

## Vita

**Gregory H. Patton, Ph.D.**  
Marshall School of Business  
University of Southern California, USA  
gpatton@marshall.usc.edu  
www.linkedin.com/in/gregoryhpatton

### SUMMARY

Dr. Greg Patton is a Professor of Clinical Management Communication in the Marshall School of Business at the University of Southern California and an expert in communication, interpersonal and leadership effectiveness. Professor Patton primarily teaches in USC's Full-Time MBA Program and its Executive MBA Programs in the U.S. and China. He has continually received awards for outstanding teaching and has extensive global corporate consulting and training experience. He helped the Marshall Full Time MBA Program earn a #1 Worldwide ranking from *Bloomberg* for Communication Skill Development and helped USC's Executive MBA Program achieve a #1 worldwide ranking by the *Wall Street Journal* for Leadership and Management skills instruction.

Greg has been recognized as one of the top teaching faculty at USC and received numerous awards including the Thompson *Teaching & Learning Innovation Award* and the Marshall *Golden Apple Award* for teaching and mentoring excellence in the MBA Full Time Core. He has also served in leadership roles more than 20 times in national and international organizations, including the National Communication Association. He holds several graduate degrees, previously coached and directed two intercollegiate debate programs to top tier national rankings and earned his Doctorate at USC's Annenberg School of Communication.

Dr. Patton has worked internationally to coach and develop more than ten thousand managers and executives from hundreds of organizations to enhance their success. He has served as a key advisor to the Center for Asian-Pacific Leadership, a faculty member at the US-China Institute and a leader of MBA learning programs in China and Korea. He has advised on several hundred consulting engagements in more than a dozen countries and has taught and led programs in the Pacific Rim for over 20 years. He recently received the National Communication Association, Training and Development Division's Professional Achievement Award, their highest award, recognizing the individual with the strongest impact over the last ten years on the Training and Development field through leadership, scholarship, teaching, and practice. Below is a partial review of activity.

### EDUCATION

**Ph.D. University of Southern California, Annenberg School for Communication (2005).**  
**Dissertation Committee: Drs. Patricia Riley (Chair), Michael Cody, Thomas Cummings (Management & Organization). Title: *Developing Business Communication Skills: Leveraging Stage Versus Global Processes of Change in Skills Improvement Approaches.***

M.A. University of Southern California, Communication Arts & Sciences (1998).

M.A. San Diego State University, Department of Speech Communication, Speech Communication (1994).  
Thesis Committee: Drs. Susan Hellweg (Chair), Greg Miller, Barbara Mueller (Journalism). Thesis: *A Rhetorical Analysis of Corporate Advocacy Narratives in a Public Moral Argument: The Case of Chevron's "People Do" Environmental Campaign.*

B.A. San Diego State University, School of Business Administration, Business Administration Management, Emphasis: Organizational Behavior (1991). Minor: Speech Communication. Honors Program Graduate.

## TEACHING APPOINTMENTS

**Professor of Clinical Management Communication, Department of Business Communication, Marshall School of Business, University of Southern California. 2010-Present.**

Desk Officer, USC Global Programs, Marshall PM Globe Program (Korea/China). (2011-Present)

Associate Professor of Clinical Management Communication, Department of Business Communication, Marshall School of Business, University of Southern California. 2007-2010.

Assistant Professor of Clinical Management Communication, Department of Business Communication, Marshall School of Business, University of Southern California. 1999-2007

Associate Trainer, Experiential Learning Center, Marshall School of Business, University of Southern California. 1995-1998

Assistant Lecturer, Communication Arts & Sciences/Annenberg School for Communication, University of Southern California. 1994-1995

Teaching Associate, Department of Speech Communication (1992-1994); Intensive Learning Experience Program, Academic Skills Center (1993), San Diego State University.

## TEACHING AWARDS & HONORS

10 year Professional Achievement Award. Recognizing the Top Professional Contributor in the Field Over the Last Ten Years, National Communication Association, Training & Development Division, Service, Professional. (November 2015 - November 2017). The Professional Achievement Award is the highest award offered by the Division in recognizing on-going contributions and impact in thought leadership, scholarship, teaching, and practice over the last ten years. Biannual Award.

#1 Ranking: Marshall FT MBA Graduates Ranked #1 Worldwide (Communication Skills), Bloomberg, (2016).  
#1 Rating for Marshall FT MBA Program in Communication Skills. "The Bloomberg Job Skills Report 2016: What Recruiters Want."

