

**Susan G. Friedman, Ph.D.**  
**Utah State University and Behavior Works, LLC**  
**Email: [sq.friedman@usu.edu](mailto:sq.friedman@usu.edu)**  
**Phone: 435-881-4345**

## **ABBREVIATED VITA**

### **EDUCATIONAL HISTORY**

1985 Ph.D. Special Education, Utah State University  
1981 M.Ed. Special Education, Plymouth State College  
1975 B.A. Psychology/Sociology, New England College

### **POSITIONS HELD**

2015 – Present Behavior Consultant, Behavior+ Works LLC; Professor Emeritus, USU

1995 – 2014 Research Assistant Professor  
Department of Psychology, Utah State University

1991 – 1992 Director, American International School  
Lesotho, Southern Africa

1984 – 1986 Assistant Professor,  
Department of Bilingual Special Education, University of Colorado

1976 – 1980 Counselor and Training Coordinator for Emotionally Disturbed and  
Autistic Units Spaulding Youth Center, New Hampshire

### **PAST AWARD NOMINATIONS**

Media Award Nominee 2011, Association for Behavior Analysis  
Media Award Nominee 2009, Association for Behavior Analysis  
Media Award Nominee 2008, Association for Behavior Analysis

### **UNIVERSITY COURSES TAUGHT**

Research Methods in Education and Psychology, Graduate Level  
Assessment: Measuring Behavior, Graduate Level  
Statistics – Correlation and Regression and Inferential, Undergraduate and Graduate Level  
Applied Behavior Analysis, Undergraduate and Graduate Level  
Behavior Disorders, Graduate Level  
Learning Disabilities, Graduate Level  
Introduction to Psychology, Undergraduate Level

### **GRADUATE COMMITTEE MEMBERSHIP**

Mystera Samuelson,  
The University of Southern Mississippi, 2015  
Ph.D., Brain & Behavior  
Dissertation: Olfactory enrichment in California sea lions (*Zalophus californianus*)

Anaka Nazareth,  
Hunter College, The City University of New York, 2013  
Master of Arts (Animal Behavior and Conservation),  
Thesis: A Chicken's Choice: Positive reinforcement training versus free food

### **PROFESSIONAL ACTIVITIES**

#### **Appointments/Invitations**

American Humane Association Scientific Advisory Board, Chairperson  
California Condor Recovery Team, Core Team Member, Fish & Wildlife Service, 2002-2010  
Pet Behavior Science Open Access Journal, Associate Editor  
Karen Pryor's Clicker Expo, Faculty, 2015 – present  
Zoo Biology Journal, Reviewer  
Journal of Behavior Analysis in Practice, Reviewer

#### **Ongoing Seminars & Workshops Presented Nationally and Internationally**

Analysis of Behavior – Basic Processes  
Behavior Works Seminar: A Short Course in Applied Behavior Analysis  
Living and Learning with Animals for Professionals: Fundamental Principles of Learning and Behavior  
Professional Animal Trainer's Workshop; Companion Parrot Workshop, with Natural Encounters Inc.

Zoo-wide Training for Husbandry, Medical Procedures and Enrichment Workshop, with Natural Encounters Inc.

