About the Contributors

Julie Prescott (CPsychol, PhD, MA, BSc, FHEA) is Senior Lecturer in Psychology at The University of Bolton, UK. Julie has a research career spanning over ten years in academic and public sector environments (Merseyside Police). Julie’s background is in psychology and women’s studies; she has a particular interest in women’s careers, especially in terms of the experiences of women working in male dominated occupations/industries, in particular the computer games industry. Julie is also interested in Cyberpsychology and has conducted research in the area of Facebook use for learning, computer games and health and blogging as a research methodology. Julie has co-authored two books published by IGI Global ‘Gendered Occupational Differences in Science, Engineering, and Technology Careers’ and is co-editor of ‘Gender Divide and the Computer Gaming Industry’ and is co-editor of another Gender Considerations and Influence in the Digital Media and Gaming Industry.

* * *

Jeff Allen is a Professor and Interim-Chair of the Department of Learning Technologies at the University of North Texas as. In addition, he serves as the Director of the Center for Knowledge Solutions at the University of North Texas as a leading scholar in the area of learning and performance innovation. At the national level, he provides leadership in University Council for Workforce and Human Resource Education, and is a Board member for the Academy of Human Resources. He is the founding editor of Learning and Performance Quarterly and serves as the editor of Career and Technical Education Research. Each year the Center and research teams generate over $1 million in annual external funding.

Semra Günay Aktaş, after getting the Bachelor’s Degree in Ankara University Faculty of Language, History and Geography, Geography Department, completed the Master’s and Doctoral Degrees at Ankara University Institute of Social Sciences in Regional Geography Department. During the period of Master’s study, she worked as geography teacher at the Ministry of National Education. While she was working as a researcher Educational Research and Development Directorate she completed doctoral degree. After graduating from the doctoral program, she worked as assistant professor at Samsun On Dokuz Mayıs University Faculty of Art and Sciences, Human and Economical Geography Department. She is the Dean of Tourism Faculty, University of Anadolu in Eskişehir now and still lecturing at this Faculty. The major fields on which she has studied are tourism geography, health geography and crime geography.
**Henry C. Alphin Jr.** MBA, MS is a higher education professional fusing theory and practice to nurture regional growth through economic development, industry collaboration, community engagement, and workforce development. Currently, he is an Administrator in Drexel’s Office of Information Resources and Technology (IRT), a Research Affiliate of Drexel University, and a member of the International Virtual Environments Research Group (iVERG). He possesses expertise in higher education administration, economic development, and strategy. Mr. Alphin’s previous research focused on the intersection of philosophy, economics, and higher education. His current scholarship, and expertise, is at the intersection of higher education and economic development, including community engagement, industry collaboration, accessibility, and workforce development.

**Kurt April** is a Sainsbury Fellow and tenured Professor of Leadership, Diversity & Inclusion at the Graduate School of Business of the University of Cape Town, UCT (South Africa) – since 1998; Programme Director and Faculty Member of DukeCE (Duke University, USA) – since 2008; an Associate Fellow of Said Business School (University of Oxford, UK) – since 2001; Research Fellow of Ashridge (UK) – since 2005; and Visiting Professor of London Metropolitan University (UK) – since 2014. He has previously worked for/taught at Rotterdam School of Management (Erasmus University, Netherlands), Harvard Business School (Harvard University, USA), IMD (Switzerland), and the Faculty of Economics & Econometrics & Prima Vera Research (University of Amsterdam UvA, Netherlands). He was also the Founding Academic Director and taught as a Faculty member of the Centre for Leadership & Public Values at UCT’s Graduate School of Business, from 2002-2007, served as Board Member of iCUDISA (Centre for Intercultural & Diversity Studies of Southern Africa) in the Humanities Faculty of UCT from 2008-2011, and additionally help set up the curriculum and then lectured on the African Leadership Institute’s Archbishop Tutu Leadership Fellow Programme from 2006-2011, focussing on responsible leadership on the African continent, diversity & inclusion, ethics and authenticity.

