## JOHN J. SHERLOCK

Associate Professor

Director, MSHR Program

Co-Director, Undergraduate Minor in Leadership Studies

Western Carolina University

Sherlock@email.wcu.edu

828-227-3380

**EDUCATION**

**George Washington University, Doctorate in Human Resource Development (Ed.D.)**

Dissertation Title: *Learning in a Professional Context: An Exploration of CEO Learning Experiences.* Doctorate awarded *With Distinction* honors.

### University of Maryland (Smith School of Business), Masters in Business Administration (M.B.A.)

**James Madison University, Bachelor of Science (B.S.)**

Major: Public Administration

Minor: Business Administration

Cum Laude graduation honors

**AWARDS/HONORS**

■ 2010 Finalist, Integration of Learning Award, Western Carolina University

■ 2010 Finalist, Scholarship of Teaching & Learning Award, Western Carolina University

■ 2010 Legislative Award for Superior Teaching. College of Education & Allied Professions, Western Carolina University

■ 2009 Finalist, Jay M. Robinson Teaching Award for e-learning, Western Carolina University

■ 2009 Finalist, Scholarship of Teaching & Learning Award, Western Carolina University

■ 2008 Finalist, University Award for Innovations in Online Education, Western Carolina University

■ 2007 Nominee, Dean’s Research Award, College of Education & Allied Professions, Western Carolina University

■ 2007 Nominee, Jay M. Robinson Teaching Award for e-Learning, Western Carolina University

■ 2006 Chancellor’s Meritorious Service to Students Award, Western Carolina University.

■ 2006 Legislative Award for Superior Teaching. College of Education & Allied Professions, Western Carolina University.

■ 2006 Commitment to Excellence Five Year Service Award, Graduate School of Management and Technology, University of Maryland University College.

■ 2004 Best Paper Award in Management Learning, Academy of Management.

■ 2000 Finalist Award, International Dissertation of the Year Competition. Academy for Human Resource Development.

### PUBLICATIONS

Pyke, J.G. & Sherlock, J.J. (2010). A closer look at instructor-student feedback online: A case study analysis of the types and frequency. *Journal of Online Learning and Teaching*, *6*(1), 1-12. **(refereed)**

Morgan, G., Sherlock, J.J., & Ritchie, W. R. (2010). Job satisfaction in the home health care context: Validating a customized instrument for application. *Journal of Healthcare Management, 55*(1), 11-21**. (refereed)**

Ritchie, W. R., & Sherlock, J. J. (2009). Adapting surveys for nonprofit research. *NonProfit Management & Leadership*, 19(3), 387-403. **(refereed)**

Sherlock, J.J. & Morgan, G. (2009). Using provocative statement
assignments to foster critical thinking in leadership education. *Journal of Leadership Education,* 8(2), 188-205. **(refereed)**.

Sherlock, J.J. **(**2009). Reyes Fitness Centers: A case study of strategic HR. Society for Human Resource Management (SHRM), Alexandria, VA. **(refereed)**

Sherlock, J.J. & Nathan, M. (2008). How power dynamics impact the content and process of nonprofit CEO learning. *Management Learning, 39*(3), 245-269*.* **(refereed)**

Becker-Reems, E., & Sherlock, J.J. (2008)**.** Process consultation in a healthcare setting. In M. Dougherty (Ed.), *Case Studies in Process Consultation* (3rd edition). Pacific Grove, CA: Thompson-Brooks/Cole Publishing.

Sherlock, J.J., & Nathan, M. (2007). Nonprofit CEOs: How their context impacts what and how they learn. *Nonprofit Management & Leadership, 18*(1), 19-39. **(refereed)**

Sherlock, J.J., Morgan, G. (2007). Employee recognition programs benefit direct service professionals and their employers. *Frontline Initiative, 7*(3), 1-3.