### **Selected Invited Lectures, Presentations, and Seminars**

- Friedman, S.G. (October 2019). Learning Solutions: Improving Zoo Animal Welfare with ABA. ABAI Conference, Stockholm, SE.
- Friedman, S.G. (October 2018). *Emotions Inside Out*. Clicker Expo Luminos Conference. Winchester, UK.
- Friedman, S.G. (April 2018). *Behavior Analysis Applied to Animal Training: Effectiveness is Not Enough*. Four Corners Association of Behavior Analysis Conference, Park City, UT.
- Friedman, S.G. (March 2018). *The ABCs: More Than Positive Reinforcement*. Symposium: Teaching Basic Orthopaedic Tool Skills Using an Operant Learning Program. American Academy of Orthopaedic Surgeons Annual Conference. New Orleans, LA.
- Friedman, S.G. (December 2017). *Critical Conversation Skills with Colleagues and Clients/ Effectiveness is Not Enough*. Clinical Animal Behavior Conference, Las Vegas, NV.
- Friedman, S.G. (October 2017). *Behavior Change Science and Ethical Considerations*. Australia Association of Pet Dog Trainers, Adelaide, AU.
- Friedman, S.G. (October 2017). *Introduction to Behavior Analysis and Training*. Giraffe Conference, Cheyenne MT. Zoo, Colorado Springs, CO.
- Friedman, S.G. (October 2017). Elephant Management Association. *Enhancing Learning and Welfare by Increasing Animals' Control Over Outcomes*. Cleveland Zoo, Ohio.
- Friedman, S.G. (September 2017). *How Animals Learn*. New World Primate Conference, Cheyenne MT. Zoo, Colorado Springs, CO.
- Friedman, S.G. (September 2017) *Analyzing and Teaching Complex Behavior to Orthopaedic Surgery Residents*. Montefiore-Einstein Center for Innovation in Simulation, NYC, NY.
- Friedman, S.G. (September 2017). *Animal Training: Honing a Sharper Edge*. American Zoological Association Annual Conference, Indianapolis, Indiana
- Friedman, S.G. (March 2016). *The Natural Science of Behavior Change*. Elephant Wellness Conference, Jacksonville, FL.
- Friedman, S. G. (February. 2014) *Animal Learning*. Zoos Australia, Sydney, Australia
- Friedman, S.G. (April 2013). *Function Based Behavior Problem Solving and Intervention*, Workshop Presented at the International Association of Behavior Consultants Conference, Providence, R.I.
- Friedman, S.G. (May 2012). *The Science Behind All That Training*. Lecture presented at International Association for Aquatic Animal Medicine Conference, Atlanta, GA.
- Friedman, S.G. (2012, May). *Blazing Clickers: Improving Outcomes with Event Markers*. Paper presented at the Thirty-Eighth Annual Association of Behavior Analysis International Conference, Seattle, WA.
- Friedman, S.G. (2012, May). *The Science Behind All That Training*. Lecture presented at International Association for Aquatic Animal Medicine Conference, Atlanta, GA.
- Clayton, L.A., Friedman, S.G., Evans, L. (2011, July). *Management of excessive "reproductive behavior" in a hyacinth macaw (Anodorhynchus hyacinthinus) utilizing functional assessment and intervention design*. Poster session presented at the annual meeting of the American College of Veterinary
- Friedman, S.G. (May 2011). P-A-R-R-O-T Do Tell: Best Practices for Behavior Change. Paper presented at the Thirty-Seventh Annual Association of Behavior Analysis International Conference, Denver, CO.
- Friedman, S.G. (2010, May). *From pigeons to people, pandas, panthers and peccaries: Moving from conditioning to teaching animals*. Invited paper presented at the Thirty-Sixth Annual Association of Behavior Analysis International Conference, San Antonio, TX.
- Friedman, S.G. (August 2010). *Best practices for behavior change*. Paper presented at the Thirty-first Association of Avian Veterinarians, San Diego, CA.
- Friedman, S.G. (January 2009). *What's wrong with this picture? Effectiveness is not enough*. Paper presented at the Annual Conference of the North American Veterinary Conference, Orlando, FL.
- Friedman, S.G. (September 2008). *Ten things your animals want you to know about behavior*. Paper presented at the Annual Conference of the American Association of Zookeepers, Salt Lake City, UT.
- Friedman, S.G. (2008, April). *Behavior analysis for veterinary and other professionals*. Paper presented at the Annual Conference of the Mid-Atlantic States Association of Veterinarians, Williamsburg, VA.
- Friedman, S.G. (2008, February). *The scientific analysis of behavior*. Paper presented at the Annual Conference of the Avicultural Society of America. Phoenix, AZ.
- Friedman, S.G. January 2007). *Behavior works: The functional analysis of behavior*. Paper presented at the Scientific Colloquium, NASA Goddard Space Flight Center, Greenbelt, MD.

### **Selected Consultancies**

- Albuquerque BioPark, New Mexico
- Assiniboine Zoo, Winnipeg
- Audubon Zoo, New Orleans
- Calgary Zoo, Alberta Canada
- Cheyenne Mountain Zoo, Colorado Springs
- Cincinnati Zoo, Ohio
- Dallas Zoo, Texas
- Denver Zoo, Colorado
- Healesville Sanctuary, Australia
- Houston Zoo, Texas
- Lincoln Park Zoo, Chicago, IL
- Living Desert, Palm Desert, CA
- Melbourne Zoo, Australia
- Minnesota Zoo, Minneapolis, Minnesota
- Moorpark College, Exotic Animal Training and Management Program, California
- North Carolina Zoo, Asheboro, North Carolina

Saint Louis Zoo, Missouri  
San Diego Zoo, California  
Taronga Zoo, New South Wales Australia  
Tracey Aviary, Salt Lake City, Utah  
Tufts University, Cummings School of Veterinary Medicine, Massachusetts  
University of Minnesota, College of Veterinary Medicine, Minnesota  
Werrabee Open Range Zoo, Australia  
Yorkshire Wildlife Park, Yorkshire, UK  
Zoo Knoxville, Tennessee