Golden Apple Award, USC Marshall School of Business, (2012). USC Marshall MBA Program. Selected by MBA program students as the top faculty member in the MBA Core for teaching and mentoring.

#1 Ranking: Executive MBA Faculty Team Rated #1 in the World for the Teaching of Leadership and Management Skills. *The Wall Street Journal*, (2008). Member of the EMBA faculty team teaching themes in management, leadership, strategy and communication that collective led the USC EMBA Program to be ranked #1. Based on assessment of skills developed in strategic thinking, communication; team-building; influencing others; negotiation and general leadership. (Ranked #2 in the World in 2010).

Outstanding Teaching Award Recipient, USC Asian-Pacific Leadership Institute, (2007). NetKAL Leadership Fellows Program. Selected by program Fellows as the top faculty member in the Program.

Outstanding Teaching & Mentoring Award Recipient, USC Parent's Association, (2006). The award recognizes the top three faculty members from across the University who have inspired their students beyond the classroom and made a significant impact on the intellectual development of students, the campus and the community. Nominated twice (2005, 2006).

Even C. Thompson Faculty Teaching and Learning Innovation Award, Marshall School of Business (2006),

Established to honor USC Marshall faculty for exemplary classroom teaching, a small group of faculty members are honored annually for excellence in teaching and innovative learning.

Letter of Commendation, Vice Dean of Faculty, Marshall School of Business. Recognition for top tier teaching performance and student evaluations, 2006

Certificate of Appreciation, Alpha Lambda Delta, National Honor Society. Honors exemplary performance of top professors. 2006.

Professor of the Year Award (2003, 2005), Gamma Sigma Alpha, National Greek Academic Honor Society  
Given to less than 1% of the faculty at USC, the award recognizes outstanding teaching and mentoring of USC undergraduate students. Honored twice.

Letters of Commendation (six times) from Deputy Dean of Faculty for top tier teaching performance and student evaluations, Marshall School of Business. 2000-2003

Top Teaching Evaluations, Experiential Learning Center, Marshall School of Business, University of Southern California. (Top overall student evaluation scores for teaching – six times). 1995-1998

Award for Excellence in Teaching. Presented by the Instructional and Developmental Division of the International Communication Association. 1993-1994

## **ACADEMIC HONORS**

Top Panel Awards, Training & Development Division, National Communication Association. Scholar on the top ranked competitively selected panel submission. 2017 (Dallas), 2012 (Orlando, FL), 2009 (Chicago, IL) and 2008 (San Diego, CA).

Top-Reviewer Awards, Training and Development Division, National Communication Association at their annual meeting. 2009 (Chicago, IL) and 2005 (Boston, MA).

Top Paper Awards, Competitively selected as one of the top three papers in the Forensic Division at the Western States Communication Association Convention. 1996 and 1994.

University Honors Program Graduate: Competitively selected to and completed the four year undergraduate honors program open to the top one percent of students at San Diego State University. 1991

Intercollegiate Debate Honors: Awarded over 40 individual speaking awards and team debate trophies at the varsity level. 1987-1991

## **PUBLICATIONS**

Patton, G. H. (2009, July). Strictly business: Educators at business programs in China talk about teaching. *China Economic Review*. Vol. 20, No. 7, p. 24.

Patton, G. H. (2006, January). Tune up your engine: How improved communication helps your company perform better. (HR Perspective). *Vision Magazine*. pp. 24-25. (Mandarin)

Patton, G. H. (2005). *Developing business communication skills: Leveraging stage versus global processes of change in skills improvement approaches* (Doctoral Dissertation, University of Southern California, 2005).

Patton, G., Monge, P., & Fulk, J. (2000). *Policing Hawthorne*. South Pasadena, CA: Keystone Communications.

Patton, G. & Davis, D. (1999). "Developing Participant Satisfaction Models of Experiential Exercises in

Business Education.” In S.W. Morgan & D. Page (Eds.), Developments in Business Simulation and Experiential Learning, 26. (Pp. 165-169). Madison, WI: Omnipress.

Patton, G., Davis, C, & Govahi, G. (1998). Predictive models of learning: Participant satisfaction of experiential exercises in business education. In N. H. Leonard, & S.W. Morgan (Eds.), Developments in Business Simulation and Experiential Learning, 25. Madison, WI: Omnipress.