Vesely, P., Bloom, L., & Sherlock, J. (2007). Key elements of building online community: Comparing faculty and student perceptions. *Journal of Online Learning and Teaching, 3*(3), 234-246. **(refereed)**

Sherlock, J.J. (2007). The best of both worlds: Combining synchronous audio with asynchronous text discussion. *University of North Carolina Teaching and Learning with Technology 2007 Conference Proceedings*. **(refereed)**

Sherlock, J.J. & Morgan, G. (2007)**.**  Training and development of low-income workers: A case study of a holistic approach. *Academy for Human Resource Development (AHRD) 2007 International Research Conference Proceedings*. **(refereed)**

Curtis, R., & Sherlock, J.J. (2006). Wearing two hats: Counselors serving as managerial leaders in agencies and schools. *Journal of Counseling & Development,* *84*(1), 120-126. **(refereed)**

Sherlock, J.J., Morgan, G., & Karvonen, M. (2006).  Addressing a national turnover problem from an HRD perspective: A field research study of direct care workers.  *Academy of Human Resource Development 2007 International Research Conference Proceedings* **(refereed)**.

Fornaciari, C., Sherlock, J.J., Ritchie, W., & Lund-Dean, K. (2005). Scale development practices in the measurement of spirituality. *International Journal of Organizational Analysis, 13*(1), 28-49*.* **(refereed)**

Sherlock, J.J., & Morgan, G. (2005). Learning journals: An underutilized tool in leadership education. *Emergent Models of Global Leadership* (N. Huber & M. Walker, Eds.), pp. 136-146. College Park, MD: International Leadership Association. **(refereed)**

Sherlock, J.J. & Morgan, G. (2005). The Book Critique: An Underutilized Learning Tool. *Academic Exchange Quarterly, 9*(4), 161-166. **(refereed)**

Fornaciari, C., Sherlock, J.J., Ritchie, W., & Lund-Dean, K. (2005). Scale
development practices within the management, spirituality and religion domain: An assessment of the literature from 1996-2004. *Best Paper Proceedings of the 2005 Academy of Management International Conference, Honolulu, Hawaii.* **(refereed)**

Vesely, P. & Sherlock, J. J. (2005). Three pedagogical tools for developing critical thinking skills. *Academic Exchange Quarterly, 9*(4), 155-161. **(refereed)**

# Sherlock, J.J., & Ritch, S. W. (2004). Getting beyond the ten tips: A deeper look at moral/ethical behavior. *Proceedings of the 2004 International Leadership Association Annual Meeting, Washington, DC.*

Short, D., Sherlock, J.J., & Sugrue, B. (2004). Time to recognize and reward those who link research and practice. *Human Resource Development Quarterly, 15* (3), 259-262. **(invited author, refereed journal)**

Sherlock, J. J. & Morgan, G. (2004). Politics of influence: Association CEOs need finely tuned skills to make board relationships work. *Association Forum, 8,* (10), 22-25.

Sherlock, J.J. & Morgan, G. (2004). Linking the theoretical roots of Organization Development to best practices today. *Proceedings of the Twenty-Fifth Annual Organization Development Network Conference,* San Juan, PR.

Sherlock, J.J. & Nathan, M. (2004). Producing actionable knowledge: Applying Mezirow’s theory to the managerial learning context. *Best Paper Proceedings of the Sixty-third Annual Meeting of the Academy of Management,* New Orleans, LA. **(refereed)**

**\*Received the Academy’s 2004 Best Paper Award in Management Learning.**

Sherlock, J.J. (2003). Learning at the top. *Journal of Association Leadership, 1,* (1), 50-68. **(refereed)**

May, G.L., Sherlock, J.J., & Mabry, C.K. (2003). The future: The drive for shareholder value and implications for HRD. *Advances in Developing Human Resources, 5,* (3), 320-331. **(refereed)**

Sherlock, J.J. (2003). Learning journals: An underutilized tool in management education? *Proceedings of the 2003 Organizational Behavior Teachers Conference, Springfield, MA.*

Sherlock, J.J. (2002). Learning at the top: An exploration of CEOs’ learning. *Proceedings of the Academy for Human Resource Development 2002 International Research Conference, 2*, 632-639. **(refereed)**

Sherlock, J.J. (1995). Book review: Jim Tompkin’s ‘The Genesis Enterprise.’ *Network, 12*, p. 3.

Sherlock, J.J. (1994). Pricing products for success. *Association Educator, 9*, 3-4.

Sherlock, J.J. (1991). Cost-effective selling. *Proceedings of the American Society of Association Executives (ASAE) Annual Management Conference, 12*, 163-170.

