

Globally-minded intuitive leader with comprehensive history in research international development, intercultural communication, and mediation. Skilled in spearheading and collaborating on research and MEL design informing on public attitudes toward refugees, peace solutions, gender issues, and business development. Strong international experience in Australasia, the Middle East, Europe, Asia, and North America. Excellent leadership and networking skills and ability to manage and collaborate with cross-functional teams on complex projects. Comprehensive experience in intervention research with exceptional cross-cultural communication and engagement skills. Proven ability to equitably support ongoing project teams in the planning and execution of research projects for clients and stakeholders of all ages, ethnicities, and backgrounds. Deep enthusiasm for building meaningful, equitable engagement and sustainable change.

Areas of Expertise

- ◆ Data analysis & reporting

◆ Intercultural conflict resolution

◆ Research project development

◆ Study design assessment

◆ International education dev

◆ Subaward analysis & closeout

◆ MEL design implementation

◆ Diversity & equity initiatives

◆ Networking for impact

◆ Budget and financial processing

◆ Data-based solutions development

◆ Government funded operations

Key Accomplishments

7 years' experience conducting research and MEL strategy development for nonprofits and the Department of State centered around intercultural communication, business communication, and equity centered crisis response.
Designed and delivered targeted curriculum for 18 Syrian female journalists over 5-week course in collaboration with the Syrian Journalists Leadership Fellowship and spearheaded targeted MEL to understand impact and program viability.
Developed unique Fellowship program and MEL for 300 young professionals and leaders from 49 countries in Sub-Saharan Africa for in-country programming during 6-week networking and professional development experience.

Professional Experience

Stanford University School of Medicine, Stanford, CA

REACH Clerkship Program Manager

5/23 – Present

- Owns program development and implementation of new Racial Equity to Advance a Community of Health (REACH) Initiative at Stanford Medicine, including program and curriculum development, instruction, stakeholder and community engagement. Supports Office of Medical Education as part of core team responsible for curriculum for MD Program.
- Daily operations of designated clerkships for medical students, traditionally in their 3rd or 4th year of medical school and is the main point of contact for the faculty, students, and community partners who interact with the program daily.
 - Works closely with the director and other clerkship faculty to ensure that all aspects of the clerkship administration (curriculum planning, faculty development, and student orientation, scheduling, and evaluation) meet the highest standards for quality and organization.
 - Point of contact for all engagement with community partners, including facilitating business agreements, creating student schedules, collecting student evaluations, and eliciting feedback from the community partner.

IREX, Washington, DC
Program Coordinator, Mandela Washington Fellowship

1/22 – 5/23

Key role in supporting programming for the Leadership Practice. Provide aid to Leadership Team members in managing relationships by preparing training materials, drafting communications, leading research, and advancing engagement. Coordinated and developed work plans, incorporating key touchpoints with partners and delivering input and recommendations for internal/external reports presentations, and ancillary products while balancing competing priorities. Directed key projects and support with subaward execution, procurement, and budget review.

- Designed curriculum and training materials for U.S.-Jordan Leadership Exchange Program (UJLEP) for 12-week course designed for young professionals based in Jordan.
- Spearheaded MEL strategy development, translating raw data into key learnings to inform future programming.
- Created and delivered an innovative eight-month long Webinar Series for the Alumni Enrichment Institute, while leading and building Institute Tools and Resources on Canvas that complimented Partner Institute learnings.
- Collaborated with key stakeholders, such as members of the Bureau of Educational and Cultural Affairs (ECA) on the grant lifecycle; drafted grant proposals and subsequent implementation of projects.
- Mastered new software, including LexisNexis, Concur, SAM, Submittable, Salesforce, iKnow, and CostPoint.

Kehillah Jewish High School, Palo Alto, CA
Interim 11th Grade American Literature Teacher

9/21 – 12/21

Shouldered educational leadership responsibilities for students during a period of extended absence from teachers. Internalized and delivered high-quality lesson plans using provided curriculum resources to meet the diverse needs of all learners. Applied assessment data to modify short and long-term plans in order to promote all students' academic performance. Developed individualized learning plans for students and communicate plans to families in parent meetings and conferences.

- Instrumental support to the Director of Jewish Life in orchestrating logistics for an annual trip to Israel.
- Aided the Learning Center in delivering targeted support to students needing additional help across a wide and diverse learning portfolio.
- Created strategies that assisted students in formulating ideas for papers and possible solutions to issues and projects.

Massey University, Wellington, NZ
Assistant Lecturer

1/18 – 6/21

Designed and developed the Examining Business Dilemmas course for Masters Students in specialized studies. Conducted research and involved students as learners and partners, contributing to knowledge while advancing equitable educational practices. Actively engaged with professional associations connected to higher education and student affairs. Kept subject matter relevant and remained abreast of current critical debates and contextual themes. Advanced curricula and pedagogic innovation for department usage and online programming as needed.

