About the Contributors

Anthony H. Normore holds a Ph.D from the University of Toronto and is currently a Professor of Educational Leadership, and Department Chair of Graduate Education at California State University Dominguez Hills. His other leadership experiences include Chair of Special Education; Co-Chair of Teacher Education; visiting professor at Seoul National University; Director of Doctoral Programs at California Lutheran University; visiting professor at Guelph/Humber; and a graduate professor for the Summer Leadership Academy at Teachers College-Columbia University. His 30+ years of professional experiences has taken him throughout the world. His research focusses on urban school leadership development in the context of ethics and social justice in which he has authored and edited of numerous books including Inclusive practices and social justice leadership for special populations in urban settings (2015, Information Age Publishing); and Cross-cultural collaboration and leadership in modern organizations (2015, IGI Global). He has published a litany of book chapters and peer-reviewed articles in numerous leading leadership journals, and law enforcement venues. Dr. Normore was named the 2013 recipient of the Bridge People Award with the American Educational Research Association, and more recently the recipient of 2015 Donald Willower Award of Excellence in Research at Penn State University. He serves as the Chairman of the Criminal Justice Commission for Credible Leadership Development at the International Academy of Public Safety.

Larry W. Long holds a Ph.D in Communication from the University of Oklahoma and is Professor and Director Emeritus of the School of Communication at Illinois State University. Currently, he serves as Executive Director of the Criminal Justice Commission for Credible Leadership Development. Dr. Long is a retired artillery and infantry officer who completed 21 years of honorable service with the Army National Guard and is an honorary member of the U.S. Army Special Forces, Fort Bragg, North Carolina. He received numerous decorations including the Army Commendation Medal and the Oklahoma Army National Guard Commendation Medal. He has experience overseeing international programs in France and Korea and has served as visiting professor for Novancia Grande école de commerce in Paris, France. In addition, he received the honor of being named as the 1998-99 “Person of the Year” by the National Society of Accountants for his work in developing their strategic plan and process decision making systems. Dr. Long has been qualified as an expert witness in product liability litigation, particularly in the areas of warning label efficacy and research methodology. He has published over 40 books, book chapters and articles in national and international journals. He has presented over 100 research reports at national and international meetings. He has received special recognition and awards for teaching, service, and scholarship from the College of Humanities and Social Sciences at North
About the Contributors

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Mitch Javidi holds a Ph.D. from the University of Oklahoma. He is currently the founder and the president of the International Academy of Public Safety (IAPS), the Institute for Credible Leadership Development (ICLD) and the Criminal Justice Commission on Credible Leadership Development (CJCCLD). Mitch is an envisioneer with over 30 years of practical and hands-on business experience in diverse industries including but not limited to Academia, Automotive, Banking, Insurance, Government, Military, Law Enforcement, Retail, Logistics, Oil & Chemical, Pharma, Procurement, Supply Chain, and Technology. As a globally recognized leader, Mitch has trained at the Joint Special Operations Command “JSOC” and the US Army Special Operations Command “USASOC.” He was awarded the Honorary Member of the United States Army Special Operations Command in 1999 and Honorary Sheriff by the National Sheriffs Association in 2015. He served as a tenured Associate Professor at NC State University for 16 years before taking an early retirement but continues to serve as an Adjunct professor without pay at both NC State and Illinois State Universities. He is a member of the “Academy of Outstanding Teachers and Scholars” at NC State University and the Distinguished 2004 Alumni of the University of Oklahoma. Mitch has published significant number of articles and presented over 890 presentations worldwide. Mitch was the recipient of prestigious “Person of the Year” award by the National Society of Accountants ~ Senator William Victor “Bill” Roth, Jr. “Roth IRA” received the award in the following year.

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Katherine Bergethon grew up in Bloomington-Normal, IL. She has an undergraduate degree in 3D Art and Design from Illinois Wesleyan University. After undergrad, she continued her education in Graphic Communications for two years before completing her Masters in Project Management with a focus in Leadership Communication at Illinois State University. Currently, Katherine is expanding her experience in IT and Organizational Projects, as well as continuing research and writing on Leadership Communication. Katherine’s personal interests include: Art and Design such as photography, sculpture, painting, functional found furniture restoration; Cooking flavorful dishes that utilize local produce, traditional and innovative techniques; Eclectic music collection and classically trained violinist; Outdoor and athletic interests including rock climbing, triathlons, cycling, weight training, swimming, camping and hiking; Lucky to be supported by a loving group of friends and family; Dedicated to being a caring, supportive, honest and strong human being.

