

# COLLEEN TOLAN

1301 N. Front Street Philadelphia, PA 19122  
(708) 220-7372 | colleen.tolan@temple.edu  
[www.colleentolan.com](http://www.colleentolan.com)

## EDUCATION

- MAY 2023      TEMPLE UNIVERSITY, PHILADELPHIA, PA  
DOCTOR OF PHILOSOPHY; MEDIA & COMMUNICATION
- DISSERTATION: Testing prospect theory in social conflict:  
How language framing affects decision outcomes.  
ADVISOR: Dr. Deborah A. Cai
- 2016      PRINCETON THEOLOGICAL SEMINARY, PRINCETON, NJ  
MASTER OF DIVINITY; FOCUS ON SOCIAL PSYCHOLOGY & CONFLICT
- 2013      UNIVERSITY OF KANSAS, LAWRENCE, KS  
BA; JOURNALISM & MASS COMMUNICATIONS, MINOR IN SOCIOLOGY

## RESEARCH INTERESTS

- Theory building and the network of communication research
- Interpersonal communication and social conflict.
- Social psychology, norms, and expectations in decision making and negotiation.

## ACADEMIC WORKS

- Tolan, C.**, Cai, D. A., & Fink, E. L. (2023). The effect of negotiation expectancies on conflict styles and negotiation outcomes. *Negotiation and Conflict Management Research*.
- Holbert, L., Baik, E., Tallapragada, M., **Tolan, C.**, LaMarre, H. & Hardy, B. W. (2022). Balancing field-general and subfield-specific contributions when addressing, utilizing, or assessing a theory's explanatory power. *Journal of Broadcasting & Electronic Media*, 66(4), 515-539, <https://doi.org/10.1080/08838151.2022.2120481>
- Holbert, L., Baik, E., Tallapragada, M., Hardy, B. W., **Tolan C.** & LaMarre, H. (2022) Pandemic as Boundary Condition in Service to Communication Theory Building. *Annals of the International Communication Association*, 46(3), 231-246, <https://doi.org/10.1080/23808985.2022.2108878>

Cai, D. A., & **Tolan, C.** (2020). Public shaming and attacks on social media: The case of White Evangelical Christians. *Negotiation and Conflict Management Research*, 13(3), 231-243. <https://doi.org/10.1111/ncmr.12188>

**Works in Progress**

Holbert, R. L., Song, H., Ellithorpe, M. E., LaMarre, H. L., **Tolan, C.**, & Baik, E. S. (*Under Review*). A systematic exploration of interaction terms in communication's mediation models: Adding theoretical value to an emergent analytical necessity.

Cai, D. A., **Tolan, C.**, Wang, Q., & Fink, E. L. (*Final edits*) Thinking styles across cultures: How changeable are they?

**Tolan, C.**, & Castonguay, J. (*Data collection*) Tracing social norms through self-disclosure of secrets online: A content analysis of PostSecret.

CONFERENCE PAPERS & PRESENTATIONS

Cai, D. A. & **Tolan, C.** (2023, July) Differentiating Public Shaming and Attacks on Social Media: Targeting Ingroups and Outgroups. Panel presentation at the 2023 International Association of Conflict Management in Thessaloniki, Greece.

**Tolan, C.**, Cai, D. A. & Fink, E. L. (2022, November) Expectations and anchors in negotiation outcomes. Paper presentation at the 2022 National Communication Association in New Orleans, Louisiana.

Jones, T., **Tolan, C.**, Swed, T. & Nemmani, S. (2022, November) Making their PLACE -- Youth dialogue institute in Philadelphia high schools. Panel presentation at the 2022 National Communication Association in New Orleans, Louisiana.

Jones, T., **Tolan, C.** & Swed, T. (2022, September) Youth Conflict Specialists – Empowering Homeless Youth through Conflict Education – The First Year. Panel presentation at the 2022 Association for Conflict Resolution conference in Orlando, Florida.

