JASON S. WRENCH (Ed.D., West Virginia University) is an associate professor in the Communication and Media department at the State University of New York at New Paltz. Dr. Wrench specializes in workplace learning and performance, or the intersection of instructional communication and organizational communication. His varied research interests include communibiology, computer-mediated communication, empirical research methods, humor, risk/crisis communication, and supervisor-subordinate interactions. Dr. Wrench regularly consults with individuals and organizations on workplace communication and as a professional speech coach for senior executives.


**Narissra Punyanunt-Carter**

PLEASE NOTE: This book is currently in draft form; material is not final.

NARISSRA PUNYANUNT-CARTER (Ph.D., Kent State University) is an associate professor of Communication Studies at Texas Tech University in Lubbock, Texas. She teaches the basic interpersonal communication course. She is a protégé of Drs. Rebecca Rubin & Alan Rubin, who are considered to be two of the most notable researchers in communication studies. Her research areas include mass media effects, father-daughter communication, mentoring, advisor-advisee relationships, family studies, religious communication, humor, and interpersonal communication. She has published over 40 articles that have appeared in several peer-reviewed journals, such as Communication Research Reports, Southern Journal of Communication, and Journal of Intercultural Communication Research. She has also published numerous instructional ancillaries and materials.