Patton, G. (1997). The application of organizational motivational principles: The experiential business simulation Motus Manufacturing. In J. K. Butler, Jr. & N. H. Leonard (Eds.), Developments in Business Simulation and Experiential Learning, 24 (pp. 283-288). Madison, WI: Omnipress.

Dreyer, J. & Patton, G. (1994). Speech Preparation Workbook. Englewood Cliffs, NJ: Prentice Hall.

Patton, G. (1994). A Rhetorical Analysis of Corporate Advocacy Narratives in a Public Moral Argument: The Case of Chevron’s “People Do” Environmental Campaign. (Thesis, San Diego State University).

## **COMPETITIVELY SELECTED PANELS/PRESENTATIONS**

Patton, Gregory H. (2017, November). Best Practices in Communication Training and Development. Workshop. Featured Presentation. Training and Development Division, National Communication Association annual meeting, Dallas TX.

Patton, Gregory H. (2017, November). The Legacy of NCA’s Training and Development Division and the Relevance of Its Communication Research, Teaching, and Service. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Dallas, TX.

Patton, Gregory H. (2016, November). The Twenty Key variables for Actualizing and Achieving Training & Development’s Best Practices. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Philadelphia, PA.

Patton, Gregory H. (2015, November). From Communication Expert to Training and Development Professional: Applying Your Talents for New Audiences and New Impacts. Workshop to the Training and Development Division, National Communication Association annual meeting, La Vegas, NV.

Patton, Gregory H. (2014, November). An Exploration of the Theoretical Foundations of the Training and Development Discipline: Our Present, Past(s), and Future. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Chicago, IL.

Fahs, Michael, & Patton, Gregory H. (2014, November). Executive Leadership Development, Growth and Action Learning: Generating a Twenty Fold Return on Investment. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Chicago, IL.

Patton, Gregory H. (2014, November). Preparing Leaders to Lead: The Presence and Future of Leadership Communication Training (Special 100th Anniversary Panel). Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Chicago, IL.

Patton, Gregory H. (2012, November). Improving Executive Audience Interactivity to Enhance Learning Outcomes. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Orlando, FL. (Top Panel Award).

Patton, Gregory H. (2011, November). Giving Voice to Trainees throughout the Training Process. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, New Orleans, LA.

Patton, Gregory H. (2011, November). Leveraging Communication Scholarship to Conduct Applied Training and Development Work. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, New Orleans, LA.

Patton, Gregory H. (2010, November). Preparing For Successful Training and Development Careers: Starting Points and Guidelines. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, San Francisco, CA.

Patton, Gregory H. (2009, November). Leadership Development and Organization Change: Lessons from a Tech Turnaround. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Chicago, IL.

Patton, Gregory H. (2008, November). Getting Started and Creating Early Success in the Training & Development and Consulting Fields. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, San Diego, CA.

Patton, Gregory H. (2008, November). Utilizing Skill Development Stages and Progression Strategies to Accelerate Learning. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, San Diego, CA.

Patton, Gregory H. (2007, November). Entering and Succeeding in the Training & Development and Consulting Fields. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Chicago, IL.

Patton, Gregory H. (2006, November). Enhancing Supervisory and Management Skills Training Programs: Mastering Essential Tools for Trainers. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, San Antonio, TX.

Patton, Gregory H. (2006, November). Leadership Skill Development in Corporate Settings: A Case of Successful Program Deployment. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, San Antonio, TX.

Patton, Gregory H. (2004). The Path from Teaching to Training: Recognizing the Difference to Avoid Mistakes. Presented to the Training and Development Division, National Communication Association annual meeting, Boston, MA.

Patton, Gregory H. (2004). "Building your Brand in the Training & Development Marketplace." Presented to the Training and Development Division, National Communication Association annual meeting, Chicago, IL..

Patton, Gregory H. (2003). Sales Training: Simulations for Effective Skill Building. Presented to the Training and Development Division at the annual meeting of the National Communication Association, Miami Beach, FL.

Patton, Gregory H. (2002, November). Learning strategies for successful transitions from the classroom to the work environment. Presented to the Training and Development Division at the annual meeting of the National Communication Association, New Orleans, LA.

Patton, Gregory H. (2002, November). Corporate Training and Collegiate Learning Contexts: Mutual beneficiaries. Presented to the Training and Development Division at the annual meeting of the National Communication Association, New Orleans, LA.

Patton, Gregory H. (2002, November). E-Learning Adoption in the Corporate Training Context. Presented to the Training and Development Division at the annual meeting of the National Communication Association, New Orleans, LA.

