

## Curriculum Vitae

# STEVEN G. ROGELBERG

### Summary Biography

Dr. Steven G. Rogelberg is a Professor and Director of Organizational Science at the University of North Carolina Charlotte. In addition, he was the founder and serves as Director of the Organizational Science Consulting and Research Unit. He has over 60 publications and nearly 50 invited addresses/colloquiums addressing issues such as team effectiveness, health and employee well-being, meetings at work, organizational research methods, and organizational development. He is the Editor of the *Journal of Business and Psychology*, the *Talent Management Essentials* book series, and serves(ed) as a Special Feature Guest Editor for *Organizational Research Methods* and *Small Group Research*. He served as Editor-in-Chief of the two-volume *Encyclopedia of Industrial and Organizational Psychology* (2006) and the *Handbook of Research Methods in Industrial and Organizational Psychology* (2002, 2004). Key professional leadership roles have included Program Chair for the Society of Industrial and Organizational Psychology (SIOP); serving as Chair of the SIOP Education and Training committee, and serving as Chair of SIOP's Katrina Relief and Assistance effort. Awards and honors include receiving the SIOP Distinguished Service Award; Bowling Green State University (BGSU) Psi Chi Professor of the Year Award; Fellow of the Society of Industrial and Organizational Psychology, Fellow of the Association for Psychological Science; serving as the 2000 BGSU graduation commencement speaker; and receiving the BGSU Master Teacher Award. Dr. Rogelberg has received over \$350,000 of external grant funding. He has been a visiting scholar at The University of Sheffield (England), The University of Tel Aviv (Israel), Technion University (Israel), Concordia University (Canada) the University of Mannheim (Germany) and Catholic University of Louvain (Belgium). Dr. Rogelberg currently provides ad hoc reviews for a number of journals, as well as the U.S. National Science Foundation, Swiss National Science Foundation, and serves(ed) on the editorial board for *Journal of Applied Psychology*, *Journal of Management*, the *Review of Work and Organizational Psychology* (*Revista de Psicología del Trabajo y las Organizaciones*), *Group Dynamics: Theory, Research, and Practice*, the *SIOP Professional Practice Book Series* and *The Industrial Psychologist*. His research has been profiled on Public Television, Radio (e.g., NPR, CBC, CBS), Newspapers (e.g., *Chicago Tribune*; *LA Times*, *Wall Street Journal*, *Washington Post* *London Guardian*) and Magazines (e.g., National Geographic, Scientific American Mind). Companies for whom he has provided consulting services include: IBM, Grace Cocoa, Vulcan Materials, National Society for Black Engineers, Proctor & Gamble, Brush Wellman, Marathon Ashland Petroleum, Center for Self-Directed Work Teams, Toledo Area Regional Transit Authority, Mid-American Information Services, and Marshall-Qualtec. Before completing his Ph.D. in Industrial/Organizational Psychology at the University of Connecticut in 1994, he received his undergraduate B.Sc. degree from Tufts University in 1989.

# Curriculum Vitae

## STEVEN G. ROGELBERG

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Organizational Science, University of North Carolina Charlotte  
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### 1. Education

Ph.D. Industrial/Organizational Psychology, University of Connecticut, 1994  
M.A. Industrial/Organizational Psychology, University of Connecticut, 1991  
B.S. Psychology, Tufts University, 1989

### 2. Academic Experience

#### **University of North Carolina - Charlotte, North Carolina**

*Director, Organizational Science (2005 – present)*

*Academic Appointments: Professor of Organizational Science, Professor of Psychology, Professor of Management*

- Responsible for the administration and leadership of this free-standing interdisciplinary unit supported by the College of Liberal Arts & Sciences and the Belk College of Business. The unit is composed of faculty from Psychology, Communication Studies, Sociology, and Management. Responsibilities include, but are not limited to, issues pertaining to the curriculum, promoting and supporting diversity, physical space, planning, assessment, faculty development, promoting scholarship, fund-raising, course scheduling, assistantships/student funding, enrollment management, representing the program to internal and external constituencies, handling student issues, space and facilities, program development, assessment activities, annual reporting, strategic planning, I/T management, student recruitment, coordinating faculty (14 core faculty and 12 affiliated faculty), tenure assessment, and serving on Dean's council. This also includes special initiatives such as the creation of the Organizational Science Summer Diversity Institute designed to increase the representation of minorities in graduate education and our establishment of a series of internationalization efforts. As Director, I report directly into the Dean of the two colleges. I am responsible for managing budgets totally over \$500,000.

*Founder and Director, Organizational Science Consulting and Research Unit (2005 – present)*

- Designed, implemented and direct this active management and human resources consulting unit (OSC&R). The OSC&R provides organizations with consulting services associated with promoting employee and organizational health, well-being and effectiveness. OSC&R helps secure student training opportunities and internships. It provides research and funding opportunities for faculty. Client organizations include large, small, non-profit and government organizations. OSC&R has brought in nearly \$500,000.

*Faculty Associate, Center for Professional and Applied Ethics (2006 – present)*

- Engage in center activities
- Provide advice and counsel to Director as requested

*Director, Industrial and Organizational Psychology (2003 – 2008)*

- Responsible for the leadership and administration of the IO MA program. This included curriculum issues, course scheduling, student and faculty affairs, communication, admissions, graduate assistantship funding, and representing the program to internal and external constituencies.

#### **Bowling Green State University - Bowling Green, OH**

*Associate Professor of Psychology (2000 – 2003); Assistant Professor of Psychology (1994 – 2000)*

- Research interests include team effectiveness, health and employee well-being, meetings at work, organizational research methods, and leadership (detail below).
- Taught and chaired undergraduate, masters, and doctoral students (detail below).
- Served on departmental, college, and university committees (detail below).

*Director, The Institute for Psychological Research and Application, 1998 - 2003*

- Responsible for leading this consulting and outreach institute bringing in close to 1 million dollars of revenue.
- Provided vision and direction in setting goals and policies, establishing and maintaining external clients and partnerships, overseeing internal operations, budgeting, supervision, and marketing.

#### **Eastern Connecticut State University - Willimantic, CT**

*Instructor (1993-1994)*

- Taught graduate courses in the Organizational Relations program
- Taught undergraduate courses in the Department of Psychology

### **3. Guest Professor/Visiting Scholar Positions (1 Week to a Year)**

University of Zurich (Switzerland). Psychology (2010)

University of Trento (Italy). Psychology (2010)

L'Université du Québec à Montréal (Canada). Management (2010)

Concordia University (Canada). School of Business (2008)

Tel Aviv University (Israel). College of Business (2005)

Technion University (Israel). Industrial Engineering and Management (2005)

University of Sheffield (England). Institute of Work Psychology/Management Dept (2001/2002)

University of Mannheim (Germany). ZUMA (2001/2002)

Catholic University of Louvain (Belgium). Department of Psychology (2002)

### **4. Key National Professional Leadership Roles**

Program Chair, Society of Industrial and Organizational Psychology (2007 - 2008).

- Responsible for the intellectual content of the largest I/O psychology conference in the world spanning 3-days of content. Coordinated and managed the efforts of over 1000 committee members/reviewers including oversight of theme tracks, invited speakers, seminars, review of 1300 submissions, continuing education credits, and other conference activities.

Founding Chair Katrina Relief and Assistance Effort, Society of Industrial and Organizational Psychology. (2005-2006).

