

CAROL P. HARVEY

152 Coolidge Road Worcester, MA 01602 (508) 798-2798 charvey@assumption.edu

TEACHING EXPERIENCE

SUFFOLK UNIVERSITY, Boston, MA 2011- 2018
Organizational Behavior, Leadership
Academically Qualified under AACSB
Completed six-week online course in hybrid online teaching

UNIVERSITY of SOUTHERN MAINE Spring, 2014
Online – Diversity in Organizations
Completed four week training program on online teaching

ASSUMPTION COLLEGE, Worcester, MA 1990-2011
Professor Emerita
Professor of Management and Marketing

Chair, Business Studies Department/Director of MBA Program

Taught the following courses at undergraduate, continuing education, and MBA levels and/or hybrid online in MBA program

- Diversity in the Workforce (also as a hybrid online course in the MBA program), Organizational Behavior (also as a hybrid on line course in the MBA program), Principles of Management, Principles of Marketing, Consumer Behavior, Human Resource Management, Sales Management, International Communication, Organizational Development & Change, and Training and Development.
- Developed new courses such as: International Communication, Managing Diversity (MBA-hybrid online), Consumer Behavior, Diversity in the Workplace, Organizational Development and Change (MBA), International Human Resources (MBA), Training and Development (MBA), Entrepreneurship and Small Business, Internship Seminar.
- Member of New England Commission of Higher Education accreditation teams. Completed visits to six institutions.
- Co-recipient of the Roethlisberger award from the Organizational Behavior Teaching Society and Sage Publications for the best paper published in the *Journal of Management Education* in 2003.
- Recipient of the 2011 ALANA Faculty Award from Assumption students.
- Have served on the following committees: Presidential Awards (2 years), Curriculum

(Chair), New Faculty Orientation (2 years), Academic Long Range Planning, Human Subjects, Continuing Education Human Resource Advisory (5 years), Diversity subcommittee for New England Commission of Higher Education accreditation (Chair), Faculty Grievance, Star-Golberg, Status Welfare, Writing Across the Curriculum (6 1/2 years), Faculty Senate (4 years), Europe '92, Alumni Council, Professional Development (2 years), Full-Year Sabbatical (3 years), Continuing Education Council (2 years), College Communications.

- Have served on the following search committees: Director of the Community Service Learning Program, Marketing (twice), Physical Chemistry, Career Planning Counselor, Dean of Graduate and Continuing Education, Library Director, Dean of the College, Marketing Communication Faculty Search (twice as Chair), Management Search Committee (twice as Chair), and Assistant Professors of Psychology (twice).
- Received 8 faculty development grants from the college for developing new courses, writing a textbook on managing diversity, studying at the Intercultural Institute in Portland, Oregon, and researching women in leadership positions, etc.
- Received a grant from the Hedberg Foundation to attend the Direct Marketing Institute for Professors, in August 1997.

QUINSIGAMOND COMMUNITY COLLEGE, Worcester, MA

1982-1990

Associate Professor of Management and Marketing

- Taught Principles of Marketing, Sales Management, Advertising, Human Resource Management, Principles of Management, Small Business Management
- Served as chairperson of the search committee for the Division chair of the Business Division; Served on search committees for Hotel Restaurant Management coordinator (twice), Director of Development, and Coop Education Director.
- Originated and developed the Small Business option.
- Elected by the faculty to address the graduating class in 1987. Selected by administration as grand marshal for graduation 1990.
- Presented faculty development workshops on high risk advising, stress reduction, and communication skills.
- Supervised over 40 Cooperative Education Students.

XEROX CORPORATION, Lexington, MA

Color Marketing Analyst & Customer Representative Manager

- Product development marketing staff position.
- Responsible for the development and utilization of applications in color xerography.
- Supervised branch training staff
- Developed production systems for companies such as Honeywell and Compugraphics.
- Won two national company awards for product development applications.