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Edward T. Chen is a professor of Management Information Systems of Operations and Information Systems Department in the Manning School of Business at University of Massachusetts Lowell. Dr. Chen has published over sixty refereed research articles in scholarly journals and chapters in reference books. Dr. Chen has served as vice-president, board director, track chair, and session chair of many professional associations and conferences. Professor Chen has also served as journal editor, editorial reviewer, and ad hoc reviewer for various academic journals. Dr. Chen has received the Irwin Distinguished Paper Award at the Southwestern Federation of Administrative Disciplines conference and the Best Paper Award at the International Conference on Accounting and Information Technology. His main research interests are in the areas of Social Media, Project Management, Knowledge Management, and Software Development.

Christine Clark is Professor of Curriculum and Instruction, Senior Scholar for Multicultural Education, and Founding Vice President for Diversity and Inclusion at the University of Nevada, Las Vegas. She coordinates masters and doctoral level specialization programs in multicultural education in the Department of Teaching and Learning/College of Education. She is lead co-editor of Occupying the Academy: Just How Important is Diversity Work in Higher Education? (2012, with Brinhall-Vargas and Fasching-Varner, Rowman & Littlefield), an invited chapter co-author for Leadership for Increasingly Diverse Schools (2015, with Horsford, and co-edited by Theoharis & Scanlan, Routledge) and an invited entry author for Multicultural America: A Multimedia Encyclopedia (Cortés, 2013, Sage) and the Encyclopedia of Diversity in Education (Banks, 2012, Sage). Clark was a member of the Board.
of Directors of the National Association for Multicultural Education (NAME) for seven years and has served on the Editorial Board for the organization’s journal, *Multicultural Perspectives*, since 1998. In 2014, NAME awarded Clark the G. Pritchay Smith National Multicultural Educator of the Year Award. In 2010 and 2013, Clark was appointed/reappointed to the National Advisory Committee of the National Conference on Race and Ethnicity (NCORE). Clark is also the Associate Editor for the Higher Education section of *Multicultural Education* (since 2002), serves on the Editorial Board for *Equity & Excellence in Education* (since 2014), and served on the Editorial Board of the *Journal of Praxis in Multicultural Education* (from 2005-2009); she is also a regular reviewer for the *Journal of Diversity in Higher Education*, the *Journal of Educational Philosophy and Theory*, the *Journal of Negro Education*, Action in Teacher Education, the National Association for Bilingual Education (NABE) Journal of Research and Practice, and *Multicultural Education Review (MER)*, the Journal of the Korean Association for Multicultural Education (KAME).

**Tom Cockburn** obtained his first degree with honors from Leicester University, England, Postgraduate Cert. Ed., in Wolverhampton, England and both his MBA and Doctorate were gained at Cardiff University, Wales. Tom was elected an Associate Fellow of the New Zealand Institute of Management in 2010 and is currently director(policy) for the Center for Dynamic Leadership Models in Global Business and a senior associate of The Leadership Alliance Inc., headquartered in Canada.

**Regina Connolly** specialises in Management Information Systems at Dublin City University Business School, Dublin, Ireland. She received her PhD from Trinity College Dublin. Her research interests include eCommerce trust and privacy issues, website service quality evaluation, eGovernment and IT value evaluation in the public sector. Dr. Connolly has served on the expert eCommerce advisory group for Dublin Chamber of Commerce, which has advised national government on eCommerce strategic planning.

**Doris E. Cross** received a Ph.D. in management with a specialty in Organizational Leadership. She is currently the CEO and Principal Consultant at Organizational Change & Development Company (OCDC) in Lancaster, Pennsylvania. An organizational leadership consultant, Dr. Cross has over 20 years of experience working with diverse workplace environments. She has experience in organizational diagnosis and the design, and facilitation of large scale events and workforce development activities. Her knowledge base includes higher education institutions, profit and non-profit businesses, and government agencies. Dr. Cross is proficient in communicating effectively at all organizational levels and building relationships of trust among high performing teams. Other areas of expertise include organizational cultural analysis, needs assessment, focus group facilitations, executive coaching, leadership assessment and development, diversity training, program development and a host of other OD skills. She is a member of American Society for Training and Development (ATSD), the Organizational Development Network (ODN), and the National Speakers Association.

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**Brian Ellis** is an 18-year veteran with the Sacramento Police Department. Lieutenant Ellis has worked in a number of specialized assignments including with the Problem Oriented Policing Unit, Parole Intervention and Career Criminal Apprehension Teams, Narcotics and Robbery/Burglary divisions. He is currently a watch commander for the East Command. Brian earned his undergraduate degree in Criminal Justice from California State, Sacramento and has a MS in Organizational Leadership from National University. He is a contributor to *Cross-cultural collaboration and leadership in modern organizations* (2015, IGI Global), and some of his publications appear in *Law Enforcement Today, Peace Officers Research Association of California, PoliceOne, and The Journal of California Law Enforcement*. Brian serves as a commissioner for the Criminal Justice Commission for Credible Leadership and Development at the International Academy of Public Safety. Follow him on Twitter at @BrianEllis10.

