

Melody L. Wollan

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Faculty Appointments

Associate Professor of Management (with tenure), 2011 – present

Assistant Professor of Mgmt, 2005 – 2011 Eastern Illinois University, Charleston, IL

Assistant Professor of Management, 2003 – 2005 Touro Univ Int'l, Cypress, CA

Visiting Lecturer, 2000 – 2002 Clemson University, Clemson, SC

Instructor, 1997 - 1999 University of Nebraska, Lincoln, NE

Administrative-Related Appointments

Associate Chair, School of Business, 2013 – present

Eastern Illinois University

- Primary responsibility for the academic programs of the School (six undergraduate and one graduate program) including supervision of curriculum development
- Coordinate class scheduling and enrollment management for the undergraduate and graduate curricula of the School of Business
- Supervision of the development and implementation of assessment for the undergraduate majors, the undergraduate business core, and the graduate program
- Coordinate student recruitment efforts for the School of Business
- Coordinate and monitor academic advising and admission processes, student professional development planning and initiatives, and internships
- Assists the chair in the evaluation of faculty and the maintenance of accreditations

Coordinator, Graduate Business Studies, 2012 – present

- Develop and implement strategic and operational approaches to managing recruitment, enrollment, MBA class offerings, student advising, and alumni relations for an MBA program with three concentrations (Research, Accountancy, Applied Management), in two locations (Charleston campus and in Champaign), of approximately 70-95 part- and full-time students
- Recruit, select, train and supervise 15-18 Graduate Assistants for the School of Business that serve as Research and Faculty Assistants, Tutors, Supplemental Instruction, and external GA's working in professional business settings appropriate to their field of study.
- Lead the Graduate Faculty in graduate initiatives (28 graduate faculty in the School of Business) and serve as Chair of the Graduate Committee
- Maintain program data and respond to report requests from internal and external constituents including Council on Graduate Studies, Graduate School Dean, School of Business and EIU administration, and "ranking" magazine surveys

Education

Ph.D., Management (2002) University of Nebraska – Lincoln, NE

- Organizational Behavior, Human Resource Mgmt, Org. Theory, Gender & Communic.

Master of Business Administration (1997) Gonzaga University – Spokane, WA

B.S.B.A., Mgmt & Organizational Behavior (1993) Central Washington Univ – Ellensburg, WA

Professional Certifications

Senior Professional in Human Resources (SPHR), 2011 – present

Professional in Human Resources (PHR), 2004 – 2010

- Society for Human Resource Management-Human Resource Certification Institute
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Research Interests

- Exit transitions and managing employees in termination and turnover, social identity and social comparison processes, information and feedback seeking behavior, extra-role helping behaviors, human resource practices in franchise operations
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Dissertation

- "Separation at work: How organizational members respond to exiting employees". Dissertation Abstracts International Section A: Humanities & Social Sciences, Vol. 63(11-A), 2003. pp. 4013.
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Research: Journal Articles

- Croonen, E.P.M., Grünhagen, M., & Wollan, M. L. (accepted March 2015, forthcoming). Best fit, best practice, or stuck in the middle? The impact of unit ownership on unit HR performance. *International Entrepreneurship and Management Journal*.
- Watson, A., Dada, O., Grünhagen, M., & Wollan, M. L. (accepted Sept 2014, forthcoming). When do franchisors select entrepreneurial franchisees? An organizational identity perspective. *Journal of Business Research*.
- Grünhagen, M., Wollan, M. L., Dada, O., & Watson, A. (2014). The moderating role of HR operational autonomy on the entrepreneurial orientation- performance link in franchise systems. *International Entrepreneurship and Management Journal*. 10.1007/s11365-013-0270-7
- Wollan, M. L., Rinefort, F. C., & Petrick, J. A. (2013). An emerging economy in the Great Recession: Croatia's quest for workplace health and safety. *Journal of International Management Studies*, 8(1), 77-83.

Research: Journal Articles (continued)

- Kendrick, S., & Wollan, M. L. (2009). Identifying pre-retirees for bridge employment: Factors that influence post-retirement employment decision. *Journal of the North American Management Society*, 4(1), 3-18.
- Wollan, M. L., Sully de Luque, M. F., & Grünhagen, M. (2009). Motives for helping: Exploring cultural influences on extra-role behavior. *Multinational Business Review*, 17(1), 99-119.
- Wollan, M. L. (2009). Using the LINE®: Integrating economic indicators in the advanced human resource management classroom: Special Issue of *Western Journal of Human Resource Management*, Spring, 29-33.
- Grünhagen, M., Dorsch, M., & Wollan, M. L. (2008). Recall of autobiographical memory: A longitudinal analysis of franchisee experts. *International Entrepreneurship and Management Journal*, 4(1), 19-33.

