

<http://business.loyno.edu/bio/kendra-reed>

I. EDUCATION

Ph.D., **University of Nebraska-Lincoln**; Major in Organizational Behavior with supporting areas in Human Resources, Organizational Theory, and Gerontology; G.P.A. 4.0/4.0.

M.B.A., **DePaul University**, Chicago, IL; Major in Human Resource Management; G.P.A. 3.8/4.0; Internship in Human Resource Development at Amoco.

B.S.Ed., **Northwestern University**, Evanston, IL; Major in Human Development and Social Policy; G.P.A. 3.5/4.0; Internship in Human Resources at General Motors.

II. TEACHING EXPERIENCE

Courses Taught (average teaching rating 4.7/5.0)

Introduction to Business	Human Resource Management	Business Ethics
Management Principles	Management Decision Making	Leadership and Org Behavior
Organization Behavior	Staffing, Training, Evaluation	Psychology in Management
Sales Theory/Practice	Motivating Modern Workers	Compensation and Benefits
Project/Team Management	High-Performance Work Systems	Applied Strategy/Capsim

Loyola University New Orleans, College of Business

Professor, 2003-present

LeBlanc Professorship in Business Ethics, 2013-present

Ignatian Faculty Fellow, 2016; Ignatian Colleague Program Candidate

Teaching awards (student elected) 2005, 2007, 2010, 2015, 2016, 2017, 2018, 2020, 2021, 2022

Advising awards (student elected) 2015, 2017, 2018, 2020

- Visiting 2003-2005
- Area Chair Mgt/Mkt/IB/Legal, 2008-2010, and 2018-2019
- MBA Faculty Director, 2006 to 2011
- Early tenure and promotion awarded 2009, full professor 2017
- Academic Advisor: 20-120 Business undergraduates, 90 MBAs, Delta Sigma Pi, Delta Gamma, Et cetera
- Committees: Academic Integrity, Board of Review, Conciliation, Enrollment, Faculty Senate, Rank and Tenure, Strategic Planning, Chair Undergraduate and Graduate Curriculum, Assessment, Public Health, University Rank & Tenure, University Budget Committee, University Fringe Benefits, Sustainability, University Conciliation/Chair

Spring Hill College (Jesuit), Division of Business

Visiting Associate Professor, 8/2011 to 8/2012 and Adjunct for on-line course, 2012

Touro University International, College of Business Administration

Ph.D. Advisor/Adjunct Faculty, 7/2003 to 7/2006

Indiana University-Indianapolis, Kelley School of Business, Department of Management

Full Clinical Professor, 2019

Adjunct for The Leadership Circle, MBA and PA, 2020-present

- Undergraduate Capstone course, Decision Making Analysis with Capsim Strategy Simulation
- MBA Management course, Managing Behavior in Organizations (redesign for new curriculum); team-teaching for MBA Leadership Circle 360, Capsim, FoodCorp, and Career Development
- Undergraduate Curriculum Committee; University Program Assessment Committee

University of Wisconsin-Madison, School of Business, Department of Management and Human Resources

Visiting Assistant Professor, 7/2001 to 7/2003

Syracuse University, School of Management, Department of Strategy and Human Resources
Visiting Assistant Professor, 8/2000 to 5/2001

University of Northern Iowa, Department of Management
Visiting Assistant Professor (8/1998 to 5/2000)

University of Nebraska – Lincoln, Department of Management
Instructor/Graduate Assistant (8/1994 to 8/1998)

Ivy Tech, Evansville, IN - Instructor, Spring 1994

III. PUBLICATIONS

Reed, K., Galindo, A., Reed, K. Listening Styles Connect Speaking and Being Heard: A Conceptual Assessment of Listening Styles for Listenability. *Journal of Managerial Issues*. Revision submitted, July 2022.

Reed, K., Presti, S., & Baum, N. (2020). Finding the Sweet Spot in Your Medical Practice. *The Journal of Medical Practice Management*. November/December 2020. Reprint in *Podiatry Management*. September 2021.

Reed, K., & Baum, N. (2019). Zap the Gaps: Closing the Gaps in Your Practice. *The Journal of Medical Practice Management*. July/August 2019. Reprint in *Podiatry Management*. September 2020.

Dicle, M.F., & Reed, K. (2019). Asymmetric return response to expected risk: Effect on circuit breakers. *Journal of Financial Regulation and Compliance*, 27 (3).

Reed, K., Goolsby, J., & Johnston, M. (2016). Listening in and out: Listening to customers and employees to strengthen an integrated marketed-oriented system. *Journal of Business Research*, 69 (9), 3591-3599.

