

CAROL THOMPSON

CAROL THOMPSON, PH.D.

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ACADEMIC BACKGROUND

Ph.D., 1979 Southern Illinois University, Carbondale, IL.

M.A., 1971 Southern Illinois University, Edwardsville, IL.

B.A., 1967 Southern Illinois University, Edwardsville, IL.

UNIVERSITY APPOINTMENTS

Co-Creator and Inaugural Co-Director, 2007-2011, for the Academy for Teaching and Learning Excellence (ATLE) also known as The Teaching Academy. Carol Thompson, Michael Kleine, and Dave McAlpine founded this teaching academy after years of committee work with other faculty and research on the effectiveness of teaching centers.

Created since the Inception of the Academy in 2007:

Located and designed special space for meetings, library, and other activities

ATLE sponsored forty teaching demonstrations and luncheons.

Hosted twenty wine and cheese Hot Topic discussions, on teaching and learning issues.

Promoted ATLE at speaking ceremonies including for the UALR Board of Visitors

Represented ATLE in fundraising with the Ted and Virginia Bailey Foundation. Awarded \$30,000 for speakers to come to campus.

Brought to-campus noted educational speakers. Examples include:

- Ken Bain, *What the Best College Professors Do*
- Richard Light, *Making the Most out of College*
- Maryellen Weimer, *Inspired College Teaching*

- Jeanette Norden, a neuroscientist and professor of cell developmental biology at Vanderbilt School of Medicine to discuss her inclusive, discussion-based classroom

Wrote and produced quarterly newsletters and online teaching shorts.

Created new programs such as *Shadow and Share*, a mentoring program that paired instructors from different disciplines in a mentoring relationship.

Designed programs for new faculty, including workshops such as syllabus design, teaching philosophies and techniques, handling difficult situations, and teaching as a learning activity.

Developed Faculty Resource Library

Supervised graduate assistants

Managed office and budgetary concerns

Chair, Department of Speech Communication, 2000-to-2004, 2014-2015, and 2019-2020

- Led the department in the development of online instruction, first putting the ACOM minor online and putting the entire major online highlighting online experiential learning
- Developed the Communication component of the Bachelor of Arts In Liberal Arts, BALA, a totally online program at UALR
- Contributed seven courses to the online program
- Wrote the winning application for the Department of Excellence at UALR in 2000 with a \$35,000 prize
- Revamped the graduate program with tenure-track faculty.
- Began initial work on a name change for the department, 2001
- Initiated an advertising campaign for the major
- **Initiated radio spots for Communication Matters, a one-minute program highlighting communication**
- **Promoted and designed initial iterations of the Leadership Lecture Series.**
- Inspired work on developing endowments to be used on scholarships
 - o Angela Brenton
 - o Allan Ward
 - o Lance Thompson

First Year Experience, FYE Leadership

- Chaired the committee to require First-Year Experience Courses for incoming students

at the University of Arkansas, Little Rock

- Taught over 20 First-Year experience courses to prepare incoming students for their role as students in an academic environment by introducing students to resources on campus and encouraging good study skills, test taking, time management, stress reduction
- Presented over 10 workshop sessions on teaching and administering First-Year Programs at the International conference for the First Year Experience in England, Ireland, Scotland and elsewhere
- Addressed Faculty Senate to pass legislation to require this important introductory course

Communication Across the Curriculum (OCC) with Linda Pledger and Allan Ward

- Wrote Blue Ribbon Grants for several years totaling approximately \$30,000
- Held a series of workshops each of three years of funding
- Allocated stipends for attendees to workshops
- Developed OCC curriculum
- Developed workshop formats
- Conducted 3-day workshops exploring using communication as a teaching and learning tool
- Commissioned Communication faculty to work through their area of expertise. Sample Topics included below:
 - Public Speaking, Mike Hemphill
 - Think-Aloud Interviews, Gerald Driskill
 - Think-Pair-Share, and other experiences, Allan Ward
 - Theory behind learning through communication, Carol Thompson with Linda Pledger
 - Using CMM to encourage individual learning, Carol Thompson
 - Exploring using computer-assisted learning to reinforce communication experiences, Mike Hemphill, Carol Thompson, Lisa Rawn

Coordinator of Learning Communities. 1997-2000

Learning Communities are a series of two or more courses linked together—students are no longer strangers—they get to know each other. Research shows his approach is successful in helping students persist in their education. “Students in learning communities persisted into the next year at considerably higher rates than did similar students in regular courses.” (Tinto, 1993).

- Coordinate learning communities on campus
- Meet with officials on campus to enlist support for project
- Chair committee of faculty to create campus support
- Speak at meetings encouraging participation in learning communities
- Write copy for brochures and fliers for high school counselors and students
- Supervise telephone contacts with prospective students
- Supervise learning communities as a marketing tool for attending UALR

- Develop a timeline for learning community efforts
- Develop discussions and workshops for campus and students about benefits of learning communities
- Compile a teaching handbook for learning community faculty
- Design materials to enhance community
- Teach in a learning community

Director of 1300, the basic course in Speech Communication, University of Arkansas, 1994-98.