**Undrah Baasanjav** is an assistant professor in the Department of Mass Communications at Southern Illinois University Edwardsville (SIUE). She researches the intersection of gender and games, mediated social and political processes in developing countries, and the global digital divide. Dr. Baasanjav’s work appears in journals Information, Communication and Society, Journal of Information Technology and Politics, New Media and Society, Journal of Online Learning and Teaching, Online Journal of Space Communication, and Telecommunications Policy, and in books published by Blackwell, IGI Global, and Routledge. She has taught media courses at Southern Illinois Edwardsville, Temple, and Michigan Technological Universities in the US. Dr. Baasanjav competed internationally in women’s World Chess Olympies of 1990 (Novi Sad), 1992 (Manila), and 1994 (Moscow), and in gender-mixed tournaments at the collegiate level in the US winning twice Ohio Collegiate Championship in 2003 and 2005.

Sarah Beckman is originally from Ottawa, Ontario, but has lived in a variety of regions throughout the world including East Africa, Nepal, and England. Her background consists of working in community health, community outreach, and education in communities that experience marginalization. Currently, Sarah is a Midwifery student at Ryerson University in Toronto, Ontario. She plans to employ her social justice perspective in her future work as a Midwife by prioritizing pregnant individuals who frequently experience marginalization when accessing the health care system.


Nuria Calvo is an associate professor at the University of A Coruña, PhD in Business Administration and degree in Economics and Industrial Psychology. After twelve years working as consultant in several firms (Accenture, Inditex) in Spain and USA, now she works as a researcher in the Economic Analysis and Business Administration Department at University of A Coruña (Spain). Her research focuses on modelling human resources policies in organizations, and the assessment of different strategic approaches in new organizations.

Norma Carr-Ruffino is Professor Emerita of Management at San Francisco State University, where she actively taught for 40 years, 1973-2013. The courses that she developed and taught included Managing Diversity, Creativity & Innovation, and Leadership Skills for Women. She is the author of textbooks used in these courses at SF State and other universities: Managing Diversity (used in over 40 colleges and universities), Leading Innovation, and Leadership Skills for Women, all published by Pearson. Her other books include Business Students Guide, The Promotable Woman, The Innovative Woman, Diversity Success Strategies, and Making Diversity Work. Professor Carr-Ruffino serves on the editorial board of Gender in Management: An International Journal and as a fee referee for the California State Bar Court.

Shani D. Carter, Ph.D., is an Associate Professor of Business Administration at Wagner College. She received a Ph.D. in Personnel/Human Resource Studies, Labor Economics, and Research Methods, an M.S. in Personnel/Human Resource Studies and Labor Economics, and a B.A. in Government, all from Cornell University. Dr. Carter teaches Human Resources, Compensation, Labor Relations, Foundations of Management, Organizational Theory, and Business, Government, and Society, Organizational Behavior, Recruitment and Staffing, Training and Development, Statistics / Research Methods. Dr. Carter has published articles and conference proceedings on training methods, factors of cognitive ability, affect, skill certification, student learning outcomes assessment, coefficient alpha, skills shortages, diversity, gender, and government labor force projections. Dr. Carter has traveled extensively for business and
leisure to many globally important areas including England, France, Turkey, China, Australia, Canada, Puerto Rico, the Bahamas, Bermuda, USVI, BVI, and Sint Maarten. She enjoys sharing her love of global travel with her students.

Lareen Cooper is a Senior Lecturer and Associate Head of the School of Social Work at Massey University. She has an extensive health sector background in social work and management. Organisational responsiveness and service development that meets the needs of client groups has been a key focus of her career.

Kindra Cotton is a Social Media Specialist and Serial Entrepreneur, where her flagship brand “SSS for Success (Simplified Social Media Solutions)” specializes in preparing small and medium-sized organizations to take advantage of the free and low-cost marketing avenues that exist in the online arena. A global citizen with home bases in Chicago, IL, Nashville, TN, and San Antonio, TX, she utilizes her years of expertise with the Internet and web-based technologies, and channels her passion for entrepreneurship, information technology, and social media into being an excellent resource for online marketers and people looking to promote their brand on the web. Ms. Cotton’s decades of experience on The Web, coupled with her Masters-level study of participatory patterns in social networking, places her as one of the few people who has been rigorously trained in the areas of Social Networking and Online Marketing. She holds a Masters in Leisure Behavior/Recreation Management, and a Certificate in Search Engine Marketing, and lends her talents to The Institutional Diversity Blog as its Managing Editor & Webmaster ensuring that the site stays posed to become the preeminent independently-owned discussion hub for topics and best practices pertaining to equity, diversity, and inclusion.