Johnston, M. & Reed, K. (2016). Team Listening Environment. In G. Bodie and D. Worthington (Eds.), *Listening Source Book*.

Johnston, M. & Reed, K. (2014). Listening Environment and the Bottom Line: How a Positive Environment Can Improve Financial Outcomes. *International Journal of Listening*, 1-9.

Reed, K., Goolsby, J., & Johnston, M. (2014). Extracting Meaning and Relevance from Work: The Potential Connection among Listening Environment and Organizational Identification and Commitment. *International Journal of Business Communication*, 53(3), 326-342.

Johnston, M., Reed, K., & Lawrence, K. (2011). Team Listening Environment: Scale Development. *International Journal of Business Communication*, 42 (1), 3-26.

Lawrence, K., Reed, K., & Locander, W. (2011). Experiencing and measuring the “un”teachable: Marketing ethics and AACSB learning assurance. *Journal of Business Education*, 86 (2), 92-99.

Smith, D. & Reed, K*. (2010). Critical Life Experience and Leadership Effectiveness for Appalachia Women. Accepted at *Journal of Leadership and Organizational Studies*, 17 (1) 87-99. *Dissertation Chair.

Sherman, K.C., & Reed, K*. (Winter, 2007). Eldercare and job productivity: An adaptation analysis. *Journal of Leadership Studies*, 4 (1), 23-36. * Dissertation Chair

Johnston, M., Reed, K., Lawrence, K., & Onken, M. (Winter, 2007). The Link Between Communication and Financial Performance in Simulated Organizational Teams. *Journal of Managerial Issues*, 14 (4), 536-553.

- Reed, K., Doty, H.D., & May, D.R. (2005). The impact of aging on self-efficacy and computer skills acquisition. Journal of Managerial Issues, 17, 212-228.
- May, D.R., Reed, K., Schwoerer, C.E. & Potter, P. (2004). Ergonomic office design and aging: A quasi-experimental field study of employee reactions to an ergonomics intervention program. Journal of Occupational Health, 9, 123-135
- May, D.R., Schwoerer, C.E., Reed, K. & Potter, P. (1997). Employee reactions to ergonomic job design: The moderating effects of health locus of control and self-efficacy. Journal of Occupational Health Psychology, 2, 1-14.
- Reed, K. (1993, December). Point-counterpoint: Build versus buy. The Review (Society of Human Resource Professionals), 28.

IV. CURRENT RESEARCH PROJECTS

- Reed, K. Values, Emotional Intelligence, Leadership. Data Collected.
- Reed, K. Listening, Values, Engagement, and Desire to Change. Data collected.
- Reed, K. Change Efficacy leading to organizational identity and performance. Data analyzed.
- Reed, K. Emotional Intelligence and Leadership Behaviors. This cross-sectional study examines the relationship between the cultural expectations of leadership behaviors, emotional intelligence, and perceived effectiveness. Data collected from 180 employees of a single national employer.
- Reed, K. & Patrick, R. Conflict management styles and individual differences. This study examines the impact of different conflict management styles of multiple work teams from organization.

V. CONFERENCE PRESENTATIONS

- Reed, K. & Huber, L. (2018). Soft Wired Connections: Listening through Values to Engagement. Academy of Business Research, New Orleans, LA, March 21-23, 2018.
- Johnston, M. & Reed, K. (2018). The Development and Validation of the Communication Preference Profile. Academy of Business Research, New Orleans, LA, March 21-23, 2018.
- Dicle, M.F., & Reed, K. (2018). Asymmetric return response to expected risk: Effect on circuit breakers", Southwest Finance Association, Albuquerque, NM, March 7 - 10, 2018
- Reed, K., Johnston, M. & Lawrence, K. (2009). Does Communication Impact Financial Performance? Absolutely. Presented at Association of Business Communication Annual Conference, Atlanta, GA.
- Johnston-Kirtley, M., Reed, K., & Lawrence, K. (2007). Are you listening team? It's me, Margaret. Presented at Association of Business Communication Annual Conference, Washington, D.C.
- Johnston-Kirtley, M., Reed, K., Lawrence, K., & Onken, M. (2005). The Link Between Communication and Financial Performance". Accepted for presentation at Association of Business Communication Annual Conference, New Orleans, LA. (No presentation due to Katrina.)
- Caldas, M., Onken, M., & Reed, K. (2004). Dealing effectively with Latin America 's ethically questionable practices in a high-risk environment. Presented in panel discussion at 2004 Academy of International Business, Stockholm, Sweden.
- Reed, K. & Patrick, R.R. (2003). Team conflict: Impact of conflict type on team effectiveness moderated by conflict management style. Paper accepted at the 2003 Midwest Academy of Management.