- Served as guest lecturer at the Xerox International Center for Training and Development, Leesburg, VA

EDUCATION

UNIVERSITY OF MASSACHUSETTS, Amherst, MA

Ed.D

- Specializing in organizational behavior and teaching and learning in higher education. Wrote a dissertation entitled, "A Case Study of Cognitive Style in a Collaboratively Structured Management Class."

NORTHEASTERN UNIVERSITY, Boston, MA

Certificate of Advanced Studies in Business

- Specialized in marketing and small business.

NORTHEASTERN UNIVERSITY, Boston, MA

Masters Degree in Business Administration

ASSUMPTION COLLEGE, Worcester, MA

Masters Degree in Psychology and Counseling

- Research project conducted for this degree was used by the Xerox Corporation as the rationale for a national reorganization of its customer-training program.

ANNA MARIA COLLEGE, Paxton, MA

A.B. Sociology

- Received a four-year Kennedy Foundation scholarship. Served as president and vice-president of the Sociology Club; named to the Dean's and Honor lists.

PUBLICATIONS

- *Understanding & Managing Diversity: Readings, Cases and Exercises* (2015) 6th edition, with M.J. Allard, Text and Instructor's Manual, Pearson: Prentice Hall.
- "Communication" essay (in press) *Encyclopedia of Management, International Volume*, Blackwell/John Wiley & Sons.
- Instructor's Manual to Accompany J. Schermerhorn's *Management* (2012) revised for the 12th edition, John Wiley & Sons.
- *Understanding & Managing Diversity: Readings, Cases and Exercises* with M.J. Allard, (2011). Text and instructor's manual, Pearson: Prentice Hall.
- "What Students Are Telling Us about Teaching: The Dangerfield Effect" (with M.J. Allard, K. Quoc and M. Simpson), *Academy of Taiwan Business Management Review*, vol. 6, April 2010, 1-8.

- “Panera Bread Case”, in J. Schermerhorn Jr., J.G. Hunt and R. Osborn’s *Organizational Behavior*, 10th edition, John Wiley & Sons: New York, p. WW-37-39, (2009).
- “Age Discrimination Act of 1975,” published in *The Seventies in America*, Salem Press, (2006).
- *Understanding & Managing Diversity: Readings, Cases and Exercises* 3rd edition, with M.J. Allard, Text and Instructor’s Manual, Pearson: Prentice Hall, 2005.
- “Diversity Perspectives” (four diversity related cases) in S. Robbins and D. DeCenzo’s *Organizational Behavior*, 8th edition, Prentice Hall, (2005).
- “Is This Sexual Harassment?” in *Organizational Behavior*, by Gary Johns, 6th ed., Prentice Hall. (2005) and 5th ed. Addison-Wesley-Longman (2001).
- “Critical Thinking in the Management Classroom: Bloom’s Taxonomy as a Learning Tool”, (with N. Athanassou and J. McNett), *Journal of Management Education*, October, 2003 Winner of the Roethlisberger award from the Organizational Behavior Teaching Society and Sage Publications for the best paper of 2003.
- “Delegating with Style: Learning Style” in *The Consultant’s Big Book of Organizational Development Tools*, Mel Silberman, (ed.), McGraw-Hill, pp. 35-40 (2003).
- *Understanding & Managing Diversity: Readings, Cases and Exercises* 2nd edition, with M.J. Allard, Text and Instructor’s Manual, Pearson: Prentice Hall, (2002).
- “Bloom’s Taxonomy: Schema for the Cognitive Domain,” in *Your Guide to College Success*, Jane Halonen, Second Edition, Wadsworth ITP, (2001).
- “Bloom’s Taxonomy as a Teaching Tool: An Experiment.” *2000 Proceedings, Improving University Learning and Teaching: 25th Annual Meeting*, Frankfurt, Germany, (2000).
- “Learning about Change,” in *The Consultant’s Toolkit*, Mel Silberman (ed.), McGraw-Hill, (2000).
- “Cognitive Development in the Management Classroom: Bloom’s Taxonomy as a Teaching Tool.” *1999 Proceedings, Improving University Learning and Teaching: 24th Annual Meeting*, Brisbane, Australia, (1999).
- "Federal Labor Standards Act" and "Americans with Disabilities Act" entries in *Encyclopedia of North American History*, Salem Press, (1997).