**Earned ASAE’s Outstanding Achievement Award, Marketing Paper Series.**

Sherlock, J.J. (1990). Excellence in customer service. *Association Management, 42,* (11), 68-72.

 Sherlock, J.J. (1990). Telling members your story. *Proceedings of the American Society of Association Executives (ASAE) 1990 Annual Management Conference, 11*, 282-290.

Sherlock, J.J. (1987). *Understanding 220 MHz: A businessman’s guide*. Alexandria, VA: National Association of Business & Educational Radio.

 Sherlock, J.J. (1985). Developing a certification program: Some do's and don'ts," *Proceedings of the 1995 American Society of Association Executives (ASAE) Annual Management Conference, 6*, 105-112.

#### PRESENTATIONS

Orr, R. & Sherlock, J.J. (2010, June). “Emotional Intelligence: Using Your Emotions Intelligently.” To be presented at EDUCAUSE 2010, Atlanta, GA. **(refereed)**

Sherlock, J.J. (2008, Aug.). “HR as Strategic Business Partner: Implications for Practice and Professional Development.” Presented at the Career Banding Performance Solutions Conference, Appalachian State University, Boone, NC.

Sherlock, J.J. (2007, Nov.). “[Blogging, Live Audio and Asynch Text Discussion: A Winning Combination for Online Learning](http://conference.wcet.info/2007/program/sessiondetail.asp?session=AC07/B59). Presented at the Annual Conference of the Western Cooperative on Education Technology (WCET), Atlanta, GA. **(refereed)**

Sherlock, J.J. (2007, Sept.). “Strategic HR” Presented at the NC state conference of the Society for Human Resource Management, Asheville, NC. **(refereed)**

Sherlock, J.J. (2007, Sept.). “HR as Strategic Business Partner.” Presented at the Smoky Mountain chapter meeting of the Society for Human Resource Management (SHRM)., Cullowhee, NC.

Sherlock, J.J., & Morgan, G. (2007, Aug.). “Provocative Statements and Critical Thinking in the Management Classroom.” Presented at the 2007 Annual Meeting of the Academy of Management, Philadelphia, PA. **(refereed)**

Sherlock, J.J., Fields, L.K., and Morgan, G. (2007, July). Caregivers are Professionals Too: Demonstration to Improve the Direct Service Community Workforce. Presented at the *Innovations in Workforce Development* team meeting, North Carolina Council on Developmental Disabilities, Raleigh, NC.

Sherlock, J.J. (2007, June). “Using Provocative Statements to Foster Critical Thinking.” Presented at the 2007 Organizational Behavior Teachers Conference, Pepperdine University, CA. **(refereed)**

Sherlock, J.J. (2007, May). “Integrating Synchronous Audio into Online Courses: A Case Study.” Presented at the 2007 Summer Institute for Teaching and Learning, Western Carolina University, Cullowee, NC.

Sherlock, J.J. (2007, April). “The Best of Both Worlds: Combining Synchronous Audio with Asynchronous Text Discussion.” Presented at the 2007 Western Carolina University Scholarship of Teaching & Learning (SoTL) Faire, Cullowhee, NC. **(refereed)**

Sherlock, J.J. & Morgan, G. (2007, Mar.). “Training & Development of Low-Income Workers: A Case Study of a Holistic Approach.” Presented at the 2007 International Research Conference, Academy of Human Resource Development, Indianapolis, IN. **(refereed)**

Sherlock, J.J. (2007, Mar.). “The Best of Both Worlds: Combining Synchronous Audio with Asynchronous Text Discussion.” Presented at the 2007 University of North Carolina Teaching and Learning with Technology Conference, Raleigh, NC. **(refereed)**

Sherlock, J.J., Morgan, G., & Karvonen, M. (2006).  Addressing a national turnover problem from an HRD perspective: A field research study of direct care workers.  Presented at the Academy of Human Resource Development 2007 International Research Conference, Columbus, OH **(refereed)**.