Patton, G. (2001, November). Understanding and leveraging the needs assessment process. Presented to the Training and Development Division at the annual meeting of the National Communication Association, Atlanta GA.

Patton, G. (2001, November). Repairing a deeply troubled emergency communication center: Organizational analysis and problem-solving when failure is not an option. Presented to the Training and Development Division at the annual meeting of the National Communication Association, Atlanta GA.

Patton, G. (1999, November). Overview: What can the Corporate Communication Specialist Learn from the Academic. Paper presented at the Pre-conference program: When the Corporation Meets the Classroom: Learning Communication Experientially Program at the annual meeting of the National Communication Association Convention, Chicago, IL.

Patton, G. & Dreyer, J. (1999, November). Managing Organizational Culture Change from the Inside: The Use of Peer Consulting Pairs. Paper presented as part of a competitively selected panel at the annual meeting of the National Communication Association, Chicago, IL.

## **COMPETITIVELY SELECTED PAPERS**

Patton, Gregory H. (2005, November). Developing Business Leaders: Utilizing Stages and Processes of Change to Facilitate Behavioral Improvements in Communication Skills. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Boston, MA.

Patton, Gregory H. (2004, November). Developing Business Leaders: The Importance of Leveraging Stages and Processes of Change to Enhance Improvements in Communication Skills. Competitively selected for presentation to the Training and Development Division, National Communication Association annual meeting, Chicago, IL.

Patton, G. & Davis, D. (1999, March). Developing Participant Satisfaction Models of Experiential Exercises in Business Education. Competitively selected paper presented at the annual meeting of the Association for Business Simulation and Experiential Learning, Philadelphia, PA.

Patton, G. (1998, November). Recent Advances in the Assessment, Evaluation and Measurement of Experiential Learning. Competitively selected paper presented at the annual meeting of the National Communication Association, New York, NY.

Patton, G., Davis, C, & Govahi, G. (1998, January). Predictive models of learning: Participant satisfaction of experiential exercises in business education. Competitively selected paper presented at the annual meeting of the Association for Business Simulation and Experiential Learning, Maui, HI.

Patton, G. (1997, March). The Application of Organizational Motivational Principles: The Experiential Business Simulation Motus Manufacturing. Competitively selected paper presented at the annual meeting of the Association for Business Simulation and Experiential Learning, New Orleans, LA.

Patton, G. (1997, February). Intel and the Flawed Pentium Chip: The Role of Identification in Crisis Development. Competitively selected paper presented at the annual meeting of the Western States Communication Association, Monterey, CA.

Patton, G. (1996, February). The Development of Organizational Argument and Strategic Response During Times of Crisis Management. Competitively selected paper presented at the annual meeting of the Western States Communication Association, Pasadena, CA. Top Three Paper

Patton, G. (1996, February). The Formation of an Integrated Model of Crisis Management Communication. Competitively selected paper presented at the annual meeting of the Western States Communication Association, Pasadena, CA.

Patton, G. (1994, February). The Effect of Involvement on Attitude Formation in Debate and Non-debate Populations: Value and Outcome Relevant Variables. Competitively selected paper presented at the annual meeting of the Western States Communication Association, San Jose, CA. Top Three Paper

Patton, G. (1993, February). Creating a Credible Environmental Image: Advertising in the Case of Chevron. Competitively selected paper presented at the annual meeting of the Western States Communication Association, Albuquerque, NM.

**SERVICE: UNIVERSITY, SCHOOL & DEPARTMENT (partial)**

Desk Officer, PM Globe, International Education Program (2010-2018). Lead a team of faculty and staff in facilitation graduate learning Programs in Korea and China for up to 75 MBA students annually. Facilitate pre-trip country conferences, academic content, logistics, site visits, and executive speakers.