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**Saleem Gul** has several years of field experience in projects spread across countries such as USA, Canada, Guyana, and Pakistan. In addition, he is a British Council Certified Corporate Trainer and has been conducting the Project Management Institute’s (PMI) Project Management Professional (PMP) exam preparation training for the last 9 years. During the time this training has been running over 3500 individuals have been trained; these trainings have been conducted in Pakistan and UK. He holds a PhD in the Management of Complex Projects from the University of Southampton, UK. His research interests include: conflict and negotiations, complexity theory, modelling and simulation, qualitative techniques, and research philosophy. Presently, Dr. Gul is an Assistant Professor at the Institute of Management Sciences, Peshawar Pakistan.

**Joyce Marie Hawkins** is a full-time faculty member in the Office Administration Department of Wake Tech Community College, in Raleigh, North Carolina. She is also affiliated with the college’s Workforce Continuing Education Department as an Information Technology Instructor. She has participated in the
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**L. Brooks Hill** is Professor and Head Emeritus of the Department of Human Communication and Theatre at Trinity University, having devoted 25 of his 40 years in academe at that institution. He served three two-year terms as President of the International Association for Intercultural Communication Studies, working with academic and business professionals throughout the world. He is an internationally known expert and published author in areas including intercultural communication and negotiation. He has provided counsel to several government and private business organizations on topics that include interpersonal communication, cross-cultural relations, leadership, and organizational communication.

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**Keith Jackson** (PhD, MBA, MA, BA, CIPD, CMI) was born near Liverpool and is an author, researcher and consultant-practitioner in professional mentoring, leadership development and cross-cultural management communications. Based at SOAS, University of London, Keith designs and delivers courses in international management (Asia & Africa) and business research methods. Keith is currently engaged as a Professor in sustainable human resource management at Doshisha University in Kyoto, Japan.

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**Lauren (Oliver) Keil** currently serves as Business Development Manager for Advisory Board Consulting and Management in Nashville, Tennessee, where she manages the team responsible for preparing all Engagement Letters and project budgets, as well as tracking and reporting firm revenue. She received her Master of Arts in communication from Western Kentucky University, where she received the Top Paper in Public Relations and Debut Paper Award from the Central States Communication Association annual conference. She received her Bachelor of Science in organizational communication from the University of Evansville. Mrs. Keil’s related interests include organizational identification, image repair and public relations, especially in the media, sports, popular business and health care industries.

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**Kurt Kirstein** is the Associate Provost of City University of Seattle. He is also serving as the Dean of School of Management and, in the past, has served as a faculty member and Program Director in business and technology. Dr. Kirstein has led several projects to create and revise business and technol-
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**D. Israel Lee**, Ph.D., CDE. Visiting Professor at Southern Illinois University and Professor at the University of Phoenix. I have more than 12 years of research expertise in the field of Adult Education and Research Methodology, coupled with more than 27 years of classroom instruction in the military and postsecondary arenas. Additionally, I am a Certified Diversity and Inclusion Executive where I have a wealth of expertise in the enhancement of C-Suites for high performing organizations.

**Blanca Martins** (PhD) is a Public Accountant by the University of Uruguay, M.A. in Management Sciences by the COPPEAD-Federal University of Rio de Janeiro and PhD in Business Administration by the UPC. She worked for an economic-and-financial consultancy firm, acting in both the private and public sector. In 2001 she moved to Spain where she gained her doctoral degree. Since 2005 she is part of the research staff of the Dept. of Business Administration of the UPC. She was project manager and senior researcher in CADIC and InCaS FP projects. She is member of the scientific committee of I FKAD and reviewer for several business journals. Her current research interests are in sustainability and business model innovation in SMEs, SME collaborative arrangements, and clusters’ management.

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About the Contributors

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Nancy Scaffidi-Clark joined Mount Saint Mary College as the Associate Director of Admissions in 2008. Nancy graduated from Marlboro High School, and has a bachelor’s degree from SUNY Albany and a Master of Arts in Communications from Marist College. She is now the Director of Admissions.

Peter A. C. Smith since 1990, as President of The Leadership Alliance Inc. (TLA, www.tlainc.com), Peter Smith has maintained a worldwide consulting practice assisting leading public and private sector organizations boost their performance by enhancing their leadership and innovation capabilities and addressing VUCA issues. The breadth of Peter’s previous practical hands-on management experience with Exxon has proven invaluable in ensuring that he continues to relate to the problems and pressures faced by organizations in today’s complex and ambiguous global environments, and is fundamental to framing his research interests which include complexity leadership, global business drivers, organizational strategy, socio-digital technology, sustainability, innovation, knowledge management, organizational learning, and related emerging paradigms. Peter is Managing Editor of the Journal of Knowledge Management Practice, Past Consulting and Special Issues Editor The Learning Organization, and Associate Editor (Practitioners) International Journal of Sociotechnology & Knowledge Management. Peter has published over sixty scholarly papers and is in demand internationally as a speaker, workshop leader and conference chair.