- Mobilized resources and coordinated a large number of external constituencies to help affected members (e.g., rebuild libraries, find placements) and affected businesses in New Orleans. The humanitarian work conducted received commendation by the state of Louisiana through Senate Resolution No. 118. Also led to recognition from the American Society of Association Executives and the Center for Association Leadership naming SIOP to its 2007 Associations Advance America Honor Roll.

Chair Education and Training, Society of Industrial and Organizational Psychology (2004-2006).

- Led 10 subcommittees and approximately 50 committee members dealing with the current state and desired state of I/O education. Established a wide range of initiatives to promote educational quality and inclusion. Some accomplishments include the creation of a masters level student consortium; a consumer guide to navigating rankings of I/O programs; a review of APA doctoral and post-doctoral

guidelines; the creation of an ambassadors program designed to provide I/O speakers and mentors to colleges and universities without an I/O presence; the development of a teaching of I/O psychology dynamic WIKI website, outreach initiatives focused on high school teachers, and a benchmarking study of undergraduate concentrations in I/O.

## **5. Editorial and Reviewing Work**

Editor, *Journal of Business and Psychology* (2009-)

Special Feature Guest Editor, *Small Group Research*, Meeting at Work: Advancing Theory and Practice (2009-)

Special Feature Guest Editor, *Organizational Research Methods*, Nonresponse to Organizational Surveys (2005 - 2007)

Consulting Editor, *Journal of Applied Psychology* (2008 - ); *Review of Work and Organizational Psychology* (*Revista de Psicología del Trabajo y las Organizaciones*) (2009-)

Editorial Board: *Journal of Management*. (2006 - 2008); *Group Dynamics: Theory, Research, and Practice* (1999 - 2002). *The Industrial-Organizational Psychologist* (1998 - 2001) Society of Industrial and Organizational Psychology Professional Practice Book Series (2003 - ), *Fundamentals in Human Resource Management* (2007)

U.S. National Science Foundation, Panel Member IGERT Grant Review (2007); Swiss National Science Foundation

Editor-in-Chief, *Talent Management Essentials* Book Series produced by Blackwell-Wiley. (2006 - )

Ad hoc reviewer, *Academy of Management Journal*, *Journal of Occupational and Organizational Psychology*, *Scandinavian Journal of Management*, *Organizational Research Methods*, *Small Group Research*; *Journal of Applied Psychology*; *Personnel Psychology*; *Group Dynamics, Theory, Research and Practice*; *Current Directions in Psychological Science*; *Journal of Applied Social Psychology*, *International Journal of Selection and Assessment*, *Journal of American Veterinary Medical Association*, *Academy of Management Conference*, *SIOP Conference*, *Midwestern Association Graduate Schools Distinguished Thesis Award*

External evaluator: Center for Organisation and Innovation at the University of Sheffield in the United Kingdom.

## **6. Awards and Honors**

Society of Industrial and Organizational Psychology Distinguished Service Contributions Award.

Fellow, Society of Industrial and Organizational Psychology

Fellow, Association for Psychological Science (APS).

Fellow, Center for the Advancement of Research Methods and Analysis (CARMA)

Bowling Green State University Master Teacher Award.

Bowling Green State University UPA/Psi Chi Professor of the Year.

BGSU Authors and Artist Award given by the The Friends of University Libraries.

Nominated for the Society of Industrial and Organizational Psychology Ernest J. McCormick Award for Distinguished Early Career Contributions.

Bowling Green State University Commencement Speaker.

Bowling Green State University Alumni Research Fellowship

University of Connecticut Research Foundation Doctoral Dissertation Fellow, Pre-Doctoral Fellow, Summer Fellow, and Special Graduate Student Fellow

## **7. External Funding**

\$25,000: The Humane Society of the United States (2008). Topic: Dirty work.

\$20,500: National Science Foundation (2007-2009). Topic: Ethics education.

\$20,000: The Humane Society of the United States (2008). Topic: Employee well-being and volunteer interactions.

\$9,500: The Humane Society of the United States (2007). Topic: Animal shelter health and well-being, a long-term improvement effort.

\$20,000: The Humane Society of the United States (2007-2008). Topic: The management and mismanagement of a volunteer workforce - turnover, work attitudes and organizational commitment.

\$8,750: Carolina Tractor (2006-2007). Topic: Establishment of a strategic human resources management platform

\$20,000: The Humane Society of the United States (2006-2007). Topic: Improving Animal Shelter Well-being and Effectiveness; Establishment of national norms and the advancement of the Shelter Diagnostic System. Other PI: Reeve, C.

\$10,000. Strataforce (2006). Topic. Immigrant diversity at work: Challenges and obstacles to successful integration. Other PI: Jennifer Welbourne

\$75,000: The Humane Society of the United States (2004-2006). Topic: "Dirty Workers", stress and well-being. Other PI: Reeve, C.

\$5,715: Proctor and Gamble (2003). Topic: Internet test equivalency. Other PI: Zickar, M.

\$10,000: The Humane Society of the United States (2001-2003). Topic: Euthanasia related stress.

\$5,000: Patricia and Olin Smith Faculty Grant (2001). Topic: Meetings burnout.

\$21,450: National Society of Black Engineers (2001). Topic: Recruitment and retention of minorities.

\$5,960: The Humane Society of the United States (2001). Topic: Euthanasia related stress.

\$2,828: Brush Wellman (2000). Topic: Interview effectiveness.

\$44,760: National Society of Black Engineers (2000). Topic: Recruitment and retention of minorities. Other PI: Stanton, J.

\$9,336: Spartan Stores Inc. (2000). Topic: Survey research methods.

\$5,660: The Andersons, Inc. (1999-2000). Topic: Sexual harassment in the workplace.

\$22,570: National Society of Black Engineers (1999). Topic: Recruitment and retention of minorities.  
Other PI: Stanton.

\$38,254: Brush Wellman (1998-1999). Topic: Employee health and safety. Other PI's: O'Brien, W., & Smith, C.

\$21,500: National Society of Black Engineers (1998-1999). Topic: Recruitment and retention of minorities.  
Other PI: Stanton, J.

## 8. Publications

### Books

Rogelberg, S. G. (Ed.) (2006). *The Encyclopedia of Industrial and Organizational Psychology*, Volume 1. Thousand Oaks, California: Sage Publishing.

Rogelberg, S. G. (Ed.) (2006). *The Encyclopedia of Industrial and Organizational Psychology*, Volume 2. Thousand Oaks, California: Sage Publishing.

Rogelberg, S. G. (Ed). (2002, 2004). *Handbook of Research Methods in Industrial and Organizational Psychology*. London: Blackwell.

Rogelberg, S.L. & Rogelberg, S.G. (2001). Instructor's Manual. To accompany Salkind N.J., *Statistics For People Who Think They Hate Statistics*. Thousand Oaks, California: Sage Publications.

### Refereed Peer-Reviewed Journal Articles

Allen, J. A., Goh, A., Rogelberg, S. G., & Currie, A.. (In Press). Volunteer Web Site Effectiveness: Attracting Volunteers via the Web. *International Journal of Volunteer Administration*

Conway, J., Rogelberg, S.G., Pitts, V. (in press). Workplace Helping: Interactive Effects of Personality and Momentary Positive Affect. *Human Performance*

Rogelberg, S.G., Allen, J.A., Conway, J., Goh, A., Currie, L. & McFarland, B. (In press). Employee Experiences with Volunteers: Assessment, Description, Antecedents, and Outcomes. *Nonprofit Management and Leadership*.