## Selected Publications

### Book Chapters

- Friedman, S.G. (in press). Crux Moves: Learning Solutions at the Zoo. In T. Maple (Ed.), *Wellness for Elephants*.
- Van Zeeland, Y.R.A., Friedman, S.G., & Bergman, L. (2016). Behavior. In B.L. Speer (Ed.), *Current Therapy in Avian Medicine and Surgery*. (pp. 177-251). Elsevier St. Louis, MO.
- Friedman, S.G. & Haug, L. (2010). From parrots to pigs to pythons: Principles and procedures of learning. In V.V. Tynes (Ed.), *Behavior of Exotic Pets* (pp. 191-205). Ames, IA, Wiley-Blackwell.
- Friedman, S.G., Martin, S.A. & Brinker, B. (2006). Behavior analysis and parrot learning. In A. Luescher (Ed.), *Manual of Parrot Behavior* (pp. 147-163). Ames, IA: Blackwell.
- Friedman, S.G., Edling, T. & Cheney, C.D. (2006). The natural science of behavior. In G.J. Harrison & T.L. Lightfoot (Ed.), *Clinical Avian Medicine* (pp. 46-59). Palm Beach, FL: Spix.

### Articles

- Dazone, L., Schilz, A., Friedman, S.G., Bredahl, J., Foxworth, S., & Chastain, R. (2016, March). Training giraffe (*Giraffa camelopardalis reticulata*) for front foot radiographs and hoof care. *Zoo Biology*, DOI: 10.1002/zoo.21279, 1-9.
- Clayton, L., Friedman, S.G., Evans, L. (2012) Management of Specific and Excessive Posturing Behavior in a Hyacinth Macaw (*Anodorhynchus hyacinthinus*) by Using Applied Behavior Analysis. *Journal of Avian Medicine and Surgery* 26(2):107-10.
- Friedman, S.G. (2012). Back in the Black. Rebuild a Bankrupt Relationship. *Bird Talk Magazine*, Sept., 14-17.
- Martin, S.A. & Friedman, S.G. (2011). Blazing Clickers. *Proceedings of the Annual ABMA 2011 Conference*. Proceedings of the Animal Behavior Management Association, Denver, CO, April 17-27, 2010.
- Friedman, S.G. (2010). Best practices for behavior change. *Proceedings of the Annual AAV 2010 Conference*. Proceedings of the Association of Avian Veterinarians, San Diego, CA, August 1-5, 2010 (pp. 3-7). Texas: AAV Publications.
- Friedman, S.G. (2010). P-A-R-R-O-T do tell. *PsittaScene*, 32, 14-17.
- Friedman, S.G. (2009). Right on target. *Bird Talk Magazine*, 27(3), 20-25.
- Friedman, S.G., (2008). What's wrong with this picture? Effectiveness is not enough. *Good Bird Magazine*, 4(4), 12-18.
- Friedman, S.G., (2008). 10 things your parrots what you to know about behavior. *PsittaScene*, May. 14-16.
- Friedman, S.G., et al. (2008). Roundtable discussion. *Journal of Avian Medicine and Surgery*. 22(1), 66-72.
- Friedman, S.G. (2007). Pavlov's parrots: Understanding and extinguishing learned fear triggers. *Good Bird Magazine*, 3(2), 27-30.
- Friedman, S.G. (2007). A framework for solving behavior problems: Functional assessment and intervention planning. *Journal of Exotic Pet Medicine*. 16(1), 6-10.
- Friedman, S.G. (2005). Straight talk about parrot behavior. *Good Bird Magazine*, 1(3), 18-20, 62-68.
- Friedman, S.G., (2005). He said, she said, science says. *Good Bird Magazine*, 1(1), 10-14.
- Friedman, S.G. & Brinker, B. (2001). The ABCs of behavior. *Original Flying Machine*, 9, 25-28.
- Friedman, S.G. & Brinker, B. (2001). The struggle for dominance – fact or fiction. *Original Flying Machine*, 6, 17-20.
- Friedman, S.G. & Brinker, B. (2001). The facts about punishment. *Original Flying Machine*. 4, 14-16,
- Genaux, M., Morgan, D. P., & Friedman, S. G. (1995). Substance use prevention opinions: A survey of teachers' of student with behavioral disorders opinions about substance use and its prevention. *Behavioral Disorders*, 20(4), 279-289.
- Genaux, M., Morgan, D. P., & Friedman, S. G. (1995). Substance use prevention opinions: A survey of teachers' of student with behavioral disorders opinions about substance use and its prevention. *Behavioral Disorders*, 20(4), 279-289.
- Hofmeister, A., & Friedman, S. G. (1986). The application of technology to the education of persons with severe handicaps. In R. M. Horner, L. H. Meyer, & H. D. Fredericks (Ed.), *Education of learners with severe*
- Thorkildsen, R. J., & Friedman, S. G. (1986). Videodisc reading instruction in the resource room. *Learning Disabilities Quarterly*, 9(2), 111-117.
- Friedman, S. G., & Hofmeister, A. (1984). Matching technology to content and learners: A case study. *Exceptional Children Journal*, 51(2), 130-134.