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**LEADERSHIP AND ORGANIZATIONAL DEVELOPMENT EXECUTIVE**

- Created and implemented globally-respected, field-tested, and researched-based leadership team, and organizational development programs used by both Fortune 100 and high-growth technology firms.
- Experienced collaborator with senior executives in fostering employee engagement and building trust-based teamwork.
- Internationally recognized and widely published thought leader, executive coach, and consultant in the areas of trust, leadership, and organizational change management.
- Successful developer of innovative e-learning degree and non-degree programs.
- Proven success conducting strategic turnarounds and streamlining multi-million-dollar budgets.

**Experience****East Carolina University College of Business**

Thomas D. Arthur Distinguished Professor of Leadership

**July 2014 – Present**

Inaugural chair in leadership, working across disciplinary boundaries and academic units to build the *Leadership University* at ECU, while also developing new research and teaching initiatives within the College of Business.

- Invited and hosted keynote speaker for the 2014 *Cunanan Leadership Speaker Series*, including sessions with ECU's College of Business and Brody School of Medicine, as well as Vidant Healthcare's interim CEO, President, and Clinical Governance Committee.
- Contributor to Entrepreneur.com and IvyExec.com
- Served as keynote speaker for ECU's 2014 *Eastern NC Entrepreneurship Summit*.
- Editor, *Restoring Trust in Higher Education: Making the Investment Worthwhile Again* (Praeger, 2016).
- Developed and taught brand-new online course in leadership.
- Delivered leadership development sessions for over 100 undergraduate presidents and leaders of ECU student organizations and student AMA chapter.

**North Carolina Central University School of Business****April 2013 – July 2014**

Associate Dean for Academic Affairs

- Developed and implemented completely new, collaborative faculty governance model in partnership with lead faculty.
- Revised School's strategic plan in partnership, and led comprehensive review of undergraduate curriculum with faculty and staff.
- Recruited five new faculty members, including four women one African-American, and two Asian-Americans.
- Worked with Dean to streamline \$6 million budget, to preserve faculty lines and discretionary spending.
- Developed partnerships with local firms for student internships and full-time employment, including IBM, Ipreo, Cisco, and AICPA.
- Wrote and delivered faculty annual performance assessments for AY 2012-2013 and 2013-2014.

**Total Trust Coaching & Consulting****August 1992 – Present****CEO**

- Develop and conduct leadership assessment, executive education programs, and team development for a variety of Fortune 100 firms, global technology firms, and leading health care organizations. Recent clients include Abbott Labs, the American Institute for CPAs (AICPA), Lenovo, and Sanofi.
- Coauthored two books, *Becoming a Trustworthy Leader* (Routledge Press, 2013), and *Trust is Everything: Become the Leader Others Will Follow* (2008).
- Designed and implemented leadership development programs for Healthcare Leadership program at the University of Michigan Executive Education; as well as custom programs for Carolinas Healthcare System, Mission St. Joseph hospitals, and the Virginia Commonwealth University School of Medicine.
- Published several peer-reviewed assessments, including trust in leaders and team dynamics.
- Regularly interviewed in many leading news outlets, including *The Wall Street Journal*, *Investors' Business Daily*, and *Chief Learning Officer Magazine*. Columnist for *PolicyMic*, the online news magazine for millennials.

- Serve as keynote speaker to corporate, not-for-profit, and professional association audiences on leadership, change management and building trust with key stakeholders.
- Executive coach with Duke Corporate Education and Fuqua School of Business's leadership and change management programs. Co-founded and currently lead the "Trust Network," providing *pro-bono* real-time and online mentoring, coaching, and career opportunities to a network of several hundred executives, former students, and clients.

**2tor, Incorporated****March 2011 – September 2011****Vice President of Curriculum and Faculty Relations**

- Led the academic partnership with UNC-Chapel Hill's Kenan-Flagler School of Business, and successfully launched its online MBA program, MBA@UNC.
- Recruited and developed production and curriculum development team.
- Co-developed with faculty several new synchronous and asynchronous courses in operations management, economics and quantitative methods.
- Led competitive analysis and benchmarking study of leading online degree programs.

**School of HR and Labor Relations, Michigan State University, East Lansing, MI****June 2009 – March 2011****Director of Executive Education & Tenured Professor**

- Led strategic turnaround with P&L responsibility, increasing net annual revenues by more than \$200K (>20% of total revenue). Achieved this through strategic relationship-based marketing, innovative programming and higher pricing, eliminating unprofitable programs, and first-ever financial analysis and budget.
- Created leadership development program for senior HR leaders by partnering with a global talent management firm.

**Academic Experience**

- Published in such journals as the *Academy of Management Review*, *Administrative Science Quarterly*, *Academy of Management Executive*, *Journal of Trust Research*, *Healthcare Management Review*, *Human Resource Management*, *International Journal of Business Communication*, *Journal of Organizational Behavior*, *The Milbank Quarterly*, *MIT Sloan Management Review*, and *Small Business Institute Journal*.
- Received multiple teaching awards from Wake Forest, Michigan State, and Penn State universities.

**Fuqua School of Business, Duke University, Durham, NC***Visiting Associate Professor of Management*

June 2008 – June 2009

**Babcock Graduate School of Management, Wake Forest University, Winston-Salem, NC***Associate Professor of Management (Tenured 2001)*

August 1998 – June 2008

**Eli Broad Graduate School of Management, Michigan State University, East Lansing, MI***Visiting Assistant Professor of Organizational Behavior*

August 1997 – August 1998

**Smeal College of Business, Penn State University, State College, PA***Assistant Professor of Management; Member of Graduate Faculty*

August 1992 – August 1997

**Ross School of Business, The University of Michigan, Ann Arbor, MI***Doctoral Research Assistant (while earning Ph.D.)*

August 1987 – August 1992

**Corporate Experience****General Motors Corporation, Buick-Oldsmobile-Cadillac Group, Lansing, MI***Manufacturing Engineer; Human Resource Specialist*

June 1984 – August 1987

**Education**A.B., *cum laude*, Economics, Princeton University, Princeton, NJ

1984

Ph.D., Business Administration, The University of Michigan, Ann Arbor, MI

1992

## **Certifications and Continuing Education**

Certified in MBTI; as well as Korn/Ferry International's Leadership Architect® 101 competency modeling and Lominger VOICES® 360° feedback facilitation and coaching.

- Leading Change, Ross School of Business Executive Education, The University of Michigan, Ann Arbor