Research: Journal Articles Under Review

- Ashford, S. J., Sully de Luque, M. F., Wellman, N., De Stobbeleir, K.E.M., & Wollan, M. L. Proactive behavior and collective outcomes: CEO feedback seeking firm performance. Under review at *Organizational Behavior and Human Decision Processes* (Feb 2015).

Research: Book Chapter

- Wollan, M. L. (2013). Chapter 17: Strategies for Managers in Handling Workplace Bullying. In L. Crothers & J. Lipinski (Eds.), *Bullying in the Workplace: Causes, Symptoms, and Remedies* (pp. 271-290). Routledge/Taylor & Francis, NY, NY. Publication date October 4, 2013.
 - Wollan, M. L. (2013, May 3). A manager's guide to addressing workplace bullying. Featured article in the Eastern Illinois University Focus on Research Newspaper Special Section, representing Lumpkin College of Business and Applied Management. *Charleston Times-Courier/Mattoon Journal Gazette*.
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Research: Active Works in Progress (post-conference to journal manuscript)

- Hackney, K., Wollan, M. L., & Coker, K. (in revisions). Competition as a motive for organizational citizenship behavior. To be submitted to Journal of Organizational Behavior.
- Wollan, M. L., Acker Boyle, K., Hackney, K., Heeren, C., & Hoke, T. (in final revisions). Motives and targets of organizational citizenship behaviors: Matching managerial behavior to motivate employees beyond their in-role job duties. To be submitted to Personnel Psychology.
- Kendrick, S. K., & Wollan, M. L. (in revisions). Working after retirement: Why do they do it? To be submitted to Journal of Behavioral and Applied Management or Journal of Human Resources.

Research: Conference Papers

- Sully de Luque, M. F., & Wollan, M. L. (2015, April). The importance of indirect inquiry in feedback seeking strategies. Accepted (Nov 2014) to the Society of Industrial and Organizational Psychology (SIOP) Conference.
- Croonen, E.P.M., Grünhagen, M., & Wollan, M. L. (2014, February). Best fit, best practice, or stuck in the middle? The impact of unit ownership on unit HR performance. Presented to the 28th International Society of Franchising (ISOF) Conference.
- Sully de Luque, M. F., Wellman, N., De Stobbeleir, K. E. M., & Wollan, M. L. (2013, August). Proactive behavior and collective outcomes: CEO feedback-seeking and firm performance. Presented at 2013 Academy of Management Conference, Orlando, FL.
- Watson, A., Dada, O., Grünhagen, M., & Wollan, M. L. (2013, June). When do franchisors select entrepreneurial franchisees? An organizational identity perspective. Presented at the 58th World Conference of the International Council for Small Business, Ponce, Puerto Rico, June 20-23.
- Wollan, M. L., Rinefort, F. C., & Petrick, J. A. (2013, February). An emerging economy in the Great Recession: Croatia's quest for workplace health and safety. Proceedings and Paper presented at the North American Management Society (NAMS-MBAA Conference), Chicago, IL. In J. Teahen (Ed.), Proceedings of the North American Management Society, 251-257.
- Hackney, K., Wollan, M. L., & Coker, K. (2012, October). Employee motives behind organizational citizenship behavior: Is competition among them? Proceedings and Paper presented at the Institute of Behavioral and Applied Management Conference, Nashville, TN. In P. Jacques (Ed.), Proceedings of the Institute of Behavioral and Applied Management, 20, TBD.
- Grünhagen, M., Dada, O., Wollan, M. L., & Watson, A. (2012, May). The moderating role of HR operational autonomy on the entrepreneurial orientation-performance link in franchise systems. International Society of Franchising Conference, 26, May 17 – 19, Fort Lauderdale, FL

Research: Conference Papers (continued)