Committee Member. Committee on Graduate Instruction, Marshall School of Business, USC, (2003-2005; 2016-2018)

Coordinator/Director, Global Executive MBA External Consulting Projects (2005-2017), Domestic Executive MBA External Consulting Projects (2003-2006) Coordinated more than 200 graduate engagement teams conducting successful external consulting projects in more than 15 countries throughout Asia and Europe. Clients include Fortune 500, SEOs, Family-Owned, Mid-Size and Small-Businesses as well as professional and governmental organizations. Industry sectors include Banking and Investments, Construction, Chemicals, Shipping, Publishing, Electronics, High-Tech, Semi-Conductor, E-Commerce, Manufacturing and Professional Services. A partial list of clients include Baxter Healthcare, Beijing Mobile, BenQ, Blancmont, BMW, Boeing, Broadcom, China Pacific Insurance, Dentsu, Disney, DreamWorks, DBS China, eBay, GE, Heinz, Hennessy Diageo, HSBC, Jiangsu Oil, NBA Japan, Korean Air, Korn/Ferry, Maersk, Microsoft, Oakley, Parker Hannifin, Pihong, Qualcomm, San Miguel, Shanghai GM, Shanghai VV, SMIC, Steelcase, Target, UL China, Whirlpool, and Yahoo.

Committee Member. Peer Evaluation Group, Department of Business Communication, (2013, 2016, 2017)

Committee Member. Marshall Executive MBA Curriculum Review Committee, Member, (2016-2017).

Committee Member, Clinical Faculty Promotions Committee, Marshall School of Business, USC, (2011-2013; 2015-2016)

Coordinator/Director, Year One Case Competition, Executive MBA Program, (2003-2017). Direct, coordinate and debrief the Executive MBA theme one, year one case competition for the Los Angeles and San Diego programs for approximately 130 senior managers and leaders per year.

Committee Member, Faculty Recruitment Committee, Department of Business Communication, Marshall School of Business, USC. (2013-2014).

Coordinator/Director, Year One Case Competition, MBA.PM Program (2002-2012). Direct and coordinate the MBA.PM year one case competition involving up to 300 incoming MBA students and up to 20 faculty judges.

Committee Member, Faculty Council, Marshall School of Business, USC. (2012). The Faculty Council participates in the governance of the School and the University.

Committee Member, USC Marshall Strategic Planning Initiative. Graduate Program Committee. Review, analyze and update Marshall's Strategic Plan with a focus on MBA Programs and content. (2011)

Faculty Facilitator/Coordinator, MBA.PM Pre-Fall Team Building Sessions, (2003-2011). Developed, led and co-facilitated multi-day team formation process for the Program's year one student study teams (intro to teams, the team-forming, team-building and goal setting sessions) for 280+ participants annually. This pre-fall program helped to raise the overall teaching and course evaluations of the eight sections of the GSBA 542 communication course by more than half a point.

Committee Member, CMC Chair Search Committee, Department of Business Communication, Marshall School of Business, (2010).

Committee Member, Committee on Clinical Faculty, Marshall School of Business, (2007-2009). The CCF is an appointed committee that advises the Dean and Vice Dean for Faculty and Academic Affairs on Marshall School guidelines, procedures, and practices.

Committee Chair, Annual Performance Review (APR) Committee, Center for Business Communication, Marshall School of Business, (2009 and 2003). (Committee member in 2009, 2008, 2003, 2002).

Campaign Leader (Faculty), USC Good Neighbors Campaign, Marshall School of Business (2006-7; 2007-8). Co-lead the Marshall School's Good Neighbors Campaign. School was one of the top five contributors. University-wide, raised record amounts in 06-07 (\$911,000+) and 07-08 (\$1,030,000+). All funds directly support neighbor grants to improve health, safety, educational and economic opportunities in the local community.

Scholarship Interviewer, Admissions Office, Marshall School of Business, (2006-2008), Interview candidates and make recommendations for USC and Marshall Undergraduate Merit Scholarships.

Faculty Recruiter/Representative, Present: "The Learning Process: USC Marshall School of Business." For Explore & Preview USC, Office of Admissions, University of Southern California, (1996-2007). The primary recruitment program of the Marshall School and USC for undergraduates.

Taskforce Member, Executive MBA Start-up Team for San Diego Market Entry, (2005-2007). Worked with a small implementation team to strategize and facilitate USC Marshall's initial entry into the San Diego Market. Went from no presence to the top Executive MBA Program in the area in 12 months. Included competitor analysis, adaptive strategy, facility procurement, marketing, recruitment and conversion. Exceeded all goals and expectations in quantity and quality with more than 50 top-tier executive students in Class.

Facilitator, The USC Urban Initiative, Urban Leadership Forum, (2003-2005). Created and provided leadership development programming and leadership curriculum for an interdisciplinary group of top graduate scholars nominated by department chairs and deans from across the University.

Coordinator, Executive MBA Publishable Paper Program (2003-2005). Oversee and coordinate student paper projects and EMBA faculty reviewers. Successfully led to the publication of more than 30 student papers in profession and business publications internationally

Co-developer, Coordinator & Facilitator. New Faculty Orientation Program, Marshall School of Business (2002, 2003). Conducted through the office of the Deputy Dean.

