

Dr. Lynn Winstead Mabe
School of Interdisciplinary Studies
The University of Texas at Dallas
800 West Campbell Road, Mail Station HH30
Richardson, Texas 75080-3021
972.883.2804
lynn.mabe@utdallas.edu

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Educational History

- **Doctorate in Philosophy (Ph.D.)** – Counseling with a minor in Psychology, Texas A&M University-Commerce, (CACREP Accredited) – December 2001
- **Master of Education (M.Ed.)** - Counseling with a minor in Psychology, Stephen F. Austin State University, Nacogdoches, Texas – August 1990
- **Bachelor of Arts (B.A.)** – Psychology with a minor in Criminal Justice, Stephen F. Austin State University, Nacogdoches, Texas – May 1989
- **Dissertation Title:** An Exploratory Study of Self-Disclosure and Marital Adjustment in Law Enforcement Officers.

Professional Trainings, Certifications and Advanced Coursework

- Critical Incident Stress Management: Basic and Advanced Certification – International Critical Incident Stress Foundation
- Crisis Debriefing for Youths and Adults Advanced Coursework
- Basic Police Instructor Course
- Ethics for Police Psychologists
- Advanced Crisis Communication Training through International Association of Chiefs of Police
- International Crisis and Risk Communication Conference – Advanced Professional Development in Media Response, Social Media, Image Repair Strategies and Crisis Opportunity Strategies

Professional Experience

- **Senior Lecturer I** – August 2006 to Present, The University of Texas at Dallas, Richardson, Texas, School of Interdisciplinary Studies
- **Crisis Communication Intervention Consultant/ Private Practice** – 1990 to Present, Several Local Police Agencies, Individuals and Businesses
- **Workplace Communication Consultant** – 2000 to Present, Calvary Medical Group, Dallas, Texas; Cigna Healthcare Employee Assistance Program, Dallas, Texas; Duke Companies, Dallas, Texas; Corporate Talent Resources, Dallas, Texas
- **Founder** – First and Intensive Responder Support Team (F.I.R.S.T.) Non-profit Organization
- **Lecturer** - 2003 – 2004, Texas A & M University – Commerce, Texas, School of Counseling and Teacher Education
- **Program Coordinator** - 1993 – 1995, Dallas, Texas, Dallas Police Department
- **Graduate Assistant** – 1994 – 2000, Texas A & M University – Commerce, Texas
- **Program Coordinator** – R.H. Dedman Medical Center – Dallas, Texas

Research and Teaching Interests

- My research and teaching interests include areas of interpersonal communication, crisis communication and strategies, business and employee communications, workplace mediation, employee satisfaction and integration into corporate cultures and diversity and intercultural communication.

Professional Memberships

- Licensed Professional Counselor (LPC License #11744)
- Diplomat of the American Academy of Experts in Traumatic Stress
- International Critical Incident Stress Foundation
- International Association of Chiefs of Police
- Institute for Law Enforcement Administration

Honors and Other Recognitions (selected)

- Distinguished Dissertation Award – Texas A&M University-Commerce
- Licensed Professional Counselor
- Citizen of Merit Commendation Award – Dallas Police Department
- Dallas Police Department Commendations – Various Dates and Years
- Sachse Police Department Appreciation Award

Achievements in Original Achievement, Investigation and Research

- **Dissertation:** An Exploratory Study of Self-Disclosure and Marital Adjustment in Law Enforcement Officers. Texas A&M University-Commerce, 2001.
- **Follow-Up Study to Dissertation:** An Exploratory Study of Self-Disclosure and Marital Adjustment in Law Enforcement Officers. Dallas Police Department, 2008.

Invited Talks/Presentations (Refereed)

- Texas Association of Hostage Negotiators; Topic: “Communication Issues in Law Enforcement Personnel” Annual Conference, November 2006, San Antonio, Texas
- Texas Counseling Association Annual Conference, Topic: “Communication and Counseling Issues with Emergency Personnel”, November 2006
- Institute for Law Enforcement Administration, Police and Family Conference; Topic: “Communication for Law Enforcement Officers” July 2007
- Institute for Law Enforcement Administration, Management College; Topic: “Employee Assistance and Counseling”, May 2008
- Institute for Law Enforcement Administration; Topic: “Conflict Resolution at Work and Home”, Plano, Texas, May 2008
- Institute for Law Enforcement Administration, Police and Family Conference; Topic: “Communication and Ethics”, Plano, Texas, July 2010
- Integrated Pain Management Group, Walnut Creek, CA, February 2012, for Calvary Medical Group, LLC. Topics: “Communication in the Workplace”; “Leadership and Communication for Executives and Managers”; “Conflict Management in the Workplace”; “Leadership, Diversity and Excellence in Corporate America”