- Alexander, J. A., & Wollan, M. L. (2011, October). Corporate messages: The purpose of marketing messages and recruitment messages. Proceedings and Paper presented at the Institute of Behavioral and Applied Management Conference, Orlando, FL. In P. Jacques (Ed.), *Proceedings of the Institute of Behavioral and Applied Management*, 19, 127 – 134.
- Goddard, N. M., & Wollan, M. L. (2011, October). For love or money? Engagement at work: It matters. Proceedings and Paper presented at the Institute of Behavioral and Applied Management Conference, Orlando, FL. In P. Jacques (Ed.), *Proceedings of the Institute of Behavioral and Applied Management*, 19, 194 – 205.
- McCrory, C. A., & Wollan, M. L. (2011, October). The Office at your office: Head of the committee against workplace bullying. Paper presented at the Institute of Behavior and Applied Management, Orlando, FL.
- Sully de Luque, M. F., Ashford, S. J., Wollan, M. L., De Stobbeleir, K. (2011, April). Seeking from the top: CEO feedback and firm performance? Society for Industrial and Organizational Psychology Conference, 26, April 14 – 16, Chicago, IL.
- Kendrick, S. K., & Wollan, M. L. (2009, March). Identifying pre-retirees for bridge employment: Factors that influence post-retirement employment decision. Paper accepted for presentation and abstract in proceedings at the North American Management Society Conference, Chicago, IL.
- Acker, K., & Wollan, M. L. (2008, October). Organizational citizenship motives and targets of organizational citizenship behaviors. Proceedings and Paper presented at the Institute of Behavioral and Applied Management Conference, Orlando, FL. In S. Scott (Ed.), *Proceedings of the Institute of Behavior and Applied Management*, 16, 120 – 125.
- Kendrick, S. K., & Wollan, M. L. (2007, October). Working after retirement: Why do they do it? Best Paper in HR Division Award. Proceedings and Paper presented at the Institute of Behavioral and Applied Management Conference, Reno, NV. In S. Scott (Ed.), *Proceedings of the Institute of Behavioral and Applied Management*, 15, 1 – 20.
- Wollan, M. L., & Dallas, L. (2007, March). Faculty, technology support, and students: A multi-user perspective using TurningPoint for exam review sessions. Presentation at the TurningPoint User Conference, March 5 – 6, 2007, Eastern Illinois University, Charleston, IL.
- Wollan, M. L., & Dallas, L. (2006, October). Using TurningPoint in the business classroom: Immediacy of feedback of learning. Proceedings and Paper presented at the Institute of Behavioral and Applied Management Conference, Memphis, TN. In S. Scott (Ed.), *Proceedings of the Institute of Behavioral and Applied Management*, 14, 309 – 314.
- Muretta, R., Jr., & Wollan, M. L. (2005, October). The sources of self-efficacy in the organizational environment. Proceedings and Paper presented at the Institute of Behavioral and Applied Management Conference, Scottsdale, AZ. In W. Harman (Ed.), *Proceedings of the Institute of Behavioral and Applied Management*, 13, 143 – 152.

Research: Conference Papers (continued)

- Wollan, M. L. (2005, October). The impact of coworker transitions: How exiting employees influence others. Proceedings [Abstract] and presented at the Institute of Behavioral and Applied Management Conference, Scottsdale, AZ. In W. Harman (Ed.), Proceedings of the Institute of Behavioral and Applied Management, 13, 34 – 37.
- Wollan, M. L. (2004, July). Shared identity with coworkers who leave: Identifying impacted employees. Paper presented at the European Group for Organizational Studies (EGOS) Colloquium, Ljubljana, Slovenia.
- Wollan, M. L., Peterson, S., & Grünhagen, M. (2003, October). Extra-role behaviors considered cross-culturally: Examining German and U.S. approaches to rewarding performance. Proceedings [Abstract] and Paper presented at the Institute of Behavioral and Applied Mgmt, Tampa, FL. In L. Ross (Ed.), Proceedings of the Institute of Behavioral and Applied Management, 11, 162.
- Sully de Luque, M. F., Sommer, S. M., & Wollan, M. L. (2003, August). The question of seeking: Assessing multiple feedback seeking strategies. Presented at the Academy of Management Conference, Seattle, WA.
- Wollan, M. L., & Sommer, S. M. (2003, April). Saying farewell: Management as a performance art. Proceedings and presented at the Western Academy of Management Conference, Palm Springs, CA. In T. Mayes (Program Chair), Proceedings of the 44th Western Academy of Management [CD], 048POB.doc.
- Wollan, M. L., & Sommer, S. M. (2002, March). Parting takes time: An organizational separation and exit transition model. Proceedings [Abstract] and presented at the Industrial Organizational/Organizational Behavior (IOOB) Graduate Student Conference, Tampa, FL.
- Brown, D. W., & Wollan, M. L. (2001, May). After the pink slip: Whom do you call? Men and women's networking strategies. Proceedings and presented at Eastern Academy of Mgmt, NY, NY. In P. Bacdayan (Ed.), Proceedings of the Eastern Academy of Management, 38, 278 – 281.
- Wollan, M. L. (2000). Commitment as a communicative process: Using communication boundary management when disclosing private information at work. Proceedings and presented at the meeting of the Institute of Behavioral and Applied Management, San Diego, CA. In M. L. Wollan (Ed.), Proceedings of the Institute of Behavioral and Applied Management, 8, 465 – 472.
- Wollan, M. L. (1999). Career development for employees at risk of the glass ceiling's impacts: A commitment perspective for human resource professionals. Proceedings and presented at the meeting of the Institute of Behavioral and Applied Management, Annapolis, MD. In E. Portugal (Ed.), Proceedings of the Institute of Behavioral and Applied Management, 7, 374 – 379.

