NATALIE NELSON-MARSH

Phone: 503-943-7349

nelsonma@up.edu

5000 N. Willamette Blvd

Portland, OR 97203-5798

EDUCATION

PhD University of Colorado at Boulder, Communication August 2006
Dissertation: "Reconsidering the Conceptual Relationship
between Organizations and Technology: A Study of the
Internet Engineering Task Force as a Virtual Organization"

**Dissertation Awarded Charles Redding Dissertation of the Year
International Communication Association (ICA)**

MA University of Colorado at Boulder, Communication May 2002
Thesis: "To Be or Not to Be: The Ontological Project of the
Modern Professional Identity Structure"

BA University of Utah, Communication May 2000
Graduated Cum Laude

BA University of Utah, English Literature May 2000
Graduated Cum Laude

ACADEMIC APPOINTMENTS

Assistant Professor (Accelerated Tenure Track) 2016-Present
University of Portland

Visiting Associate Professor 2015-2016
Portland State University

Associate Professor (with Tenure) 2012-2015
Boise State University

Assistant Professor (Tenure Track) 2005-2012
Boise State University

Adjunct Instructor 2004-2005
Boise State University

Lead Graduate Teaching Instructor 2002-2003
University of Colorado at Boulder

Graduate Teaching Assistant 2000-2002

University of Colorado at Boulder

Graduate Research Fellow 2000-2003
University of Colorado at Boulder

ADMINISTRATIVE POSITIONS

Director of Graduate Studies 2011-2015
Boise State University

AFFILIATION POSITIONS

Research Affiliate Center for Advanced Energy Studies (CAES) 2010-2015
Boise State University

Research Affiliate Environmental Policy Institute 2011-2015
Boise State University

CONSULTING AND COACHING POSITIONS

Northwest Permanente 2019-Present
Executive Performance Coach

HONORS AND AWARDS: TEACHING

Provost/CISGO Diversity, Inclusion, & Internationalization Grant ($500) 2017
University of Portland

Honorary Coach for a Day/Favorite Teacher Award 2017
University of Portland
Men's Basketball Team

Outstanding Teaching Award 2007
Boise State University
Phi Kappa Phi Honor Society

Outstanding Achievement in Undergraduate Research Mentorship Award 2007
Boise State University
Advisor/Student Award
Co-Award Winner Nicholas Wyncoop (Undergraduate Researcher)

Hybrid Course Design Seed Grant ($500) 2006
Boise State University

The Best Should Teach Gold Award 2004
University of Colorado at Boulder

National Science Foundation Grant ($499,990)   2013-2017
Boise State University **(Completed at University of Portland)**
Organization Science Division (SES-1261670)
"Planning for Renewables: Regional Transmission Organizations Managing
Tensions and Networking Innovation."
Co-Principle Investigator
Co-Principle Investigators: Solan, D., Blumsack, S., Wilson, E.

Social Science and Public Affairs College Research Award ($1500)   2007
Boise State University
"Communication as a Modality of Change: Organizational Culture and
Decision Making in the Development of the Internet Infrastructure"

Charles Redding Dissertation of the Year in Organizational Communication   2007
International Communication Association (ICA)
"Reconsidering the Conceptual Relationship between Organizations and
Technology: A Study of the Internet Engineering Task Force as a Virtual
Organization"

Best Poster/Multi-Media Presentation Accessibility Award   2006
National Communication Association (NCA)
Co-Award Winners: Debashish Munshi, Kirsten Broadfoot, Jennifer Simpson

Cisco Systems Sponsored Grant ($100,000)   2001-2002
University of Colorado at Boulder
"Factors Driving Broadband Adoption"
Research Fellow
Co-Principle Investigators: Sicker, D., Lookabaugh, T., Savage, S., &
Jackson, M.J.