Sherlock, J.J. & Orr, R. (2006, Nov.). “Emotional Intelligence: Implications for IT Leadership.” Presented at the 2006 EDUCAUSE Conference, New Bern, NC. **(refereed)**

Morgan, G. & Sherlock, J.J. (2006, Oct.). “Evaluation Challenges in Organizational Field Research.” Presented at the 2006 Conference of the American Evaluation Association, Portland, OR. **(refereed)**

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### Sherlock, J. J. & Ritchie, W. (2006, Aug.). “Examining Strategic Locus of Control with Nonprofit Leaders: A Confirmatory Factor Analysis of Hodgkinson’s (1992) Scale. Presented at the 2006 Academy of Management Conference, Atlanta, GA. (refereed)

 Sherlock, J.J., Fields, L.K., & Burnette, R. (2006, May). “Direct Service Worker Employee Retention: A Case Study.” Presented at the 2006 conference of the NC chapter of the American Home & Hospice Care Association, Raleigh, NC.

Sherlock, J.J. (2006, April). “HR as CEO—Chief Ethics Officer.” Presented at the 2006 conference of the NC College and University HR Association (CUPA), Greensboro, NC.

 Linkins, K, Sherlock, J.J., Brown, C., Richard, T., Smith, S., Tremblay, T. (2006, April) “Determining and Measuring Outcomes and Impacts.” Presented at the 2006 Community Access Conference of the National Academy of State Health Policy, Baltimore, MD. **(refereed)**

 Sherlock, J.J. (2006, Feb.). “Addressing a National Turnover Problem from an HRD Perspective: A Field Research Study of Direct Care Workers.” Presented at the 2006 International Research Conference, Academy of Human Resource Development, Columbus, OH. **(refereed)**

 Sherlock, J.J., & Curtis, R. (2005, Nov.). “Managerial Leadership for Counselors.” Presented at the Western Carolina University Counseling Supervision Symposium, Asheville, NC.

Sherlock, J.J. (2005, Oct.). “HR as CEO: Chief Ethics Officer.” Presented at the Western North Carolina Human Resources Association meeting, Asheville, NC.

Sherlock, J.J. (2005, Aug.). “Scale Development Practices within the Management, Spirituality and Religion domain: An Assessment of the Literature from 1996-2004.” Presented at the 2005 Academy of Management International Conference, Honolulu, HI. **(refereed)**

Sherlock, J.J., & Morgan, G. (2005, June). “Book Review Assignments: A Tool to Help Students Think Critically and Write Persuasively.” Presented at the 2005 Organization Behavior Teachers’ Conference, Scranton, PA. **(refereed)**

Sherlock, J.J. (2005, April). “Passages from Onsite to Online Scholarship: It’s Still about Student Learning.” Keynote presentation, Passages from Onsite to Online Scholarship Conference, College of Education and Allied Professions, Western Carolina University, Cullowhee, NC.

Pike, G., Sherlock, J.J., & Breiner, S. (2005, Mar.). “How to Maximize the Value of Online Learning Assessment.” Presented at the 2005 NC Teaching & Learning with Technology Conference, Raleigh, NC. **(refereed)**

 Sherlock, J.J., & Vesely, P. (2005, Feb.). “Pedagogical tools to assist students in becoming creative, dynamic, independent thinkers.” Presented at the 2005 Lilly South Conference on College and University Teaching, Greensboro, NC. **(refereed)**

 Karvonen, M., Herzog, M.J., & Sherlock, J.J. (2005, Feb.). “Understanding Qualitative Research.” Presented at the 2005 Scholarship of Teaching & Learning (SoTL) Faire, Western Carolina University, Cullowhee, NC.

 Sherlock, J.J., Goldman, L., & Luithle, L. (2004, Nov.). “Trends in Human & Organizational Studies, Human Resource Information Systems, and Careers.” Presented at the 5th Annual Research Conference on Human and Organizational Studies, Ashburn, VA.

# Sherlock, J.J. & Ritch, S. W. (2004, Nov.). “Getting Beyond the Ten Tips: A Deeper Look at Moral/Ethical Behavior. Presented at the 2004 International Leadership Association Annual Meeting, Washington, DC. (refereed)

Sherlock, J.J. (2004, Oct.). “Linking the Theoretical Roots of Organization Development to Best Practices Today.” Presented at the 25th Annual Organization Network Conference, San Juan, PR. **(refereed)**

Sherlock, J.J. & Pyke, G. (2004, Sept.). “Assessing Online Learning.” Presented at the Magna Publications Audio Conferences for Higher Education.

