

## Susan J. Szmania

Department of Communication  
Johnston Hall, Room 210  
PO Box 413  
University of Wisconsin—Milwaukee  
Milwaukee, WI 53201

Phone: (414) 229-2221

[sszmania@uwm.edu](mailto:sszmania@uwm.edu)

Fax: (414) 229-3859

[www.uwm.edu/Dept/Commun/faculty/szmania.html](http://www.uwm.edu/Dept/Commun/faculty/szmania.html)

---

<b>Education</b>	Ph.D., Communication Studies M.A., Germanic Studies B.A., Psychology/Scandinavian Studies	University of Texas at Austin, 2004 University of Texas at Austin, 2000 University of Texas at Austin, 1998
<b>Research Interests</b>	Dispute Management Restorative Justice Victim Offender Mediation/Dialogue Victim Communication	Interpersonal Communication Discourse Analysis Legal Communication Dialogue Theory
<b>Professional Experience</b>	<u>University of Wisconsin—Milwaukee</u> Department of Communication Assistant Professor  <u>Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM), Monterrey, Mexico</u> Scholar in Residence  <u>University of Texas at Austin</u> Department of Communication Studies Assistant Director, Conflict Resolution Center Teaching Assistant/Assistant Instructor  International Office Program Assistant/Assistant Instructor  Department of Germanic Studies Teaching Assistant/Assistant Instructor	2004-present  2007-2008  2002-2004 2000-2004  1998-2000  1999-2000
<b>Courses Taught</b>	Introduction to Conflict Resolution and Peace Studies Nonverbal Communication (online) Genocide and Communication (online) Introduction to Mediation (undergraduate/graduate) Theory and Practice of Mediation (graduate) Qualitative Research Methods (graduate) Discourse of Conflict (approved Ph.D. course) Language, Communication and Culture Business and Professional Speaking Practicum in Conflict Resolution Introductory Swedish Language Advanced Swedish Language	

---

### Publications

- Szmania, S. J. & Gracyalny, M. (2006). Addressing the Court, the Offender, and the Community: A Communication Analysis of Victim Impact Statements in a Non-Capital Sentencing Hearing. *International Review of Victimology*, 13 (3), 1-19.
- Szmania, S. J. (2006). Mediators' communication in victim offender mediation/dialogue involving crimes of severe violence: An analysis of opening statements. *Conflict Resolution Quarterly*. 24 (1), 111-127.
- Szmania, S. J. (2006). Review of the book, *Hidden Victims: The Effects of the Death Penalty on the Families of the Accused* (by Susan Sharp). *International Review of Victimology*, 13 (1), 115-116.
- Szmania, S. J. & Mangis, D. E. (2005). Finding the right time and place: A case-study comparison of the expression of offender remorse in traditional justice and restorative justice contexts. *Marquette Law Review*, 89 (2), 335-358.
- Szmania, S. J. (2005). Offenders' Communication in Victim Offender Mediation/Dialogue: A Study of Opening Statements. *Offender Programs Report*. Vol. 9, No. 4: 49, 57-58.
- Szmania, S. J. (2005). Victim offender mediation media coverage has both potentials and pitfalls. *Victim Offender Mediation Association Connections*. No. 19, (Winter): 6, 10.
- Szmania, S. J. (2005). Opening Up Victim Offender Mediation/Dialogue: An Analysis of Victims' Initial Statements. *Proceedings of the Twelfth Annual Symposium About Language and Society—Austin*. Published by the University of Texas, Department of Linguistics, Austin, Texas, Volume 47, Texas Linguistic Forum.
- Althen, Gary with Amanda R. Doran and Susan J. Szmania. (2003). *American Ways: A Guide for Foreigners in the United States*. Second Edition. Yarmouth, ME: Intercultural Press.
- Mey, Inger, Pizer, Ginger, Su, Hsi Yao & Szmania, Susan. Editors. (2003). *Proceedings of the Tenth Annual Symposium About Language and Society—Austin*. Published by the University of Texas, Department of Linguistics, Austin, Texas, Volume 45, Texas Linguistic Forum.

### Grants Received

- Mini-Grant, Victim Offender Mediation Association. Amount: \$125 to present at Red Granite Correctional Institution in Red Granite, Wisconsin, during International Restorative Justice week and to purchase books on restorative justice for the prison library, November 14, 2006.
- Travel Grant, University of Wisconsin—Milwaukee. Amount: \$450 to attend mediation training at the University of Texas Law School's Center for Public Policy and Dispute Resolution, July 27-29, 2006.
- Seed Grant Funding, Department of Communication, University of Wisconsin-Milwaukee. Amount: \$1,000 to purchase qualitative research software and receive training.

