicts

CENTER FOR DISEASE CONTROL

Advisory Board charged with producing health literature index for CDC professionals

GUEST LECTURES

“Gender and Emotional Defense Mechanisms in Romantic Relationships”: Lecture given in Human Sexuality, spring 2012, 2014, 2015

“Cross-Cultural Research and Quantitative Methods”: Lecture given to graduate students in Research Methods, spring 2004.

“Culture and Emotion: Traditions of Empirical Study”: Lecture given to graduate students in Interpersonal Communication, fall 2006

“Emotional Intelligence and Relationships”: Lecture given to graduate students in Interpersonal Communication, spring 2007.

“Social Support Across Cultures”: Lecture given to graduate students in Interpersonal Communication, spring 2007.

“The Problem with Culture and Self-Construal”: Lecture given to undergraduate students in Intercultural Communication, fall 2004.

INDEPENDENT STUDIES AND THESIS ADVISING

Undergraduate Independent Studies – Jenny Goldsmith, Brian Danko, Becca Bauer, Kristin Schrupf, Nick Johnson, Kelley Pastic, Stephanie Busch, Jenny

Saperstone, Whitney Oppito, Brittany Yourinson, Ilene Bloom, Tony Porreco, Chris Geyer, Veronica Tucker, Jessica Carvo, Lindsey Spina, Macey Schiff, Marissa Chieco, Lauren Wood, Melissa Petito, Jessica Carden, Laura Broomwell, Paulina Wiedman, Sonia Rothstad, Jordyn Lee, Katie Maimon, Sarah Peck, Sydney Scheiner, Alex Waad, Nina Freiburger, Alli Garnick

Graduate Independent Studies – Rebecca Harkins, Kelley Pastic, Dave De Andrea, Chris Geyer, Jennifer Cichiocki.

Masters Thesis Chair – Lindsay Aloia, Chris Geyer, Tanya Kang, Kristin Maggio

Masters Thesis Advising Committee – Lisa Godeleski, Davie De Andrea, Becca Krylow, Lauren Haufmaster, Stephen Polacek, Michael Myers, Jessica McKnight, Alex LaRose.

Dissertation Advising Committee – Brian Newby

Undergraduate Thesis Advising – Sana Merchant

REFERENCES