Sherlock, J.J. (2004, Aug.). “Producing Actionable Knowledge: Applying Mezirow’s Theory to the Managerial Learning Context. Presented at the 2004 Academy of Management Conference, New Orleans, LA. **(refereed)**

Sherlock, J.J., Short, D., & Kormanik, M. (2004, May). “Time to Recognize Excellence in Research to Practice.” Presented at the 2004 ASTD International Conference and Exposition, Washington, D.C.

Sherlock, J.J. (2004, May). “HR Trends & Metrics: Challenge & Opportunity.” Presented at the Southern Region Conference of the College & University Professional Association (CUPA), Asheville, NC. **(refereed)**

Sherlock, J.J. (2004, Mar.). “Assessment in Distance Education: We owe it to Ourselves to do it Better—and We Are. Presented at the 2004 NC Teaching & Learning with Technology Conference, Charlotte, NC. **(refereed)**

Sherlock, J.J., Habel, J., Herzog, M.J., & Dole, S. (2004, Feb.). “Qualitative Research: What is it and Why Do It?” Presented at the Western Carolina University’s 2004 Faculty Development Series, Cullowhee, NC.

Sherlock, J.J. (2004, Jan.). “HR’s Role in Strategic Planning: There’s no Consensus—but that’s the Opportunity.” Asheville Manufacturing Human Resources Association Meeting, Asheville, NC.

Sherlock, J.J. & Curtis, R. (2003, Nov.) “Managerial Leadership.” Presented at the Counseling Supervision Symposium, Asheville, NC.

Sherlock, J.J. (2003, Oct.). “HR Metrics: A Strategic Approach.” Presented at the NC Healthcare HR Association District I Meeting, Asheville, NC.

Sherlock, J.J. (2003, June). “Learning Journals: An Underutilized Tool in Management Education?” Presented at the 2003 Organizational Behavior Teachers Conference, Springfield, MA. **(refereed)**

 Sherlock, J.J., Randleman, B. (2003, Mar.). “Partnership: Key to Distance Education.” Presented at the 2003 University of North Carolina Teaching and Learning with Technology Conference, Greensboro, NC. **(refereed)**

 Sherlock, J.J. (2003, Mar.). “Financial Aspects of HR.” Presented at the Western North Carolina chapter meeting of the Society for Human Resource Management (SHRM), Asheville, NC.

 Sherlock, J.J. (2002, Oct.). “A Look at HRM Trends: A Lot of the Old Challenges with a New Twist,” presented at the Fall Conference of the North Carolina chapter of the International Personnel Managers Association (IPMA), Asheville, NC. **(refereed)**

 Sherlock, J.J. (2002, Sept.). “Measuring the Impact of Human Resource Initiatives: Discussing the Imperatives, the Dilemmas, and the Progress,” presented at the Fall Conference of the Western North Carolina chapter of the Society for Human Resource Management (SHRM), Asheville, NC.

 Sherlock, J.J. (2002, Aug.). “Nonprofit CEOs: How Their Context Impacts What and How They Learn,” presented at the Academy of Management’s 2002 Research Conference, Denver, CO. **(refereed)**

 Sherlock, J.J., Chapman, T., Confessore, S., & Henderson, J. (2002, Aug.). “Perspectives on Chief Executive Officer Learning,” presented at the Academy of Management’s 2002 Meeting, Denver, CO.

 Sherlock, J.J. (2002, April). “Global Wireless Industry Outlook.” Keynote presentation, Wireless Arena Marketplace Strategies Conference, Arlington, VA.

 Sherlock, J.J. (2002, Feb.). “Learning at the Top,” presented at the Academy for Human Resource Development’s 2002 International Research Conference, Honolulu, Hawaii. **(refereed)**

 Sherlock, J.J. (2001, Mar.). “Overcoming Market Barriers,” presented at the Adventis Second Annual MVNO Summit, Las Vegas, NV.

Sherlock, J.J. & Meyer, P. (2000, Dec.). “Joint Ventures with Dot-coms,” presented at the American Society of Association Executives 2000 Management Conference, Washington, DC. **(refereed)**

Sherlock, J.J. (2000, Dec.). “Organizational & Personal Change: You can’t have the Former without the Latter,” presented at the National Network for Youth Annual Meeting, Washington, D.C.