Invited Talks/Presentations (Non-refereed)

- Texas Association of Hostage Negotiators; Topics: “Communication in Law Enforcement Personnel”; Regional Training, Tyler, Texas, December, 2006
- Texas Association of Hostage Negotiators; Topics: “Extreme Stress and Peak Performance in Law Enforcement Emergencies”; Regional Training, Tyler, Texas, December, 2006

- Texas Association of Hostage Negotiators; Topics: “Police Suicide”; Regional Training, Tyler, Texas, December, 2006
- Texas Association of Hostage Negotiators; Topics: “Issues and Concerns for Law Enforcement Officers”; Regional Training, Tyler, Texas, December, 2006
- Leads-On-Line, Annual Law Enforcement Conference, Dallas, Texas, May 2010
- Institute for Law Enforcement Administration, Leadership Symposium, May 2009
- Grapevine Relief and Community Exchange, Fall 2011
- Grapevine Colleyville Independent School District; Topic: “Crisis Communication” April 2008; GCISD Administration Headquarters, Grapevine, Texas.
- Galerstein Women’s Center and Amnesty International; Topic: “Maternal Health Forum” April 2011

Book Reviews

- “*Applied Crisis Communication and Crisis Management: Cases and Exercises*” by Timothy Coombs, Sage Publications
- “*My Labs*” – Lab Review for Pearson Higher Ed

Other Written Works

- “Employee Satisfaction and Communication Survey” for Calvary Medical Group, LLC.
- “Ethically Speaking” for *Ethics Roll Call*, Center for American and International Law, May 2007

Media Consultations

- *Texas Highway Patrol Magazine*, November 2009, Happily Ever After for DPS Troopers, by Debbie McRill.
- *CNN.com*, (July 2009), Slaughter at McDonalds Changed How Police Operate, by Jim Cavanaugh
- *Officer.com* (July 2008) I Ain’t Talking to No Stranger, by Michelle Perin
- *Lawofficer.com* (April 2009) Suspect Suicides, by Volitta Fritsche
- NBC 5 Dallas, Texas (November 6, 2009) – Discussion on TV News Panel regarding Fort. Hood Shootings
- ABC WFAA News Affiliate (December 2000) – Consultant for TV program on Police Officer Stress

Other Achievements

- Founded Non-Profit Organization – First and Intensive Responders Support Team (FIRST) to assist police officers and military personnel in getting counseling who did not otherwise have the funds or resources to do so.

Relevant Presentations for Cigna Healthcare Employee Assistance Program (Select Group)

- “Your Communication Style” for Amerigroup, Irving, Texas
- “Learning New Things” for Ecolab, Fort Worth, Texas
- “Achieving New Things” for Ecolab, Fort Worth, Texas
- “How Stress Effects Eating Habits” for Tenet Healthcare, Fort Worth, Texas
- “Embracing Optimism” for Tenet Healthcare, Fort Worth, Texas
- “Make Work Stress Work for You” for Cigna Healthcare, Dallas, Texas
- “Balancing Work and Personal Life” for B. Braun Medical, Inc., Carrollton, Texas
- “Caring for Aging Family Members” for B. Braun Medical, Inc., Carrollton, Texas
- “Holiday Stress” for Westdale Asset Management, Dallas, Texas
- “Healthy Life Tips for Women” for Westdale Asset Management, Dallas, Texas

Relevant Current Consulting Projects

- Integrated Pain Management Group, Walnut Creek, CA for Calvary Medical Group, LLC. Follow-Up Employee Wellness and Communication study; Presentations, Consultations, Seminars, Employee Integration Strategies and Conflict Management Consultations.

Works in Progress

- Interpersonal Communication Text Book
- Communication in Law Enforcement and Emergency Responders Text Book

Professional and University Citizenship

- Courses and Other Curricula Developed
 - Graduate Courses
 - Adolescent Development: Developmental Characteristics of 9-12 Year Olds
 - Crisis Communication in Schools and Organizations
 - Ethics in Counseling and Education
 - Undergraduate Courses
 - Crisis Communication
 - Interpersonal Communication
 - Communication in America
 - Professional Communication in Business
 - Intercultural Communication and Diversity in America
- University Activities
 - Safe Zone Training
 - School of Interdisciplinary Studies Website Updates