

CURRICULUM VITAE

Jo-Mary Kmetz
Director,
Oral Communication Fellows Program

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EDUCATION

Master of Arts in Communication, University of Delaware, January, 1995. Thesis title: "Basic Assumptions and the Internal Integrative Process as Defined by Communication Choices: An Inquiry into Organizational Culture."

Bachelor of Arts in Liberal Studies (BALS), University of Delaware, June, 1981. Degree requires acceptance of program proposal from student. Primary degree specialization: communication processes within and between groups and organizations, with a special interest in cross-cultural communication.

TEACHING EXPERIENCE

2005 to Present: Director of the Oral Communication Fellows Program

This program was developed as a response to the needs of oral skill-building which is part of overall educational objectives within the University of Delaware.

The Fellows are a committed group of undergraduate students who have successfully completed their required public speaking course, COMM350. Application is competitive and those asked to join the program are required to take a three-credit course in mentoring skills developed and administered by Mrs. Kmetz. The program is unique in that all of the Fellows are undergraduates, unlike programs at other universities that rely solely on graduate students.

The program provides assistance to any University of Delaware department or student. All aspects of presentation development and delivery are covered. The Fellows work three hours per week throughout the fall and spring semesters.

COURSES

1990 to 2009: Teaching positions through the Department of Communication and the Division of Professional and Continuing Studies, University of Delaware.

- Communication 351, Mentor Training for Oral Communication Fellows*
- Communication 200, Conflict and You**
- Communication 312, Oral Communication in Business
- Communication 255, Fundamentals of Communication
- Communication 256, Fundamentals of Communication Theory

- Communication 350, Public Speaking

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- Communication 442, Organizations and Their Cultures
- Effective Presentation Skills***, 5-week, non-credit course for working professionals, Wilmington Campus and Main Campus locations and various other organizations.
- Basic Communication Skills***, 3 day (3-hour per session) Wilmington Campus.
- Speaking with Confidence***, 3 day (3-hour per session), Downtown Center.

*This class was developed by Mrs. Kmetz. Its purpose is to teach mentoring skills to prospective Oral Communication Fellows. Topics included: understanding causes of speaker apprehension and ways to overcome it; working with English-as-second-language students; developing strategies for decision-making in small groups; vocal projection; and, developing outlining strategies for technical topics. It will be taught once every spring semester to applicants to the Oral Communication Fellows Program

**This course was designed and taught by Mrs. Kmetz for full-time matriculated students during the Fall, 2000 semester. It is offered on a continuing basis through the Communication Department and the Division of Professional and Continuing Studies, University of Delaware.

***These non-credit, short courses were designed as professional development and skill-building classes. Over the years, they were offered at various times and locations through the Division of Professional and Continuing Studies, University of Delaware.

CAMPUS SERVICE PROGRAMS

2009 (February) Invited by Dr. Tanya Gressley, Animal and Food Science, School of Agriculture, University of Delaware, to facilitate a communication skill-building workshop for her graduate seminar students (half from China, Korea and Taiwan).

2008, 2009 (July) Invited by Dr. Thomas Epps, Professor, Chemical Engineering , University of Delaware, to facilitate a presentation skills-building workshop during summer research session for their Research Experience for Undergraduates students.

2008 (August 14): Invited by George Watson, Senior Associate Dean, Natural Sciences and Mathematics, Office of the Dean, College of Arts and Sciences, University of Delaware, to facilitate the workshop **“From Practice to Podium”** for the Delaware GK-12 project. The GK-12 Fellows are paired with high school science teachers from the New Castle County Vocational Technical School District. Their objective is for the GK-12 Fellows to develop oral communication skills, and to focus upon communicating the importance of science to their respective student groups.

2008 (May 12): Women’s Leadership Development Program, supported by the Institute for Public Administration. Workshop: **Power of Communication in the Workplace: An advanced Communication Seminar to Help Us Become More Effective Communicators.** Contact: Myrna Blair, Institute for Public Administration, University of Delaware.

1999 (September-December): Undertook full-time teaching responsibilities as a

replacement for a colleague on medical leave. During the same time period, undertook administration of all training responsibilities for the incoming graduate teaching assistants for the Department of Communication

1988-90: Teaching Assistant, Department of Communication, University of Delaware. Fall semester, 1988 was spent in intensive training for teaching and use of video technology for instructional purposes. During subsequent semesters, she taught multiple sections of Communication 312, Oral Communication in Business.