Research: Conference Papers (continued)

- Brown, R. A., & Wollan, M. L. (1998, August). When rewards determine trust: Mediating effects of the relationship between heterogeneity and trust. In S. M. Sommer & J. P. Daly (Co-Chairs), *The impact of trust on interpersonal behaviors*. Symposium conducted at the meeting of the Academy of Management, San Diego, CA.
- Wollan, M. L. (1998). An examination of managerial succession planning in action – in good times and in bad times. Proceedings and presented at the meeting of the Institute of Behavioral and Applied Management, Orlando, FL. In E. Portugal (Ed.), *Proceedings of the Institute of Behavioral and Applied Management*, 6, 382 – 386.

Research: Conference Symposia and Panels

- Sully de Luque, M., Wellman, N., De Stobbeleir, K., & Wollan, M. (2013, August). Proactive behavior and collective outcomes: CEO feedback-seeking and firm performance. Presentation 1 of 4 as part of Symposium titled “Thirty years of feedback-seeking research: Celebrating the past, inspiring the future.” Participants for symposium: M. Crommelinck, A. De Beuckelaer, K. de Stobbeleir, J. Elicker, J. Krasman, M. Sully de Luque, N. Wellman, C. Wilson, & M. L. Wollan. (2013, August). *Academy of Management Annual Conference*, August 9-13 (scheduled for Monday, August 12), Orlando, FL.
- Harman, W., Kendrick, S., Stark, E., & Wollan, M. L. (2009, October). Research into the aging workforce and retirement. Panelist at the Institute of Behavioral and Applied Management Conference, 17, Oct. 1 – 3, Washington, DC.
- Wollan, M. L., Condon, C., Middlebrooks, A., & Sparks, G. (2008, October). Career mapping I: Surviving the dissertation and getting your first academic appointment. Invited panelist at the Institute of Behavioral and Applied Management Conference, 16, Oct. 2 – 4, Orlando, FL.
- Wollan, M. L. (chair), Luca, A., Kendrick, S., & Wollan, M. L. (2005, October). Organizations in motion: Impact of labor force transitions. Symposium at the Institute of Behavioral and Applied Management Conference, 13, Oct. 6 – 8, Scottsdale, AZ.
- Smith, B. L. (chair), Stark, E., Poppler, P., Hopkins, P., & Wollan, M. (2003, October). The missing business case for diversity, Should HR professionals explore new alternatives? Panel and proceedings [Abstract] presented at the Institute of Behavioral and Applied Management, 11, Oct. 23 – 25, Tampa, FL.

Research: Other Activity

- Global Leadership and Organizational Effectiveness (GLOBE) Phase 3 Special Focus: Women CEOs. Country Co-Investigator (CCI). Data collection November 2009 – June 2011.
 - Global Leadership and Organizational Effectiveness (GLOBE) Phase 3 U.S.A. Country Co-Investigator (CCI). Data collected January – June 2007.
 - Wollan, M. L. (1995). Beyond expectations: Are customers delighted by your product or service? Donald W. Fogarty International Student Paper Competition (APICS) First Place, Part-time Graduate Student, Region X.
 - Wollan, M. L. (1993). Service industries can use manufacturing theories and techniques in the next stage of the Industrial Revolution. Donald W. Fogarty International Student Paper Competition (APICS) Second Place, Full-time Undergraduate Student, Region X.
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PhD Research Supervised

Doctoral Dissertation Chair, Touro University International

- Dr. Michael Garmon (December 2004). The relationship between organizational learning, culture, image, identity, and identification: An empirical study.
- Dr. Beverly Downey (February 2005). Unity of command: Impacts of multiple supervisors in cross-functional working environments.
- Dr. Sharon Kendrick (June 2007). Bridge employment: Making the connection with pre-retirees' needs, wants and goals.

Dissertation Committee Member, Touro University International

- Dr. Larry Banks (March 2004). Brick, click, or brick and click? A comparative study on the effectiveness of content delivery modalities for working adults.
 - Dr. Robert Muretta (September 2004). Exploring the four sources of self-efficacy.
 - Dr. Ken Sherman (March 2005). Eldercare and workplace productivity: An adaptation analysis.
 - Dr. Jack Hughes (February 2006). Inherited trust: The influence of felt trustworthiness on trust in a third party.
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Masters Research Supervised

MBA Independent Study, Eastern Illinois University

- Ms. Kathryn Acker (Spring 2007). Motives and targets of organizational citizenship behavior.
- Ms. Ann Rollinson (Spring 2010). Small business mentoring.
- Mr. Eric Arseneau (Spring 2010). Entrepreneurial delegation abilities.
- Mr. Dereje Abebe (Fall 2010). Antecedents and consequences of organiz. identification.
- Ms. Jackie Alexander (Spring 2011). Corporate messages: Are recruiting and marketing messages different?
- Ms. Nicole Goddard (Spring 2011). Is your employment for love or money? Engagement at work: It matters.
- Ms. Carly McCrory (Spring 2011). The Office at your office: Head of the committee against workplace bullying.
- Mr. Tyler Hoke (Spring 2012). Predicting the targets of organizational citizenship behaviors: Matching motives and work-setting.
- Ms. Carolyn Thomas (Spring 2014). Generational diversity in workplace teams.
- Ms. Erika Beverage (Spring 2014). Money Smart for Older Adults: Role of Marketing and Commercial Messages in Fraud Detection.