- Built open bridges of communication with students that encouraged engaged learning while maintaining mutual respect and professionalism.
- Created and conducted formative assessments throughout the course that measured learning and advanced modifications as needed.
- Orchestrated an international expedition, interfacing with Massey and PaCE and served as the Pastoral Care Provider and Academic Facilitator throughout the trip.
- Conducted research on PRCA-24 and Spiral of Silence; analyzed data and presented collaborative paper at the NCA conference in 2018.

University of Jyväskylä, Jyväskylä, FI
Researcher

10/17– 12/17

Collaborated with the Principal Investigator to facilitate the development of research methods for surveys of native Finns for the Intercultural Communication Department targeting local perception towards refugees in Finland. Headed research survey operations and performed quality assurance reviews of data collections and entries.

- Introduced innovative engagement measures that elicited survey and program participation.
- Coordinated intercultural educational training for refugee adults to aid in seamless integration into host culture.

Younique, Utah County, UT **Customer Support Manager of Operations**

3/15 – 4/16

Consistently created a welcoming environment for the customer, quickly responding to inquiries and needs. Observed staff members engagement and interactions, providing instructions and guidance to continually improve customer experience. Demonstrated leadership by providing high levels of service, driving sales, handling difficult and complicated sales, and demonstrating organizational skills and the ability to multi-task. Regularly communicated with management teams to discuss strengths, opportunities, and trends in business.

- Leveraged data analysis expertise to provide leadership teams with strategies to improve staffing, agent workflow, international growth, and social media management.
- Optimized communication, creating an aligned and consistent branding message for customers.

Additional Experience

Human Rights Measurement Initiative (HRMI), Wellington, New Zealand **Volunteer Program Officer, Human Rights Researcher**

12/22 – Present

Spearheaded impact-driven research initiatives and funding for the Palestine-Israel Human Rights research project.

Education

Doctor of Philosophy (PhD), Conflict & Peacebuilding

Massey University

Master of Arts, Intercultural Communication

University of Jyväskylä

Bachelor of Science, Speech Communication and Peace & Justice Studies

Utah Valley University

International Research

Intercultural Empathy and Perceptions of Peace and the “other”, **Palestine & Israel**

Finnish Attitudes Toward Refugees, **Finland**

Objectification and Sexualization of Women and Attitudes Toward Homosexuality in Relation to the Machismo of Prominent Political Figures, **Russia**

Languages

Currently studying Arabic for reading and conversation

Basic understanding of Hangul and Finnish

Publications

Croucher, S. M., Condon, S. M., Galy-Badena, F. & Jackson, K. (2018, November). Looking inward: Perceptions of refugees in Finland. Paper presented at NCA 104th Annual Convention: Communication at Play, Salt Lake City, Utah.

Croucher, S. M., Kelly, S., Rahmani, D., Burkey, M., Subanaliev, T., Galy-Badenas, F., Lando, A., Chibita, M., Nyiranasbimana, V., Turdubaeva, E., Eskiçorapçı, N., & Jackson, K. (2020). A multi-national validity analysis of the Self-Perceived Communication Competence Scale. *Journal of International and Intercultural Communication* 13(2), 1-12. doi:10.1080/17513057.2019.1569250

Croucher, S. M., Kelly, S., Rahmani, D., Jackson, K., Galy-Badenas, F., Lando, A., Chibita, M., Nyiranasbimana, V., Turdubaeva, E., Eskiçorapçı, N., Condon, S. M., Stanaliev, G., & Orunbedov, B. (2019). A multi-national validity analysis

of the Person Report of Communication Apprehension (PRCA-24). *Annals of the International Communication Association*, 43(3), 193-209. doi:10.1080/23808985.2019.1602783

Jackson, K. (2017, December). A qualitative study of intercultural empathy among Palestinian and Israeli individuals. Paper presented at 24th Nordic Intercultural Communication Conference, Jyväskylä, Finland.

Jackson, K. (2019, July). Perceptions of intercultural empathy, peace and the “other” among Palestinians and Israelis. Paper presented at the Biennial World Communication Association Conference & the 16th Asia-Pacific Regional Conference of the Association for Business Communication, Wellington, New Zealand.

Jackson, K. (2019, November). Perceptions of intercultural empathy, peace and the “other” among Palestinians and Israelis. Paper presented at the National Communication Association, Baltimore, Maryland.

Jackson, K. & Croucher, S. (forthcoming 2022). Intercultural empathy, peace, and the “other” among Palestinians and Israelis: A qualitative analysis. In S. Roy (ed), *The global handbook of conflict and peace communication*. Wiley Blackwell.

Jackson, K. & Croucher, S. (revise/resubmit 2021). Israeli perceptions of intercultural empathy, peace, and the “other” toward Palestinians. *Journal of International & Intercultural Communication*.

Jackson, K. & Croucher, S. (revise/resubmit 2021). Applying integrated threat theory in the Palestinian Israeli conflict: A qualitative study. *Journal of Intercultural Communication Research*.