Unsworth, K., Rogelberg, S.G., & Bonilla, D. (in press). Emotional expressive writing to alleviate euthanasia-related stress. *Canadian Veterinary Journal*

Rogelberg, S. G., Allen, J. A., Shanock, L., Scott, C. W., Shuffler, M. (2010). Employee satisfaction with their meetings: A unique predictor of job satisfaction. *Human Resource Management*, 49(2), 149-172.

Baran, B. E., Allen, J. A., Rogelberg, S. G., Spitzmüller, C., DiGiacomo, N., Best, J. L., Carter, N. T., Clark, O. L., Teeter, L., & Walker, A. G. (2009). Shelter employees and euthanasia-related strain: Advocated coping strategies. *Journal of the American Veterinary Medical Association*. 235, 83-88.

Goh, A., Allen, J. A., Rogelberg, S. G., & Currie, A. (2009). Using the Web to Effectively Attract Volunteers to Non-profit Organizations. *International Journal of Volunteer Administration*, 26(3), 55-65.

- Leach, D.J., Rogelberg, S.G., Warr, P.B., & Burnfield, J.L. (2009). Perceived meeting effectiveness: The role of design characteristics. *Journal of Business and Psychology*, 24, 65-76.
- Allen, J. A., Rogelberg, S. G., & Scott, J. (2008). Meaningful Meetings: Improve Your Organization's Effectiveness One Meeting at a Time. *Quality Progress*, April, 48-53.
- Rogelberg, S.G., Scott, C.S., & Kello, J. (2007). The Science and Fiction of Meetings. *MIT Sloan Management Review*, 48, 18-21.
- Rogelberg, S.G., Natalie DiGiacomo, N., Reeve, C.L., Spitzmüller, C., Clark, O., Schultz, L., Walker, A., Gill, P., and Carter, N. (2007). What Shelters Can Do about Euthanasia-Related Stress: An Examination of Recommendations from those on the Front Line. *Journal of Applied Animal Welfare Science*, 10, 331-347.
- Rogelberg, S.G., Reeve, C.L., Spitzmüller, C., Clark, O., Natalie DiGiacomo, N., Schultz, L., Walker, A., Gill, P., and Carter, N. (2007). Animal Shelter Worker Turnover: The Impact of Euthanasia Rates, Euthanasia Practices, and Human Resource Practices. *Journal of the American Veterinary Medical Association*, 230, 713-719.
- Spitzmüller, C., Glenn, D., Tunstall, M.M. & Barr, C. D. & Rogelberg, S.G. (2007). Are survey nonrespondents bad organizational citizens? *International Journal of Selection and Assessment*, 15, 449- 459.
- Rogelberg, S.G. & Stanton, J.M. (2007). Understanding and Dealing with Organizational Survey Nonresponse. *Organizational Research Methods*, 10, 195-209.
- Rogelberg, S. G., Leach, D.J., Warr, P.B., & Burnfield, J.L. (2006). "Not Another Meeting!" Are Meeting Time Demands Related to Employee Well-being? *Journal of Applied Psychology*, 1, 86-96.
- Rogelberg, S.G., Scott, C.S., & Kello, J. (2006). Meetings at Work: Burnout and Effectiveness. *Peking University Business Review*, 26, 140-145.
- Rogelberg, S.G., Spitzmüller, C., Little, I.S., & Reeve, C.L. (2006). Understanding Response Behavior to an Online Special Topics Organizational Satisfaction Survey. *Personnel Psychology*, 59, 903-923
- Spitzmüller, C., Barr, C., Glenn, D., Rogelberg, S., & Daniel (2006). "If you treat me right, I reciprocate": Examining survey nonresponse from an exchange perspective." *Journal of Organizational Behavior*, 27, 19-35.
- Tepper, B.J., Uhl-Bien, M., Kohut, G.F., Rogelberg, S.G., Ensley, M.D., & Lockhart, D. (2006) Subordinates' resistance and managers evaluations of subordinates performance. *Journal of Management*, 32, 185-209.
- Gordon, A. K., Cohen, M. A., Grauer, E., and Rogelberg, S.G. (2005). Innocent flirting or sexual harassment? Perceptions of ambiguous work-place situations. *Representative Research in Social Psychology*, 28, 47-58.
- Leach, D. J., Wall, T. D., Rogelberg, S. G., & Jackson, P. R. (2005). Team autonomy, performance, and member job strain: Uncovering the teamwork KSA link. *Applied Psychology: An International Review*, 54, 1-24.
- Luong, A. & Rogelberg, S.G. (2005). Meetings and more meetings: The relationship between meeting load and the daily well-being of employees. *Group Dynamics: Theory, Research and Practice*, 1, 58-67.
- Reeve, C. L., Rogelberg, S.G., Spitzmüller, C. & DiGiacomo, N. (2005). The "caring-killing" paradox: Euthanasia-related strain among animal shelter workers. *Journal of Applied Social Psychology*, 35, 119-143.

- Reeve, C.L., Spitzmüller, C., Rogelberg, S., Walker, A., Schultz, L., & Clark, O. (2004). Animal-shelter workers' adjustment to euthanasia-related work: Identifying turning-point events through retrospective narratives. *Journal of Applied Animal Welfare Science*, 7, 1-25.
- Rogelberg, S.G. & Fuller, J.A. (2004). Helping those who help others: The necessity, benefits, and challenges associated with pro bono work. *Organizational Development Journal*, 22, 61-68.
- Burnfield, J. L., Rogelberg, S. G., Leach, D. J., & Warr, P. B. (2003). Laying a solid foundation for Internet surveys: An international case study. *Journal of e-Commerce and Psychology*, 3(3), 89 - 106.
- McClough, A. & Rogelberg, S.G. (2003) Selection in teams: An exploration of the teamwork knowledge, skills, and ability test. *International Journal of Selection and Assessment*, 11, 56 - 66.
- Rogelberg, S.G., Conway, J.M., Sederburg, M.E., Spitzuller, C., Aziz, S. & Knight, W.E. (2003) Profiling active and passive nonrespondents to an organizational survey. *Journal of Applied Psychology*, 88, 1104-14.
- Rogelberg, S.G., O'Connor, M.S., & Sederburg, M. (2002). Using the stepladder technique to facilitate the performance of audioconferencing groups. *Journal of Applied Psychology*, 87, 994-1000.
- Andrews, T., & Rogelberg, S. G. (2001). A new look at service climate: Its relationship with owner service values in small businesses. *Journal of Business and Psychology*, 16, 119-131.
- Hoffman, J. R., & Rogelberg, S. G. (2001). All Together Now? College Students' Preferred Project Group Grading Procedures. *Group Dynamics: Theory, Research, and Practice*, 5, 33-40.
- Mellor, S., Mathieu, J. E., Barnes-Farrell, J. L., & Rogelberg, S. G. (2001). Employees' nonwork obligations and organizational commitments: A new way to look at the relationships. *Human Resource Management Journal*, 40, 171-184.
- Rogelberg, S. G., Fisher, G. G., Maynard, D, Hakel, M.D., & Horvath, M. (2001). Attitudes Toward Surveys: Development of a Measure and its Relationship to Respondent Behavior. *Organizational Research Methods*, 4, 3-25.
- Stanton, J.S. & Rogelberg, S. G. (2001). Using Internet/Intranet web pages to collect organizational research data. *Organizational Research Methods*, 4 199-216.
- Bachiochi, P. D., Rogelberg, S. G., O'Connor, M. S., & Elder, A. E. (2000). The qualities of an effective team leader. *Organizational Development Journal*, 18, 11-27.
- Church, A.H., Rogelberg, S.G., Waclawski, J. (2000). Since when is no news good news? The relationship between performance and response rates in multirater feedback. *Personnel Psychology*, 53, 435-451.
- Rogelberg, S.G., Luong, A., Sederburg, M.E., & Cristol, D.S. (2000). Employee attitude surveys: Examining the attitudes of noncompliant employees. *Journal of Applied Psychology*, 85(2), 284-293.
- Rogelberg, S. G., Ployhart, R., Balzer, W., & Yonker, R .D. (2000). Using policy capturing to examine tipping decisions. *Journal of Applied Social Psychology*, 29, 2567-2590.
- Rogelberg, S. G., Barnes-Farrell, J. L., & Creamer, V. L. (1999). Customer service behavior: The interaction of service predisposition and job characteristics. *Journal of Business and Psychology*, 13, 421-435.