Organizing Committee Member, The Western States Graduate Student Communication Conference, Los Angeles CA, (1997-1998). Co-Hosted by the University of Southern California, Annenberg School of Communication.

Assistant Director of Forensics, Trojan Forensic Squad, University of Southern California, (1996-1997). Help to lead large nationally ranked squad competing in multiple debate formats. Extensive coaching, travel and budget responsibilities.

Treasurer. Annenberg Communication Graduate Students Association (ACGSA), (1995-1997). Elected to two terms by peers.

Director of Debate, CEDA Program, Trojan Debate Squad, University of Southern California (1994-1996). Led and oversaw all aspects of a nationally ranked program.

Assistant Director of Debate, Aztec Debate Team, San Diego State University (1993-1994).



Assistant Director, Basic Course Program, San Diego State University (1993). Supervised 20-30 Teaching Assistants each semester in the Speech Communication Department, planned and coordinated 50-55 sections of Oral Communication, trained 10-12 communication tutors and oversaw the department's communication tutoring laboratory.

Curriculum Task Force Member. (1993) Re-designed and developed curriculum for core public speaking program, San Diego State University.

Debate Coach, Aztec Debate Team, San Diego State University, (1992-1993).

**SERVICE: PROFESSIONAL** (partial)

Reviewer, Training and Development Division, National Communication Association (2001-2017). (Top-Reviewer Award, 2009; 2005).

Nominating Committee Member. Training and Development Division, National Communication Association, (2004-2017).

Respondent/Discussant, "Training and Development Division Top Panel: Advancing Workplace Engagement with Gratitude and Appreciative Communication: The Quest for More of What Works," Training & Development Division, National Communication Association annual meeting. Dallas, TX (2017)

Panel Chair, "Embracing Opportunities' for Integrating Organizational Culture into New Employee Onboarding: A Discussion of Training and Development Best Practices," Training & Development Division, National Communication Association annual meeting. Las Vegas, NV (2015)

Panel Chair, "Past, Present, and Future of Training and Development: An Assessment of Five Years Out, Five Years Later (Special 100th Anniversary Panel)", Training & Development Division, National Communication Association annual meeting. Chicago, IL (2014)

Committee Chair, Awards Committee. Training and Development Division, National Communication Association (2013-2014).

Panel Chair, "Maintaining Connections with Departments and Private Consultants: Communication Training Education and Consulting," Training & Development Division, National Communication Association annual meeting. Washington, D.C. (2013)

Panel Chair, "Increasing Academic and Professional Engagement by Improving Acceptance of your Papers, Reports and Panels in the Training & Development Field", Training & Development Division, National Communication Association annual meeting. Orlando, FL, (2012)

Legislative Council/Assembly Representative, National Communication Association (NCA), 2010-2011. The Legislative Assembly (LA) is the principal policy making body of the Association and is responsible for managing its resources and affairs. Also served (2009-2010 and 2002-2003).

Panel Chair, "Enhancing the Practices and Processes in the Training & Development Field," Training and Development Division, National Communication Association annual meeting. San Francisco, CA, (2010).

Panel Chair, "5 Years Out: Engaging the Future of Training and Development", Training and Development Division, National Communication Association annual meeting. Chicago, IL, (2009).

Session Chair, "Training and Development Division Business Meeting." Training and Development Division, National Communication Association annual meeting. Chicago, IL, (2009).

Co-Chair, Training & Development Division of the National Communication Association (NCA), (2008-2009). Elected to lead membership on the Division's Executive Board at the Association's annual meeting. (Also served 2002-2003).

Co-Vice Chair, Training & Development Division of the National Communication Association (NCA), (2007-2008). Elected to membership on the Division's Executive Board at the Association's annual meeting. (Also served 2001-2002)

Program Planner, Training & Development Division of the National Communication Association (NCA), (2007-2008). Oversaw a comprehensive review process with 25 scholars serving as reviewers, programmed and promoted panels of competitively selected scholarship and hosted a reception and networking event for over 100 top scholars in the field at the NCA Annual Meeting in San Diego, co-hosted by the CMC and the Marshall School of Business. (Also co-chair planning 2000-2001)

Respondent, "Training and Development Research on Contemporary Organizational Issues." Training and Development Division, National Communication Association annual meeting. Chicago, IL, (2006).