**Tolan, C.** (2022, July) Prospect theory in social conflict: How framing affects decision outcomes. Paper to be presented at the 2022 International Association for Conflict Management (IACM) conference in Ottawa, Canada.

Jones, T., **Tolan, C.**, Hanson, K., & Ki, Y. J. (2022, July) There's no place like home: Empowering diverse researcher perspectives in collaborative research on empowering homeless youth. Culture roundtable at the 2022 International Association for Conflict Management (IACM) conference in Ottawa, Canada.

Cai, D. A., Fink, E. L., & **Tolan, C.**, (2022, July) Thinking styles across cultures: How changeable are they? Paper to be presented at the International Academy for Intercultural Research conference in Rapperswil-Jona, Switzerland.

Holbert, L., Hardy, B. W., Tallapragada, M., Baik, E., **Tolan, C.**, & LaMarre, H., (2022, May). The pandemic as boundary condition in service to communication theory building.

Paper presented at the International Communication Association conference, Health Communication Division. Paris, France.

Castonguay, J., Baik, E., Messina, N., **Tolan, C.**, Koshy, A & Schaner, M. (2021, November). Celebrity Covid-19 Tweets: An analysis of messages by different celebrity types across three regions. Paper presented at the 2021 annual conference of the National Communication Association, Seattle, WA.

Phillips C., & **Tolan, C.** (2020, November). The effect of religious attendance on partisans' attitudes toward the government. Paper presented at the National Communication Association Conference. Virtual.

**Tolan, C.**, Cai, D. A., & Fink, E. L. (2020, July). The effect of negotiation expectancies on conflict styles and negotiation outcomes. Paper presented at the virtual meeting of the International Association for Conflict Management.

Holbert, R. L., **Tolan, C.**, Phillips, C., Baik, E., & Park, E. (2020, May). The use of moderation to explore boundary conditions in communication research: Limitations, biases, and remedies. Paper presented at the virtual meeting of the International Communication Association, Mass Communication Division.

**Tolan, C.**, & Cai, D. A. (2019, July). The effect of expectancy violations about conflict styles on negotiation. Poster presented at the International Association for Conflict Management. Dublin, Ireland.

## GRANT-BASED WORK EXPERIENCE

**Project Manager**, *Youth Conflict Specialists*, Spring 2022 - Ongoing.

Under the supervision and in partnership with Dr. Tricia Jones (principal investigator) we taught conflict management skills to disempowered youth in the Philadelphia alternative and competency-based schools. The project is an ongoing effort to provide students who have been kicked out of school, caught up in the juvenile detention system, or are otherwise unable to attend school, with the interpersonal skills to navigate conflict in their lives. The curriculum includes de-escalation, mediation, negotiation, and conflict coaching. Students who excel in the program are given the opportunity to continue training to become paid peer-mediators.

**Project Manager**, *Communication for Urban Health Scholars (CURBS)*, Summer 2022.

In partnership with the Katz School of Medicine, Temple Health/The Temple Lung Center, and Temple's Center for Urban Bioethics (CUB), I oversaw five undergraduate and two graduate students selected for the CURB Scholars program under Dr. Deborah Cai and Dr. Lauren Kogen (Co-investigators). The project investigates barriers preventing North Philadelphia residents from receiving lung and chest health screenings. Over two and a half months, CURBS completed the design and development of a communication campaign for the Temple Healthy Chest Initiative. We compiled a final report and presented the campaign materials and implementation plan to medical professionals from CUB, Temple Health, and the Temple Lung Center.