- Revamped basic course toward an experiential course defined by theory. Added PowerPoint facilities in classrooms including projectors, computers, and cameras.
- Edited and wrote (with Mike Hemphill) a new textbook for the basic course: *Insights into Communication: Working for Understanding*, 1996.
- Promoted experiential learning as the dominant pedagogy for the course.
- Hired new part-time faculty and developed monthly training sessions in instruction for adjunct faculty
- Developed a Teacher's Guide for our textbook, *Insights into Communication*, 1st and 2nd editions

Scholar Professor, Interdisciplinary Teaching in the Scholars Program, University of Arkansas, Little Rock, AR, 1992-2019.

TEACHING COMPETENCIES

Graduate

Interpersonal Communication, Health Communication, Family Communication, Communication Theory, Intercultural Communication, Conflict Management, Organization Development, Small Group Communication, Communication, and Difference.

Undergraduate

Scholars Rhetoric and Communication, Communicating and Difference, Gender Communication, Conflict Management, Leadership, Communication in Pharmacy Practice, Small Group Communication, Communication Theory, Interpersonal Communication, Nonverbal Communication, Interviewing, Oral Communication, Listening, Professional Communication, Mass Communication, Family Communication, First Year Experience, Spiritual Communication.

Online Instruction

Promoted online instruction for Applied Communication at UALR. The Department offers an online program for our major in addition to the Bachelor of Arts in Liberal Arts (BALA) with a communication emphasis, another online program. Developed both the major and the minor

as online programs in Speech Communication. Worked with the 8-week accelerated format using Blackboard.

Developed seven courses for online instruction: Conflict Management, Communicating and Difference, Interpersonal Communication, Nonverbal Communication, Family Communication, Human Communication Concepts, and Gender Communication. Narrated PowerPoint lectures accompany each of these courses as well as visual lectures embedded into modules. Students are expected to present to the class via Kaltura or other viable medium and to enter into communication teaching sessions with family and friends to explore communication ideas.

Four Online Courses have achieved Quality Matters certification.

TEACHING EXPERIENCE

8/88 to present, the University of Arkansas at Little Rock, Department of Applied Communication, Little Rock, AR.

8/83 to 8/88, St. Louis College of Pharmacy, Department of Liberal Arts, St. Louis, MO.

8/82 to 8/88, University of Missouri, Department of Speech Communication, St. Louis, MO.

8/81 to 8/88, St. Louis Community College, Department of Communication, St. Louis, MO

Summary of Relevant Teaching in the Community

Community Group	Teaching Sessions	Participants (est)
Americorps/Vista teaching volunteers how to network, speak publicly, develop communities, write grants and raise funds	8 courses	325
Deacons (St. Johns Diocese) Courses in public speaking, public reading, listening	20 sessions	100
APAC Certified Volunteer managers, Certified Pubic managers, Delta Service Corps Fund Raisers	16 2 day courses	330
Teaching courses	20 courses	2000

For faculty and administration during Oral Communication Across the Curriculum and Customer Service Sessions		
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AWARDS

- **John I. Sisco Excellence in Teaching Award**, a regional award presented by the Southern States Communication Association, in Tampa FL, 2015.
- **Fulbright Scholar's Award** to teach in Pecs, Hungary, 2006 for 6 months. Taught 3 courses at the University of Pecs: conflict management, gender communication, and political communication: voices on the extreme left and right of American politics.
- **Distinguished Teaching Professor Award, given by the Academy for Teaching and Learning Excellence, 2007.**
- **Faculty exchange program**, Karl Franz University, Graz, Austria, May 2003. 3 Weeks of instruction and lecturing in Austria.
- **Faculty Excellence in Teaching Award**, The Ted and Virginia Bailey Award, university-wide, the University of Arkansas at Little Rock, May 2000. Awarded to one faculty member per year, chosen from the entire university faculty. Address at graduation, May 2001: "Obligations of Excellence"
- **Excellence in Teaching Award**, College of Professional Studies. Awarded to one faculty member per year, college-wide. The University of Arkansas at Little Rock, January 2000.
- **Faculty Contribution Award**, Department of Speech Communication. Awarded to faculty members who contributed to the department through service, research, and exemplary teaching. The University of Arkansas at Little Rock, 1998-99.
- **Faculty Research Award**, 1997. Submitted a proposal to the university to integrate a video component into the developing online lesson about climate management in interpersonal relationships. Status: Funded, \$1000.
- **Faculty Award through the Department of Foreign Languages**, a Title VI Federal Grant involving foreign languages and international studies to integrate an international perspective into communication courses. Travel to France and Italy.

- **Faculty Excellence in Teaching Award**, College of Professional Studies. Awarded to one faculty member each year, college-wide. The University of Arkansas at Little Rock, March, 1994.
- **Faculty Contribution Award**, Department of Speech Communication. Awarded to the faculty member who contributed to the department through service research and exemplary teaching. The University of Arkansas at Little Rock, 1992-93.
- **Research Award**. Top Three Paper in the Applied Division, Southern States Communication Association, "Patient Knowledge of Medical Terminology: A Re-examination," with Dr. Linda Pledger, April, 1992.
- **Faculty Research Award**. With Dr. Linda Pledger. Obtained a \$3000 grant from the Office of Research and Sponsored Programs to investigate "Medical Terminology: An Examination of the Understanding a Patient Has of Frequently Used Terms within a Pharmaceutical Setting." 1992.
- **Grant Awarded**. Researched and Submitted a \$3000 research grant to the office of research and sponsored programs, UALR, to investigate how pharmacists use medical terminology and how much patients understand of that terminology.

GRANTS

Disability Support Services, \$1200 grant to purchase PointCaste, a computer program to publish PowerPoint and narrations on the web, and PC laptop to develop narrations for online course offerings. Fall, 2001.