TEACHING EXPERIENCE

University of Portland   2016-Present
Communication Studies
- Advanced Organizational Communication CST 433 and CST 533
- Communication Theory CST 410
- Qualitative Methods CST 330 and CST 530
- Negotiation and Conflict Management CST 416 and CST 516
- Applied Organizational Communication CST 333
- Collaborative Group Leadership CST 332
- Organizational Culture: Capstone Course CST 434 and CST 534
- Introduction to Organizational Communication Theory CST 233
- Effective Public Speaking CST 107

Portland State University   2015-2016
Department of Communication
- Communication, Society, and Culture
- Advanced Organizational Communication
- Communication and Conflict
- Environmental Communication

Boise State University   2005-2015
Department of Communication
Undergraduate Courses
- Organizational Communication: Theory and Practice
- Advanced Organizational Communication
- Organizational Culture
- Organizational Identity and Identification
- Collaborative Leadership and Decision Making
- Difference Matters
- Organizational Communication and Technology
- Leading Organizations through Transition
- Theory and Philosophy of Human Communication
- Dispute Resolution
- Fundamentals of Speech Communication

Graduate Courses
- Introduction to Graduate Studies
- Theory and Philosophy of Human Communication
- Organizational Communication Theory
- Organizational Communication Advanced Theory
- Facilitating Groups in Conflict
- Organizational Communication and Culture
- Difference Matters
- Organizational Communication and Technology
- Graduate Seminar
- Qualitative Methods Across Disciplines

University of Colorado at Boulder   2000-2003
- Organizational Communication
- Perspectives on Communication
- Public Speaking

PUBLICATIONS

Peer Reviewed Journal Publications
Lenhart, S.*, Nelson-Marsh, N., Wilson, E., & Solan, D. (**2016**). Electricity governance and the western energy imbalance market in the United States: The necessity of

interorganizational collaboration. *Energy Research and Social Science, 19,* 94-107. *Denotes Graduate Students.

Broadfoot, K.J., Munshi, D. & Nelson-Marsh, N. (2010). COMMUNEcation: A rhizomatic tale of participatory technology, postcoloniality and professional community. *New Media and Society 12(5),* 797-812. **Authors listed in alphabetical order; joint-lead authorship.

Nelson-Marsh, N., Broadfoot, K., & Munshi, D. (2008). COMMUNEcating in the spaces in- between: Creating a new understanding of organizing and communicative practice around the globe. *Management Communication Quarterly, 22(2),* 313-321.

Broadfoot, K., Cockburn, T., Cockburn-Wooten, C., Carmo Res, M. Gautam, D. Malshe, A., Munshi, D., Nelson-Marsh, N. Okwori, J., Simpson, M., & Srinivas, N. (2008). A mosaic of visions, daydreams and memories: Diverse inlays of organizing and communicating from around the globe. *Management Communication Quarterly, 22 (2),* 322-350. **Authors listed in alphabetical order; joint-lead authorship.

Kuhn, T. & Nelson, N. (2002). Reengineering identity: A case study of multiplicity and duality in organizational identification. *Management Communication Quarterly, 16(1),* 5-38.

Refereed Book Chapters and Case Studies

Nelson-Marsh, N. **(in press)**. Learning to rock the boat. In Bisel, R.S. & Kramer, M. *Case studies in organizational communication: A lifespan approach.* New York, NY: Oxford University Press.

Nelson-Marsh, N. (2012). Virtual matters: Exploring the communicative accomplishment of virtual work and virtual ethnography. In S.D. Long (Ed.), *Virtual work and human interaction research: Qualitative and quantitative approaches.* Hershey, PA: IGI Global Publishing Company.

Nelson-Marsh, N. (2012). Gaming the system: Ethical challenges in innovative organizations. In S. May (Ed.), *Case studies in organizational communication: Ethical perspectives and practices.* Thousand Oaks, CA: Sage.