Cowley, A., Rogelberg, S. G., Fisher, G., & Bachiochi, P. D. (1998). Cynicism and the quality of an individual's contribution to an organizational diagnostic survey. *Organization Development Journal*, 16, 31– 41.

Hoffman, J. R., & Rogelberg, S. G. (1998). Understanding team incentive systems. *Team Performance Management Journal*, 4, 23-32.

Rogelberg, S. G., & Luong, A. (1998). Nonresponse to mailed surveys: A review and guide. *Current Directions in Psychological Science*, 7, 60-65.

Rogelberg, S. G., & O'Connor, M. S. (1998). Extending the Stepladder Technique: An examination of self-paced Stepladder groups. *Group Dynamics: Theory, Research and Practice*, 2, 82-91.

Rogelberg, S. G., & Rumery, S. (1996). Gender diversity, team decision quality, time-on-task, and interpersonal cohesion. *Small Group Research*, 27, 79-90.

Rogelberg, S. G., Barnes-Farrell, J. L., & Lowe, C. A. (1992). The Stepladder Technique: A structure facilitating effective group decision making. *Journal of Applied Psychology*, 77(5), 730-737.

My research falls in 4 principal themes: 1) organizational research methods; 2) meetings/teams; 3) dirty work/stress; and 4) customer service/helping. To publications above are categorized below into these themes.

#### Organizational Research Methods

Are survey nonrespondents bad organizational citizens? *International Journal of Selection and Assessment*, 2007.

Understanding and Dealing with Organizational Survey Nonresponse. *Organizational Research Methods*, 2007.

Understanding Response Behavior to an Online Special Topics Organizational Satisfaction Survey. *Personnel Psychology*, 2006.

"If you treat me right, I reciprocate": Examining survey nonresponse from an exchange perspective." *Journal of Organizational Behavior*, 2006.

Profiling active and passive nonrespondents to an organizational survey. *Journal of Applied Psychology*, 2003.

Laying a solid foundation for Internet surveys: An international case study. *Journal of e-Commerce and Psychology*, 2003.

Attitudes Toward Surveys: Development of a Measure and its Relationship to Respondent Behavior. *Organizational Research Methods*, 2001.

Using Internet/Intranet web pages to collect organizational research data. *Organizational Research Methods*, 2001.

Employee attitude surveys: Examining the attitudes of noncompliant employees. *Journal of Applied Psychology*, 2000.

Since when is no news good news? The relationship between performance and response rates in multirater feedback. *Personnel Psychology*, 2000.

Nonresponse to mailed surveys: A review and guide. *Current Directions in Psychological Science*, 1998.

Cynicism and the quality of an individual's contribution to an organizational diagnostic survey. *Organization Development Journal*, 1998.

#### Meetings/Teams/Groups

Employee satisfaction with their meetings: A unique predictor of job satisfaction. *Human Resource Management*, 2010.

Perceived meeting effectiveness: The role of design characteristics. *Journal of Business and Psychology*, 2009.

Meaningful Meetings: Improve Your Organization's Effectiveness One Meeting at a Time. *Quality Progress*, 2008.

The Science and Fiction of Meetings. *MIT Sloan Management Review*, 2007.

Meetings at Work: Burnout and Effectiveness. *Peking University Business Review*, 2006.

"Not Another Meeting!" Are Meeting Time Demands Related to Employee Well-being? *Journal of Applied Psychology*, 2006.

Meetings and more meetings: The relationship between meeting load and the daily well-being of employees. *Group Dynamics: Theory, Research and Practice*, 2005.

Team autonomy, performance, and member job strain: Uncovering the teamwork KSA link. *Applied Psychology: An International Review*, 2005.

Selection in teams: An exploration of the teamwork knowledge, skills, and ability test. *International Journal of Selection and Assessment*, 2003.

Using the stepladder technique to facilitate the performance of audioconferencing groups. *Journal of Applied Psychology*, 2002.

All Together Now? College Students' Preferred Project Group Grading Procedures. *Group Dynamics: Theory, Research, and Practice*, 2001.

The qualities of an effective team leader. *Organizational Development Journal*, 2000.

Extending the Stepladder Technique: An examination of self-paced Stepladder groups. *Group Dynamics: Theory, Research and Practice*, 1998.

Understanding team incentive systems. *Team Performance Management Journal*, 1998.

Gender diversity, team decision quality, time-on-task, and interpersonal cohesion. *Small Group Research*, 1996.

The Stepladder Technique: A structure facilitating effective group decision making. *Journal of Applied Psychology*, 1992.

#### Stress and Dirty Work

Emotional expressive writing to alleviate euthanasia-related stress. *Canadian Veterinary Journal*, in press.

Employee Experiences with Volunteers: Assessment, Description, Antecedents, and Outcomes. *Nonprofit Management and Leadership*, in press.

Shelter employees and euthanasia-related strain: Advocated coping strategies. *Journal of the American Veterinary Medical Association*, 2009.

What Shelters Can Do about Euthanasia-Related Stress: An Examination of Recommendations from those on the Front Line. *Journal of Applied Animal Welfare Science*, 2007.

Animal Shelter Worker Turnover: The Impact of Euthanasia Rates, Euthanasia Practices, and Human Resource Practices. *Journal of the American Veterinary Medical Association*, 2007.

Subordinates' resistance and managers evaluations of subordinates performance. *Journal of Management*, 2006.

Innocent flirting or sexual harassment? Perceptions of ambiguous work-place situations. *Representative Research in Social Psychology*, 2005.

The "caring-killing" paradox: Euthanasia-related strain among animal shelter workers. *Journal of Applied Social Psychology*, 2005.

Helping those who help others: The necessity, benefits, and challenges associated with pro bono work. *Organizational Development Journal*, 2004.

Animal-shelter workers' adjustment to euthanasia-related work: Identifying turning-point events through retrospective narratives. *Journal of Applied Animal Welfare Science*, 2004.

Employees' nonwork obligations and organizational commitments: A new way to look at the relationships. *Human Resource Management Journal*, 2001.

#### Customer Service/Helping

Workplace Helping: Interactive Effects of Personality and Momentary Positive Affect. *Human Performance*, in press.