Richard Croome holds a first class honors degree in Geography, an MBA, a PhD in economics and consumer behavior and is a qualified teacher. He currently teaches economics and statistics at the Higher Colleges of Technology in Abu Dhabi.

Daniel Cochece Davis (Ph.D., University of Southern California) started working as an organizational consultant to intercultural organizations in 1985, and continues to find value in understanding diversity’s contribution to both organizational and interpersonal communication. Although “thinking outside the box” is viewed as a legitimate path to innovation, Cochece often suggests to his clients that thinking outside the box is still thinking relative to a box; once they realize “there is no box,” they have started on the path to true innovation.

Uchenna Cyril Eze earned his PhD from Nanyang Technological University (NTU), Singapore. He is the Acting Director of Marketing Management Program at BNU-HKBU United International College, China. He has published numerous peer-reviewed papers in international journals such as Australasian Journal of Information Systems, International Journal of E-business Research, Journal of Global Information Technology Management, Asia Pacific Journal of Marketing and Logistics, and Library Review, and has articles in international conference proceedings some of which won awards for Outstanding and Distinguished Papers. In addition, he sits on the board of international reviewers of reputable journals including International Journal of E-business Research and Australasian Journal of Information Systems. He is involved in several research projects in Asia, Africa, and USA. His research interests include knowledge management, e-business applications, SMEs, consumer behavior and mindful consumption.
About the Contributors

**Jacobo Feás** is Associate Professor at the Department of Finance and Accounting at University of Santiago de Compostela (Spain). BSc and MSc in Economics and Business Administration at the University of Santiago de Compostela and PhD (2008) in Quantitative Methods for the Economy. He worked in a consultant company for several years before starting his academic career. He was granted a one year European Commission scholarship to finish his PhD in Italy and worked at the Fondazione ENI Enrico Mattei as Researcher one year more. He also worked five years as Lecturer at the department of Management and Marketing at the University of Santiago de Compostela. He was involved in several international research projects and collaborated as expert with international organizations as European Commission, FAO and World Bank. His research focuses on decision theory, and in particular, multicriteria decision analysis and decision support systems applied to management policies. Multicriteria analysis, decision tools, portfolio investment management, and glass ceiling are his main research areas.

**Denise O’Neil Green,** Ph.D., is the inaugural Assistant Vice President/Vice Provost of Equity, Diversity and Inclusion (AVP/VP - EDI) at Ryerson University in Toronto, Ontario. Prior to Ryerson, she was the Associate Vice President for Institutional Diversity at Central Michigan University and served as the Chief Diversity Officer. Previously she was a faculty member at the University of Illinois Urbana-Champaign and the University of Nebraska–Lincoln in the areas of Higher Education Administration and Educational Psychology, respectively. For over 20 years, she has worked in the area of higher education, access and diversity. Dr. Green has published in journals including Educational Policy, Journal of College Student Development, New Directions for Community Colleges, New Directions for Institutional Research, and Review of Higher Education, along with book chapters in publications such as Cutting-Edge Technologies and Social Media Use in Higher Education, Qualitative Strategies for Ethnocultural Research and The Handbook on Grounded Theory. She coauthored The Case for Affirmative Action on Campus: Concepts of Equity, Considerations for Practice. She is also the Executive Editor of InstitutionalDiversityBlog.com. She earned her Bachelor’s degree from the University of Chicago, Master’s degree from Princeton University, and her Ph.D. in Higher Education and Public Policy from the University of Michigan, Ann Arbor.

**Matthew D. Green,** III is an undergraduate student at Ryerson University, majoring in Radio and Television Arts (RTA). He is also a freelance writer, editor, and creator of numerous websites. Single-handedly landing hundreds of thousands of views for videos and web pages, he undoubtedly enjoys what he does. He is currently working on a book, but edits and writes other pieces in his spare time. While not yet an award-winning writer, the potential is most certainly there.

**Bertie M. Greer** is currently at Northern Kentucky University where she Professor and Chair of the Department of Management at Haile/US Bank College of Business She earned her Ph. D. from Kent State University in Business Administration with a focus on Micro-Organizational Theory & Statistics. She teaches both graduate and undergraduate courses in Operations, Global Supply Chain and Project management. Her research interests are in the areas of supply chain management, supplier diversity, project management, and the implementation of change.

