About the Contributors

**Nancy D. Erbe**, J.D., L.L.M., is a Professor in Negotiation, Conflict Resolution, and Peacebuilding at California State University, Dominguez Hills. She has taught at the University of Denver, Pepperdine’s Straus Institute for Dispute Resolution, Cornell School of Law, the University of California, Berkeley, the University of Oslo’s International Summer School, and several universities in Cyprus and India. Her students and clients to date represent 80 countries. Professor Erbe is the author of *Negotiation Alchemy: Global Skills Inspiring and Transforming Diverging Worlds* (2011), *Holding These Truths: Empowerment and Recognition in Action (An Interactive Case Study Curriculum for Multicultural Conflict Resolution)* (2003), Berkeley: Public Policy Press, as well as several articles in journals including *Harvard Negotiation Law Review*. She recently edited *Collective Efficacy* (2013), United Kingdom: Emerald Press. Professor Erbe is a mediator, Paul Harris Fellow, Fulbright Senior Specialist in Peace Studies and Conflict Resolution and Fulbright Distinguished Chair in American Studies, PUC-Rio.

**Anita Bamford-Wade**, D. Nurs., was appointed Professor of Nursing and Midwifery at Gold Coast University Hospital / Griffith University in December 2013. Prior to this role, Anita was at Auckland University of Technology (AUT) 2005-2013 as a Senior lecturer. In 2006, she was appointed Joint Head of Nursing in the School of Health Care Practice. Prior to commencing at AUT, she was Director of Nursing at Capital and Coast District Health Board Wellington 1997-2005 and Director of Nursing at Mercy Hospital and Health Services Auckland 1988-1995. Anita has governance experience at Lakes District Health Board 1996-2000, Carmel College Girls School Board of Trustees 2005-2010, and Proprietors Board 2005 ongoing. Anita has a graduate diploma in business (Personnel Management and Employee Relations) from University of Auckland, a Master of Arts (Applied) from Victoria University of Wellington, and a professional doctorate in nursing from the University of Technology, Sydney.

**Zhuojun Joyce Chen** (Ph.D., 1994, the University of Iowa) is Associate Professor, teaching a variety of courses in Communication Studies at the University of Northern Iowa. She obtained a BS degree in Electronic Engineering from Tsinghua University, China. Before coming to the US, she was a senior engineer, working in China’s industry and research institute of radio and television. The areas of Dr. Chen’s research specialty are Communication, Culture, and Community/Society, Cross-Cultural Adaptation and Transformation, Media Technologies and Information Systems, Media Process and Effects, and Research Methods (quantitative, qualitative, and textual analysis). Dr. Chen has published articles in journals, such as Communication Studies, World Communication, and Qualitative Research Report, and book chapters in new media technologies, cross-cultural adaptations, etc.
Susan L. Cook, Ph.D., worked in various corporate positions facilitating communication for 14 years before returning to graduate study to complete a Ph.D. in human communication studies. As a professor now in higher education at Metropolitan State University of Denver (United States), she has taught technical communication, environmental communication, health communication, communication law, and organizational communication courses for the last 15 years. She has been an invited speaker and is published in peer-reviewed journals both nationally and internationally. As a researcher, she employs inter-disciplinary methods to examine old problems for new answers.

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 and 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. Other areas of expertise include organizational cultural diagnosis, and 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) and the Organizational Development Network (ODN).

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.

Mary Jo Festle is associate director of Elon University’s Center for the Advancement of Teaching and Learning, where she supports faculty efforts for inclusive teaching and curriculum design. She is also a professor of history, teaching U.S. history, African American history, medical history, and the history of gender and sexuality. She is the author of Playing Nice: Politics and Apologies in Women’s Sports (Columbia, 1996) and Second Wind: Oral Histories of Lung Transplant Survivors (Palgrave, 2012).

Curtis Friedel is an assistant professor at Virginia Tech. His research program is focused on problem solving and critical thinking as it relates to leadership and managing change, as well as teaching and learning. Courses Friedel has taught at Virginia Tech include: Exploring Citizen Leadership, Principles of Peer Leadership, The Dynamics of Leadership, and Leading Social Change. Friedel currently serves as the program leader at Virginia Tech for the Leadership and Social Change minor, and Problem Solving for Leading Change graduate certificate. Friedel also serves as an instructor for coursework to become a KAI-certified practitioner.

Lorraine Gilpin is professor of education in the Department of Teaching and Learning at Georgia Southern University. Her research, embedded in the Scholarship of Teaching and Learning (SoTL), centers on inquiry into teaching for the purpose for improving student learning, pre-service teacher development, and education for social responsibility. Her current research agenda focuses on preparing teachers to work with Culturally and Linguistically Diverse Students (CLDS).
Joe Grimes is an emeritus faculty member of computer engineering, who founded and administered a university faculty development center for ten years at California Polytechnic State University. He has published faculty development material, computer science material, presented at conferences, kept up-to-date with trends in educational literature and excellent practices. In addition, he managed campus computing, had several computer consulting and expert witness assignments, and has received more than $8,000,000 in grants. Early in his career, he also taught in a high school and coached basketball, golf, and soccer teams.