Curriculum Development Grant to develop a workshop on teaching strategies for Learning Communities with Dr. Linda Pledger and Frankie Chadwick, \$6,400, Fall, 1998.

Curriculum Development Grant. With Juliana Flinn, Anthropology, and Richard Raymond, Rhetoric and Writing entitled, "Linking Core Courses to Promote Retention and to Develop Student Learning Communities." Status: Funded. \$11,400. April 1997.

Oral Communication Across the Curriculum. Blue Ribbon Grant. Grant to continue a series of workshops integrating communication into campus courses in departments such as sociology, literature, biology, and other sciences. 25 participants. Status: Funded \$5,000. July, 1993.

Oral Communication Across the Curriculum. Blue Ribbon Grant. With Drs. Linda Pledger and Allan Ward. Funded. Create teaching workshops focused on using communication strategies in all courses at the university. 25 participants. Status: Funded \$5,000. July, 1992.

Oral Communication Across the Curriculum. Blue Ribbon Grant. \$8,820 grant to conduct a series of teaching workshops to develop communication across the curriculum as a vehicle to improve verbal, literary, and critical thinking. Status: Grant funded. 20 attendees. Teaching workshops given Fall and Spring, 1992.

Oral Communication Across the Curriculum Grant Awarded. \$9,996 grant to provide both a consulting service for campus faculty and to implement a series of workshops addressing the need for using oral communication across the curriculum as a vehicle to improve verbal literacy, enhance critical thinking, and develop a richer understanding of course material. Blue Ribbon Grant. 1992.

Blue Ribbon Grant. 1992. \$3200 grant for the Department of Speech Communication to purchase videotapes for Speech Communication 1300.

Blue Ribbon Committee Grant. 1989. Obtained a \$3600 grant for the Department of Speech Communication to develop an Instructor's Manual for the second edition of the *Insights into Communication* textbook. The manual consisted of overall approaches to the 1300 course, chapter outlines, discussion questions, suggested activities, and objective and subjective examination questions.

RESEARCH

Thompson, C. L. (2017-2026). *The Jullian Page*, <https://thejulianpage.blogspot.com/>

Book Chapter Blackburn, B. O., Chatham-Carpenter, A. D., Thompson, C. L. (2025). Civic community listening: The nexus of storytelling and listening within civic communities. *Community listening: Stories, hauntings, possibilities* (pp. 153-173). University Press of Colorado.

Thompson, C. & Hayes, M. (2024). Thinking Makes It So: Reflections on Mind-Body Communication in an Online Course. *Electronic Communication. Summer, 2024.*

Thompson, C. & Hayes, M. & Chatham-Carpenter, A. (2024). Combining Collaboration with Making Predictions to Inspire Deep Learning. *Collaborative Learning*. In press.

Thompson, C. & Holloway, J. (2023). *Searching for Julian of Norwich. (A part of the Rhetorical Outliers Series)*. Parlor Press. In process.

Thompson, C., & Chatham-Carpenter, A. (2020). Building relationships through pedagogy: Interpersonal communication in an honors rhetoric and communication course. *Honors Communication: Contextual issues & lessons learned in teaching, advising, and mentoring the undergraduate honors students in communication*. New York: Peter Lang.

Thompson, C., & Kleine, M. (2020). "Adapting Paulo Freire: Developing positive relationships" in *Interpersonal Perspectives on Improving Classroom Engagement and International Development Programs: Humanizing Higher Education*. Little Rock: Emerald Publishing. (downloaded 602 times)

Thompson, C. (2020). Resituating Freire in an academic context. (6th ed.). *Future of Education*. <https://www.elsevier.com/solutions/scopus>.

Thompson, C., & Kleine, M. (2019). Freire in an institutional context: Building positive relationships. *Pixel Online*. Florence: Italy. ISBN code (978-88-85813-45-8) ISSN code (238409509).

Thompson, C. & Kleine, M. (2016). "Using Literature to Explore Interpersonal Theory: Representation of Rhetorical Objectification and Oppression," *Journal of Pedagogy*. 7(2). (Downloaded 509 times)

Thompson, C., & Kleine, M. (2016). "Resituating Freire in an Academic Context," LibreriaUniversitaria, *Future of Education*, 2016. 6th Edition. (also included in SCOPUS (<https://www.elsevier.com/solutions/scopus> and in ACADEMIA.EDU. (<https://www.academia.edu/>).

Thompson, C., & Kleine, M. (2016). "Possibilities and Problematics of Promoting a Liberatory Classroom in an Institutional Context: The University," published powerpoint. <http://conference.pixel-online.net/FOE/presentation.php>.

Thompson, C.L. & Kleine, M. (2016). "Varied Responses as a Means to the Richness of Discourse: Reading Tough Texts through Speaking and Writing," *International Journal for the Scholarship of Teaching and Learning*. 10(1). Also available at <http://digitalcommons.georgiasouthern.edu/ij-sotl/vol10/iss1/5>.

Thompson, C.L. & Kleine, M. (2015). "An Interdisciplinary Dialog about Teaching and Learning Dialogically," with Michael Kleine, published in *Innovative Higher Education*. 40(3).

Thompson, C.L (2005-2008). *Spheres of Communication*: text designed for Scholars Program, Rhetoric and Communication.

Thompson, C.L (2005). "Creating Community in the First Year Course," *First-Year Experience Program Journal*.