Panel Chair, "Corporate Ethics Training: Training and Developing Corporate Ethics Integrity." Training and Development Division, National Communication Association annual meeting. Chicago, IL, (2006).

Editor/Secretary, Training & Development Division of the National Communication Association (NCA), (2006-2007). Elected to membership on the Division's Executive Board at the Association's annual meeting. (Also co-chair 2000-2001)

Panel Chair, "Training & Development Course Syllabi: Looking Back to Facilitate Moving Forward." Training and Development Division, National Communication Association annual meeting. Chicago, IL, (2004).

Respondent, "Expanding Horizons: The Academic as Training Consultant." Training and Development Division, Panel Discussion, National Communication Association annual meeting. Chicago, IL, (2004).

Representative, Resolutions Committee, National Communication Association Annual Meeting, (2003).

Panel Chair, "Practitioners in Action: Human Performance Technology – Conducting Training Needs Assessments." Training & Development Division at the annual meeting of the National Communication Association Miami Beach, FL., (2003).

Respondent, "Competitive papers in training & development: Examining the process." Panel of the Training and Development Division at the annual meeting of the National Communication Association, New Orleans, LA, (2002).

Program Planner and Panelist, National Communication Association Preconvention Conference, Training and Development Division. Planned and facilitated "Training and Development: Communication in action for making a difference". Conducted at the annual meeting of the National Communication Association, New Orleans, LA, (2002).

Paper Reviewer. Association of Business Simulation and Experiential Learning 2000 annual meeting, Savannah, GA. Experiential Learning Track, (2000).

Respondent, "Teaching Communication Experientially Across the Curriculum: Theory, Applications and Process." At the National Communication Association Conference, Chicago, IL, (1999).

Committee Member, International Committee on Standards for Assessment Instruments, Association of Business Simulation and Experiential Learning (ABSEL), (1998-1999).

Respondent, "Pedagogical Visions 2000: Evolution of Traditional Methodologies." At the National Communication Association Conference, New York, NY, (1998).

Panel Chair/Respondent, "Communication Technologies & Organizations." At the New Frontiers in Graduate Research: Communication, Technology, and Society Conference, Los Angeles, CA, (1998).

Paper Review Coordinator, The Western States Graduate Student Communication Conference, Los Angeles CA, (1998). Oversaw 50 reviewers. Implemented and utilized an all electronic process for the submission of conference papers and review process.

Panel Chair, "Strategic Organizational Communication: From Co-Workers to Corporate Alliances." At the Western States Graduate Student Communication Conference, Los Angeles CA, (1998).

Delegate, The Legislative Assembly, Western States Communication Association Convention, Denver CO, (1998).

Discussant, "Assessing the Outcomes of Simulations," Association of Business Simulation and Experiential Learning annual meeting, Maui HI, (1998).

Discussant, "A Bird's Eye View of Experiential Exercises," At the Association of Business Simulation and Experiential Learning annual meeting, Maui HI, (1998).

Paper Reviewer. Interdisciplinary Student of Organizations Conference, Los Angeles CA, (1997).

Paper Reviewer. The Western States Graduate Student Communication Conference, Los Angeles CA, (1997).

Panel Chair. "Ethics, Leadership & Management," At the Association for Business Simulation and Experiential Learning annual meeting, New Orleans, LA, (1997).

## **PROFESSIONAL PRESENTATIONS & ENGAGEMENTS (partial)**

Successfully developed and facilitated more than 100 Customized Professional Development Programs across the Pacific Rim. Coached and developed more than ten thousand managers and executives from hundreds of organizations to enhance their success. Many programs are multiple years and on-going program. Below is a partial review of activity.

Faculty Presenter. AACSB (Association to Advance Collegiate Schools of Business). AACSB Bridge Program Facilitator. "The Quest for Master Teaching." (2012-2018)

Visiting Faculty Member, IPADE Business School at the Universidad PanAmericana in Mexico City. Created and facilitate the Communication & Leadership Course for IPADE's MBA Program, Ranked #1 MBA Program in Latin America ("Habilidades de la Comunicación"), (2008 - 2018).

Advisor and Facilitator, NetKAL Fellows Program, Network of Korea American Leaders, Asian Pacific Leadership Institute, University of Southern California. Co-created Core Leadership Development Program for high-potential Fellows, (2006-2018).