Volunteer Web Site Effectiveness: Attracting Volunteers via the Web. *International Journal of Volunteer Administration*, in press.

Using the Web to Effectively Attract Volunteers to Non-profit Organizations. *International Journal of Volunteer Administration*, 2009.

A new look at service climate: Its relationship with owner service values in small businesses. *Journal of Business and Psychology*, 2001.

Using policy capturing to examine tipping decisions. *Journal of Applied Social Psychology*, 2000

Customer service behavior: The interaction of service predisposition and job characteristics. *Journal of Business and Psychology*, 1999.

#### **Book/Encyclopedia Chapters**

- Spivack, A.J., Askay, D.A. & Rogelberg, S.G. (in press). Contemporary Physical Workspaces: A Review of Current Research, Trends, and Implications for Future Environmental Psychology Inquiry. In F. Columbus (Ed.), *Environmental Psychology: New Developments*. New York, Nova Publishers
- Scott, J. C., Rogelberg, S.G., & Mattson, B.W. (2010). Measuring and managing the talent management function. In R. Silzer & B. Dowell (Eds.), *Strategy- Driven Talent Management*, Alexandria, VA: Jossey-Bass/Pfeiffer
- Rogelberg, S. G. (2006). Meetings at Work. In Rogelberg, S. G. (Ed.) (2006). *The Encyclopedia of Industrial and Organizational Psychology*, (pp 474 - 475) Sage Publishing, California.
- Rogelberg, S. G. (2006). Understanding Nonresponse and Facilitating Response to Organizational Surveys. In A.I. Kraut (Ed.), *Getting Action From Organizational Surveys: New Concepts, Methods, and Applications*. (pp 312-325) San Francisco, California: Jossey-Bass
- Holman, D. J., Totterdell, P. & Rogelberg, S. G. (2005). A daily diary study of goal striving: The relationship between goal distance, goal velocity, affect, expectancies and effort. In N. M. Ashkanasy, W. J. Zerbe, & C. E. J. Hartel (Eds.), *Research on Emotion in organizations, Volume 1: The effect of affect in organizational settings*. (pp xxx - yyy) Oxford, UK: Elsevier Science.
- Rogelberg, S. G. (2005). Research design. In N. Nicholson, P. Aidia, & M. Pilluta (Eds.). *The Blackwell Encyclopedic Dictionary of Management: Organizational Behavior* (2<sup>nd</sup> Edition). (pp 346-347) Oxford: Blackwell.
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- Rogelberg, S. G, Church, A., Waclawski, J., & Stanton, J.S. (2002). Organizational Survey Research. In Rogelberg, S. (Ed.), *Handbook of Research Methods in Industrial and Organizational Psychology*. (pp. 141-160). London: Blackwell.
- Rogelberg, S. G. & Laber, M. (2002). Securing our Collective Future: Challenges Facing Those Designing and Doing Research in Industrial and Organizational Psychology. In Rogelberg, S. (Ed.), *Handbook of Research Methods in Industrial and Organizational Psychology*. (pp. 479-485). London: Blackwell.
- Stanton, J.S. & Rogelberg, S. G. (2002). Beyond online surveys: Internet research opportunities for industrial and organizational psychology. In Rogelberg, S. (Ed.), *Handbook of Research Methods in Industrial and Organizational Psychology*. (pp. 275-294). London: Blackwell.
- Waclawski, J. & Rogelberg, S.G. (2001). Interviews and focus groups: Quintessential OD techniques. In Waclawski, J. & Church, A. (Eds), *Organizational Development: Data Driven Methods for Change*. (pp. 103-126) San Francisco: Jossey-Bass.
- Rogelberg, S. G. & Waclawski, J. (2000). Instrument Design. In Bracken, D., Timmreck, C., & Church, A. (Eds), *Handbook of Multisource Feedback*. (pp. 79-95). San Francisco: Jossey-Bass.

### **Editorials - Journal of Business and Psychology**

- Rogelberg, S.G., Adelman, M., & Askay, D. (2009). Crafting a successful manuscript: Lessons from 131 reviews. *Journal of Business and Psychology*, 24, 117-121.
- Rogelberg, S.G. (2009). Journal of Business and Psychology: A new direction. *Journal of Business and Psychology*, 24, 1-3

### **Editor Reviewed Publications**

- Rogelberg, S.G. (2006). Katrina Aid and Relief Effort (KARE). *The Industrial-Organizational Psychologist*, 43, 117-118.
- Rogelberg, S.G. & Gill, P.M. (2004). The Growth of Industrial and Organizational Psychology: Quick Facts. *The Industrial-Organizational Psychologist*, 42, 25-27.
- Rogelberg, S. G. (2002). The "All-Around" Academic: Improving Teaching and Maintaining Research Productivity. *The Industrial-Organizational Psychologist*, 40(2), 41-47.
- Rogelberg, S. G, Church, A., Waclawski, J., & Stanton, J.S. (2001). Problems with and Potential Alternatives to Two Common Survey Practices: Data Reporting Via "Percent Favorables" and Normative Comparisons. *The Industrial-Organizational Psychologist*, 38(4), 99-106.
- Conway, J. M., Piotrowski, M. J., & Rogelberg, S. G. (1999). Selection systems in practice: What are we doing? *The Industrial-Organizational Psychologist*, 37, 82-89.
- Sederburg, M. E., & Rogelberg, S. G. (1998). 360 degree feedback: Advice from multiple sources. *The Industrial-Organizational Psychologist*, 36(2) 67-76.
- Luong, A., & Rogelberg, S. G. (1998). How to increase your survey response rate. *The Industrial-Organizational Psychologist*, 36(1), 61-65.
- Rogelberg, S. G. (1997). Book Review, How to Conduct Organizational Surveys by Edwards, Thomas, Rosenfeld, & Booth-Kewley. *Personnel Psychology*, 50, 752-754
- Rogelberg, S. G. (1996). Statistical Software Review, StatMost 3.0. *Personnel Psychology*, 49, 1048-1050.

### **Editor- in-Chief Talent Management Essentials Book Series**

- Stamoulis, D. (2009). *Senior Executive Assessment*. Oxford: Blackwell-Wiley Publishing
- Ryan, A., & Tippins, N. (2009). *Designing and Implementing Global Selection Systems*. Oxford: Blackwell-Wiley Publishing
- Pulakos, E. D. (2009). *Performance Management: A New Approach for Driving Business Results*. Oxford: Blackwell-Wiley Publishing
- Allen, T. D., Poteet, M.L., & Finkelstein, L. (2009). *Designing Effective Mentoring Programs* (title tentative). Oxford: Blackwell-Wiley Publishing
- Macey, W., Schneider, B., Barbera, K., & Young, S. (2009) *Employee Engagement*. Oxford: Blackwell-Wiley Publishing
- Dorsey, D.W., Carter, G.W., & Cook, K.W. (2009) *Career Paths: Charting Courses to Success for Individuals, Organizations, and Industries*. Oxford: Blackwell-Wiley Publishing
- Olson-Buchanan, J.B. & Boswell, W. (2009) *Mistreatment in the Workplace: Resolution and Prevention*. Oxford: Blackwell-Wiley Publishing

Reynolds, D. & Weiner, J. (2009). *Automated Staffing: Using on-line technologies to recruit and select employees*: Oxford: Blackwell-Wiley Publishing

Yost, P.R. & Plunkett, M.M. (2009) *Real-Time Leadership Development*. Oxford: Blackwell-Wiley Publishing

Valerio, A.M. (2009) *Developing Women Leaders: A Guide for Managers and Organizations*. Oxford: Blackwell-Wiley Publishing

## **9. Invited Addresses/Colloquia/Seminars**

Organizational Surveys: Shouldering a Silent Burden: The Toll of Dirty Work. (2010). L'Université du Québec à Montréal, Canada.