Thompson, C.L (2000). "In the Professor's Toolbox: Using Assessment to Improve Personal Teaching," *First Year Experience Program Journal*.

Thompson, C. (2000). Communication Apprehension, *Speech Resources: Exercises and Activities*, Roxbury Publishing Company, Los Angeles: CA, 1991, new edition, 2000.

Thompson, C.L & Hemphill, M. R. (1999). *Working for Understanding*, 2nd Edition, Little Rock, AR: Human Communication Cooperative, Little Rock, AR.

Thompson, C., & Donaldson, C., & Kleine, M. (1998). "A Systemic Approach to Student Persistence," *First-Year Experience Program Journal*.

Thompson, C., & Rawn, L. (1998). *Supportive and Defensive Climates*, interactive computer lesson, Jerry Butler Interactive Learning Center, Little Rock, AR.

Thompson, C. & Kleine, M. (1997). Toward a Libratory Pedagogy: The Praxis of Collaboration and the First Year Student," *First year Experience Program Journal*.

Thompson, C. (1997) Fantasy Interviews, in *Teaching Effective Listening*, by Carolyn Gwynn (Ed)Coakley, Sonoma, California, 1997.

Thompson, C. (1997). Fantasy Interviews, in *The Art of Public Speaking*, Stephen E. Lucas (ed) , New York: MacGraw Hill, January.

Thompson, C. (1996). *Interviewing Lesson: Arranging Question Sequences*, Computer lesson, SCIL Center, the University of Arkansas at Little Rock.

Thompson, C., & Hemphill, M. (Eds.) (1996). *Working for Understanding*, 2nd edition. Interactive Textbook, designed specifically for the basic course in communication featuring a magazine format, copies examples, appealing graphic design, links to computer-generated exercises, assessments, activities, and key exercises to elucidate difficult concepts. Human Communication Cooperative: Little Rock, AR.

Thompson, C. (1995). *Instructor's Manual for Insights into Speech Communication: Working for Understanding*, Human Communication Cooperative: Little Rock, AR.

Thompson, C., & Standerfer, C., & Hemphill, M. ((Eds.) (1994). *Insights into Communication*. Human Communication Cooperative. Little Rock, AR.

Thompson, C. (1994). "Fantasy Interviews," *Speech Communication Teacher*, Peer Reviewed Journal. Fall/Winter.

Thompson, C., (1993). The Newlywed Game," *Speech Communication Teacher*, Peer Reviewed Journal. Spring/Summer, 1993. Spring. Vol. 7, No 3.

Thompson, C., & Standerfer, C. 1992). Interactive Public-Speaking Activities. *Speech Communication Teacher*, Summer, Vol. 6, No. 4.

Thompson, C. (2000). Visualizing Success, *Speech Resources: Exercises and Activities*, Roxbury Publishing Company, Los Angeles: CA., 1991, new edition.

Thompson, C. (1991). Fears Worksheet: A Way to End Communication Anxiety, *Speech Communication Teacher*

Thompson, C. (1990). "Collaborative Testing: An Alternative Approach to Learning," *Journal of Communication Studies*, Peer Reviewed Journal.

Thompson, C. (1990). Frankenstein on Trial: A composite Communication Exercise, *Journal of Communication Studies*, Peer Reviewed Journal.

Thompson, C. (1990). Insights into Language, in L. Pledger (ed.) *Insights into Communication*. Human Communication Cooperative, Little Rock, AR.

Thompson, C. (1989). Insights into Nonverbal Communication, in J. Butler (ed.) *Insights into Communication*. Human Communication Cooperative, Little Rock, AR.

Thompson, C. (1989). Instructor's Manual. for *Insights into Communication*. Human Communication Cooperative, Little Rock, AR..

Thompson, C. (1989). The Non-Lecture Speech Course, *The Florida Journal of Communication*. Peer-reviewed Journal. Vol 17, #2, pp. 40-44.

Thompson, C. (1985). The One Point Speech, *The Idea Book*. Scott, Foresman, and Co., Glenview, IL.

Thompson, C. (1984). "Teaching Storytelling," *The Recreation Leader's Handbook*. Jefferson City, MO: State Office of Publications.

Presentations

Thompson, C., & Kleine, M. (2019) "Possibilities and Problematics of Promoting a Liberatory Classroom in an Institutional Context," The Future of Education, Florence, Italy.

Kleine, M. & Thompson, C. (1996). "Using *Metis* in the Classroom to Generate Good Communication," Rhetoric Association of America, with Michael Kleine. Rhetoric Society of America,

Thompson, C., & Thombre, A. & Mirivel, J. (2015). "Ethics in College Curricula: Small Steps Taken at the University of Arkansas at Little Rock," National Communication Association.

Thompson C. & Kleine, M. (2015). "Using Literature Outside of the English Department: Representation of Rhetorical Objectification and Oppression," with Michael Kleine. World Communication Association, Lisbon, Portugal.

Thompson C. (2014). "Looking at Communication as Literature," Literature and Art Conference, Athens, Greece.

Thompson C. (2011). "Developing Human Connections with Online Students and Students in the Classroom: Teaching AS Relationship," First-Year Experience Conference in Manchester, England.

Thompson C. & Thombre A. & Mirivel, J. (2011) "Infusing Ethics in College Curricula: Examination of Small Steps Undertaken by the University of Arkansas at Little Rock, Southern States Communication Association, Little Rock, AR,.

