

TRICIA S. JONES, Ph.D.
Bio Statement
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Tricia S. Jones is a Full Professor in the Department of Communication and Social Influence and Director of the Center for Conflict Management and Media Impact in the Klein College of Media and Communication at Temple University. She is past Vice-President and Member of the Board of Directors of the Association for Conflict Management and past President of the International Association of Conflict Management. Her work in conflict management spans 35 years of teaching, research and practice in conflict resolution intervention, conflict resolution education, alternative dispute resolution, intercultural conflict, and organizational dispute system design.

She has received over \$4.5 million in external funding from federal and state agencies and private foundations. She has authored 8 books and 75 articles and book chapters and has given more 300 presentations at national and international conferences. She is currently writing *Media and Social Conflict* (Rowman Littlefield, 2021, in process) and *The Heart of Conflict: Emotion Theory and Impact in Conflict Processes* (Sage, 2022, in process). Her books on conflict and conflict resolution education include: *Intercultural Communication: A Peace-building Perspective* (Waveland Press, 2015), *Conflict Coaching: Conflict Management Strategies and Skills for the Individual* (Sage, 2008), *New Directions in Mediation* (Sage, 1994), *Does It Work? The Case for Conflict Resolution Education in our Nations Schools* (CRENet, 2000), *Kids Working It Out: Stories and Strategies for Making Peace in Our Schools* (Jossey-Bass, 2003), *Interpersonal Communication through the Life Span* (Allyn & Bacon, 2008), and *A Lifetime of Interpersonal Communication* (Kendall-Hunt, 2020).

Dr. Jones is the Project Director of the Conflict Resolution Education in Teacher Education (CRETE) project funded for \$2.8 million by the U.S. Department of Education's FIPSE program (Fund for the Improvement of Postsecondary Education), Gund Foundation, JAMS Foundation, and others. In 2019 she received a two-year grant for \$600,000 to implement CRETE in the School District of Philadelphia. One project in that initiative, the Youth Dialogue Institute, is developing youth-led, media-infused dialogue programs in high schools to address conflicts concerning racial injustice and issues of youth mental health.

Continuing her emphasis on conflict education and media she is partnering with the Creative Response to Conflict organization, a global non-profit working in conflict and restorative practices and social-emotional learning, on two research projects: (1) the Bridg-It social media platform to combat cyberbullying (funded by the JAMS Foundation) and (2) social and emotional learning online infrastructures in NYC school districts (funded by the NOVO Foundation).

Dr. Jones served as a member of the Peace Education Reference Group for the Global Partnership for the Prevention of Armed Conflict (GPPAC) and co-chaired the Peace Education and Conflict Resolution Education work group of the United Nations conference at the UN Headquarters in New York for 1,000+ government and NGO representatives from 60+ countries (2005). Dr. Jones was a member of the facilitation team for International Summits on Conflict Resolution Education that were hosted by national and international partners including the Organization of American States and the United Nations Development Program 2004-2010. In 1995-1997 she led a team of U.S. and South African educators in a United States Information Agency funded project building Community Peace and Safety networks in Johannesburg, South Africa following the initiation of the Mandela government and the end of apartheid.

Since 1981, her conflict consulting work has focused on training and intervention programs for government agencies, higher education, health care and state offices of dispute resolution. In 2009-2011, she designed the Department of Veterans Affairs' conflict coaching program as a component of the VA ADR Office of Resolution Management. She has trained conflict coaches for federal agencies including Department of Defense, Department of State, Environmental Protection Agency, Federal Emergency Management Association, National Institutes of Health, Department of Justice, Department of Education, United States Air Force, Federal Deposit Insurance Corporation, Federal Bureau of Printing and Engraving, National Mediation Board, Federal Mediation and Conciliation Service, Department of the Interior, and others. She also consults for corporate and non-profit organizations such as the Organization of American States, the Global Partnership for the Prevention of Armed Conflict, and the United Nations.

Since 2013 she has led the Conflict Management Education learning program for the Department of Defense Education Activity, training hundreds of DoDEA educators and administrators in the DODDs, DDESS and Pacific Rim regions. She has recently partnered with Peninsula Mediation ADR as a subcontractor on federal contracts to build internal dispute resolution programs and conflict coaching cohorts for the Department of Navy, the National Archives, and the Consumer Financial Protection Bureau.

Dr. Jones is working with the New York State Community Dispute Resolution Centers (CDRCs) on a statewide project infusing conflict coaching into the 62-county CDRC network overseen by NYUCS Office of Court Administration. This project is assessing the efficacy of conflict interventions in criminal court diversion programs, community disputes, youth-based programs, special education disputes, and family conflicts. Similarly, she has partnered with the Massachusetts Office of Public Collaboration and the Maryland Office of Dispute Resolution (MACRO) to build conflict coaching capacity in their statewide systems.