Sherlock, J.J. (1999, Nov.). “Leadership,” presented at the Lessons in Leadership, Inc. seminar, Alexandria, VA.

Sherlock, J.J. (1998, Jan.). “Leadership and Learning,” presented at the National Network for Youth Annual Meeting, Washington, D.C.

Sherlock, J.J. (1996, Dec.). “Leadership,” presented at the Link-up Leadership Network’s Life Focus Seminar, McLean, VA, 1996.

Sherlock, J.J. (1996, Jan.). “Leadership,” presented at the Society for Human Resource Management Toastmasters Club, Alexandria, VA.

Sherlock, J.J. (1995, Aug.). “Strategic Pricing Decisions,” presented at the New Jersey Hospital Association, Princeton, NJ.

Sherlock, J.J. (1995, Oct.). “Strategy and Pricing,” presented at the American Society of Association Executives’ (ASAE) Symposium on Competitive Marketing, Washington D.C.

Sherlock, J.J. (1994, Aug.). “Strategic Pricing,” presented at the American Society of Association Executives’ (ASAE) Annual Meeting, San Francisco, CA. **(refereed)**

Sherlock, J.J. (1993, Sept.) “Outsourcing Strategies,” presented at the National Court Reporters Association Leadership Conference, Washington, D.C.

Sherlock, J.J. (1992, Sept.). “Public Relations,” presented at the Council of Engineering Society Executives' Conference, Detroit, MI.

Sherlock, J.J. (1992, Dec.) “Strategy and Pricing,” presented at the American Society of Association Executives’ (ASAE) Management Conference, Washington, D.C. **(refereed)**

Sherlock, J.J. (1991, Dec.). “Cost-effective Marketing,” presented at the American Society of Association Executives' Management Conference, Chicago, IL. **(refereed)**

Sherlock, J.J. (1990, Dec.). “Effective Communications,” presented at the American Society of Association Executives (ASAE) Management Conference, Washington, D.C. **(refereed)**

Sherlock, J.J. (1990, Feb.). “Customer Service,” presented at the American Banker's Association, Washington D.C.

Sherlock, J.J. (1990, May) “Customer Service,” presented at the United Fresh Fruit & Vegetable Association, Alexandria, VA.

Sherlock, J.J. (1989, Dec.). “Wowing Your Customers,” presented at the American Society of Association Executives (ASAE) Management Conference, Dallas, TX. **(refereed)**

Sherlock, J.J. (1985, Dec.). “Creating a Certification Program: Some Do’s & Don’ts,” presented at the American Society of Association Executives (ASAE) Management Conference, Boston, MA. **(refereed)**

**TEACHING EXPERIENCE**

**Western Carolina University, Graduate School of Education and Allied Professions**

Assistant Professor, Fall 2002-Spring 2008

Associate Professor (tenured), Fall 2008 – present

Courses taught:

HR602 – Research and Evaluation; HR605 - Orientation to Human Resources; HR610 – Human Resource Development; HR615 - Organizational Development; HR617 – Organization Performance; HR619 - Diagnosis and Assessment; HR675 – Leadership in Human Resources; HR666 - Legal Issues in Human Resources; HR693 – Compensation & Benefits; HR693 – Organization Planning & Execution; HR698 – Capstone Seminar in Human Resources; HR693 – Staffing; LEAD444 – Capstone Seminar in Leadership; LEAD244 – Principles of Leadership

**University of Maryland University College, Graduate School of Management & Technology**

Assistant Adjunct Professor, 2001-2007

Associate Adjunct Professor, 2007 – present

 Courses taught:

ADMN635 – Organizational Leadership and Decision-making

MGMT615 – Intercultural Communication and Leadership

DMGT810 - Global Leadership & Change (doctoral program)

DMGT600 – Foundations of Doctoral Study

DMGT890 – Dissertation Part I

**George Washington University, Organizational Sciences Program**

 Adjunct Graduate Faculty, Fall 2001; OrSc 243 – Leadership in Complex Organizations.

**George Washington University, Graduate School of Education and Human Development**

 Adjunct Faculty, Spring 2000.