Thompson, C. (2011). "Putting the Communication Major On-Line: No Way! Way Yes?" Southern States Communication Association, Little Rock, AR.

Thompson, C. (2011). "Krishnamurti: Surrender and Freedom," Southern States Communication Association, Little Rock, AR.

Thompson, C. (2011). *Ethikos: Grounded through Theory: Realized through Praxis*," Southern States Communication Association, Little Rock, AR.

Thompson, C. (2010). Nine Days with the Ghost of Krishnamurti: an auto-ethnography, National Communication Association, San Francisco, CA.

Thompson C. (2008). Stresses and Rewards of Online Instruction, Southern States Communication Association, Savannah, GA.

Thompson, C. (2007). Service Learning in the Graduate Program: Using the 8-Step Model, Southern States Communication Conference, Louisville, KY,

Thompson, C. (2006). Hazards and Rewards: Teaching in the Fulbright Program," Fulbright Conference, Berlin, Germany.

Thompson, C. (2005). "Facing Diversity Issues in the First Year Classroom," First-Year Experience International Conference, Southampton, England.

Thompson C. (& Pledger, L.) (2001). Course Contract Grading in the Gender Communication Course. With Dr. Linda Pledger. National Communication Association, Atlanta, GA. National Communication Association.

Thompson, C. & Pledger, L. (2002). Using Active Strategies When Mentoring Faculty," Short course. Southern Speech Communication Association.

Thompson, C. (2000). In the Professor's Toolbox: Using Assessment to Improve Personal Teaching, First Year Experience Conference, Reading, England.

Thompson, C. (1999). Lectureless Learning: No More Talking Heads!" National Communication Association, Chicago, IL.

- Thompson, C. (1999). No More Talking Heads! Using Interactive Exercises in the First Year Course," First Year Experience Conference, Edinburgh, Scotland.
- Thompson, C. (1999). Speech Communication: Versatile Bedrock of the First-Year Experience Learning Community, SSCA, St. Louis, MO, April.
- Thompson, C. (1998). Assessing the Basic Course Through Learning Communities: Good news for Speech Communication, Basic Course Division, National Communication Association, November, 1998.
- Thompson, C. (1998). Speech Communication and Learning Communities," Southern States Communication Association, San Antonio.
- Thompson, C. & Kleine, M. (1996). A Systemic Approach to Student Persistence," with Drs. Charles Donaldson and Michael Kleine, First Year Experience Conference, Dublin, Ireland.
- Thompson, C., & Kleine, M. (1998). Toward a Liberatory Pedagogy: Interdisciplinary Collaboration and the First Year Student in the Basic Communication Course. Southern States Communication Association.
- Thompson, C., & Kleine, M. (1997). Toward a Liberatory Pedagogy: The Praxis of Collaboration and the First Year Student. FYE Conference, Warwick, England.
- Thompson, C. & Pledger, L. (1997). Developing an Oral Communication Across the Curriculum Workshop: Strategies and Plans," with Dr. Linda Pledger, Southern Speech Communication Association, Savannah, GA.
- Thompson, C. & Kleine, M. (1996). Using Games to Enhance Student Learning in the Freshman Experience Course," Freshman Experience Conference, St. Andrews University, Scotland.
- Thompson, C. & Pledger L. (1996). The Development of an Interactive Computer Based Interviewing Lesson for the Basic Speech Course," with Dr. Linda Pledger, Southern Speech Communication Association.
- Thompson, C. & Pledger, L. & Ward, A. (1994). Putting Together a Communication Skills Workshop Across the Curriculum," Speech Communication Association, Miami, FL.
- Thompson, C. & Ward, A. (1991). "Oral Communication Across the Curriculum: Innovation for the Nineties," Central States Speech Association, Chicago, IL.
- Thompson, C. (1990). Frankenstein on Trial: A Composite Communication Exercise." in the panel, Posterboard, SCA Convention, Chicago, IL.
- Thompson, C. (1990). Fears Worksheet," in the panel, Great Ideas for Teaching Speech, Speech Communication Association Convention, Chicago, IL.

Thompson, C. (1990). "Collaborative Testing: An Alternative Approach to Testing," Arkansas Communication Association, Hot Springs, AR.

Thompson, C. (1988). Streamlined Non-Lecture Speech Class,"Short Course. Southern Speech Communication Association, Memphis, TN.

Thompson, C. (1988). The Non-Lecture Speech Course: A New Approach to an Old Standby," Southern Speech Communication Association, Memphis, TN.

Thompson, C. (1985). The One-Point Speech," in the panel Great Ideas for Teaching Speech, Speech Communication Association Convention, Denver, CO.

Health Communication

Publications

Thompson, C. & Pledger, L (1996). Pharmacists as Counselors: Assessing Patient Knowledge of Medical Terminology," Submitted to Journal of Health Communication.

Thompson, C. (1993). Bridging the Information Gap, workbook materials and videotape for Arkansas Pharmacists Association.

Thompson, C. & Pledger, L. (1993). Doctor/Patient Communication: Is Patient Knowledge of Medical Terminology Improving?" Peer-Reviewed Journal. Health Communication, Vol. 5, #2. (Winner of Academic paper award for Southern States Communication Association)

Thompson, C. (1992). *Interpersonal Skills in Pharmacy Practice: Continuing Education*. Course text. Department of Pharmacy: Pharmacy Administration. University of Arkansas for Medical Sciences.