Nelson-Marsh, N. & Jackson, M.H. (2008). Ambiguity and abstraction: Exploring the contestation of boundary objects and the modality of communication. In C. Benoit-Barne, B.H. Brummans, F. Cooran, H. Giroux, A.A. Letourneau, D. Raymond, and D. Robichaud (Eds.), *What is an organization: Materiality, agency, and discourse.* Thousand Oaks: Sage.

Leonardi, P.M., Jackson, M.H., & Marsh, N.N. (2004). The strategic use of "distance" among virtual team members: A multidimensional communication model. In P. Ferris (Ed.), *Virtual and collaborative teams.* Hershey, PA: Idea Group Publishing.

Invited Publications

Nelson-Marsh, N. (**2017**). Boundary spanning. *International encyclopedia of organizational communication.* Hoboken, NJ: Wiley Publishers.

Nelson-Marsh, N. (**2017)**. Re-thinking the future of the electricity system through interorganizational collaboration: Regional transmission organizations. In Heath, R., & Isbell, M. *Interorganizational collaboration.* Long Grove, IL: Waveland Press.

Research in Progress

Nelson-Marsh, N., & Lenhart, S. (under review). 'An eye toward the future:' Adaptive and transformative resilience in interorganizational collaborations.

Krautscheid, L. & Nelson-Marsh, N. (under review). Moral distress in nurses: What can be done.

CONFERENCE PAPERS AND PRESENTATIONS

Research Presentations

Nelson-Marsh, N., Lenhart, S., & Kopczynski, J.* (**November 2018)**. "The $64,000 Question: Communicatively constituting resilience capacities of interorganizational collaboration after triggering events." Presented at the National Communication Association Conference Pre-Conference. *Denotes Graduate Students

Kopczynski, J.*, & Nelson-Marsh, N. (**November, 2016**). "Lights must stay on": The communicative roles of boundary spanning." Presented at the National Communication Association Conference. *Denotes Graduate Students

Stafford, B*., Nelson-Marsh, N., & Wilson, E. (May, 2016). "Negotiating innovations, enabling technological production: The dynamics of power and status within interorganizational collaborations." Presented at the Industry Studies Association Conference. *Denotes Graduate Students.

Lenhart, S.*, Stafford, B.*, Wilson, E., & Nelson-Marsh, N. (May, 2016). "Institutional innovations in increasingly dynamic electricity markets." Presented at the Industry Studies Association Conference. *Denotes Graduate Students

Wilson, E., Lenhart, S.*, Stafford, B.*, & Nelson-Marsh, N. (September, 2015). "Science policy and technology innovation in the context of large-scale implementation: The co-evolution of policy, markets, and technologies for wind power integration." Presented at the Atlanta Conference on Science Policy. *Denotes Graduate Students

Nelson-Marsh, N., Lenhart, S.*, Wilson, E., & Solan, D. (November, 2014). Creating sustainable energy systems: Interorganizational collaboration and the creation of the Western Energy Imbalance Market." Presented at the Energy Policy Research Conference. *Denotes Graduate Students

Nelson-Marsh, N., Solan, D., Lenhart, S.*, Kopczynski, J.* (May, 2014). "Power innovation in regional transmission organizations: Understanding the complexity of interorganization collaboration." Presented at the Industry Studies Association Conference. *Denotes Graduate Students

Solan, D. & Nelson-Marsh, N. (April, 2014). "Democratic theory and the governance of socio-technical systems: Boundary organizations and electricity planning in the United States." Presented at the Western Political Science Association.

Nelson-Marsh, N. & Jackson, M.J. (May 2008). "Ambiguity and abstraction: Exploring the contestation of boundary objects and the modality of communication." Presented at the International Communication Association Pre-Conference.

Nelson-Marsh, N. (February 2006). "COMMUNEcation: Postcoloniality and virtual organizing." Presented online with the COMMUNEcation Virtual Conference.

Nelson-Marsh, N. (November 2006). "(Inter)actively connecting: The communicative constitution of the national communication association as a 'virtual' organization." Presented at the National Communication Association.