MBA Research Option Thesis, Eastern Illinois University

- Ms. Kaylee Hackney (Spring and Fall 2012). Competition: A fourth motive for organizational citizenship behavior?
- Ms. Jill Fickes (Spring and Fall 2015). Maximizing Reimbursements through Common Standards of Care in the era of the Affordable Care Act : A Plan of Action and Implementation Practices.

Teaching Experience

Undergraduate

- Organizational Behavior
- Principles of Management; Principles of Supervision; Management and Organizational Behavior
- Principles of Leadership
- Human Resource Management
- Employee Staffing and Development
- Advanced Human Resource Management: Compensation and Governance
- Human Resources and the Law
- Capstone in Human Resource Management
- Management Seminar (Capstone Senior Course)
- Strategy and Policy (Capstone Senior Course)

Graduate: MBA

- Organizational Behavior & Group Dynamics
- Strategic Leadership
- Strategic Human Resource Management
- Human Resource Management
- HR Selection, Training and Development
- Advanced Human Resource Management
- International Business

Graduate: PhD

- Research in Management
- Organizational Studies I
- Contemporary Micro-Organizational Behavior
- Organizational Communication
- Dissertation Proposal Seminar

Teaching Evaluations

(means on a 5.0 scale; means of medians of the 8 required questions at EIU, n = 43)

2000 – 2002, 2005 - 2013 (63 traditional sections, 18 MBA, 45 BSBA)

- Instructor's apparent knowledge: 4.76; 4.94
- Instructor interest/enthusiasm: 4.73
- Syllabus stated expectations: 4.71; 4.95
- Instructor prepared/organized: 4.70; 4.91
- Effective communication skills: 4.70; 4.98
- Effective presentation and class time: 4.66; 4.90
- Instructor availability: 4.64; 4.88
- Instructor responsive to students: 4.62
- Material up to date and relevant: 4.61; 4.87
- Encourage/interests students: 4.57; 4.86
- Justice of grading practices: 4.36

2003 - 2005 (39 on-line sections, 17 PhD, 6 MBA, 16 BSBA)

- Professor is knowledgeable: 4.71
- Professor was responsive: 4.70
- Professor was accessible: 4.69
- Course relevance to my educational goals: 4.66
- Course challenged me intellectually: 4.65
- Topics coordinated and logical: 4.62
- Materials and cases relevant to course objectives: 4.62
- Reading material was useful: 4.57

Teaching Development

- HR.com Webinar "Morphing of Employment-Based Retirement Benefits" by W. J. Wiatrowski, Associate Commissioner, U.S. Bureau of Labor Statistics (HRCI recertification credit), March 2012
- Taught Compensation Module to PHR/SPHR professionals study group, November 2011
- SHRM national focus group Alignment and SHRM Curriculum Guidelines, August 2009
- Prospera.com Webinar "I-9 Compliance" (SHRM-HRCI recertification credit), August 2009
- EIU TECnet Training, WebCT Transfer class, June 2008
- EIU CATS Training for Advanced Use of TurningPoint Technology, September 2006
- EIU Faculty Development Workshop: "Safeguarding Private Information", October 2005
- EIU Faculty Development Workshop: "Testing and Grade Submission", September 2005
- SHRM E-Learning Course (1.25 recertification hours), "Title VII: Forty Years After" by Mary-Jane Sinclair, August 2005
- New Faculty Orientation, Eastern Illinois University, August 17 – 18, 2005
- HR.com's web-cast/web-inars: "IBM Global Human Capital Study 2005", May 2005, "Risk on the Rise: Discrimination and Harassment in the Workplace", March 2005, "Ten Steps to Creating a Performance-Driven Culture", March 2005
- Developed course materials and supervised BSBA courses managed by two to three graduate assistants, and coordinated six to ten core faculty (PhD) in BSBA and MBA level courses each (in Distance Education format)
- Member of Clemson University's South Carolina Focus Tour for new faculty May 15 – 19, 2000 visiting industry and Clemson outreach sites
- Participated in Clemson University's Office of Teaching Effectiveness and Instructional Workshop "Enriching Classroom Discussion", Jan 2000
- Coordinator for the 1998-1999 College of Business Teaching Forum, Univ of Nebraska-Lincoln
- "Becoming an Excellent Teacher in a Business School", 3 credit PhD seminar, Univ of Nebraska-Lincoln, Fall 1997

MBA Students mentored into PhD programs

- Eric Arseneau (2011 – 2015): Oklahoma State University, Entrepreneurship; hired tenure-track faculty at Florida Gulf Coast University (beginning Fall 2015)
- Kaylee Hackney (2012 – present): Florida State University, Management – Organizational Behavior
- Ivana Milosevic (2010 – 2014): University of Nebraska, Management – Organizational Behavior; now tenure-track faculty at Univ of Wisconsin-Oshkosh (beginning Fall 2014)