Thompson, C. (1992). *Communication Skills in Pharmacy Practice. Pharmacy Practice I*. Course outline and text. Department of Pharmacy: University of Arkansas for Medical Sciences, 2nd edition.

Thompson, C. 1991. *Communication Skills in Pharmacy Practice. Pharmacy Practice I*. Course Outline and text. Department of Pharmacy: University of Arkansas for Medical Sciences,

Thompson, C. (1987) Eye of the Beholder: How We Perceive Others, *Missouri Pharmacist*.

Thompson, C. (1985). The Pharmacist as Speaker: Getting Started, *American Pharmacy*.

Thompson, C. (1985). How Value Programming Enables You to Understand Your Patient, *Pharmacy Times*.

Papers and Conference Presentations

Thompson, C. & Holloway, J. (2025). Resurrecting Julia.

Thompson, C., & Pledger, L. (1993). Communication Between Health Care Professionals and Patients: An Update on Patient Understanding of Medical Terms. Presented at the Speech Communication Association Convention, Miami, FL.

Thompson, C., & Pledger, L. (1993). Terminology in Pharmacy: How Much do Patients Really Know? Presented at the Southern Communication Association Convention.

Thompson, C. & Pledger, L. (1992). Patient Knowledge of Medical Terminology: A Re-examination. Southern States Communication Association. (One of the Top Three Papers for the Applied Division) April, 1992.

Other Professional Research

Publications (Selected)

Hathaway, C., Thompson, C. Task Force. (2006). Breaking the crime chain: Making Pulaski County Safe. Little Rock, AR.

“Water for Saline County: A Tale of Two Futures, a report by the Water Study Task Force,” chaired by Dean Angela Brenton, written with members of the committee, 2002.

Thompson, C. & Thompson, M. (1999). Changing gender images of rock and roll: An analysis of the songs and image of Stevie Nicks,” *American Journal of Communication*.

Thompson, C. & Thompson, M. (1996). Envisioning the future: Focus group analysis. Summary document submitted to the Southern Baptist Arkansas Convention.

Retention Committee. 1995. University Retention Issues: Teaching Techniques Across the Curriculum. Submitted to Chancellor Hathaway, UALR.

Thompson, C. & Ward, A. (1995). Novel listening: A dynamic in the authoring process. *Listening Association*.

Thompson, C. & Ward, A. (1995). Interrelated futures of research, education and families: The application of metaphorical methodology in studying change,” Ward, *Southern Futures Volume*, ERIC document.

“Reforming the Speech Communication Major,” Report submitted to the Chancellor, UALR, May, 1993.

Choices: The Workbook for Customer Service, with Dr. Linda Pledger. University of Arkansas Printing Press, October, 1993.

"A Discussion of Chalice and the Blade: Views of mythology," *Journal of Communication and Transformational Myth: Explorations of the Cultural, Historical and Personal Implications of Myth*, Spring 1993, Vol. 1, No. 1.

"Note from the Editors," with Dr. Allan Ward. *Journal of Communication and Transformational Myth: Explorations of the Cultural, Historical and Personal Implications of Myth*, Spring 1993, Vol. 1.

"Termination and Reconnection: Using Metaphor to Assess the Color of Women's Emotional Lives," with Dr. Allan Ward, submitted to *Women's Words, Women's Worlds*, Linda A.M. Perry (Ed.), June, 1992.

"Listening Enhances Relationships," *Vitality*, Volume 2, Number 2, *Health and Wellness Newsletter*, October, 1991.

"How Much Do You Know About the Listening Process?" *Vitality*, Volume 2, Number 2, Health and Wellness Committee Newsletter, October, 1991.

"Mime: A Communal Art," in *The Recreation Leader's Handbook*. Jefferson City, MO: State Office of Publications, 1984.

Papers and Conference Presentations (Selected)

"Explaining Julian," with Julia Bolton Holloway, Florence, Italy, via zoom. May 10, 2025

"Evaluating Approaches to Holistic/Alternative Integrative (HAI) Medicine: A Roundtable Discussion, National Communication Association, Seattle, WA, 2000.

"Subtle Paths of Resistance: Spiritual Manifestations of Soul," National Communication Association, Chicago, Illinois, November, 1999.

"A Metaphorical Analysis of Spirituality Among Yoga Practitioners, National Communication Association, Chicago, Illinois, November, 1999.

"Lectureless Learning: No More Talking Heads!" with Drs. Linda Pledger and Allan Ward, National Communication Association, Chicago, Illinois, November, 1999.

"A Poem of the Spirit: Using Metaphor to Understand Religious Perspectives," National Communication Association, New York, November, 1998.

Arkansas Baptist Convention: Consolidation and Recommendations for Five Focus Groups," submitted to Mr. Jimmie Sheffield, Arkansas Southern Baptist convention. Little Rock, AR, June 1996.

"Heaven and Hell by Gender: A metaphorical analysis of Men and Women's view of God," with Dr. Allan Ward, Popular Culture Association, Las Vegas, NV, March, 1996.

“Soap Operas and the Men Who Watch Them,” with Drs. Allan Ward, and Marceline Thompson, Popular Culture Association, Las Vegas, NV, March, 1996.

“Generation of a New Mythology, in Eisler’s terms,” with Drs. Allan Ward and Byrd Gibbens, Popular Culture Association, Philadelphia, April, 1995.