Mark Grimes is pursuing a PhD in Education at the University of California, Santa Barbara, focusing on online education. He evaluated online courses, was the lead graduate research assistant for the University of California Educational Evaluation Center (UCEC), and lead researcher in the evaluation of UC Online Education. Mark received a B.A. (University of San Francisco) and an M.A. in Education (Cal Poly, San Luis Obispo). Mark worked in the Orfalea College of Business at Cal Poly, San Luis Obispo, where he advised students, worked with faculty on curriculum development, and facilitated accreditation-required student learning assessment for the college.

Kijpokin Kasemsap received his BEng degree in Mechanical Engineering from King Mongkut’s University of Technology Thonburi, his MBA degree from Ramkhamhaeng University, and his DBA degree in Human Resource Management from Suan Sunandha Rajabhat University. Now he is a Special Lecturer at Faculty of Management Sciences, Suan Sunandha Rajabhat University based in Bangkok, Thailand. He is a Member of International Association of Engineers (IAENG), International Association of Engineers and Scientists (IAEST), International Economics Development and Research Center (IEDRC), International Association of Computer Science and Information Technology (IACSIT), International Foundation for Research and Development (IFRD), and International Innovative Scientific and Research Organization (IISRO). He has numerous original research articles in top international journals, conference proceedings, and book chapters on business management, human resource management, and knowledge management published internationally.

Matthew R. Kutz earned his Ph.D. in Global Leadership with a specialization in Organizational and Corporate Management. He is a 2013 Fulbright Scholar at the Kigali Health Institute, Rwanda, leadership consultant, textbook author, and faculty member at Bowling Green State University in the College of Education and Human Development. His research and professional interests focus on contextual intelligence, leadership development, leadership efficiency, and change initiatives. He can be reached at www.ciprofile.com.

Viviane S. Lopuch (M.A., Marist College) is a doctoral candidate in Organizational Leadership at Northeastern University, and faculty and Director of the Liberal Studies Major for the School of Global and Professional Programs at Marist College. In her role, she works with faculty to embed diversity and innovation concepts into the curriculum, including the Organizational Leadership and Communication (OLC) degree completion program for working adult undergraduates. Coming from diverse professional backgrounds, they form a student cohort, and when they graduate, they may serve as change agents for their own learning organizations.
About the Contributors

Caroline Mackenzie, an Associate Researcher with the MMSH’s TELEMME (Temps, Espace, Langages, Europe Méridionale, Méditerranée) Research Laboratory, is involved in two research groups: Genre Femmes Méditerranée (GeFeM) and Migration and Média (MigMed). She is also a professional translator, with degrees in history from Australia and France. She has published several articles on migration, diversity, and gender themes in both international and French journals and contributed (as editor and as author) to multi-author volumes on multiculturalism.

Wilson Ozuem is Associate Professor of Digital Marketing at Regents University, London (UK). His research interests include the implications of information technology for decision making by marketers and consumers. The results of his research have been published in scholarly journals and International conference papers, including *European Journal of Marketing, Social Responsibility Journal, World Business Congress*. Dr Ozuem teaches in a number of UK universities, including the University of Gloucestershire, the University of Hertfordshire, GSM (London). He currently teaches MSc and MBA courses in marketing communications, Internet marketing, research methodology, and marketing management. He is a Fellow of the Chartered Institute of Marketing (FCIM) and has worked as a marketing consultant for several companies and organizations. He received his BA in Business from the University of Portsmouth, MA Marketing from University of West London, MBA from London Metropolitan University, M.Ed (Educational Leadership and Management) from Open University (UK).

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 conducted research on Singapore’s Education System and completed his dissertation on East Asian International Student experiences with cross-racial interaction. He is the Director of Academic and Career Services at American Jewish University. He also has participated in New Ground, a Muslim-Jewish fellowship, has taught intergroup dialogue courses on race and socio-economic class, and helped create the American Culture and Communication curriculum at UCLA’s Dashew International Center. He is interested in current affairs, politics, and the role of the student-citizen, as illustrated by his work in creating the Current Events Fiat Lux in the Civic Engagement Department at UCLA.

Kenneth R. Roth began his professional career as an investigative print journalist at *The Oregonian* at the age of 20. 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 nearly 20 years teaching media production and critique at the secondary, junior college, and university levels. For the past nine 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 in 2007, he earned an M.A. in Higher Education in 2010 from UCLA, and was conferred the Ph.D. in Higher Education and Organizational Change in 2014 from UCLA.

Nicole Sarsby holds a Masters of Business Administration from the University of Wales (UK) and a Bachelors of Arts in History from the University of East London (UK). Her interests primarily lie in creation and maintenance of successful multicultural teams within a project environment. Nicole currently works at Bounty UK.
About the Contributors

Samantha Szczur is an Assistant Professor in the Department of Communication Studies at Eastern Illinois University. She researches and writes broadly on the cultural politics of work, paying particular attention to nuances of gender and power. Her current projects focus on corporate campuses and associated mechanisms of power, control, and resistance.

Laura Talamante, an Associate Professor of History at California State University, Dominguez Hills, has received numerous honors and awards, including an NEH Landmarks of American History and Culture: Workshops for School Teachers grant and two French American Cultural Exchange Tournée Festival of French Films grants. She specializes and teaches courses in European and Women’s history and also teaches survey courses in World and U.S. history and participated as a member of the CSU Transforming Course Design in U.S. History project. She has published on innovative multicultural teaching pedagogy and on women and citizenship development in eighteenth-century France.

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 people of color in multinational corporations.