Peter Smith is a doctoral thesis tutor at University of Liverpool. He received his Doctorate in 1981. Since then he has held several teaching, research and management positions. He has published over 250 papers, and supervised and examined over 100 doctoral candidates at Universities in the UK, Europe and Hong Kong. Peter is a Fellow of the British Computer Society and the Higher Education Academy. He has published extensively on a range of subjects including computing, management, and doctoral studies, particularly in relation to Professional Doctorates.

Terje Solvoll started his career as a researcher in Telenor R&D early in 2001 as a Cand. Scient within computer science. Here he worked mainly with mobile phones and mobile technology. He managed projects developing interactive real time multiplayer games for mobile phones using PDA’s and WiFi to simulate smartphones and UMTS, or 3G networks before 3G was available. In this project, he collaborated with Compaq R&D department in Huston USA. He worked further with tracking within WiFi, Bluetooth, GSM and low frequency radio networks, sending positions from sheep’s and signals from medical sensors attached to the animal to the farmer, using GSM networks. In this project, he collaborated with MIT Media lab in Boston Massachusetts USA, center for Things That Think. In 2003, Terje Solvoll left Telenor and started to work in the commercial industry and satellite communications. He worked as a Systems Supervisor for a company called Dualog, which delivers ship-shore IT services to the ships and electronic reporting systems to fishing vessels through satellite communication. He worked here until 2006, and after several hospital stays, he decided to go back to research, and mainly research within telemedicine. In April 2006, he started at NST as a project manager for an eczema-counselling project, where parents of children suffering of atopic eczema could have counselling using Internet to communicate with dermatologist to treat the patients, and avoid hospitalization. In 2007, he started to work with his PhD, within mobile communication for hospitals, which he finished in 2013. During this time, he has been involved in several other projects, which involves professional networks for dentists, stroke diagnosing and treatment in rural areas using High Definition video conferencing systems through dedicated networks guaranteeing quality, decision-making systems, medical sensors, and more.
Carolyn Stevenson holds a Master of Arts degree in Communication, Master of Business Administration, and Doctor of Education with an emphasis in Higher Education. Prior to pursuing a career in higher education, she worked in the publishing field and served as a technical writing consultant. She currently serves as committee member for the American Educational Research Association’s Division D: Research Methods for the Early Career Award; Associate Editor for the International Journal of Technologies and Educational Marketing (IJITEM), published by IGI-Global; Editorial Board Member and Reviewer for the Journal of Education and Learning published by the Canadian Center of Science and Education; and Membership Committee Member for the Qualitative Research Special Interest Group (AERA). Recent publications include a chapter entitled: “Leading across Generations: Issues for Higher Education Administrators” published in the Handbook of Research on Transnational Higher Education Management, by IGI Global and Technical Writing: A Comprehensive Resource for Technical Writers at all Levels, (Martinez, Hannigan, Wells, Peterson and Stevenson) Revised and Updated Edition, Kaplan Publishing and Building Online Communities in Higher Education Institutions: Creating Collaborative Experience with an anticipated publication date of February 2014. She is a full-time faculty member for OC@KU (Kaplan University).

Ben Tran received his Doctor of Psychology (Psy.D) in Organizational Consulting/Organizational Psychology from California School of Professional Psychology at Alliant International University in San Francisco, California, United States of America. Dr. Tran’s research interests include domestic and expatriate recruitment, selection, retention, evaluation, & training, CSR, business and organizational ethics, organizational/international organizational behavior, knowledge management, and minorities in multinational corporations. Dr. Tran has presented articles on topics of business and management ethics, expatriate, and gender and minorities in multinational corporations at the Academy of Management, Society for the Advancement of Management, and International Standing Conference on Organizational Symbolism. Dr. Tran has also published articles and book chapters with the Social Responsibility Journal, Journal of International Trade Law and Policy, Journal of Economics, Finance and Administrative Science, Financial Management Institute of Canada, and IGI Global.

Ramon Salvador Valles has developed his academic and professional career in the area of business management and information systems for over thirty years, giving lectures, tutorials and carrying out research at the Technical University of Catalonia (UPC) – BarcelonaTech. He is currently working at its Engineering Faculty of Barcelona. He has authored and coauthored books and book chapters, technical reports and journal articles on information systems, knowledge management, e-government as well as business management. He has been working in projects and performing as adviser for private companies as well as public institutions.

Khaner Walker is the Senior Manager Communications at Lenovo where he manages the internal communications team. This team plans comprehensive campaigns for multiple global business groups and the company as a whole.

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