## EDITORIAL EXPERIENCE

**Editorial Assistant** to Dr. Lance Holbert, *Journal of Communication* (2019 – present)

**Assistant Editor** at Dino Publishing (2016 – 2018). Selected Publications:

- Tolan, C. (2018, July 20) The Maine event: *Whaler* 9(1), 17  
<https://issuu.com/dinopublishing/docs/whalervol9issue1>
- Tolan, C. (2018, February 2) All that jazz: *Whaler* 8(2), 13  
[https://issuu.com/dinopublishing/docs/whaler\\_winter18](https://issuu.com/dinopublishing/docs/whaler_winter18)
- Tolan, C. (2017, October 12) Fish, play, learn, repeat: *LUND* 9(1), 8  
<https://issuu.com/dinopublishing/docs/lu.fa17.issue>
- Tolan, C. (2016, December 28) Cherry trees in bloom. *Sea Ray Living*, 17(3), 20.  
<https://issuu.com/dinopublishing/docs/sr.wi16>
- Tolan, C. (2016, December 21) Greece. *Meridian Lines* 7(1), 44.  
<https://issuu.com/dinopublishing/docs/meridian>
- Tolan, C. (2016, November 23) Show me the lakes: Missouri the show me state is a sea ray owner's paradise. *Sea Ray Living Magazine*, 17(2), 16.  
[https://issuu.com/dinopublishing/docs/sr.su-fa16\\_opt](https://issuu.com/dinopublishing/docs/sr.su-fa16_opt)

## TEACHING EXPERIENCE

**Primary Instructor**, Temple University

- Public Speaking (CSI 1111) Fall 2022
- Interpersonal Communication (CSI 0836) Spring 2022
- Cross Cultural Leadership (CMGT 5004) Spring 2022
- Interpersonal Communication (CSI 0836) Fall 2021
- Interpersonal Communication (CSI 0836) Spring 2021

**Teaching Assistant**, Temple University

- Journalism & Society (JRN 1111) Fall 2022
- Intercultural Communication (CSI 3701) Spring 2020
- Interpersonal Communication (CSI 0836) Fall 2019
- Public Relations Theory (PR 2701) Spring 2019; Fall 2019; Spring 2020
- Introduction to Public Relations (PR 1552) Fall 2018; Fall 2020
- Future of Your TV (MSP 0821) Fall 2018

## VOLUNTEER & SERVICE

- Peer advisor and mentor, Klein College of Media & Communication, Temple University, Philadelphia, PA, 2019-present.
- Student representative for Temple University at the International Association for Conflict Management; Philadelphia, PA, 2018
- Organizer, Graduate Research Forum, Temple University; Philadelphia, PA 2018-2019
- Student representative for Conflict Coaching Matters at the Federal Dispute Regulation conference (FDR); Philadelphia, PA, 2019
- Mentor & counselor for inter-city youth at Kids Across America; Branson, MO 2009-2011

## PAST EMPLOYMENT

### **MEDIATOR & CONFLICT COACH, CONFLICT COACHING MATTERS LLC, PHILADELPHIA, PA — 2019-2022**

At Conflict Coaching Matters, I am a trained mediator and conflict coach. We worked with several educators, administrators, disciplinary officers, and students within the Philadelphia public schools and alternative schools to provide conflict management, mediation, and negotiation skills.

### **WRITER & EDITOR, DINO PUBLISHING, CHICAGO, IL — 2015-2019**

I began as a freelance writer for Sea Ray Living magazine as well as other online forums. I was then asked to come on full time as a writer and editor for all productions at Dino including Sea Ray Living, Lund, Boston Whale, Lowe and more.

### **MEDIA ASSISTANT, PRINCETON SEMINARY, NJ — 2014 - 2016**

I helped Princeton Seminary integrate technology into lectures and provided assistance to professors and guest lecturers using video or PowerPoint presentations.

### **RESEARCH ASSISTANT & COMMUNICATIONS MANAGER, UNIVERSITY OF VIRGINIA, CHARLOTTESVILLE, VA — SUMMER 2011**

I worked within the Curry School of Education to implement a new, interactive platform and website for the anti-bullying initiative *Youthspeak*, (featured in TIME magazine). This included conducting interviews with participants that focused on topics such as family, friends, school, and emotional well-being.