- Reed, K., May, D.R., Waskel, S., & Doty, D.H. (2001). New age technology and new aged workers: The impact of age on computer skill acquisition and the influence of technological self-efficacy, age-related beliefs, and change attitudes. Paper presented 2001 National Academy of Management in Washington DC.
- Reed, K. & May, D.R. (1998). New age technology and new aged workers: The impact of age on computer skill acquisition and the influence of technological self-efficacy, age-related beliefs, and change attitudes. Paper presented 1998 Midwest Academy of Management in Kansas City.
- Onken, M. & Reed, K. (1998). Women on Corporate Boards. Paper presented at the International Conference for Women in Higher Education in San Francisco, CA.
- Bellows, L., Peterson, S., Reed, K., Wells, M., & Rodriguez, L.T. (1997) G.R.A.T.E.: A Department's response to GTA Development. Concept presented at 1997 National Conference on the Education and Employment of Graduate Teaching Assistants in Minneapolis, MN.
- Reed, K. & May, D.R. (1997). Shifting from the fountain of youth to old faithful: Training an aging work force. Paper presented at 1997 Midwest Academy of Management Meeting in Ann Arbor, MI.
- Luthans, F., Stajkovic, A., & Reed, K. (1996). Country clustering revisited: A critical analysis of Hofstede's cultural dimensions. Paper presented at the Organizational Behavior division of 1996 National Decision Science Institute Meeting in Orlando, FL.
- May, D.R., Reed, K., Schwoerer, C.E. & Potter, P. (1996). Ergonomic office design and aging: A quasi-experimental field study of employee reactions to an ergonomics intervention program. Paper presented at 1996 National Academy of Management Meeting in Cincinnati, OH.
- Reed, K. (1996). Older and Wiser Computing for Older Women. Paper presented at First Annual Meeting on Women and Successful Aging in Omaha, NE.
- May, D.R., Schwoerer, C.E., Reed, K. & Potter, P. (1995). Employee reactions to ergonomic job design: The role of individual differences. Paper presented at Third National Interdisciplinary Conference on Occupational Stress and Health in Washington, D.C., September, 1995. Conference sponsored by APA, NIOSH, U.S. Office of Personnel Management, and OSHA.
- Reed, K., May, D.R., & Waskel, S. (1996). Alice through the looking glass: Older women and computer technology. Presented at 1996 Midwest Academy of Management Meeting in South Bend, IN.

VI. RESEARCH ASSISTANTSHIP EXPERIENCE

Graduate Research Assistant

Department of Management, University of Nebraska, Lincoln, NE; 8/1994 to 8/1998; Dr. Douglas R. May

Graduate Research Assistant

Department of Management, DePaul University, Chicago, IL; 9/1990 to 9/1991; Dr. Steven Briggs/Dr. Lisa Gundry

Graduate Research Assistant,

Department of Career Counseling, DePaul University, Chicago, IL; Fall 1991; Supervisor: Jane McGrath

VII. HONORS AND AWARDS

Faculty of the Year granted by the Student Government Association at Loyola University New Orleans, 2017.

Outstanding Teaching Award granted by the College of Business Undergraduates at Loyola University New

Orleans, 2005, 2007, 2010, 2015, 2016, 2017, 2018, 2020, 2021.

Outstanding Advising Award granted by the College of Business Faculty at Loyola University New Orleans, 2006, 2008, 2009, 2010, 2014, 2017.

Outstanding Teaching Award granted by the College of Business MBA students at Loyola University New Orleans, 2005 and 2006.

Selected by faculty leaders to represent the College of Business at the Vocation of Teaching in the Jesuit Tradition, Paris, France, 2006.

Pawsitive Difference Award granted by Loyola Wolfpack Alumni Association for making a positive difference on students, 2004.

Acknowledged by graduating seniors as having “positive influence” on student development, 1999-2000, University of Northern Iowa.

UNI Apple Polishing Award for Student Ambassadors, 1999, University of Northern Iowa.

University Presidential Fellowship, 1997-98, University of Nebraska-Lincoln. University competitively awarded fellowship – one of two.

Gerald L. Phillippe Memorial Fellowship in Business and Gretchen Bechtol Lee Fund Fellowship, 1996-97, University of Nebraska-Lincoln. University competitively awarded fellowship.

University of Nebraska Alumni, Graduate Assistant Teaching Award, 1995.

University of Nebraska, College of Business, Graduate Assistant Teaching Award, 1995.

VIII. PROFESSIONAL SERVICE

University Budget Committee, 2020 to present.