**Adam Hocke** is a graduate student at the Pennsylvania State University in the Educational Leadership program. He has a Masters Degree from Bloomsburg University in Curriculum and Instruction. Adam also taught high school for four years in suburban Harrisburg, Pennsylvania.
Sujin K. Horwitz is an associate professor of Management in the Cameron School of Business at the University of St. Thomas in Houston, TX. She received her Ph.D. and M.A. from the University of Minnesota. She also holds the Senior Professional in Human Resources (SPHR) and SHRM-Senior Certified Professional certifications. She worked as a cross-cultural trainer and consultant in human resources prior to joining the University of St. Thomas. Her research interests include diversity training and outcomes, cross-cultural HR issues, and leadership and teamwork in diverse organizational settings.

Tai-Yi Huang is currently a Doctoral student and teaching at the Department of Learning Technologies at the University of North Texas. She developed various global programs, and she also built teams for success in meeting performance goals and corporate training events in the industry. Tai-Yi has previous teaching and research experiences, both in the United States and in Taiwan. Tai-Yi’s research interests include improving learning and performance, emerging technologies for learning and cross cultural research.

Ali Hussain is a proud Canadian and of Indian origin. Ali is a recent Bachelor of Engineering graduate in Electrical Engineering, with a specialization in the Energy Systems field at Ryerson University, Toronto, Canada. His technical background and interests provide him with a solid understanding of modern day technology and its advancements.

Ashwini Esther Joshua-Gojer is a doctoral candidate at the Department of Learning Technologies at the University of North Texas. She has a Masters in Industrial Psychology and an M.Phil in Management. Her research interests include cross cultural research, learning and performance improvement, international HRD, and qualitative inquiry. She has presented at various conferences and has authored and co-authored book chapters. She also has previous teaching and research experience, both in the United States and in India.

Seang-Tae Kim, as the Chairman of the Committee on ‘Korea Information Infrastructure Field Trial Services’ from 1994 to 1997, designed fundamental polices for Korea’s Broadband development and greatly contributed to the success of broadband in Korea including broadband roll-out in schools and local autonomies in rural areas. Based on his expertise in broadband and infrastructure, he served many globally important roles such as Executive Board of Information & Communication Sub-committee of Korean National Commission for UNESCO and Chairman of Future Network 2020 Forum to name a few. Since Dr. Kim was appointed as a commissioner of ‘ITU-UNESCO Broadband Commission for Digital Development’ in May 2010, he has actively participated in regular Broadband Commission Meetings. With around fifty commissioners of global ICT leaders, he shared ideas to design a blueprint for rapid worldwide broadband development while minimizing the global digital divide. Dr. Kim was the first President of National Information Society Agency (NIA) following the merger of the former National Information Society Agency and the Korea Agency for Digital Opportunity and Promotion (KADO) in 2009. During his term of office in NIA, Korea was ranked 1st on the biannual UN e-Government Survey both in 2010 and 2012. As NIA is the chief managing body for e-Government projects in Korea, Dr. Kim had been also globally recognized for his expertise and contribution for the success of Korea’s
About the Contributors

e-Government. From 2008 to 2013, he initiated various global ICT activities in NIA. Under his leadership, NIA provided IT policy consulting to twenty-five countries and established three IT Cooperation Centers and twenty-one Information Access Centers around the world. Currently, he is the President of Industry-ICT Convergence Association. He also serves as Advisor, Special Commission for Creative Economy in National Assembly. He has published and co-authored many books including ‘Smartizen: The Center of the 4th Wave (Book Concert, 2013)’, ‘The Smart Society: Strategies for the Future (2011)’, ‘Challenges and Opportunities of Future Korea (Bobmunsa, 2011)’, ‘Digital Governance in Municipalities Worldwide (National Center for Public Productivity, 2008), ‘E-Governance: A Global Perspective on a New Paradigm (IOS Press, 2007)’ and ‘Global e-Government: Theory, Applications and Benchmarking (IDEA Group Publishing, 2006).’ Dr. Seang-Tae Kim graduated from Seoul National University with a BA in English and later completed both his Masters in Politics at the University of Wisconsin-Madison and Ph.D in Public Administration at the University of Georgia. Now he is Full Professor in Sungkyunkwan University.