Organizational Surveys: What does Nonresponse Really Mean and How to Deal with it (2010). L'Université du Québec à Montréal, Canada.

Creating and Maintaining an Impactful Volunteer Program: Insights from Three National Studies (2010). Humane Society of the United States. Austin, Texas.

The People Make the Place (2010). Humane Society of the United States.

The Meeting Epidemic: A Look at Understanding and Improving Meetings Systemically (2008). The MayflowerGroup, Austin, Texas. Austin, Texas.

When Begging is not enough; Detecting and Dealing with Nonresponse Bias in Organizational Surveys (2010). The Society of Industrial and Organizational Psychology. Atlanta, Georgia.

Understanding and Dealing with Organizational Survey Nonresponse (2008). The MayflowerGroup, Austin, Texas.

Doing Society's "Dirty Work" Takes a Toll (2008). The Humane Society of the United States, Washington, DC.

Employee Experiences with Volunteers (2008). The Humane Society of the United States, Washington, DC.

Spinning out of control with meetings: A systemic human resources response to prevent the crash and burn (2008). North Carolina SHRM. Concord, NC (with David Coole)

Meetings at work (2008). Concordia University. Montreal, Canada.

Enjoying the Job You Love to Hate (2008). 8th Annual Niner Research Across the Disciplines. Charlotte, NC. (with Linda Shanock).

The Meeting Epidemic: A Look at Understanding and Improving Meetings Systemically (2008). Charlotte Industrial Organizational Networking group. Charlotte, NC.

Achieving Success in both Teaching and Research (2007). The Academy of Management Junior Faculty Consortium, Philadelphia, PA.

Impact of euthanasia rates, euthanasia practices, and human resource practices on employee turnover in animal shelters (2007). Koret Shelter Medicine Program UC Davis School of Veterinary Medicine. Virtual meeting.

Understanding and Dealing with Organizational Survey Nonresponse (2006). Center for the Advancement of Research Methods and Analysis, Richmond, VA and Webcast to 110 Universities.

Achieving Success in both Teaching and Research (2006). The Academy of Management Junior Faculty Consortium, Atlanta, GA.

Shelter Diagnostic System. A Tool for Promoting Organizational Health and Well-Being (2006). Humane Society of the United States, Washington DC. (with Charlie Reeve).

Preparing for a Career and Succeeding in Academia (May, 2006). The Society for Industrial and Organizational Psychology Doctoral Consortium, San Diego, California. (With Charles Scherbaum).

Industrial and Organizational Psychology: Facts and Myths (2006). Carolinas Medical Center. Charlotte, North Carolina.

Work Meetings, Employee Well-Being, and Meeting Effectiveness (2006). Employment Management Association, Charlotte, North Carolina

Not another meeting! Research on the impact of work meetings on employee well-being and methods to promote meeting effectiveness (2006). Tel Aviv University, Israel

Not another meeting! Research on the impact of work meetings on employee well-being and methods to promote meeting effectiveness (2005). The Technion University, Israel

“Not Another Meeting!” Are Meeting Demands Related to Employee Well-Being? (2004). Davidson College, North Carolina.

Psychology of Work: Facts and Myths (2004). Sister Mary Thomas Alive Group, Charlotte, North Carolina.

What Do Organizational Science, Meetings, I/O Psychology, Nonresponse, Graduate Education, Teams, and Euthanasia Have in Common? (2004). Carolinas Organization Development Network, Charlotte, North Carolina.

Meetings and More Meetings: Are Meeting Time Demands Related to Employee Well-Being. (2004). The University of Sheffield, England.

Not another meeting! Research on meeting burnout, effectiveness, and satisfaction. (2004). North Carolina Industrial and Organizational Psychology Association. Greensboro, North Carolina.

Promoting Organizational Health And Well-Being: Research-Based Solutions. (2004). Animal Care Expo, Dallas, Texas. (With Charlie Reeve).

Euthanasia-related stress and employee well-being: Results from a national benchmarking study. (2003). Presentation given to The Humane Society of the United States. Gaithersburg, Maryland.

The unintended pain of euthanasia: Research examining the health and well-being of animal shelter employees (2003). Ohio Veterinary Medical Association annual conference, Columbus, Ohio.

Research on euthanasia-related stress: Preliminary findings and implications. (2002). Workshop presented at the 2002 Animal Care Expo, Miami Beach, Florida. (With Charlie Reeve and Christiane Spitzmüller).

Using the stepladder technique to facilitate the performance of audioconferencing groups (2002). Catholic University of Louvain, Belgium.

Active and passive nonrespondents to an organizational survey: Qui êtes-vous? (2002). Catholic University of Louvain, Belgium.

Unconventional methods for improving team decisions (2002). Catholic University of Louvain, Belgium.

Designing effective organizational surveys and survey processes. (2002). The University of Sheffield, England.

Using the stepladder technique to facilitate the performance of audioconferencing groups. (2002). University of Northumbria at Newcastle, England.

Profiles of active and passive nonrespondents to an organizational survey. (2001). The University of Sheffield, England.

Profiling active and passive nonrespondents to an organizational survey. (2001). The University of Mannheim, Germany.

Good teaching does not mean bad research: Achieving teaching and research success. (2001). The Society for Industrial and Organizational Psychology Doctoral Consortium, San Diego, California.

No money, no problem: I/O Psychology outreach initiatives, pitfalls, and solutions. (2001) The Society for Industrial and Organizational Psychology Doctoral Consortium, San Diego, California.

Innovations in the teaching of statistics. (1999). Ferris State University, Michigan.

Unconventional methods for improving team decisions: Breaking out of the box. (1999). Strategies and Skills for Effective Teaming Conference, Texas.

Extending the Stepladder Technique: An examination of self-paced stepladder groups. (1998). BGSU Alumni Research Fellowship Colloquium, Bowling Green State University, Ohio.

Survey Design and Methodology: How to gain more meaningful responses. (1997). Michigan Association for Industrial and Organizational Psychology, Michigan.

Designing Surveys. (1997). Best Practices in Organizational Development and Change Conference, Ohio.

Quality and quantity of response to organizational surveys: An examination of respondents' attitudes towards surveys. (1997). Michigan State University, Michigan.

Industrial-Organizational Psychology. (1995). BGSU Psi Chi organization, Bowling Green State University, Ohio

Service Oriented Behavior, Customer Satisfaction and Organizational Profitability. (1994). Connecticut Applied Psychology Association, Connecticut.

How teams make decisions. (1993). Fifth Annual Connecticut Junior Science and Humanities Symposium, Connecticut.

## **10. Professional Conference Activities**

Conference presentations, panels, poster presentations, and symposia information available upon request.