“Novel Listening: A Dynamic in the Authoring Process,” with Dr. Allan Ward, International Listening Association, Little Rock, AR, March 1995.

“Interrelated Futures of Research, Education and Families: The Application of Metaphorical Methodology In Studying Change,” with Dr. Allan Ward, Southern Futures Conference, Little Rock, AR, March, 1995.

“The New Mythology: The Exploration of the Partnership Model in Popular Fiction, Published and Unpublished.” with Dr. Allan Ward. Popular Culture Association National Meeting, Philadelphia, April, 1995.

“The Quest for Gylany: Exploring Communication Beyond The Chalice and the Blade,” with Dr. Allan Ward. Paper presented at the Popular Culture Association National Meeting, Chicago, April, 1994.

“Transformational Myth Erupts Across the Curriculum,” with Dr. Allan Ward, Paper presented at the Popular Culture Association National Meeting, Chicago, April, 1994.

“American Families: Struggles and Dreams,” paper presented at the Popular Culture Association National Meeting, Chicago, April, 1994.

“Communication and Transformational Myth: A New Arkansas-Based Journal Provides Outlets for a Growing Area of Study” with Dr. Allan Ward. Presented at the Arkansas Speech Communication Association Conference, September, 1993.

“Gender Perception on a New Frontier: A Comparison of the Metaphors of Single Women and Men Past College Age.” With Dr. Allan Ward. Paper presented at the Popular Culture Association National Meeting, New Orleans, April, 1993.

“Probing the Post-College Age Singles Spectrum,” with Dr. Allan Ward and Dr. Linda Lindsey, Speech Communication Association of Puerto Rico, San Juan, Puerto Rico, December, 1991.

CONSULTING (Selected--Over 400 Consulting Activities)

UAMS Food Study Project, with College of Public Health, the University of Arkansas for Medical Sciences., 2013.

“Positive Communication,” Little Rock Special School District, January, February 2012. (2-day workshops).

“Organizational Communication,” two-day workshop, Arkansas Public Administration Consortium. April, 2011.

University of Arkansas for Medical Sciences, “Analyzing Focus Group Questions,” October, 2010.

University of Arkansas for Medical Sciences, “Focusing on Positive Deviance.” May 2010.

University of Arkansas for Medical Sciences, “Writing Focus Group Questions.” May 2009.

CareLink. Focus Group at the Bailey Center, UALR, August, 2007.

Saline County Jail Study, extensive focus group study of jail issues in Pulaski County chaired by Dr. Charles Hathaway, 2007.

Heifer International, Africa Division. September 2003, interpersonal communication session, 8 hours.

Arkansas Public Administration Consortium, APAC, CPM, certified public managers, two day session, communication skills for managers, October, 2003.

Saline County Water Study, August-December, 2002. An extensive study using faculty expertise to solve a community issue.

Arkansas Public Administration Consortium, APAC, CPM, certified public managers, two-day session, communication skills for managers, March, 2002.

Circuit Clerks of Arkansas, 4 hour session on managing critical people, 2001.

Arkansas Public Administration Consortium, APAC, CPM, certified public managers, two-day session, communication skills for managers, March, 2001.

“Police Corps,” Federally funded instructional program through the Department of Criminal Justice, Little Rock, AR, November, 2000. 3-day session training for new police officers.

“Oral Communication Across the Curriculum,” 2-hour session. Faculty Development Days, August, 2000.

“Town Meetings, “ Department of Human Services. Four-hour meetings in Mountain Home, Jacksonville, and Monticello. Processing client and provider perspectives, January 2000.

“Managerial Skills,” Certified Public Managers, APAC, two-day session, January 2000.

“Public Speaking Skills,” Administrative Office of the Supreme Court of Arkansas, Hot Springs, AR., September, 1999.

“Stories and Scripture,” Deacons in Training Program, Diocese of St. Johns, Little Rock, AR., November, 1999.

“Telling Stories,” Deacons in Training Program, Diocese of St. Johns, Little Rock, AR., October, 1999.

“Analyzing an Audience,” Deacons in Training Program, Diocese of St. Johns, Little Rock, AR, September, 1999.

“The Speaking Process,” Deacons in Training Program, Diocese of St. Johns, Little Rock, AR, August, 1999.

Community Development and Networking, Corporation for National Service, Harrisburg, PA. August, 1999.

WIC, (Women, Infants, and Children) employees, Time Management and Listening, 8 hour workshop, Oasis, June, 1999.

“Deacons in Training,” Proclaiming the Gospel, presentation and reading skills, Diocese of St. Johns, January-June, 1999.

Corporation for National Service, three-day train-the-trainer session presented an hour segment on interviewing, Washington, D.C., November, 1998.

“Communication Skills for Managers,” basic skills in communication for Certified Volunteer Managers, CVM, APAC, November, 1998.

WIC, (Women, Infants, and Children) employees, Basic Communication/Diversity training day-long workshop with Professor Allan Ward, the Oasis Retreat Center, September, 1998.

Corporation for National Service, one-week Business and Professional Speaking Seminar, Community Building, and Get Acquainted sessions, in Harrisburg, PA. August, 1998.

Corporation for National Service, one-week Fund Raising and Grant Writing Seminar in Harrisburg, PA. June, 1998.

The Stephens Group, Listening for Helping, Holy Souls Church, July, 1998.

One-Stop, a resource for employment, job training, housing and child care referrals, Organizational Assessment, 26 interviews, 250 questionnaires, presentation, results, with recommendations, May/June 1998.”

