

ANDREW W. ISHAK

Santa Clara University - Communication Department
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EDUCATION

Ph.D.

Communication Studies, August 2012, University of Texas at Austin
Dissertation - *Time Out: Organizational Training for Improvisation in Lifesaving Critical Teams*,
Awarded Dissertation of the Year in the Group Communication Division at NCA 2014
(Advisor: Larry Browning)

M.A.

Advertising, December 2005, University of Texas at Austin
Masters Report - *iBall: How Major League Baseball, Technology and Advertising Coexist to Change the Game Experience* (Advisor: John Fortunato)

B.S.

Managerial Economics, June 2004, University of California, Davis

ACADEMIC APPOINTMENTS

Santa Clara University - Santa Clara, CA

Lecturer, Communication Department - Fall 2012 to present

- Public Speaking
- Communication and Sport
- Qualitative Research Methods
- Team Communication (Senior Thesis Course)

University of Texas at Austin - Austin, TX

Assistant Instructor, Department of Communication Studies - Fall 2008 to Spring 2012

- Team-based Communication
- Professional Communication Skills (Public Speaking)

Adjunct Lecturer, McCombs School of Business - Fall 2011 to Spring 2012

- Business Communication, McCombs School of Business

Communication Coach, MBA Program, McCombs School of Business - Fall 2009 to Spring 2012

- Consulted MBA students on public speaking, interviewing, and networking skills

Teaching Assistant, Department of Communication Studies - Fall 2007 to Spring 2008

- Computer-mediated Communication, Jorge Peña
- Workplace Technology, Keri Stephens
- Internship in Communication Studies, Dawna Ballard

Adjunct Appointments

St. Edward's University - Austin, TX - Fall 2011

Austin Community College - Austin, TX - Summer 2011, 2012

PUBLICATIONS

Refereed Publications

- Ishak, A. W. & Williams, E. A. (in press). Slides in the Tray: How Fire Crews Enable Members to Borrow Experience. Manuscript accepted for publication in *Small Group Research*.
- Williams, E. A. & Ishak, A. W. (in press). Discourses of an Organizational Tragedy: Emotion, Sensemaking, and Learning After the Yarnell Hill Fire. Manuscript accepted for publication in *Western Journal of Communication*.
- Ishak, A. W. & Ballard, D. I. (2012). Time to Re-group: A Typology and Nested Phase Model for Action Teams. *Small Group Research*, 43(1), 3-29.

In Preparation/Under Review

- Ishak, A. W. & Williams, E. W. A Model of Identity and Resilience in High Reliability Organizations. Manuscript in preparation for submission.
- Ishak, A. W. Time Out: How Emergency Response Organizations Train Lifesaving Teams for Uncertainty, Finality, and Fatal Outcomes. Manuscript under review.

Edited Volumes

- Brummett, B. & Ishak, A. W. (Eds.). (2013). *Sports and Identity: New Agendas in Communication*. London: Routledge.

Other Publications

- Ishak A.W. & Stroud. S. R. (2012). Covering yourself? Journalists and the Bowl Championship Series. Ethics case study for the Texas Program in Sports and Media.
- Ishak A.W. & Stroud. S. R. (2012). Sacking social media in college sports. Ethics case study for the Texas Program in Sports and Media.
- Ishak A.W. & Stroud. S. R. (2012). Sports blogs: The Wild West of sports journalism. Ethics case study for the Texas Program in Sports and Media.
- Ishak, A. W., Pastorek, A., Merola, N., & Mack, A. (2011). Working in Teams. In K. Stimpson & J. A. Daly (Eds.), *Professional Communication Skills* (Vol. 6th). Boston: Pearson.
- Keyword buys (2011). In *Encyclopedia of Sport Management and Marketing*. Thousand Oaks, CA: Sage.
- San Francisco 49ers (2011). In *Encyclopedia of Sport Management and Marketing*. Thousand Oaks, CA: Sage.
- Houston Rockets (2011). In *Encyclopedia of Sport Management and Marketing*. Thousand Oaks, CA: Sage.

CONFERENCES ORGANIZED

- Brummett, B. & Ishak, A. W. (2013, February). *Sports and Identity: New Agendas in Communication*. Funded by the College of Communication at the University of Texas at Austin (\$15,000).