Nelson-Marsh, N. (November 2006). "Critical pedagogy for organizational communication professors." Presented at the National Communication Association.

Nelson-Marsh, N. (November 2004). "(Re)Opening the black box: Reflexively constructing the development of the internet." Presented at the National Communication Association.

Nelson-Marsh, N. (May 2004). "The amalgamation of technological theories: Constructing a critical perspective of the process of standardization." Presented at the Nuevo Dia Conference.

Nelson-Marsh, N. Jackson, M.J., & Kuhn, T. (May 2003). "Ontological security and the structuring of identity for telecommunications professionals in the new economy." Presented at the International Communication Association.

Leonardi, P.M., Jackson, M.J., & Nelson-Marsh, N. (May 2003). "The strategic use of "distance" among virtual team members: A multidimensional communication model." Presented at the International Communication Association.

Jackson, M.J., Leonardi, P.M., & Nelson-Marsh, N. (November 2002). "Communication technologies and changing telework practices: Considering the influence of broadband." Presented at the National Communication Association.

Kuhn, T. & Nelson, N. (November 2001). "Reengineering identity: A case study of multiplicity and duality in organizational identification." Presented at the National Communication Association.

Nelson, N. (May 2001). "Following the leader: A paradox of entrepreneurial identity and identification with leaders coexisting with high technology organizational culture." Presented at the International Communication Association.

INVITED RESEARCH PRESENTATIONS AND LECTURES

Nelson-Marsh, N. "Engaging in Civic Dialogue." **(Spring 2019)**. Political Literacy and Engagement Workshop. Presented at the University of Portland.

Nelson-Marsh, N. "Facilitating Communication: F.A.C.E Model and Communication Modes." **(Spring 2019)**. Nursing Faculty Forum. Presented at the University of Portland.

Volkmer, C.*, & Nelson-Marsh, N. (**Spring 2019**). "The Wandering College Student: Insight Between a University's Career Center and Student Development." Presented at the University of Portland Career Center. **Denotes Graduate Student.**

Nelson-Marsh, N. and Lenhart, S.* (**May 10, 2017**). "Planning for Renewables: Regional Transmission Organizations Managing Tensions and Networking Innovation" Presented at The National Association of Regulatory Attorneys (NCRA).

Nelson-Marsh, N. (**Fall 2017**). "Qualitative Research and Aristotle: Phronesis and Practical Wisdom." Presented at the University of Portland, PHL 220.

Lenhart, S.*, Nelson-Marsh, N., & Wilson, E. (**September, 2016**). "Insights into regional transmission organization decision making and advocacy." Webinar Presentation. Hosted by the Sustainable FERC Project.

Nelson-Marsh, N. (April 2012). "Boundary Organizations." Presented and Responded at the Energy Policy Institute (EPI) Regional Transmission Planning Workshop. Boise, Idaho.

Nelson-Marsh, N. (Fall 2006). "What is Organizational Communication?" Presented to the Department of Sociology, Boise State University.

Nelson, N. (May 2003). "Identification processes of telecommunications professionals who pursue a master's degree at a distance after a layoff." Presented to the Interdisciplinary Telecommunications Program (ITP). University of Colorado at Boulder.

WORKSHOPS FACILITATED

University of Portland

"Speaking Moral Truth Amidst Power Hierarchies." **(Spring 2017).** Interdisciplinary Continuing Education Workshop for Clinical Instructors to Promote Ethical/Moral Agency and Effective Advocacy. Co-Developed with Nursing. Co-facilitated with **Keyah Agoot*** and **Dana Barbar*.** *M.S. Graduate Students

 Boise State University
"Graduate Program Design and Curriculum Development." (2014). Curriculum design workshop co-facilitated with the Center for Teaching and Learning (CTL).

"Graduate Program Design and Curriculum Development." (2013). Curriculum design workshop co-facilitated with the Center for Teaching and Learning (CTL).