Olivia Kyriakidou is Assistant Professor of Management and Organizational Behavior at Athens University of Economics and Business. Her current research is about social enterprises, community and diversity, equality and inclusion.

Jennie Lavine has a Masters degree from Warwick in the UK and has keen interest in education and culture.

Lesia Lennex received her Ed.D. in Curriculum and Instruction from the University of Tennessee, Knoxville. She is currently a Professor of Education in the Department of Middle Grades and Secondary Education at Morehead State University, Morehead Kentucky. Dr. Lennex holds degrees in biology, anthropology, and curriculum & instruction. She researches, presents, and publishes in technology issues and integration for P-16 schools, accreditation online exhibit rooms, biology curriculum, and ethnobotany. Dr. Lennex was the Chair of Information Technology Education SIG for the Society for Information Technology and Teacher Education (SITE) 2008-2014 and an Adron Doran Fellow investigating 3D in P20 schools, 2009-2010. She was Distinguished Researcher 2012-2013 for Morehead State University. Dr. Lennex is a former high school teacher of biology, chemistry, physics, and ecology.

Viviane S. Lopuch (Ed.D. Northeastern University) is Program Director, Organizational Leadership at Seattle University, School of New and Continuing Studies, which serves part-time, adult undergraduates in the Puget Sound region of WA. Prior to joining Seattle University, Dr. Lopuch was Faculty Director of Liberal Studies at Marist College in Poughkeepsie, NY, where she oversaw the Organizational Leadership and Communication (OLC) degree completion program for adults. Through her ongoing research and teaching activities, she embeds ethical leadership, and diversity and innovation concepts into the curriculum, so that adult students may develop and refine the capabilities needed to be socially responsible leaders, and effective change agents for their own learning organizations.
Laura Alcaide Muñoz is Assistant Professor in Accounting in the Financial Economic and Accounting Department of the University of Granada. She is interested in how e-Government has favoured the process of reform and modernization of Public Administrations, giving rise to greater accessibility to public information and services, and information transparency, this latter aspect being a key factor in the accountability of public administration. Also she is interested in financial sustainability in public administrations. She has been author of articles published in Local Government Studies, International Public Management Journal, Administration & Society, Information Technology for Development, Public Money and Management and Internet Research, and book chapters in prestigious editorials like IGI Global, Springer and Routledge-Taylor & Francis.

Mary Nash recently retired as senior lecturer in social work at Massey University, New Zealand, where she is now an Associate Research Lecturer. Mary is a Life Member of the Aotearoa New Zealand Association of Social Workers. She has carried out research into (and also published on) spirituality and social work, as well as social work with refugees and migrants. Mary hopes to encourage increasing interest in both these areas of practice, which social workers will find complement one another.

Kimberely Fletcher Nettleton has taught at both the middle and elementary school and served as a principal at a K-8 school before teaching at Morehead State University. She is the Coordinator of the Professional Development School at Morehead. She received her BA from the University of Kentucky, an MA in elementary education from Georgetown College, an MA in School Administration from Morehead State University, and an Ed.D Curriculum and Instruction at the University of Kentucky.

Yew Siang Poong’s research interests include information technology acceptance, technology for sustainable development in developing countries, and application of mobile technology for learning, education, and health promotion. He holds a Masters of Engineering in International Development Engineering from Tokyo Institute of Technology, a Masters of Philosophy in Management, and a Bachelor’s degree in Information Systems Engineering from Multimedia University, Malaysia. He has ten years of teaching and research experience in the field of computer science and IT management. He is currently a Doctoral candidate in the Tokyo Institute of Technology, focusing on mobile technology implementation to promote world heritage site preservation in least developing country.