- "The Four Stages of Team Development: Smoothing out the Wrinkles" experiential exercise. *McGraw-Hill's Team and Organization Development Sourcebook*, Mel Silberman (ed.), McGraw-Hill, (1997).
- "Learning About Change: Is the Zebra White with Black Stripes or Black with White Stripes?" experiential exercise. *McGraw-Hill Team and Organization Development Sourcebook*, Mel Silberman (ed.), McGraw-Hill, (1997).
- "Women's Management Styles," "Bona Fide Occupational Qualifications," "Mommy Track," "Women in Advertising" entries in *Ready Reference: Women's Issues*, Salem Press, (1996).
- "The Cocktail Party: Meeting People on the Inside" a training exercise in *Training and Performance Sourcebook*, Mel Silberman (ed.), McGraw-Hill, (1996).
- *Understanding Diversity: Readings, Cases and Exercises*, with M.J. Allard, text and instructor's manual , Pearson: Prentice Hall, (1995).
- "Elizabeth Arden" entry in *Great Lives from History: American Women* series, Salem Press, June 1995.
- "Jane Cahill Pfeiffer" entry in *Great Lives from History: American Women* series, Salem Press, June 1995.
- Work with collaborative learning in the teaching of management is featured in "Case Studies of Collaborative Learning in the College Classroom," compiled by K. Boswich, C. Schilz & J. Flannery, Indiana University, Bloomington, Indiana (1991).

WORKSHOPS AND CONFERENCE PRESENTATIONS

- Improving University Teaching Conference, July, 1027, Moffet Institute, Tel Aviv, Israel, presented a workshop on "Using Rubrics to Improve Class Participation".
- Society for Human Resource Management, September 12, 2013, Worcester, MA, Diversity an Inclusion panelist.
- Improving University Teaching Conference, July, 18, 2013, Catholic University, Santiago, Chile, presented with M.J. Allard on "Active Learning: Taking Away Their Technology".
- Organizational Behavior Teaching Conference, June, 2011, at Marquette University, Milwaukee, WI, presented a paper with Elizabeth Turesky on "Experiential Learning + Collaborative Learning = Improved Learning Communities".

- Improving University Teaching Conference, July 20, 2011, at Bielefeld University, Bielefeld, Germany, presented a workshop on “Promoting Academic Collaboration: Avoiding the Pitfalls and Developing Strategies”.
- Organizational Behavior Teaching Conference, June, 2010, at the University of New Mexico, Albuquerque, NM, presented a paper on “Improving Community Service Learning: Reflection Meets Critical Thinking”.
- Improving University Teaching Conference, July 2010 at Bethesda, MD, presented a paper on “What Students Can Teach Us about Community Service Learning”.
- Presented on May 18, 2010 at the Faculty Development Workshop at Assumption College on “Scholarship & Community Service Learning”.
- Improving University Teaching, July, 2009, Vancouver, Canada, Presented a paper, “Death of the Drop Box: Online Learning and Social Construction” and moderated a session on technology and teaching.
- Keynote speaker at the University of Massachusetts Medical School, Worcester, MA, for mature worker’s month, May 13, 2009. “Mature Workers: Myths and Models”.
- Improving University Teaching, July, 2008, Glasgow, Scotland. Co-presented a workshop, “Accountability + Opportunity = Effective Assessment” and moderated a session on online learning.
- Improving University Teaching, July 6, 2007, Jaen, Spain. Co-presented a workshop on “Unleashing the Creativity of Teaching: A Workshop on Textbook Writing” and moderated a session on innovative faculty development models.
- Improving University Teaching, July, 2006, Dunedin New Zealand. Presented a paper, “What Students are Telling Us about Teaching: the Dangerfield Effect” and moderated a session on the productive use of technology in the classroom.
- Academy of Management, August 2006, Honolulu, Hawaii. Panel organizer and presenter for “The Spices of Diversity: Does the Instructor’s Race or Gender Impact the Dynamics in Diversity Courses?”
- Improving University Teaching, July, 2005, Pittsburg, PA. Presented a paper, “Making a Difference by Exploring Respect, Attitude and Pedagogy and moderated a session on innovative teaching pedagogies.
- Improving University Teaching, July, 2004, Bern Switzerland, Co-presented a workshop on “Achieving Excellence in the Teaching of Critical Thinking Skills” and moderated a workshop on college teaching.