"Graduate Program Design and Curriculum Development." (2012). Curriculum design workshop co-facilitated with the Center for Teaching and Learning (CTL).

"Interdisciplinary Qualitative Methods: Data Analysis." (2014). NSF Grant Interdisciplinary Course Workshop.

"Interdisciplinary Qualitative Methods: Data Collection" (2013). NSF Grant Interdisciplinary Course Workshop.

"Training through Transition: Engaging Stakeholders in Change." (2013). Boise State University.

"Advanced Organizational Communication: Difference Matters." (2009). Boise State University.

"Organizational Culture: Understanding the Basics." (2009). Boise State University.

"Organizational "Pop" Culture. (2009). Boise State University.

"Training through Transition: Culture and Growth." (2009). Boise State University.

RESEARCH EXPERIENCE

Nursing Distress and Resilience Capacities   **2016-Present**
Co-Principle Investigator
Qualitative investigation of nursing simulations at the University of Portland in which students encounter a medical error and are faced with engaging in conflict communication that advocates for the patient with a professional superior. The study investigates how students interpret the organizational culture and perform a professional identity of advocacy, moral agency, and resilience (or not) in conflict.

Regional Transmission Organizations (RTOs)   2013-**2017**
Co-Principle Investigator/Lead Qualitative Researcher

Four-year qualitative comparative study of three Regional Transmission Organizations (RTOs) or inter-organizations that coordinate delivery of electricity to more than two-thirds of households in the United States. Working with an an interdisciplinary and national research team (Communication, Policy, and Engineering) this study aimed to understand how stakeholders within these RTOs negotiated different, often competing taken-for-granted assumptions, in order to collaboratively develop policies and plans for the integration of renewable energy (wind and solar) into the current electricity grid.

Internet Engineering Task Force (IETF)   2003-2009
Principle Investigator
Six-year qualitative/ethnographic study investigating a postmodern organization and the intersection of subcultures and identity as they influenced decision-making in the creation of the protocols and standards that enable Internet telephone and comprise the Internet infrastructure.

Cisco Systems   2002-2003
Research Assistant and Fellow
Qualitative study with an interdisciplinary research team (Communication, Telecommunications, Engineering, and Business). This project investigated Organizational change and the experience of telecommuters and virtual work.

Interdisciplinary Telecommunications Program (ITP)   2001-2002
Principle Investigator
Qualitative investigation of the identification processes of Professional/knowledge workers who pursue a Master's Degree at a distance after a layoff.

PROFESSIONAL TRAINING

National Communication Association (NCA)
"Teaching Communication Theory: Creatively and Playfully Engaging a Tough Course." (**November, 2018**). Short course training offered by NCA.

University of Portland
Faculty Academy Student Wellness Panel **(2016)**, First Year Orientation Program.

Faculty Academy Academic Technology Services **(2016)**, First Year Orientation Program.

Faculty Academy Garavanta Center and UP Librarian and Instructor Resources, **(2016)**, First Year Orientation Program.

Boise State University

Undergraduate Curriculum Design and Development: Curriculum design workshops with the Center for Teaching and Learning (CTL). (2014)

Course and Curriculum Design Workshop: Center for Teaching and Learning (CTL). (Four Workshops between 2012-2015).

Digital Fluency Workshop: Center for Teaching and Learning (CTL). (2011).

Incorporating Service Learning: Center for Teaching and Learning (CTL). (2010).

Hybrid Course Design Project. (2006).

University of Colorado
Certification in College Teaching. Lead College Teaching and Professional Development Certification Program. (2002). Twelve-week spring intensive training.