Course taught: HRD 263 – Foundations of Human Resource Development.

###### SERVICE

**Service to the Discipline:**

* Reviewer, *Journal of Management Education* (JME), 2005-currently.
* Reviewer, HR Case manuscripts, Society for Human Resource Management (SHRM), 2008
* Reviewer, Management Education division, 2007 Academy of Management Conference
* Reviewer, Human Resources division, 2007 Academy of Management Conference
* Discussant, Servant Leadership conference session, 2007 Academy of Management Meeting.
* Reviewer, *International Journal of Organizational Analysis* (IJOA), 2006-currently.
* Member, Synchronous Learning Management Software (SLMS) Task Force, University of North Carolina Teaching & Learning with Technology Council, 2005-6
* Co-Chair, International Dissertation of the Year competition, American Society for Training & Development (ASTD), 2003-2005.
* Member, Business Intelligence Board, *Chief Learning Officer* magazine, 2004.
* Interview, “Faculty development builds on face-to-face strength.” *2003 Distance Education Report, 8,* (6), 5-7.
* Reviewer, 2003 Best Research Article Award, *Human Resource Development International*.
* Appointed member, Human Resource Development Book of the Year competition, Academy for Human Resource Development (AHRD), 2002-2004.
* Appointed member, 2003 “BEST in Training” Planning Committee, American Society for Training & Development (ASTD).
* Development Committee Member, Excellence in Research-to-Practice Award Program, American Society for Training & Development (ASTD), 2003-4.
* Reviewer, 2003 “BEST in Training” Award competition, American Society for Training & Development (ASTD).
* Reviewer, 2003 Organizational Behavior Teachers’ Conference.
* Appointed member, Research-to-Practice Award Planning Committee, American Society for Training & Development (ASTD), 2003-2005.
* Symposium Chair, Competency Presentations, 2002 International Research Conference, Academy for Human Resource Development, Honolulu, HI.
* Appointed Member, ASTD Research-to-Practice Committee, 2001-2005.
* Dissertation defense outside reader: George Washington University, defense by Klara Stucinsky; Research topic: Executive Coaching, July, 2001.
* Dissertation defense outside reader: George Washington University, defense by Joyce Henderson; Research topic: CEO Learning, October, 2001.
* Invited Participant: Academy of HRD/ASTD 2001 HRD Future Search
* Guest lecturer: George Washington University, doctoral seminar in qualitative research methods; Spring 2000, Summer, 2000, Fall 2000.
* Proposal Reviewer: Executive Management Track, American Society of Association Executives (ASAE) Annual Management Conference, 1999
* Appointed Member, Executive Management Council, American Society of Association Executives (ASAE), 1997- 2000.

**Service to WCU:**

* Member, Provost’s Committee on Distance Education, 2010
* Director, MSHR Program, July 2004-present
* Co-Director, Undergraduate Minor in Leadership Studies
* Member, Paul Knott’s doctoral dissertation committee (Anne Alexander, Chair), Department of Educational Leadership, 2009-present
* Chair, Faculty Search Committee (one position), MSHR Program, Spring 2009
* Member, Martha Thompson’s doctoral dissertation committee (Sandra Tonsen, Chair), Department of Educational Leadership, 2009-present
* Member, Quality Enhancement Plan Steering Committee, 2007-present
* Member, Faculty Search Committee (one position), Department of Educational Leadership, Fall 2008.
* Member, Department of Human Services TPR Document Review Committee, 2007
* Member, Department of Human Services Budget Committee, 2007-present
* Member, Barbara Greene‘s doctoral dissertation committee (Mitch Williams, chair), Department of Educational Leadership, 2008-9.
* Member, Pam Fourtenbary’s doctoral dissertation committee (Meagan Karvonen, Chair), Department of Educational Leadership, 2006-7
* Member, Keith Silver’s doctoral dissertation committee (Meagan Karvonen, Chair), Department of Educational Leadership, 2006-7
* Member, William George’s doctoral dissertation committee (Casey Hurley, Chair), Department of Educational Leadership, 2006-9
* Member, Educational Outreach Distance Education Advisory Committee, 2006-currently
* Member, Master Degree Program in Public Administration (MPA) Advisory Board, Western Carolina University, 2005-present
* Member, Faculty Search Committee (2 positions), Department of Educational Leadership, 2006
* Member, Department of Human Services Department Head Evaluation Committee,

