

J. Nan Wilkenfeld

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Research Profile

Human-Machine Communication

Interpersonal Communication

Emerging Technologies

Quantitative Research Methods

Organizational Communication

Power & Agency

Field-Based Research

Qualitative Research Methods

Education

Ph.D. in Communication, University of California Santa Barbara

Dissertation: Power and Agency in Human-Machine Collaboration

Major advisor: Dr. Norah E. Dunbar

Committee: Dr. Jennifer L. Gibbs, Dr. Autumn Edwards

M.A. in Human Communication, University of North Carolina at Charlotte

Thesis Advisor: Dr. Alan Frietag

M.B.A. Business Management, University of North Carolina at Charlotte

B.A. in Political Science, University of North Georgia

Published Peer-Reviewed Journal Articles

Etzrodt, K., Kim, J., ... **Wilkenfeld, J.N.**, Xu, K., Zhang, R., Zhu, Y., Edwards, C. (2024) What HMC Teaches Us About Authenticity. *Human-Machine Communication*. DOI: 10.30658/hmc.8.11.

Wilkenfeld, J. N., Kim, S., Upsani, S., Kirkwood, G., Dunbar, N. E., Srinivasan, D. (2023). Sensemaking, Adaptation and Agency in Human-Exoskeleton Synchrony. *Frontiers in Robotics and AI Human-Robot Interaction*. DOI: 10.3389/frobt.2023.1207052.

Gibbs, J. L., Eisenberg, J., Fang, C., **Wilkenfeld, J. N.** (2023). Examining how organizational continuities and discontinuities affect the job satisfaction of global contractors. *Journal of International Management*, 101046. DOI: 10.1016/J.INTMAN.2023.101046.

Fang, C., **Wilkenfeld, J. N.**, Navick, N., Gibbs, J. L. (2023). "AI Am Here to Represent You": Understanding How Institutional Logics Shape Attitudes Toward Intelligent Technologies in Legal Work. *Management Communication Quarterly*, 0(0). DOI: 10.1177/08933189231158282.

Kirkwood, G.L., **Wilkenfeld, J. N.**, Dunbar, N.E. (2022) Exoskeletons and the future of work: Envisioning power and control in a workforce without limits. *Human-Machine Communication*, 4, 187-206. DOI: 10.30658/hmc.4.10.

Gibbs, J. L., Kirkwood, G. L., Fang, C., **Wilkenfeld, J. N.** (2021). Negotiating agency and control: Theorizing human-machine communication from a structural perspective. *Human-Machine Communication*, 2, 153-171. DOI: 10.30658/hmc.2.8.

Eugene, W., Barnes, T., **Wilson, J. N.** (2013). Math fluency through game design. *Design, User Experience, and Usability. Health, Learning, Playing, Cultural, and Cross-Cultural User Experience*. Springer Berlin Heidelberg.

Book Chapters

Wilkenfeld, J. N., Fang, C., Dunbar, N. E., Srinivasan, D. (2024). Power and Synchrony in Human Collaboration with Exoskeletons. Edwards, A. & Fortunati, L. (Eds.), *DeGruyter Handbook of Robots in Society and Culture*.

Wilkenfeld, J. N. (2024). Power & Agency: Cycles of Influence. (J. Banks, Ed.), *Android, Assembled: The Explicit and Implicit Anatomy of Social Robots*. (Ch. 19). Peter Lang Publishing.

Working Papers

Wilkenfeld, J.N., Dunbar, N.E. (in progress). Synchrony, Power, and Rapport in Human Collaboration with Exoskeleton Technologies. In C. Piercy & A. Zanin (Eds.), *Teaming with Machines: How Contemporary Teams Collaborate with Complex Work Technologies*. [Invited abstract submission for book chapter, expected publication Spring, 2026].

Wilkenfeld, J.N., Elvir, V., & Leyva, N. (in progress) Generative AI Use by Students from Underrepresented Minority Groups. Abstract submitted for publication in the *Journal of Language & Social Psychology* [Special issue: How does artificial intelligence change communication?, expected January 2026]

Competitively Selected Conference Papers & Panels

Wilkenfeld, J. N. (2025, October). Power Dynamics in Human-AI Collaboration: Organizational Implications of Authority Design in Intelligent Systems. Presented at the Organizational Communication Mini Conference, University of Illinois Urbana-Champaign.