Francisco José Alcaraz Quiles is an Assistant Professor in Accounting in the Financial Economic and Accounting Department of the University of Granada in Spain. He is member of the Spanish Association of Accounting University Teachers and of European Accounting Association. He has diverse publications in national and international journal as RC-Spanish Accounting Review, Journal of Cleaner Production, Lex Localis- Journal of Local self-government, or International Review of Administrative Sciences. His research interests include public administration, sustainability, accountability, and transparency by the public sector.
About the Contributors

Rossella Riccò is Senior Consultant in the Research and Innovation Area of OD&M Consulting. She received her PhD in Labour Science from the University of Milan in 2008. She writes and presents widely on issues of Diversity Management, her latest published work is the co-authored article Diversity challenge: an integrated process to bridge the “implementation gap” (2014, Business Horizons). Her research interests include Diversity management, Work-life balance, Work flexibility, Organizational justice, trust, Corporate social responsibility.

Zachary S. Ritter received his B.A. in History in 2008 from UCLA, his M.Ed. in Student Affairs in 2009 from UCLA, and his Ph.D. in Higher Education in 2013 from UCLA. He has conducted research on Singapore’s Education System and completed his dissertation on East Asian International Students’ Experiences with Cross-Racial Interaction. He is now Associate Director of Campus Diversity and Inclusion at the University of Redlands, where he helps manage the Women’s, LGBT, and Multicultural Centers along with teaching a social justice history course and qualitative research methods course. He has also participated in New Ground, a Muslim-Jewish cross-cultural fellowship, has taught Intergroup Dialogue courses on race and socio-economic class, and helped create the American Culture and Communication diversity curriculum at UCLA’s Dashew International Center. He is also interested in current affairs, politics, and the role of the student-citizen, as illustrated in his help creating the new Current Events Fiat Lux in the Civic Engagement Department at UCLA.

Angelo Robb is currently a third year student studying criminology at Ryerson University. He enjoys volunteering and getting involved in organizations that make a positive difference on campus. He has aspirations of becoming a lawyer, songwriter, actor, poet, and author. He loves collaborating with others and plans to do what he can, to make society more inclusive and empathetic. He hopes that we will all one day realize, that what happens to one person happens to everyone, so we should respect everyone because life is precious.

Jose Pascal da Rocha has over 18 years of experience in crisis negotiations in volatile environments, more than 10 years experience in mediation, and he currently carries out political advisory and political mediation activities for organisations such as UN, NATO, and EU. For the private and corporate sector, Pascal offers intercultural communication trainings as well as leadership, project management, strategic consulting, and communication advisory for government agencies and Fortune 500 clients. He holds lecturing appointments at various universities, such as Columbia University in the City of New York, Benjamin N Cardozo School of Law in New York and Center for Conflict Studies at the Philipp University of Marburg, Germany. He has published on diversity management, political mediation, and leadership in organizations.

Kenneth R. Roth began his professional career as an investigative print journalist. He later migrated to screen writing and award-winning documentary film production. He received a B.A. in Communication in 1987 from Marylhurst College, and has spent 20 years teaching media production and critique at the secondary, junior college and university levels. For the past 10 years, he has been an adjunct instructor in the Digital Media Arts Department at California State University, Dominguez Hills. As a selected participant in the CSU Chancellor’s Doctoral Incentive Program, he earned an M.A. in Higher Education in 2010 from UCLA and was conferred the Ph.D. in Higher Education & Organizational Change in 2015 from UCLA.
Cort W. Rudolph, Ph.D., is an Assistant Professor of Psychology at Saint Louis University and the Primary Investigator at the Sustainable Employability Across the Lifespan Laboratory. Cort’s research focuses broadly on issues related to aging and work processes, sustainable employability, and applications of lifespan development theory.

Mercedes Sánchez-Apellaniz is an associate professor of the University of Seville, Spain. Her subjects of interest are Diversity Management, Gender and Equality in organizations. She has published in several international journals about this subjects.

Cecilia Santillan holds a Masters degree in International Business from the University of St Thomas in Houston, TX, and a Masters degree in Business Administration from the University of Houston-Clear Lake, TX. Ms. Santillan’s current research explores team behaviors in virtual environments and these behaviors affect global organizations, aiming to find user-friendly and technology driven applications for practical use. Ms. Santillan’s research interests include teamwork, virtual teams, knowledge management, cross cultural management, strategy, organizational behavior, and organizational change.