- Improving University Teaching, June 17, 2003, Vaxjo, Sweden. Presented “Teaching, Taxonomy and Technology” with M. June Allard.
- Academy of Management, August 13, 2002, Denver, CO. Led a roundtable discussion on “Building Effective Networks to Produce an Edited Book” with M. June Allard.
- Worcester Public Library, January 16, 2002 and May, 2001, Worcester, MA. Workshops on “Marketing for Small Business.”
- Center for Women in Enterprise, October 1, 2001, Worcester, MA. Workshop on “Concept Testing in Product Development.”
- Greater Worcester Board of Realtors, September 19, 1999, Worcester, MA. Conducted a workshop on “Selling to Diverse Markets.”
- Academy of Management, August 5, 2000, Toronto, Canada. Participated in a Professional Development Workshop on “Teaching with Bloom’s Taxonomy.”
- Improving University Teaching, July 19, 2000, Frankfurt, Germany. Presented a paper entitled “Bloom’s Taxonomy: A Test.” With N. Athanassiou, J. McNett and M.J. Allard.
- American Association of Higher Education, March 31, 2000, Anaheim, CA. Presented a paper entitled “Beyond the Boundaries: Strategies for Incorporating Diversity into the Non-Diverse Classroom.”
- Improving University Teaching, July 5, 1999, Griffith University, Brisbane, Australia. Presented a paper entitled “Cognitive Development in the Management Classroom: Bloom’s Taxonomy as a Teaching Tool.”
- Academy of Management, July 7, 1999, Chicago, IL. Presented a paper on “Teaching International Management: Change and Development” and chaired a session on July 9, 1999 on “Historical Insights on Employee Rights.”
- Human Resources Management Association of Central Massachusetts, March 19, 1998, Worcester, MA. Presented a talk titled “The Dark Side of the Contingent Workforce.”
- American Association on Employment Practices and Principles, October 9, 1997, Miami Beach, Florida. Presented a research report titled An Entrepreneur’s Guide to the Managerial, Financial and Legal Implications of Employee Leasing.
- Organizational Behavior Teacher's Conference, June 13, 1997, Case Western Reserve University, Cleveland, Ohio. Presented a talk entitled "Teaching Them How to Fish in a Multicultural Pond."

- Writing Emphasis Workshop: February 8, 1995, Presented on "Collaborative Learning in the Business Curriculum."
- Central Massachusetts Human Resources Association, January 20, 1994. Presented a talk on "Diversity the Challenge of the 21st Century."
- Academy of Management, August 8, 1993, Atlanta, Georgia/Harper Collins authors session. Presented on "Sleuthing for Diversity Cases, Exercises & Readings, on a Shoestring Budget."
- Institute of Management Education, January 6, 1993, Worcester, MA. Spoke to training personnel on the topic "What You Need to Know about Diversity Training."
- Massachusetts Association of Women in Education meeting, Clark University, December 1, 1992. Presented results of research project on women in academic management entitled "Men & Women Managers--How Different Are They?"
- Big Brothers and Big Sisters, New England Regional Conference, November 13, 1992, Worcester, MA. Presented a session on "Women's Management Styles."
- Organizational Behavior Teacher's Conference, June 26, 1992, University of Calgary, Alberta, Canada. Conducted a workshop entitled "OBTC '91 Revisited."
- Women & Workforce Conference, May 7th, 1992, University of Texas at Arlington. Presented results of research project on executive women entitled, "Prescription for Success: A Total Quality Approach to Cracking the Glass Ceiling."
- Mid-Atlantic Regional Organizational Behavior Conference, Philadelphia, PA, March 14, 1992. Presented a workshop entitled, "Using Competition to Foster Collaboration or is it the Other Way Around?"
- National Conference of College Teaching & Learning Jacksonville, Florida, May 13, 1991. Spoke on "What Can Students Teach Us About Collaborative Learning?"
- Center for the Improvement of Teaching, at the University of Massachusetts, Boston, March 3, 1990. Spoke on the use of collaborative learning with diverse student populations.
- American Association of Higher Education Conference, Chicago, March, 1985, and Organization Behavior Teachers Conference, Los Angeles, June, 1988. Presented on the usage of computers in management training and development.