Wilkenfeld, J. N. Dunbar, N. E., Crawley, A. & Srinivasan, D. (2024, June). Emerging Technologies' Impact on Power Dynamics: A Case of Exoskeletons. Paper presented at the 18th International Conference on Language and Social Psychology (ICLASP18:2024), Tallinn, Estonia.

Wilkenfeld, J.N. (2024, May 20-24). Chatbot Research for the Social Sciences [Panel presentation]. AI Community of Practice Spring Symposium, Santa Barbara, CA. <https://otl.ucsb.edu/ai-cop-spring-symposium-2024>

Kirkwood, G. L., Dunbar, N. E., & **Wilkenfeld, J. N.** (2020, November). Exoskeletons and the Future of Work: Envisioning Power and Control in a Workforce Without Limits. Presented to National Communication Association Annual Conference, Indianapolis, IN (Virtual Conference).

Wilkenfeld, J. N., Yan, B., Huang, J., Luo, G., Algas, K. (2022, May). "AI love you": Linguistic convergence in human-chatbot relationship development. Presented at the International Communication Association Convention, Paris, France.

Gibbs, J., Eisenberg, J., **Wilkenfeld, J. N.** (2019) The Role of Virtual Team Identification in Global Outsourcing Arrangements. Presented at the 2019 EAWOP Small Group Meeting.

Gibbs, J., Kirkwood, G., Fang, C., **Wilkenfeld, J.N.** (2019). Putting the AI in Team: Reconceptualizing Team Processes when Technologies are Teammates. Presented at the 2019 International Communication Conference.

Yan, B., Figge, P., Lewis, K., Hollingshead, A., Alexander, K., Kim, Y. J., Cruz, I., Shaikh, S., Fang, C., & **Wilkenfeld, J. N.** (2019) Alexa, What is the Pythagorean Theorem? The Influence of Intelligent Personal Assistant on Transactive Memory Systems. Presented at the 2019 INGRoup Conference.

Wilson, J. N., Heshong, N. S., & Sackett, H. (2013). Impression Management in LinkedIn vs. Traditional Resumes: A Comparison of Attitudes and Behaviors. Presented at 2014 National Communication Association Conference.

Wilson, J. N. (2013). "Our Products Are Exciting- So Is Our Company?!" A Cross-Cultural Analysis of Image Transfer Between Consumer And Employer Brands. Presented at UNCC's 2014 Graduate Research Symposium.

Cho, J., Thomas, R., **Wilson, J. N.** (2013). Millennials' Perception of CEO's Social Media Use and Its Effect on Job-Seeking Patterns. Presented at UNCC's 2013 Graduate Research Symposium. Selected for Top Two Paper Award.

Panel participant in "COMM + unity Roundtable: Partnering for Professional Trajectories for Master's Students" at the National Communication Association Conference.

Awards and Honors

Nominated for Dr. Linda Putnam Interdisciplinary Scholar Award	2025
Top Paper Nomination, Academy of Management	August, 2022
Service to the Department Award	May, 2020
Outstanding Alumnus, University of North Carolina Charlotte	June, 2017
Toastmasters, North Carolina Top Speech Award	January, 2016
Beta Gamma Sigma: International Business Honor Society Top 10% of MBA Students Selected for induction	June, 2014
Top Two Paper Award, University of North Carolina Charlotte Graduate Research Fair	May, 2014
Richard W. Leeman International Graduate Assistant	January, 2013
Top five Teaching Assistant Award, University of North Carolina Charlotte	June, 2012

Research Grants

Lucille Luke Research Grant for Nontraditional Women in Higher Education: \$1,000	August, 2024
UCSB Department of Communication Graduate Research Grant. Amount: \$500	September, 2020

Community and Disciplinary Service

Graduate Student Reviewer for Management Communication Quarterly Editor: Matthew Koschmann, Ph.D.	November, 2023-present
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Social Media Director for Human-Machine Communication Interest Group International Communication Association	January, 2024-present
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Departmental and University Service

Mellichamp Mind and Machine Conference organizing team	
University of California Graduate and Professional Council Delegate to Washington, DC	April, 2024
Graduate Student Advisory Committee to the Chair (GSACC) Dept. of Communication, UCSB	2021
Created Graduate Student Technology Grant	2020
Beyond Academia Conference organizer Conference for students interested in careers outside of academia Organized discussion panel for careers in consulting	March, 2024
Communication Across Curriculum at University of North Carolina Charlotte Updated communication learning objectives for Belk College of Business students	August, 2016