UNIVERSITY SERVICE

University of Portland   2016-Present
University Service
- Learning Commons Coordinator for Group Lab, 2017-Present
- Honors Program Mentor, 2016-2018

College of Arts and Sciences Service
- SURE Application Review Committee Member, 2017

Department of Communication Studies Service
- Capstone Revision Committee, 2019-Present
- Directed 20 Capstone Projects, 2017-Present
- Master's Thesis Chair, Carly Volkmer, 2018-Present
- Master's Culminating Project Chair, Dana Barbar, 2018
- Master's Thesis Committee Member, Sumaiyah Aloraifi, 2018
- Search Committee Member, Lecturer Search, 2017
- Department External Review Committee Member, 2016-2017

Boise State University   2005-2015
University Service
- Public Relations Office and Board Member, Phi Kappa Phi Honor Society, 2009-2013
- Teaching, Learning, and Technology Advisory Board for Academic Technologies, 2009-2015

College of Social Sciences and Public Affairs Service
- College Search Committee Member for the Director of the Public Policy Center, 2011

- Promotion and Tenure Committee Member, 2008

Department of Communication Service
- Chair, Promotion and Tenure Committee, 2014-2015
- Chair, Administration Committee, 2010-2011
- Faculty Advisor, Communication Graduate Student Association (CGSA), 2005-2015
- Chair, Search Committee, 2009-2010
- Faculty Advisor for 75 Students, Organizational Communication Emphasis
- Graduate Program Committee Member, 2005-2008
- Master's Thesis Director: 5 Theses (3 went on for Ph.D.'s/2 Graduated)
- Master's Thesis Committee Member: 13 Theses

University of Colorado at Boulder 2000-2003
Department of Communication Service
- Chair of the Communication Graduate Student Association (CGSA)

PROFESSIONAL SERVICE

Ph.D. Committee Member
External Ph.D. Committee Member. **(2015-2017).** Stephanie Lenhart, Ph.D. in Public Policy and Administration, Boise State University. Dissertation Entitled "Renewable Resources and Regional Governance: Policy Implementation and Negotiation of Authority in Western Electricity Markets."

Conference Panel Respondent and Chair
Nelson-Marsh, N. (**February 2017**). Respondent. Graduate Research-in-Progress Panel and Workshop. Presented at the Western States Communication Association Conference.

Nelson-Marsh, N. (February 2008). Respondent. Emerging theory and practice in organizational communication. Western States Communication Association.

Nelson-Marsh, N. (February 2008). Chair. Claiming Space and Finding Voice in Organization. Western States Communication Association.

Nelson-Marsh, N. (November, 2007). Chair. Risk, Crisis, and High-Reliability Organization. National Communication Association.

Textbook Reviewer
Heath, R., & Isbell, M. (**2017**). Review of the book "Interorganizational collaboration: Complexity, ethics, and communication." Long Grove, IL: Waveland Press.
Textbook Awarded Outstanding Textbook (2017), National Communication Association. Organizational Communication Division.

Conference Manuscript Reviewer

- International Communication Association, Charles Redding Dissertation of the Year Reviewer
- International Communication Association, Organizational Communication Division
- National Communication Association, Organizational Communication Division
- National Communication Association, Ethnography Division
- National Communication Association, Communication Technology Division
- Western States Communication Association, Organizational Communication Division

Journal Manuscript Reviewer
- Management Communication Quarterly
- Administration Science Quarterly
- Culture and Organization
- Communication Reports
- Communication Yearbook

Conference Co-Organizer
Co-Organizers: Kirsten Broadfoot and Debashish Munshi
COMMUNEcation and Online International Community and Conference (2006-2007)
International scholars submitted and presented their work on globalization and organizational communication.

COMMUNITY SERVICE

Pro Bono Consulting and Coaching
- Victor Hugo Salon   Fall 2017
  Organizational Change Consultant
- Beth Kutella   Fall 2017
  Team Conflict and Negotiation Consultant
- Amy DeGennaro   Spring 2017
  Career Coach

PROFESSIONAL AFFILIATIONS

- International Communication Association   2001-Present
- National Communication Association   2001-Present
- Western States Communication Association   2001-Present
- Energy Policy Institute   2013-2016
- Industry Studies Association   2014-2015
- Western Political Science Association   2014-2015