## 11. Teaching Experiences and Pedagogical Scholarship

### Undergraduate Courses

Organizational Behavior, Organizational Psychology, Critical Issues in Management, Quantitative Methods I, Quantitative Methods II, Survey of I/O Psychology, Quality of Work Life, Independent study

### Graduate Courses

Ethical/Professional Issues, Human Resources Management, Statistical Theory II, Team Process/Performance Seminar, Practicum, Motivation and Morale, Special Topics in I/O, Team Effectiveness and Survey Measurement Seminar, I/O Psychology . Organizational Science lab

### MBA Workshops

Unconventional methods in team decision-making, Leadership development via 360 degree feedback programs, Team effectiveness, Organizational survey research, Teleworking: Management challenges, Facilitating and doing the “vision thing”, Expatriate management, Conflict management

### Organizational Workshops

Selection process consultation and interviewer training, Leadership development, Team building, Team effectiveness, 360 degree feedback programs, Turnover and retention, Unconventional methods in team decision making, Conflict resolution, Achieving teaching excellence, Meeting effectiveness, Curriculum design

### Masters and/or Dissertation chair

Alexandra Luong, Gwen Fisher, Matt O'Connor, Matt Sederburg, Melissa Cohen, Tanya Andrews, Karen Ury, Glen O'Connor, Anita McClough, Jason Williams, Virginia Pitts, Joe Allen, Adrian Goh

### Pedagogical Presentations and Papers Presented to Educators

- A Quick Briefing about Fast Feedback in the Classroom (with Kim Buch).
- How to Plan and Execute a Successful International Sabbatical Experience. .
- Teaching the Practitioner Side of the Scientist-Practitioner Mode (with Alan Walker)
- STIOP Conferences and Community Outreach Grant (with Julie Fuller)
- Student Perspectives on Innovations in Extending Training Beyond the Classroom (with Alan Walker and Julie Fuller)
- Active learning and student ownership in the classroom.
- College students, Dilbert and cynicism (with Alexandra Luong and Peter Bachiochi)
- Achieving Success in both Teaching and Research
- Preparing for a Career and Succeeding in Academia
- Good teaching does not mean bad research: Achieving teaching and research success.
- Innovations in the teaching of statistics.

## 12. Service

### **Professional Service: Society Activities**

- Society of Industrial and Organizational Psychology (SIOP) Program Chair (2007-2008)
- SIOP, Past Program Chair (2008-2009).
- SIOP, Program Chair in-training (2006-2007).
- SIOP Program Steering Committee (2006 - 2007), Member
- SIOP Program Advance Taskforce (2006 -2007), Chair

- SIOP Sunday Seminars (2006 - 2007), Chair
- SIOP Katrina Relief and Assistance Effort (2005 - 2006), Chair
- SIOP Education and Training (2004-2006), Chair
- SIOP Teaching Institute Committee (outreach to minority populations) (2004- ), Member
- SIOP Doctoral Consortium, (1996-1998), Co-Chair.
- SIOP Education and Training Committee (1996-1998), Member
- Nominated for President of the Michigan Association of Industrial and Organizational Psychology (1997).
- AOM Reviewer (various years since 1994)
- SMA Reviewer (various years since 1994)

#### **University of North Carolina Charlotte**

- Search Committee member OB/HRM faculty position, College of Business (2010-
- Member, Summer Doctoral Teaching Associates committee, Academic Affairs (2010)
- Search Committee member Associate Dean Faculty and Research, College of Business (2010-
- Search Committee member Associate Dean Finance and Operations, College of Business (2010-
- Search Committee member Associate Dean Graduate Programs, College of Business (2010-
- Member, Research Awards Administration Improvement Committee (2008-
- Task Force Chair, UNC Tomorrow (2008)
- Dean's Advisory Council Member (2006 - ).
- Search Committee member, College of Business Dean (2007 - 2008).
- Member, Promotion and Tenure Criteria Committee, Psychology Department (2007 - 2008).
- Graduate Committee, Psychology Department (2003 - )
- Member, Department Reappointment, Promotion, and Tenure Committee, Psychology Department (2006 - 2007).
- Chair, Organizational Science Doctoral Planning and Establishment Committee (2003 - 2005).
- Chair, I/O Search Committee, Psychology Department (2003, 2004, 2006)
- Advisory Board Member, UNC Charlotte OD Certificate Program (2004 - 2005)
- Article contributor, Psychology Department Alumni Newsletter (2004)

#### **Bowling Green State University Service**

- Created and implemented the Carlla Smith Summer Fellowship Award (2003)
- Conducted peer assessment of untenured faculty teaching performance (2000 - 2003).
- Chaired the Graduate Student Election Committee (1995 - 1997, 2000 - 2001, 2002 - 2003).
- Qualitative review of colleague teaching evaluations for Salary Promotion and Tenure Committee (1995 - 2003).
- Faculty affiliation with quantitative psychology program (1997 - 2003).
- Freeburne Teaching Award Committee member. (2000 - 2001, 2003).
- Served on the Associate Dean of Arts & Sciences Selection committee (2001)
- Selection committee for Assistant Professor in Social Psychology position (1999 - 2000).
- Member of Schipper Award Selection Committee (1995 - 2001).
- Created and coordinated a bi-weekly brown bag lunch seminar series (1994 - 2001).
- Invited and served as the Bowling Green State University Commencement Speaker (2000).
- Served as the morning speaker at the BGSU Food Operations Management retreat (2000).

- Conducted a “focus workshop” for new faculty at BGSU. The workshop discussed teaching challenges and teaching effectiveness (2000).
- The Graduate Student Enhancement Program invited me to serve on the Graduate Teaching Awards selection committee (1999 - 2000).
- Collaborative nonresponse research with Institutional Research (1998-2001).
- Chair, I/O colloquium committee (1998 – 1999).
- The Provost Search Committee assembled a small group of university-wide “distinguished teachers” to be part of the Provost candidate review process. I accepted the invitation and served in this group (1999).
- Selection committee for internal training coordinator position (1999).
- Member of Strategy for Excellence Committee which acted as an advisory group to the department chair on administrative issues (e.g., personnel requests) (1997-1998).
- Created and conducted a lab demonstration for the President's Day open house recruitment weekend and the departmental preview days (1997, 1998).
- Participated in a program to recruit honors students to BGSU (1998).
- Participated in a community and corporate alliance strategy session (1998).
- Member of the PimLAB Advisory Committee. Helped with implementation of undergraduate statistics lab (1996-1997).
- Member of a Faculty Search Committee for I/O Psychology (1995-1997).
- Participated in the Family and Faculty Discussion Program designed to orient students to BGSU (1995, 1996).
- Conducted supply and demand analyses for the introductory psychology subject pool (1995).
- Created and implemented undergraduate scholar award in Industrial and Organizational Psychology. Responsible for advertising and public relations associated with the award. (1995).

### 13. Outreach Programs

Shelter Diagnostic System. (2005 - ). Co-Founder (with Charlie Reeve) of the Shelter Diagnostic System. The shelter diagnostic system is a comprehensive tool designed specifically to help private and public animal shelters run better by collecting, synthesizing and analyzing employee attitudes, perceptions and opinions on key organizational issues. The issues include, but are not limited to, communication effectiveness, supervisory style, teamwork, peer-support, euthanasia practices, morale, trust, and the work itself. After facilitating the administration of the program and collecting all the data, we generate a report defining both what the agency or organization is doing well and where improvements can be made. This report prioritizes action steps identified by the SDS system as the most in need of attention. We provide SDS services to animal welfare organizations across the world. So as to increase access and impact, client organizations only pay for expenses. The SDS is the first organizational development tool of its kind to be provided to an industry in desperate need of support, animal welfare organizations.