Created assignment for assessing written and speaking skills to be used in all Business Communication courses for Belk College accreditation

Teaching

Santa Barbara City College (2025 - Present)

Introduction to Communication (Comm 101)	
Instructor – in person	Fall 2025
Fundamentals of Public Speaking (Comm C1000)	
Instructor (in person)	Fall 2025
Instructor (hybrid course)	Fall 2025

University of California, Santa Barbara (2018 - 2025)

Collaborative Technologies and the Dynamics of Organization (Comm 136)	
Teaching Associate (<i>Instructor of record</i>)	Spring 2025
Teaching Associate (<i>Instructor of record</i>)	Spring 2023
Teaching Associate (<i>Instructor of record</i>)	Fall 2022
Teaching Associate (<i>Instructor of record</i>)	Summer 2021
Teaching Assistant to Dr. Jennifer Gibbs	Spring 2021
Communication Theory (Comm 89)	
TA for Dr. Dan Lane	Winter 2021
TA to Dr. Dorothy Mullin	Fall 2019
TA to Dr. Norah Dunbar	Fall 2018
Deception Communication (Comm 146)	
Teaching Associate (<i>Instructor of record</i>)	Fall 2021
Teaching Assistant to Dr. Norah Dunbar	Fall 2020
Teaching Assistant to Dr. Norah Dunbar	Spring 2019
Intro to Communication (Comm 1)-----	
Teaching Assistant to Dr. Nikki Truscelli	Winter 2024
Interpersonal Communication (Comm 107)	
Teaching Assistant to Dr. Norah Dunbar	Summer 2024
Teaching Assistant to Dr. Norah Dunbar	Spring 2022
Media Literacy (Comm 101)	
TA to Dr. James Potter	Winter 2020
Political Communication (Comm 130)	
Teaching Assistant to Dr. Prateekshit Pandey	Fall 2024
Research Methods (Comm 88)	
Teaching Assistant to Dr. Renee Houston	Spring 2025
Teaching Assistant to Dr. Amy Gonzales	Spring 2024
Teaching Assistant to Dr. Dorothy Mullin	Winter 2019

University of North Carolina – Charlotte (2013 – 2016)

Business Communication	
Adjunct Lecturer in the Department of Communication	Fall 2014 – Fall 2016
TA to Melody Dixon-Brown.	Fall 2012 – Spring 2013
Intro to Communication Theory	
TA to Dr. Jonathan Crane	Spring 2014

Professional Development

SBCC Teaching and Learning Committee: AI Ethics Toolkit Faculty Cohort	2025-present
UCSB Center for Teaching and Learning AI Community of Practice	2024-present
Certificate in Inclusive Teaching, UCSB	2024

Faculty Learning Community for Adjunct and Part-time Faculty, UNCC 2016
Learning new instruction techniques for enhancing classroom engagement
Building community with other part-time and adjunct faculty

Professional Memberships

International Communication Association
National Communication Association
Academy of Management

Professional Experience

Leadership and Team Development Consultant <i>Wilkenfeld Consulting & Training</i>	2014-2018
Adjunct Lecturer <i>Dept. of Communication, University of North Carolina Charlotte</i>	2014-2016
Human Resources Research Consultant <i>ZF GMBH Friedrichshafen, Germany</i>	2013-2014
Graduate Research and Teaching Assistant <i>Dept. of Communication, University of North Carolina Charlotte</i>	2012-2014
Lead Facilitator – High Adventure Programs <i>Venture Programs, Charlotte, NC</i>	2010-2012
Director of Marketing and Group Programs <i>Inner Peaks Climbing Center, Charlotte, NC</i>	2010-2012
Marketing and Sales Specialist <i>Energy Solutions International, St. Paul, MN</i>	2008-2010

Technical Skills

Research Platforms: Qualtrics, SPSS, Atlas.ti, LIWC, R Studio

UX & Design Tools: Canva, Adobe Creative Suite: Premiere Pro, InDesign, Express, Firefly, Podcast

Productivity Suites: Microsoft Office (Word, Excel, PowerPoint, Outlook); Google Workspace

Programming & Development: Python, HTML/CSS; GitHub (@j-nan); Azure Web App (intermediate);
Ollama

AI & Research Tools: ResearchRabbit, OpenAI (ChatGPT, GPT-4, DALL·E, Sora); Anthropic (Claude, Code Interpreter); NotebookLM, Google Gemini, ElevenLabs

Language Skills

English, Spanish, German