CONFERENCE PRESENTATIONS

- Ishak, A. W. (2017, February). *Training for the unpredictable: Structured flexibility and improvisation in high reliability organizations*. To be presented at the Western States Communication Association Meeting, Salt Lake City, UT (**Top 4 Paper** in Organizational Communication).
- Ishak A. W. (2016, November). *Research in high reliability organizations: opportunities, challenges, and future directions (panel discussion)*. Presented at the National Communication Association Meeting, Philadelphia, PA.
- Williams, E. A. & Ishak, A. W. (2016, February). *Communication in a high reliability organization: Enacting resilience after tragedy*. Presented at the Western States Communication Association Meeting, San Diego, CA.
- Ishak, A. W. & Williams, E. A. (2015, November). *Learning in critical teams: Borrowed experience in wildland firefighting*. Presented at the National Communication Association Meeting, Las Vegas, NV (**Top 4 Paper** in Group Communication).
- Williams, E. A. & Ishak, A. W. (2015, May). *Discourses of an organizational tragedy: Emotion, sensemaking, and learning after the Yarnell Hill Fire*. Presented at the International Communication Association Meeting, San Juan, Puerto Rico (**Top 4 Paper** in Organizational Communication).
- Ishak, A. W. (2013, November). *Winning isn't everything: Exploring the negative effects of social cohesion on sports team performance*. Paper presented at the National Communication Association Meeting, Washington, DC.
- Ishak, A. W. (2013, November). *The Roadmap Approach to improvisation: How organizations train lifesaving teams to deal with uncertainty, finality, and fatal outcomes*. Paper to be presented at the National Communication Association Meeting, Washington, DC.
- Ishak, A. W. (2013, November). *A Change in discourse: An analysis of a board meeting at a Coptic Orthodox Church*. Paper to be presented at the National Communication Association Meeting, Washington, DC.
- Ishak, A. W. (2012, November). *What are we talking about, practice? Preparing for interviews through simulation*. Paper presented at the National Communication Association Meeting, Orlando, FL.
- Ishak, A. W. & Ballard, D. I. (2011, November). *Time to re-group: A typology and nested phase model for action teams*. Paper presented at the National Communication Association Meeting, New Orleans, LA.
- Ishak, A. W. (2011, November). *Contemporary voices: From New Orleans' rich literary history to rich athletes on Twitter*. Paper presented at the National Communication Association Meeting, New Orleans, LA.
- Ishak, A. W. (2011, November). *X is the Y of Z: Connecting Burke's master tropes through cross-field comparisons and Michael Jordan*. Paper presented at the National Communication Association Meeting, New Orleans, LA.
- Ishak, A. W. & Stimpson, K. S. (2010, November). *Bridging the talent divide: A lesson for action teams and organizations*. Paper presented at the National Communication Association Meeting, San Francisco, CA.
- Ishak, A. W. (2010, October). *The roles of improvisation and predictability in high-risk organizations*. Paper presented at the Organizational Communication Mini Conference, New Brunswick, NJ.
- Ishak, A. W. & Tollison, A. C. (2010, March). *The effect of sports metaphors on task clarity for emergency crews*. Paper presented at the Summit on Communication and Sport, Cleveland, OH.

Ishak, A. W. (2009, November). *A nested phase framework for action teams*. Paper presented at the National Communication Association Meeting, Chicago, IL.

Peterson, B. L., McNamee, L. G., Heller, A. A., Ishak, A. W., & Mudilar, P. (2009, November).

Webless workers: Implications for media use and information reception. Paper presented at the National Communication Association Meeting, Chicago, IL.

ACADEMIC SERVICE

Academic

Vice Chair, Organizational Comm Interest Group, Western States Comm Assoc - 2016 to present

Athletic Advisory Board, SCU - 2016 to present

Parking and Transportation Committee, SCU - 2016 to present

Team Teaching Working Group, College of Arts and Sciences, SCU - 2016 to present

Awards Committee Chair, NCA Group Communication Division - 2014 to 2015

Representative, Faculty Senate Committee, SCU - 2014 to 2015

Reviewer, *Small Group Research* - 2013 to present

Reviewer, *Journal of Sports Media* - 2013 to present

Academic Advisor for Major, SCU - 2012 to present

Paper Reviewer, *International Association of Communication and Sport*, 2013 to present

Awards Committee, NCA Group Communication Division - 2013

Paper Reviewer, NCA Group Communication Division - 2013 to present

Paper Reviewer, NCA Organizational Communication Division - 2013 to present

Advisor, Orthodox Broncos Student Group, Santa Clara University - 2012 to 2014

Paper Reviewer, WSCA, Organizational Communication Division - 2012 to present

Website creator and administrator, NCA Group Communication Division,
(<http://ncagroup.wordpress.com>) - 2010-present

Archivist, Communication Studies Graduate Council, UT Austin - 2010-12

Graduate student peer mentor, University of Texas at Austin - 2008-10

Livingston Award selection committee, UT Austin - March 2010

Secretary/Athletic Director, Advertising Graduate Council, UT Austin - 2004-05

President, Fellowship of Coptic Christian University Students, UC Davis - 2003-04

AFFILIATIONS

National Communication Association (2007-present)

Western States Communication Association (2008-present)

International Association for Communication and Sport (2012-present)

International Communication Association (2014-present)

ACADEMIC AWARDS

University Research Grant, 2016 (\$5,000) - Santa Clara University

Top Paper, 2015 - NCA Group Communication Division

Top Paper, 2015 - ICA Organizational Communication Division

Dissertation of the Year, 2014 - NCA Group Communication Division

Dean's Grant, 2013 (\$500) - Santa Clara University

Article of the Year Finalist, 2012 - *Small Group Research*

Graduate School Professional Development Award, 2011 (\$250) - University of Texas at Austin

Assistant Instructor of the Year, 2011, Communication Studies - University of Texas at Austin

Graduate Recruitment Fellowship, 2007 (\$12,500) - University of Texas at Austin

Operation Jumpstart Scholarship, 2004 (\$10,000) - American Association of Advertising Agencies

RESEARCH INTERESTS

Organizational Training, Critical/Lifesaving Teams, Time, Sports and Communication