COMMUNITY SERVICE

Literacy Volunteers of Greater Worcester

2017- Present

ESL tutor

RSVP – Worcester, MA-
Fraud Help Line volunteer 2018- Present

Dress for Success – Worcester, MA 2015- 2017
Volunteer & grant writer; co-wrote and obtained \$93,000
For the organization

Worcester Women’s History Project - Worcester, MA 2011-2013
Steering Committee Member

Centro Las Americas - Worcester MA 2009
Member of long range strategic planning committee

Big Brothers, Big Sisters of Worcester - Worcester, MA 2000- Present
Corporator, former board member and Chair of Human Resources Committee
Member of Search Committee for new Executive Director 2012

Girl's Inc. - Worcester, MA 1988-1999

Chair of Human Resources Committee (1996-97 and 1997-98), Secretary of the Corporation (5 years), Assistant Secretary (3 years), Member of the Board of Directors (12 years), Vice President (2 years), served on financial (2 years), executive (7 years), affirmative action, human resources (2 years), nominating (2 years), and public relations committees.

Served as the liaison for the 3 year trustee Education Project, sponsored by the Lilly Foundation. This involved attending national seminars, organizing training sessions and reviewing draft training material on trustee leadership and education.

Center for Women in Enterprise – Worcester MA

Volunteer small business counselor; received the 2003 Volunteer of the Year Award.

PROFESSIONAL MEMBERSHIPS

- Omicron Delta Sigma – National Honor Society
- Academy of Management
- Organizational Behavior Teacher's Society (OBTS)
- SIETAR (Society for Education, Intercultural Training and Research)

ADDITIONAL INFORMATION

- Served on the national committee for the Organizational Behavior Teaching Society, (OBTS) to select the Roethlisberger Award winner for the best article from the *Journal of Management Education*, vol. #36, 2012-2013.
- Served on an accreditation team evaluating Digital management programs and Learning Incorporated programs to determine suitability for college credit for PONSI (Program on Non-Collegiate Sponsored Instruction), through the American Council in education.
- Peer reviewer for the *Journal of Management Education* and *The Case Journal*
- Reviewed management textbooks for Harper-Collins publishers, sales textbooks for Prentice-Hall, leadership text proposals for Dryden Press, market research texts for West publishers, International Management book for Sage Publications, a marketing management text for Addison Wesley and a Principles of Management text for Cengage.
- Conducted training seminars and/or performed consulting projects for Allegro Micro Systems, Allmerica, Nypro, Yankee Atomic, Jamesbury Corporation, Gallelio Electronics, The Greater Cape Cod Board of Realtors, the Massachusetts Association of School Secretaries, Flexcon, University of Massachusetts Hospital, Salisbury Associates, and the Massachusetts Department of Correction.

REFERENCES

Joseph Foley, Chair of Business Studies, Assumption College, 500 Salisbury St., Worcester, MA 01609-1296, 508-767-7456, jfoley@assumption.edu

Dr. Jeanne McNett, Former Chair of Business Studies, Assumption College, P.O. Box # 882, East Orleans, MA 02643, 508-2773879, jmcnett@comcast.net

Dr. Tracey Riley, Associate Professor, Suffolk University, 7 Ashburton Place, Boston, MA 02108, former student and now colleague, triley@suffolk.edu