Advisor and Facilitator, Heineken Mexico (Cervecería Cuauhtémoc Moctezuma) . Monterrey, MX, Ongoing Strategic Partnership with IPADE Business School's Executive Education (Ranked #1 in Mexico). Co-created the HEI Impact Leadership Program for Heineken Leaders in Mexico. (2016, 2017).

Program Creator & Facilitator, Tongji University, (Shanghai, China). Leadership & General Management in Action. (2014-2017).

- Program Creator and Facilitator, Zurich Financial/Farmers Insurance. Partnered to create the P&L customized Leadership Institute for finance professionals. (2012-2017)
- Advisor and Facilitator, Grupo Industrial Saltillo, Monterrey, MX, Partnership with IPADE Business School's Executive Education (Ranked #1 in Mexico). Co-created the GIS Director's Leadership Program. (2017).
- Program Co-creator and Facilitator. Viasat. The ViaSat Leadership Institute. Developed and facilitated customized leadership programs and negotiation training, (2005-2017).
- Program Creator & Faculty. Antai Jiao Tong University, (Shanghai, China). Leadership for Chief Information Officers (CIO) (Chinese); Leadership for Technical Executive Program (LTE) (Chinese). (2014, 2015).
- Visiting Faculty Member, School of Policy, Planning and Development (SPPD), USC. Created material and taught, Executive Master of Leadership courses: Leadership Foundations (SPPD 640) and Leading Individuals, Groups and Teams (SPPD 641), (2008-2015).
- Facilitator. Broadcom. Co-created and facilitated customized communication and negotiation training delivered at eight locations in four countries, (2004-2013).
- Featured Speaker, SDI Symposium on Transforming Relationships, Personal Strengths/SDI International, Fairfax, VA, "The Building Blocks of Leadership Development: Utilizing the SDI to Enhance Learning," (October 2012).
- Facilitator. Genentech/Roche. Facilitate customized communication training courses on presentations, change management and selling, (2005-2012).
- Faculty Member, Masters of Medical Management Program, USC Executive Education, "Influence and Persuasion," "Executive Negotiation Skills" and "Leadership & Effective Business Presentations." (2002, 2007-2010).
- Presenter and Coach. BiogenIdec Pharmaceutical. Communication, negotiation and collaboration training. Executive coaching, (2004-2009).
- Program Co-creator and Facilitator. Kyocera Wireless, Leadership Development Academy. Developed three day intensive, customized leadership training program. Conducted more than ten times (2003-2004). Co-created and facilitated Supervisor Academy as managerial spin-off, a three day intensive, customized leadership training program for supervisor level employees. Conducted more than five times. (2003-2004). Leadership training (2006).
- Program Co-creator and Facilitator. Time Warner Cable. The TWC Leadership Academy, Developed and presented customized leadership program, (2004-2005).
- Program Faculty/Presenter. The USC Postgraduate Advanced Management Program in Japan. Office of Executive Development, Marshall School of Business, (2000-2004).
- Program Co-developer and Facilitator. IDEC Pharmaceuticals. Executive Leadership Institute, Five day, customized leadership training program. Facilitated more than ten times, (2002-2004).
- Program Co-Creator and Facilitator, United States Small Business Administration (SBA). LeadPoint Executive Leadership Program, Created customized leadership program for minority 8(A) business owners and top staff. Facilitated numerous times at SBA facilities in the western U.S., (2000-2001)
- Program Co-Creator and Facilitator, California Department of Transportation (Caltrans). Caltrans Executive Leadership Forum. Created customized leadership program bring together leaders from across the state and in each district. (1998-2000).

Faculty Presenter, Lockheed Martin. "The Management Process and the Challenges of Implementation," Skunk Works Management Institute, USC Office of Executive Development, University of Southern California (1998, 2000),

Facilitator/Presenter, Marshall School of Business, USC Family & Closely-Held Businesses Program, University of Southern California, Programs on management, implementation and culture. USC (1998-1999)

### **CONFERENCE ATTENDANCE**

National Communication Association (Formerly SCA), 1991-2017

USC Global Conference, 2009, 2011, 2013, 2015, 2017

Asian/Pacific Business Outlook, 2005-2015

International Business School Shanghai Conference, (Jiao Tong Univ, Antai School, Shanghai, China). 2012

Western States Communication Association, 1987, 1991-2002, 2004

Association of Business Simulation & Experiential Learning, 1997-1999

### **PROFESSIONAL COMMUNICATION MEMBERSHIPS**

National Communication Association