INTERNATIONAL EXPERIENCE

2007 Winter Session: Study Abroad. BUAD/COMM - Australia. Faculty Director for Comm342: Topics In International Organizations (3 credit).

2006 (January 26): Invited to teach a one-day workshop, **Speaking with Confidence**, to the faculty and teaching assistants of the Faculty of Economics, University of Sarajevo, Bosnia-Herzegovina, by invitation of Professor Dr. Nenad Brkic, Assistant Dean.

2006 (January 31): Invited to teach the same program to the second MBA cohort of the Sarajevo Graduate School of business by invitation of SGSB staff.

2005 (January): Taught the first open-enrollment class, **Speaking with Confidence**, at the Sarajevo Graduate School of Business, Sarajevo, Bosnia-Herzegovina. Support provided by United States Agency for International Development.

1991 (June): Member of the initial needs assessment team sent to Bulgaria for the University of Delaware under a grant to the University of Delaware from the United States Agency for International Development. Responsibilities included Assessment of communication skills of Bulgarian managers as part of Management Training and Education grant activity.

1991 (July, August): Teaching team member for the Summer International Business Program held at the University of Delaware, supported by the United States Information Agency and administered by the College of Business and Economics and the English Language Institute, University of Delaware. Program focus: communication skills, intercultural communication, and American business practices taught for participants from Ukraine, Russia, Spain and Japan.

CONSULTING EXPERIENCE

1994 - present: Communication Skills Workshop, developed to client specifications: Delaware Park, Newark, Delaware; Delaware River and Bay Authority, New Castle,

Delaware; James River Corporation, New Castle, Delaware; F. Schumacher and Company, Newark, Delaware.

Presentation Skills Course, developed to client specifications: Cecil Community College, Elkton, Maryland; Delaware River & Bay Authority, New Castle, Delaware; Division of Continuing Education, Non-credit programs, University of Delaware; and Small Business Development Center, University of Delaware

1992 (continuing): Independent consultant. Work has taken place in a variety of formats and locations. Focus includes: individual training for presentations; workshops for presentations skills; one-day problem-solving workshops.

1991 (October): Trainer for Tecot Electric for a program sponsored by the Division of Continuing Education, University of Delaware. Program focus: Definition of quality.

1989 (October): Trainer for Continental American Life Insurance through the Division of Continuing Education, University of Delaware. Program focus: Issues of internal integration for group members.

HONORS and AWARDS

May, 2001 and May, 1996: Excellence in Teaching Award, Division of Continuing Education, University of Delaware. This award is decided through student recommendations.

1988-90: Graduate tuition scholarship and Teaching Assistantship during both years of Master's program, Department of Communication, University of Delaware.

May, 1990: Outstanding Graduate Student Teacher Award, Instructional and Developmental Division of the International Communication Association.

May, 1989: Outstanding Graduate Student Teacher Award, Instructional and Developmental Division of the International Communication Association.

Dean's List at the University of Delaware during undergraduate studies: Spring, 1979; Fall, 1979; Fall, 1980, Spring, 1981.

1974: Inducted into Psi Chi, Psychology Honors Society, Shippensburg University.

PREVIOUS WORK EXPERIENCE

1966: homemaker and undergraduate student, both part-time full-time (full-time:1978-1981). During that time, engaged in free-lance writing and desk-top publishing which included preparation of brochures, flyers and newsletters.

November, 1984, to August, 1986: Administrative Assistant to the Hillel Rabbi for the Hillel Student Group at the University of Delaware (part time). Responsibilities included both person-to-person and telephone interaction with students, parents, university personnel and faculty. Duties also included preparation of all brochures, newsletters, and fund-raising letters for the organization, as well as fliers for student events. Liaison work between the Hillel student membership and university administrators was an integral part of this position.

1981-82: Free-lance work as a sub-contractor for Dynamic Science, Inc., Arlington, Virginia, on contract for U.S. Navy. Job responsibility was to transfer typed documents to computer disk storage.

1964- 1967: Various secretarial jobs, including work for Prudential Insurance Company, Department of Neurology, Washington Hospital Center and the Graduate School of Library Science, University of Maryland.

VOLUNTEER SERVICE

1998-99 & 1999-2000: Vice-President, University of Delaware Women's Club.

1982-1984: President of the University of Delaware Women's Club. Responsible for budgets, scholarship funding, yearly and craft show fund-raiser.

Other volunteer and community service includes multi-year as President of Wedge Hills Civic Association; active involvement in parental activities with scouting, PTA, Newark High School band and Madrigal Consort, and many others.