### Research Projects in Progress

- Szmania, S. J. Coming Face-to-Face with Your Attacker: Talk Show Viewers' Online Discussions of Victimization, Restorative Justice, and Forgiveness
- Szmania, S. J., Johnson, A., Mulligan, M., & DeMars and Associates. Alternative Dispute Resolution in the Health Care Industry: Current Practice and Trends. (under review)

Szmania, S. J. Linking Communication Theory to Restorative Justice Values and Principles.

Szmania, S. J. & Mangis, D. Victim Impact Statements in the Zacarias Moussaoui Trial: A Media Analysis.

Szmania, S. J. & Burrell, N. Reflections from Pet Owners and Veterinarians about Responding to Pet Healthcare Crises (part of Communication 702 course project),

Szmania, S. J. & Allen, M. Meta-Analysis in Victim Offender Mediation and in Victim Impact Statements.

### **Competitively Selected Conference Panels & Presentations**

“Facilitating Restorative Justice and Communication Skills Inside Prison Walls: Tales from the Field” (with Rebecca Gill, Kelly Knutson, and Jack Zilliox). Global Health and Social Justice Conference: Violence as Disease, University of Wisconsin-Milwaukee, School of Nursing, Milwaukee, Wisconsin, March 30, 2007.

“Victim Impact Statements in the Case of the Green River Killer: A Communication Analysis” (with Monica Gracyalny). National Communication Association, San Antonio, Texas, November 17, 2006. *Top Competitive Paper Panel, Division on Communication and the Law*

“Teaching Peace and Conflict NOW!: What Our Students Want, What Instructors are Doing, and Where We Are Going.” National Communication Association, Boston, Massachusetts, November 18, 2005.

“The Quality and Sequence of Forgiveness in Victim Offender Mediation/Dialogue: An Analysis of Opening Statements.” National Communication Association, Boston, Massachusetts, November 17, 2005.

“Forgiveness and Reconciliation in Victim Offender Mediation/Dialogue: Confronting the Elephants in the Room.” National Communication Association, Boston, Massachusetts, November 17, 2005.

“Ready, Set, Go!” (with Dr. Nancy Burrell). Wisconsin Association of Mediators, Peer Mediation Pre-Conference, Madison, Wisconsin, November 9, 2005.

“Examining Genuine Dialogue in Victim Offender Mediation/Dialogue.” International Communication Association, New York, New York, May 28, 2005.

“The Creation and Use of Institutional Talk in Conflict Mediation: A Dynamic Perspective.” National Communication Association, Chicago, Illinois, November 11, 2004. *Top Student Paper, Peace and Conflict Communication Division*

“Context and the Criminal Voice in the Courtroom, the Media, and in Mediation” (with Dan Mangis). National Communication Association, Chicago, Illinois, November 11, 2004.

“Opening Up Victim Offender Mediation/Dialogue: An Analysis of Victims’ Initial Statements.” SALSA: Symposium about Language and Society—Austin, Austin, Texas, April 18, 2004.

“Therapeutic Mediation in Crimes of Severe Violence: A Communicative Analysis of Mediators’ Opening Statements.” Graduate Portfolio Program in Dispute Resolution, 4<sup>th</sup> Annual Symposium, Center for Public Policy Dispute Resolution at the UT School of Law, Austin, Texas, March 26, 2004.

“Facing the Pain that Heals: Narrative Construction in Victim Offender Mediation/Dialogue.” National Communication Association, Miami, Florida, November 21, 2003.

- "Towards an Interactional Model of the Communication of Forgiveness." International Communication Association, San Diego, California, May 26, 2003.
- "From Moral Disengagement to Engaged Dialogue: Promoting Peace in Restorative Justice Programming." National Communication Association, New Orleans, Louisiana, November 22, 2002.
- "Communicating Identity Through Email Messages: Native English Speakers' Evaluations of Email Messages by Non-Native Speakers of English." National Communication Association, New Orleans, Louisiana, November 21, 2002.
- "Teaching Conflict Resolution Skills in the College Classroom" (with Madeline Maxwell and Katherine Zilkha). Short course presentation. National Communication Association, Atlanta, Georgia, November 1, 2001.
- "Global Nomads: Resources for a Multicultural World" (with Liz Murphy, Teri Albrecht, and Amanda R. Doran). NAFSA: Association of International Educators, Region III Conference, Monterrey, Mexico, November 3, 2000.
- "Field Trips and Group Activities as Tools for Cross Cultural Reflection and Understanding" (with Liz Murphy and Amanda R. Doran). NAFSA: Association of International Educators, Region III Conference, Monterrey, Mexico, November 2, 2000.
- "Negotiating Meaning Through Cultural Translation: Selections from Bertil Malmberg's *Åke och hans värld*." Society for the Advancement of Scandinavian Studies, Madison, Wisconsin, May 6, 2000.
- "Expanding Conversation Partnership Programs" (with Amanda R. Doran). NAFSA: Association of International Educators, Region III Conference, Hot Springs, Arkansas, October 28, 1999.
- "Expanding Conversation Partnership Programs." Cooperative Grants Program Poster Session, NAFSA: Association of International Educators, Denver, Colorado, May 28, 1999.