Volunteer Program Assessment. We are creating and now pilot testing a huge outreach initiative designed to aid nonprofit organizations by providing advice and counsel about the quality of their volunteer program. We do this by surveying their volunteers. We have created a fully automated system. We have corporate sponsors to offset all costs. In full operation, we anticipate being able to help 50 non profit organizations a year.

Outreach Grant Program. (1999 – 2003). Created and implemented, with a group of doctoral students, a competitive outreach grant program. The program is called, “Helping those who help others.” The outreach grant was designed to benefit nonprofit service agencies. We work with the applicants to develop the grant proposals. Students and faculty review and choose the recipient of the outreach grant. The agency receiving the grant receives consultation services. At the same time, students gain project experience, grant writing, and grant reviewing experience.

## **14. Industry Experience**

### **Consulting Clients and Projects**

- Vulcan Materials; Carolina Tractor/Caterpillar; Balfour Beatty; Jones International University; Firelands Hospital; Brush Wellman Inc; Spartan Stores, Inc; Marathon Ashland Petroleum; The Andersons, Inc; Toledo Area Regional Transit Authority; Eastman and Smith LTD; IBM/Employment Solutions Corporation; Studio B; Paramount Healthcare; LONZA inc; Ferris State University; Educational Service Center; Mid American Information Services; Wood County Women's Care; Grace Cocoa; Stanford Jewish Community Center; Marshall-Qualtec, Applied Psychology Techniques; Cobham
- Supervisor assessment center development and implementation. Leadership development. Individual assessment. Quality improvement/process reengineering. Competency modeling. Job descriptions. Strategic HR. Designer of internet training materials. Organizational communication. Selection process consultation and interviewer training. Health survey strategy and consultation. Employee attitude survey data management and analysis. Team development. Organization climate and job satisfaction system development, implementation, and analysis. Organizational change. Retention and turnover analyses and intervention. Customer satisfaction system development and assessment. Recruitment and corporate image. 360 degree feedback. Team building and training. Strategic planning. Meeting facilitation. Individual development. Needs assessment. Executive training. Selection & testing. Management workshops.

### **Corporate Employment**

- International Business Machines - Armonk, NY 1991 - 1992
- Javitch Associates - Newton, MA 1990 - 1991
- Harvard University Program on Negotiation- Cambridge, MA 1988

## **15. Media Interviews Discussing Research Conducted**

### **Newspaper**

- Wall Street Journal (2008). Another Meeting? Good. Another Chance to Hear Myself Talk.
- Canada National Post (2008). The pitfalls of collective brainpower
- Hartford Courant (2007). For the love of meetings.
- Raleigh News and Observer (2007). That's not my job: As workplace whining becomes more brazen, bosses and co-workers try to cope. Reprinted. Pueblo Chieftain, Miami Herald; Hartford Courant
- LA Times (2006). Believe it or not, some people like meetings
- Wall Street Journal (2006). Corporate meetings go through a makeover
- Atlanta Journal Constitution (2006). How to make meetings better.
- Ottawa Citizen (2006). Like meetings? Chances are you've got nothing better to do
- Philadelphia Inquirer (2006). Meeting Production
- The Albuquerque Tribune (2006). Researchers target meetings at work.
- Anderson Independent Mail (2006). Are meeting making you crazy?
- London Guardian (2006). "Bored meetings. First on the agenda: Are meetings too long"
- Edmonton Sun (2006). "Like meetings? You're not alone"
- Gaston Living (2005). "UNCC study shows euthanasia-related strain among animal shelter workers"
- South Bend Tribune (2005). "Working and coping with 'the good death' Local animal shelter employees discuss the pressures of euthanasia."

- Lincoln Tribune (2005). "UNCC study shows euthanasia-related strain among animal shelter workers"
- Charlotte Observer (2003). "Work, family & precious little else"
- The Tallahassee Democrat (2002). "Animals destined for death"
- Sentinel Tribune – Wood County (2002). "Animal 'caring-killing' role takes toll"
- Detroit Free Press (2002). "At area animal shelters, care often entails killing: Euthanasia taking toll on workers too"
- The Associated Press (2002). "Workers, volunteers suffer fallout from animal euthanasia" Printed in the Cleveland Plain Dealer. Printed in the Holland Michigan Sentinel.
- Houston Chronicle (1997). "Take heart: Quit complaining/Research links cynicism to cardiovascular disease"
- St. Louis Post – Dispatch (1997). "Cynicism kills: 'Dilbert' like attitudes found to increase illness"
- The Chicago Tribune. (1997). "Cynicism. Memo to all Dillberts: Cut the complaints and give your heart a break."
- The Atlanta Journal/The Atlanta Constitution. (1997). "Counting the costs of cynicism."
- The Hartford Current. (1997). "Parental cynicism, pessimism not well placed at home."

### **Magazine (online and print)**

- Animal Sheltering (2008). Support Your Local Euthanasia Technician: Study Gather Stress-Reduction Ideas from Those in the Most Difficult Jobs.
- Best Life (2007). Meetings.
- Europe Journal of Psychology (2007). Organizational Science: The New Frontier
- Scientific American Mind (2006). Meetings are great
- APA Monitor (2006). Meetings frustrate task-oriented employees, study finds
- Health Magazine (2006). Meeting with a mission
- Sciencedaily (2006). Scientific Study Finds Meetings At Work Decrease Employee Well-being, But Not For Everyone
- Discussed in National Geographic, Cooking light, Reliable Plant Magazine, Associations Now magazine, Fitness magazine, Sales and Marketing Management Magazine, and Popular Science Magazine.
- UNC Charlotte: The Magazine of the University of North Carolina at Charlotte for Alumni and Friends (2005). The Care-Killing Paradox.
- Animal Sheltering (2005). "Slowing the revolving door: Strategies for improving staff retention, part 2"
- Animal Sheltering (2004). "Slowing the revolving door: Strategies for improving staff retention, part 1"
- The Veterinarian (2004). "Euthanasia-related stress"
- DVM The news magazine of veterinary medicine (2003). "Euthanasia strains shelter staff, study says"
- Animal Sheltering (2003). "What Helps People Cope? Study investigates the ups and downs of euthanasia work"
- BGSU Magazine (2003). "Caring-killing paradox studied in animal shelter employees"
- Psychology Today. (1998). "Cynicism in the workplace."
- APA Monitor. (1997). "Dilbert hits close to home for some I/O Psychologists."
- The Industrial-Organizational Psychologist. (1996). "The Power of Teamwork--Fact or Fiction?"

### **Radio/Television**

- Interviewed and served as an advisor to a public radio show focusing on "meetings". It was broadcast on NPR Seattle, NPR Chicago, and the Canadian Broadcasting Corporation Radio

- KCBS (San Francisco), WTOP (Washington DC), KMOX (St. Louis), SHML (Toronto), the CBS Radio Network (2006). Interviewed about meetings
- Canadian Broadcast Corporation (2006). Interviewed about my research on meetings. Occurred in the program, "As it Happens". Also covered on the NPR network.
- Charlotte Public Television (2005). Spotlight on Research. Featured speaker. "Too many meetings?"
- WFAE – NPR Network, Charlotte Talks (2005). Featured guest. "Euthanasia and shelter work stress"
- WBGU PBS TV President Ribeau & Company. (1996). "Leadership and Teams."