Professional Service: Editorial and Review

- Editor:
 - Journal of Behavioral and Applied Management (Fall 2014 – 2016)
- Associate Editor:
 - Journal of Behavioral and Applied Management (2012 – 2014)
- Editorial Review Boards:
 - Journal of Behavioral and Applied Management (1999 – present)
 - Journal of Leadership and Organizational Studies (2008 – present)
- Ad hoc reviewer:
 - Journal of Managerial Issues (2000 – present)
 - Journal of Small Business Management (2003 – present)
 - Career Development International (2004 – 2006)
- Promotion and/or Tenure-reviewer:
 - Dr. Chia-Jung Lin to Associate Professor, Robert Morris University (January 2014)

Professional Service: Conference Related

- Academy of Management: Reviewer 2003 – 2006
- Eastern Academy of Management: Reviewer 2001 – 2002, Recognized as an Outstanding Reviewer 2001
- Institute of Behavioral and Applied Management: Reviewer 1998 – 2008, 2011; Session Chair 1998 – 2001; Discussant 1998 – 1999, 2001, 2003, 2006 – 2007, 2009, 2012; Panelist/Facilitator 2003 – 2005, 2008 – 2009, 2012
- International Western Academy of Management: Reviewer 2000, 2002
- Midwest Academy of Management: Doctoral Consortium 1998, 1999
- Society of Industrial/Organizational Psychology: Reviewer 2010
- Western Academy of Management: Reviewer 1999 – 2006, 2010, Session Chair 1999, Doctoral Consortium 1998, Junior Faculty Consortium 2003, Local Arrangements Committee 2003

Professional Service: Leadership and Memberships

- Academy of Management: 1997 – present
- American Production and Inventory Control Society: 1992 - 2004
- American Psychological Association: 2004 - present
- Beta Gamma Sigma: 1997 (Gonzaga University)
- Institute of Behavioral and Applied Management: 1998 – present
 - Immediate Past President Oct 2007 – Oct 2009
 - President Oct 2005 – Oct 2007
 - Program Chair, Vice-President Oct 2003 – Oct 2005
 - Division Co-Chair, Student Papers Oct 2001 – Oct 2003
 - Proceedings Editor & Board Officer Oct 1999 – Oct 2001
 - National Board Member, PhD Student Representative 1998 - 1999
- International Communication Association: 1998 – 2001
- Midwest Academy of Management: 1998 – 2000
 - Journal of Managerial Issues (2000 – present)
- Society for Human Resource Management: 1992 – present
- Society for Industrial and Organizational Psychology: 2002 - 2011
- Western Academy of Management: 1998 – 2004

Professional Service: Community Leadership

- Central East Alcoholism and Drug (CEAD) Council, Board of Directors, August 2011 – present
- Central East Alcoholism and Drug (CEAD) System, Board of Directors, April 2012 – present
- East Central Illinois – Human Resource Association: 2006 – present, Liaison with EIU SHRM
- Panther Club (Athletic Boosters) Executive Board, Fundraising Committee, July 2009 – June 2012

Invited Speaker

- Session Speaker, Illinois Higher Education Consortium on Human Capital Conference at Illinois State University, "Higher Education as a Context for Workplace Bullying: An Action Plan for Human Resource Professionals", October 14, 2015
- Session Speaker, Bridging Voices in our Community: Bullying Conference at Eastern Illinois University, "Bullying in the Workplace: Prevention and Intervention within your Organization", October 17, 2014
- Guest Luncheon Speaker, Human Resource Association – East Central Illinois, "Internships and Your Workplace: Win-Win Opportunities" with Ms. Renee Stroud, May 9, 2014
- Guest Luncheon Panelist, Graduate Student Advisory Council, "Pathways to PhD", April 11, 2014
- Session Speaker, Bridging Voices in our Community: Bullying Conference at Eastern Illinois University, "Supporting the Organization to Prevent and Address Bullying in the Workplace", October 11, 2013
- Guest Speaker, EIU American Marketing Association, "Building your resume: Tips and Priorities", October 9, 2013
- Guest Luncheon Speaker, Executive Club of Champaign (IL) Women Executives, "Global Business Etiquette" with Dr. Heather Jia, September 19, 2013
- Guest Speaker, EIU Delta Sigma Pi Business Fraternity, "Graduate Education: Is an MBA in your future?", March 21, 2013
- Co-Presenter, Women Exploring Business and Technology, Eastern Illinois University with Dr. Kathryn Shaw, "Dressing Professionally on a Budget", October 23, 2012
- Guest Luncheon Speaker, East Central Illinois – Human Resource Association, "Am I Being Disrespectful? Managing Across Generations of Employees". With James M. Sysko (EIU HR, Law and Ethics Assistant Professor) and Nicole M. Goddard (MBA candidate), October 7, 2011
- Guest Speaker, EIU Honors College, HON 1190 Honors Forum, "This I Believe: Build Your Career Everyday!" Nov. 16, 2009
- EIU School of Business Technology and Resources Brown Bag Workshop Presenter (using Tablet PC for grading papers and TurningPoint in the classroom), October 2007
- EIU Lumpkin College of Business & Applied Sciences, Faculty Brown Bag Speaker, "Using TurningPoint in the Classroom: Finding Value in the Immediacy of Feedback of Learning", April 2006
- Guest Speaker, Kappa Omicron Nu, Eastern Illinois University, "Interviewing: Preparation, Presentation, and Performance", March 2006
- Guest Lecturer, Retail Marketing (MKTG 474), Southern Illinois University-Edwardsville, "Human Resource Best Practices for Retailing", February 2004 & March 2006
- Adjunct Faculty, Graduate Program, MBA 5000 International Business, Webster University, October – December 2002
- Adjunct Faculty, Adult & Graduate Studies, MGMT 2023 Principles of Supervision, Southern Wesleyan University, Nov 2002
- Guest Lecturer, Retail Marketing (MKTG 425), Clemson University, "Human Resource Best Practices for Retailing", May 2002
- Guest Speaker, Delta Sigma Pi, Clemson University, "More than Just a Job: Planning and Developing a Career", Feb 2001