#### **Selected Invited Lectures & Workshops**

- American Association of Criminal Justice Professionals (AACJP), "Communicative Competence in Restorative Justice Programs" workshop presenter, Miami, Florida, June 12, 2007
- University of Wisconsin—Milwaukee, "Ombudsman Training" with Dr. Nancy Burrell and Evelyn Ang, Milwaukee, Wisconsin, May 16, 2007
- Mount Mary College, "Conflict Transformation and Restorative Justice," guest lecture in Dr. Lynne Whoerle's course, Sociology 340h: Introduction to Conflict Transformation, Milwaukee, Wisconsin, April 25, 2007
- University of Wisconsin—Milwaukee, "Careers in Mediation and Peacebuilding" invited panel participant, Lambda Pi Eta (Communication Honor Society) meeting, April 24, 2007.
- University of Wisconsin—Milwaukee, "Moving on After Graduate School: Preparing for an Academic Career," discussion panel participant, The Center for Instructional and Professional Development and The Graduate School, March 10, 2007
- University of Texas at Austin, "Qualitative Research in Communication Workshop," invited participant and presenter, Marine Science Facility, Port Aransas, Texas, Jan. 8-11, 2007
- Red Granite Correctional Institution, "Restorative Justice," in celebration of International Restorative Justice Week 2006, Red Granite, Wisconsin, Nov. 14, 2006

University of Wisconsin—Milwaukee, “Conflict Resolution and Restorative Justice,” guest workshop in Dr. Ian Harris’ course, Education Policy and Community Studies 310-520: Peace Education, Milwaukee, Wisconsin, Oct. 14, 2006

Marquette University Law School, “Communication and Restorative Justice,” Milwaukee, Wisconsin, Oct. 11, 2006

Wisconsin Restorative Justice Council, “Development of Evaluation Procedures for Restorative Justice Programs: New Directions,” Milwaukee, Wisconsin, Sept. 15, 2006

State of Coahuila Attorney General’s Office, “Mediation in the US Criminal Justice System,” Saltillo, Mexico, Aug. 17, 2006 (with assistance from the US State Department)

University of Wisconsin—Milwaukee, Department of Communication Colloquium (with Monica Gracyalny), “Victim Impact Statements in the Case of the Green River Killer,” Milwaukee, Wisconsin, March 29, 2006

Marian College, Department of Communication, “Victim Offender Mediation in Crimes of Severe Violence,” Fond du Lac, Wisconsin, Feb. 16, 2006

### **Service**

- Awards Committee, Department of Communication, UWM, 2004-present
- Executive Council, Wisconsin Institute for Peace and Conflict Studies, 2006-present
- Facilitator, Mediation/Dialogues involving Crimes of Severe Violence, Marquette University Law School, Restorative Justice Initiative, 2006-present
- Facilitator, Restorative Justice Circle, Red Granite Correctional Institution, 2007
- Peace Studies Advisory Committee, UWM, 2005-2006
- Ad-Hoc Reviewer, Communication Monographs, 2007
- Hunger Clean-Up Participant (community service project at UWM), 2005, 2006, 2007
- Reviewer, competitively selected papers, Peace and Conflict Division, National Communication Association, 2005, 2006, 2007
- Reviewer, competitively selected papers, Division on Communication and Law, National Communication Association, 2007
- Reviewer, competitively selected papers, Language and Social Interaction Division, National Communication Association, 2004

### **Master’s Degree Thesis & Comprehensive Exam Committees**

- Rebecca Gill (Thesis advisor, in progress)
- Kelly Knutson (Thesis committee member, in progress)
- Katie LaPlant (Thesis committee member, graduated Spring 2007)
- Christine Hill (Thesis committee member, graduated Spring 2007)
- Benjamin Colaw (Exam committee member, graduated Fall 2006)
- Marise Brown (Exam committee member, graduated Summer 2006)
- Jennifer Chudnow (Exam committee member, graduated Summer 2006)
- Kim Omachinski (Thesis committee member, graduated Spring 2006)

### **Professional Memberships**

- National Communication Association
- Victim Offender Mediation Association
- Institute of World Affairs, University of Wisconsin—Milwaukee

### **Professional Dispute Management Training/Continuing Education Courses Completed**

- Mindfulness for Dispute Resolvers, UT-Austin School of Law (2006)
- Mediation and Domestic Abuse, University of Wisconsin-Extension Program (2005)
- Victim Offender Mediation in Severe Violence, Austin, TX (2003)
- Advanced 40-Hour Mediation Certificate, UT-Austin (2000)
- Basic 20-Hour Mediation Certificate, UT-Austin (2000)