Ra Shaunda V. Sterling, Ph.D., is a department chair and professor at San Jacinto College in Houston, Texas. She has worked as an English professor for over a decade. In addition to teaching, Dr. Sterling is also an instructional designer. Her primary research interests include English education, technology integration, and metacognitive strategy instruction to enhance teaching and learning. She has created and/or facilitated workshops on educational technology tools, grammar instruction, and intercultural competence. She is passionate about embedding an interactive learning framework for student success in her courses. She received her doctorate in Instructional Design and Development from the University of South Alabama, her Master’s degree in Curriculum and Instruction from Baylor University, and her bachelor’s degree in English from Prairie View A & M 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.
About the Contributors

**Mai P. Trinh** studies performance adaptation, how people learn and change in order to effectively work with one another and respond to situational demands. Her work mainly resides at the micro- and meso-level in organizations, utilizing qualitative, quantitative methods, as well as computational simulation. He is interested in team dynamics, specifically how team members manage their compositional diversity and interactive processes to achieve a desired outcome. She has studied how team members adjust their behaviors as a function of their aspiration and feedback from teammates’ behaviors in a social dilemma, how they respond to feedback from interpersonal interactions to build social cohesion in teams, and how they address task conflict and relationship conflict resulting from the team’s compositional diversity. Being a process researcher, she believes in the value of mixed methods in generating novel insights from often neglected perspectives.

**Antoinette Umugwaneza** was born in Rwanda and came to New Zealand in 1996 as a refugee after the Rwandan Genocide and mass killing which took place in 1994. Antoinette has a Bachelor in Economics and Social Sciences from National University of Rwanda and a Diploma in Counselling from Universal College of Teaching (UCOL), New Zealand. Antoinette is currently working as a Resettlement Case Worker and cultural Advisor at the New Zealand Red Cross in Palmerston North, New Zealand. By sharing her experience from working with refugee women and from her personal experience as a refugee woman herself, Antoinette hopes that the support services for refugees will highlight and validate much more the courage and the resilience of so many refugee women.

**Joana Vassilopoulou** is a Senior Lecturer in Strategy and CSR at Kent Business School. She received her PhD in Management from Norwich Business School, University of East Anglia on the organisational habitus of managing ethnic diversity in Germany. Previous to her PhD studies she studied Sociology at the University of Duisburg-Essen (Germany), where she then worked as a research and teaching fellow for some years. Dr Joana Vassilopoulou is an Associate Editor of the European Management Review and the UK National Representative of the European Academy of Management, an Academic Associate at the Chartered Institute for Personnel & Development (CIPD), a Fellow of the Higher Education Academy. She is also a member of the research committee of the Diversity Management Chair Dauphine University, Paris, France. She has published in edited collections and journals such as the European Journal of Industrial Relations, International Business Review and the International Journal of Human Resource Management.

**Paul Werth** is a doctoral student of Industrial-Organizational Psychology at Saint Louis University. His major research interests include understanding dynamic performance and how it relates to the performance appraisal process. Paul also has an interest in understanding how to foster effective organizational communication from organization to employee and vice versa.
**Jenell L. S. Wittmer**, Ph.D., is an Industrial/Organizational Psychologist holding degrees from Wayne State University and the College of Charleston, SC. She is an Associate Professor of Management in the College of Business and Innovation at the University of Toledo, having received multiple awards in the areas of teaching, research, and community service. Her areas of teaching include Human Resources, with a special focus on Training and Development, Leadership Development, Organizational Behavior, and Results Based Management. Dr. Wittmer’s program of research focuses on nonstandard employment (including part-time work, shift work, and nonstandard schedules), work-life conflict, the successful employment of people with disabilities, leadership and managerial development, applied statistics and measurement. She has recently published in Organizational Research Methods, Journal of Organizational Behavior, Journal of Occupational and Organizational Psychology, Journal of Vocational Behavior, Human Relations, Human Resource Management, Training and Development, and Journal of Business and Psychology. Dr. Wittmer is a certified as an assessor for Managerial Assessment Centers, having coordinated and led assessments with the American Society of Employees. She is an expert in mid-level managerial coaching and development, with numerous clients in multiple industries, such as public schools, auto, retail, banking, manufacturing, and third-party distribution. She regularly serves as a consultant and speaker on such topics as leadership development, team leadership, disabilities awareness and strategic advantage, training and development for small businesses, and personal communication styles. Dr. Wittmer has also held several board of directors positions and currently sits on the board of the Ohio Business Leadership Network.