Faculty Leadership

Eastern Illinois University Committees

- Council of Chairs (2013 – present)
- Graduate School Commencement Selection Committee and Alternate (2013 – 2016)
- Graduate School Sponsored GA Steering Committee (2014)
- Online Board (2013 – present)
- Professional Science Masters Interdisciplinary Board (2013 – present)
- Council of Graduate Studies Scholarships Committee (2014 – present)
- LCBAS Administrative Council (2013 – present)
- Literacy in Financial Education (LIFE) Advisory Board (2013 – present)
- NCA Self-Study 2014 Ambassador for School of Business (2013 – 2014)
- Office of Student Disability Services Committee (2013 – present)
- Prior Learning Advisory Committee (2014 – present)
- Web@ (Women Exploring Business and Technology Faculty-Student Club), Faculty Advisory Board (2011 – present)
- Achievement and Contribution Awards Committee (2008), Chair (2009)
- EIU Recruitment & Retention Group (appointed by Provost Lord) (Jan – May 2013)
- Faculty & Staff Fundraising Campaign, School of Business Captain (2012 - 2013)
- Intercollegiate Athletic Board (2008 – 2009, 2010 – 2011)
- Honors Council (2006 – 2009)
- Textbook Rental Service Advisory Committee (2006 – 2008, 2014 - 2015)
- Tuition and Fees Committee (2010 – 2011)

Eastern Illinois University Curriculum-Related Committees

- School of Business Curriculum Committee, Ad Hoc Member (2013 – present)
- Lumpkin College of Business and Applied Sciences Undergraduate Learning Goals (2013 – present)
- Professional Science Masters in Geographic Information Services Board (2013 – present)
- Masters in Sustainable Energy Board (2013 – present)

EIU School of Business Committees

- Admission Appeals Committee (2013 – present)
- Faculty Council (2012 – present)
- Graduate Committee (2008 – 2010, 2011 – 2012; Chair: 2012 - present)
- Recruitment and Retention Committee, Ad Hoc Member (2013 – present)
- Strategic Planning Committee (2010 – present)
- Student Issues Committee (2005 – 2006)
- Technology and Resource Committee (2006 – 2008), Chair (2007 – 2008)

EIU School of Business Search Committees

- Director of Administration, Chair (2010)
- OB/HR Faculty (2007 – 2008)
- Finance Faculty (2006 – 2007)
- Law Faculty (2006, 2009 – 2010)
- Strategy/International Faculty (2005)

Touro University International, College of Business Faculty Leadership

- Human Resource Management Course Review Committee Chair (2005)
- General Management Course Review Committee Chair (2004 – 2005)
- PhD Course Materials Review Committee Chair (2003 – 2004)
- Management Curriculum Sub-committee Evaluation Chair (2003 – 2004)
- Training Coordinator for New Faculty and Graduate Assistants (2003 – 2004)
- HR Certification Committee (2004 – 2005)
- BSBA Curriculum Assessment Committee (2004)
- PhD Curriculum & Student Assessment Committee (2004)
- PhD Curriculum Evaluation (2003)

Student – Oriented Service

- Society for Human Resource Management, Chapter Co-Adviser (2005 – 2008, 2012)
- Honors College Mentor to Presidential Scholar (2006 – 2010)
- National Association of Women MBA's Case Competition Judge (2007)
- Clemson University Study Skills Faculty for College of Business (2000 – 2002)
- University of Nebraska-Lincoln Grade Appeals Faculty Committee (1998 – 2000)