2005-6

* Member, Robin Buchanan’s doctoral dissertation committee (Anna McFadden, Chair), Department of Educational Leadership, 2005-6
* Member, Nominations and Elections Committee, College of Education and Allied Professions, 2005
* Member, Faculty Search Committee, Department of Educational Leadership, 2005
* Member, Equal Employment Opportunity Committee, 2004-currently
* Member, Advisory Committee for Training & Professional Development, 2004-5
* Member, Chancellor’s Internal Advisory Committee on Economic Development, 2004-5
* Member, Dean’s Exemplary Service & Research Award Committee, College of Education & Allied Professions, 2004
* Member, Tenure & Promotion Document Review Committee, Human Services Department, 2004
* Member, Brian Simpson’s doctoral dissertation committee (Casey Hurley, Chair), Department of Educational Leadership, 2004-currently
* Planning committee member and presenter, College of Education & Allied Profession’s Technology Open House, August, 2004
* Member, University Committee on Nominations, Councils, and Committees (CONECC), 2003-2004
* Member, College of Education & Allied Profession’s Distinguished Research & Service award, 2003-2004; 2009-2010.

**INDUSTRY EXPERIENCE**:

**Chief Operating Officer (COO) 01/95 – 05/02**

**Personal Communications Industry Association (PCIA)**

**Alexandria, VA**

Global high tech services organization serving customers including Sprint, Motorola, Nokia, and AT&T. P&L responsibility for revenue areas totaling $20 million. Directed global strategy and business development, manage more than a dozen different products/services, lead human resources, finance, IT and public affairs. Led team of 80 staff.

**Performance Highlights**:

● Drove development of leadership values for this newly merged organization and took tough stands to ensure they were upheld.

● Increased annual convention revenue by 50% two years in a row; grew attendance from 8,000 to 22,000, achieved 52% gross margin.

● Drove change initiative with Board to restructure lobbying department and increase budget by 50%.

● Drove several new product launches, including four-color magazine, international trade shows in Singapore and Mexico, and global six-country research product.

● Exceeded organizational net income goals five straight years.

**Vice President of Operations 7/91 - 1/95**

**National Association of Business & Educational Radio (NABER)**

**Alexandria, VA**

**Director, Membership & Communications 2/87 - 7/91**

**Assistant Director, Membership & Communications 2/86 - 2/87**

**Manager, Membership Services 3/85 - 2/86**

**Certification Program Coordinator**   **2/84 - 3/85**

Domestic high tech services organization serving customers including GE, Motorola, and IBM. P&L responsibility for programs with budgets ranging from $.5M to $6M. Managed growth and development of staff teams ranging from two to forty. Oversaw functions including government affairs, public relations, strategic planning, education, membership, and certification.

**Performance Highlights**:

● Served as coach and mentor to three managers who, over two-year period, were awarded by senior management team the organization's highest performance ratings.

● Launched new certification program attracting 32,000 customers in first year.

● Restructured largest profit center, creating career advancement opportunities, resulting in lower turnover, improved morale, and improved financial performance.

● Drove development of organization's first cost accounting system.

● First to identify merger opportunity with other telecommunications organization; directed with CEO all merger strategy and activities, including due diligence, merger negotiations and merger integration plans.

**Certification Administrator & Assistant Director of Personnel**

**William S. Bergman Associates, Inc., Washington, DC 8/82 - 2/84**

Services organization providing management and office support services to small enterprises in industries ranging from energy to banking. Managed daily operations for $.5M solar energy association client. Reported directly to CEO. Human Resources responsibilities added in March 1983.

**Performance Highlights**:

● Improved financial performance of solar rating publication by 25% through more aggressive telemarketing and bringing parts of production in-house.

● Overcame cultural resistance in implementing shared responsibilities for administrative staff to cover telephones/reception area during lunch hours and receptionist absences.

● Developed new program for solar laboratory accreditation increasing revenue and credibility of solar association. Wrote RFPs, served as chief liaison to accreditation committee, and oversaw accreditation process.