“Oral Communication Across the Curriculum,” Sixteen-hour workshop over four days, with Drs. Linda Pledger and Allan Ward School for the Blind, Little Rock, AR., January, 1994.

University and other SERVICE (Selected)

Co-editor of the Applied Communication Newsletter, ACOMZINE, August, 2025

Assistant for Master Gardener Courses in Jonesboro, AR., 42 hours. December, 2025.

Co-editor of the Applied Communication Newsletter, Applied Communication Matters, August, 2024

Assistant for Master Gardener Courses in Jonesboro, AR., 30 hours. September, 2023.

Assistant for the Master Gardener Courses in Jonesboro, AR. 46 hours. September 2022.

Reviewer for Fulbright, Hungarian-American Fulbright Commission, Budapest, Hungary (2021).
Selected Hungarian applicants for Fulbright positions at American institutions.

Reviewer for a new edition of *Communicating Ethically*, (2019).

Reviewer for the Fulbright Hungarian-American Fulbright Commission, Budapest Hungary, (2014 and 2020).

Summer Academy for Online Learning, Presenter, (2015).

Scholar's Banquet Presentation, The Accidental Dialogue, (2015).

"Communication Matters" 6 radio spots for KUAR, 2015.

Search Committee, Dean of Honor's College, 2013-14.

Baccalaureate Degree Committee, 2013-14.

"Communication Theories Represented in Writing," Rhetoric and Theory Course, 2-hour session, March 2013.

Co-Director, the Academy for Teaching and Learning Excellence," Design programs, sessions, workshops, publications for the campus. 2007-2011.

Chair, First-Year Colloquium (CIE) effort. 08-10 2nd year chairing the committee. FYC approved through Senate 2009. Continuing work writing a definitive proposal and obtaining funding.

Faculty Roles and Rewards II. Continuing Committee to describe appropriate faculty roles and rewards. 2009-2010.

Service-learning Certificate Program. Committee successfully proposed a new certificate focusing on Service Learning, 2008-2009.

Faculty Roles and Rewards Task Force I, 2008-2009. Investigate, research, and propose new directions in roles and rewards for instructors.

Committee to Select STAR office Director, September-November, 2007.

Study of the Pulaski County Jail, December, 2006-August, 2007.

Committee to Develop Service-Learning Scholars Program at UALR, 2007.

Curriculum Committee, College of Professional Studies, 2006-2007.

Committee to Establish Teaching Academy at UALR, 2006-2007.

New Faculty Orientation Speaker, August 2007.

Committee to approve exceptions for UALR core courses, Transfer Committee, 2006-2007.

Committee for The Winthrop Rockefeller Distinguished Lecture Series, 2006

Hosted book discussion session on campus, *The Rise of the Creative Class*, by Richard Florida, March 2004.

University of Arkansas at Little Rock, Strategic Planning Initiative, Focus group with community leaders, Bailey Center, February 2004.

University of Arkansas at Little Rock, Strategic Planning Initiative, Focus group with campus community, Donaghey Student Center, Fall, 2003.

"Water for Saline County: A Tale of Two Futures," participant on the Water Study Task Force, Chaired by Dean Angela Brenton, 2001-2002

Arkansas Hospice, Little Rock, AR. Interviewing Dying Patients, providing family relief. 2002-2004

Lion's World. Two-hour presentation on Conflict Management, November, 2001.

Neighborhood Leadership Project, 2 hour session on Conflict Management, June, 2001.

"Public Speaking in the Court System," CASA, 2-hour session, October, 1999.

"Theories in Communication," Rhetoric and Writing Theory Course, 2-hour session, May, 1999.

"Nonverbal Communication in Interviews," KKYK television, 15-minute television spot, March, 1999.

"Listening for Helping," Holy Souls Church, 3 hour session, June, 1998.

"Small Groups at the Baum Center," Volunteer Coordinators, November, 1998.

"Discussing Symbolic Interactionism," Rhetoric and Writing Theory Class, November, 1998.

"Gendered Communication," Leadership Group, Donaghey Student Center, March, 1998.

"Linked Course Learning Community," Donaghey Student Center, 2-hour session with Richard Raymond and Juliana Flynn, November, 1997.

Chancellor's Long Range Planning, 4 hours of brainstorming at the Baum Center, August, 1997.

Oral Communication Across the Curriculum workshops involving members of the faculty from several campus departments, 2-hour session with Drs. Linda Pledger and Allan Ward, August, 1997.

“A Study of The Arkansas Department of Education,” committee member, assisted by MGT of America, Inc., July, 1996.

OTHER PROFESSIONAL ACTIVITIES (Selected)

Teaching Academy at the Krishnamurti Institute, Summer 2010.

“Working with Teaching,” Workshop with Ken Bain, Montclair University, New Jersey. 2009.

Manuscript Review, *Gendered Lives*, Julia Wood. Wadsworth Publishing Company, October, 2001.

Manuscript Review. *Gendered Lives*, Julia Wood. Wadsworth Publishing Company, June, 1999.

Co-Editor with Professor Michael Hemphill, *Working for Understanding: Insights into Communication*, 2nd Edition, September, 1998.

Manuscript Review. Roxbury Publishing Company, Hickson and Stacks text, *Nonverbal Communication*. June, 1998.

GRADUATE COMMITTEES: chaired over 30 Master’s Papers