Honors and Awards

Research

- 2012 Best Paper Award, International Society of Franchising (ISoF)
- 2009 Best Overall Paper on Conference Theme, MBAA Int'l, sponsored by McGraw-Hill/Irwin
- 2009 Distinguished Paper Award for Conference Theme, North American Management Society
- 2007 Human Resource Management Division Best Paper, Institute of Behavioral and Applied Mgmt
- 2001 Eastern Academy of Management, Outstanding Reviewer
- Faculty Research Grants, School of Business, EIU
2012 (\$450), 2011 (\$450), 2010 (\$500), 2007 - 2009 (\$750 each), 2006 (\$1050)

Research-Related Teaching

- 2011 Outstanding EIU Graduate Faculty Mentor Nominee (nom. McCrory, Goddard & Alexander)
- 2010 Outstanding EIU Graduate Faculty Mentor Nominee (nom. Arseneau & Rollinson)
- 2008 Outstanding EIU Graduate Faculty Mentor Nominee (nominated by Milosevic)

Teaching

- 2011 EIU Achievement & Contribution Award in Teaching
- 2011 Special Recognition of Teaching Excellence Award, EIU School of Business
- 2009 Special Recognition of Teaching Excellence Award, EIU School of Business (\$500 prof dev grant)
- 2007 Faculty Excellence Award in support of Non-Traditional Students, EIU School of Continuing Education
- 2006 Excellence in the Use of Technology Award, Lumpkin College of Business & Applied Sciences
- 2006 Outstanding Teaching Award, EIU School of Business (with \$1,000 prof development grant)
- 2004 GetEducated.com's "Best Distance Learning Graduate Schools, Business and Management 2004", recognizing Touro University International's HR graduate program for regionally accredited universities offering on-line programs [ranked 4th; at the time, I was the only HR faculty member from 2003 – 2004]
- 2002, 2004, 2006 Who's Who Among America's Teachers
- 2000 Certificate of Recognition for Contributions to Students, Parents Association and the Teaching Council of the University of Nebraska-Lincoln

Service

- 2007 EIU Achievement & Contribution Award in Service
- 2007 Outstanding Service Award, EIU School of Business (\$900 professional development grant)

Other

- 2014 Graduate Education Leadership Award in recognition of significant achievements in graduate education, awarded to MBA program by EIU, during my tenure as Coordinator of the program
- 2012 EIU Students' Distinguished Faculty Award for Distinguished Academic Excellence (nom. Goddard, Alexander, Hackney, D'Mello)
- 2009 Outstanding Balanced Contribution Award, EIU School of Business (with \$1000 professional development grant)
- 2006 Lumpkin College of Business and Applied Sciences, Technology Planning, Implementation and Evaluation (PIE) Grant (\$3,620; first author)
- 1997 Graduated in the Top 5 of MBA class (of 30)
- Presidential Scholar (1 of 5), four years undergraduate tuition and fees

Non-Academic Work Experience

Director of Business Services, 1998 - 1999

Nebraska [Political] Party, Lincoln, NE

- Provided support to the Executive Director and State Chairman with debt structuring, staffing, payroll for 31 employees, budgeting (annual contributions of \$400,000), account and office management, supervised five business interns, prepared financial reports for the Federal Election Commission, Nebraska Accountability and Disclosure Commission, State Central Committee, and other internal reports as needed. Served as the Business Manager for the Midwest Leadership Conference 1999 with all financial support for registration, contracts, insurance, and related vendor agreements.

Business Manager, 1995 - 1997

Internet Xpress, Inc. Colville, WA

- Provided assistance to an Internet Service Provider (ISP) with 800 customers, sales of \$200,000, in all facets of small business start-up and development – strategic planning, marketing strategy, resource and operational allocation, providing client billing services, prepared financial statements, assisted with transition of partner buyout/ownership orientation.

Clerk Typist 2/Special Management Unit, 1996 - 1997

Washington Department of Corrections, Airway Heights, WA

- Prepared daily unit roster, typed from notes and recorded dictation unit reports, memos, letters, inmate reports, clerical support to 30 unit staff members, maintained unit statistics and prepared monthly report.

Loan Administrative Representative – Audit Clerk for Dealer Banking Services, 1994 - 1996

Wells Fargo Bank (previously First Interstate Bank), Spokane, WA

- Prepared daily/monthly loan volume reports and spreadsheet analysis as directed by Dealer Center Manager or V.P., audited, funded and booked dealer contracts, provided customer and dealer assistance.

Credit Manager, 1993 - 1994

Norwest Financial, Coeur d' Alene, ID

- Reviewed credit applications, made loan, sales finance decisions, solicited loans, credit card and other financial services, presented sales finance programs to dealers, collected accounts, maintained cash drawer for branch.