Loyola Center for Counselling and Education, Board Member, 2020 to present.

Conciliation Committee (faculty appeals board), 2014 to 2019, 2020 to present.

Reviewer, Journal of Business Research, 2016 to present.

Reviewer, Journal of Leadership and Organizational Studies, 2008 to present.

Reviewer, Journal of Business Communications, 2006 to present.

Reviewer, Journal of Managerial Issues, 2006 to present.

Mission Work Stream, Loyola University New Orleans, 2016 to 2019.

Faculty Handbook Committee, Loyola University New Orleans, 2016 to 2019.

Faculty Senate, College of Business, Loyola University New Orleans, 2015 to present.

University Board of Appeals (student non-academic misconduct appeals board), 2016 to 2019.

University Board of Review (student non-academic misconduct board), 2015 to 2016.

Belizean Global Initiative, Loyola University Chaplin, 2013 to 2019.

Academic Integrity Committee, Loyola University New Orleans, 2012 to 2017, founding committee & Chair.

College of Business Undergraduate Curriculum Committee, 2008 to 2019.

Rank and Tenure, College of Business, Loyola University New Orleans, 2006 to 2011 and 2014 to 2019.

Strategic Planning, College of Business, Loyola University New Orleans, 2005 to 2020.

AACSB Task Force/Assessment Team, 2014 to 2019.

Faculty Development Advisory Group, Loyola University New Orleans, 2006 to 2012.

University Strategic Planning Team, Loyola University New Orleans, 2012.

Faculty Athletic Representative, NAIA/GCAC & SSAC, 2008 to 2012.

Graduate Programs Council, Loyola University New Orleans, 2006 to 2011.

Advisor, MBA Student Association, 2008 to 2011.

Women's Basketball Head Coach Search Committee, 2008.

University Fringe Benefits Committee, 2007 to 2011.

University Comprehensive Advising Committee, 2007 to 2011.

College of Business Dean Search Committee, 2006 to 2008.

MBA Curriculum Committee, 2006-2011.

Learning Assessment, Coordinator, College of Business, Loyola University New Orleans, 2004 to 2007.

Freshmen Experience, College of Business and Loyola University New Orleans, 2004 to 2010.

Advisor Delta Sigma Pi, Loyola University New Orleans. 2004 to 2011.

Writing Across Curriculum Committee, Loyola University New Orleans, 2004-2010.

MBA Orientation and Teambuilding, Loyola University New Orleans. 2004.

Advisor SHRM student chapter, University of Wisconsin. 2002 to 2003.

Web Master, Program for Women & Successful Aging, University of Nebraska-Omaha. 2002 to 2004.

Guest Speaker for multiple university and community groups including AMA, SHRM, Local Quality Chapter, Local Printing Chapter, Project LEAD, SIE, SHRM, UPB. 1998 to present.

Volunteer Computer Instructor for Cedar Falls Senior Center, 1998 to 2000.

Workshop leader for College of Business Administration Teaching Forum on Use of Midterm Evaluations, 1997, University of Nebraska.

Coordinator, New Doctoral Consortium for the 1997 National Academy of Management Meeting, Boston,

MA. Coordinate volunteer committee of 22 doctoral students, domestic and international, universities who secure funding, arrange speakers and panels, plan activities, and organize an academy reception.

Panel member for a Midterm Evaluation session proposed by University of Nebraska's Teaching and Learning Center for the Graduate Assistant Student Teaching Conference in Minneapolis, MN, 1997.

Founder and participant of G.R.A.T.E. (Graduate Research and Teaching Exchange), Department of Management, University of Nebraska, 1995-98.

Interviewing Seminar for WorkNet, an employment service for disabled workers, 1996.

Administrative Assistant, Program for Women & Successful Aging, Department of Gerontology, University of Nebraska-Omaha, 1996. Assisted in building the infrastructure for a research center and community out-reach program focusing on older women.

New Doctoral Consortium Planning Committee, 1996 Academy of Management Meeting, Cincinnati, OH.

Teaching Assistant Planning Committee, University of Nebraska, Teaching and Learning Center annual Graduate Student Teaching Assistant Seminar titled "Total Quality Teaching", 1996.

Grade Appeals Committee for the Department of Management, College of Business Administration, University of Nebraska, 1996 to 19988.

Leadership Styles Workshop, University Student Leadership Conference 1995, University of Nebraska.

IX. PROFESSIONAL SEMINARS

"Harmony: Soft Skills in a Hard World", Young Professionals of Urban League, Indianapolis, IN, 2019.

"Dyadic Diversity", SHRM, Mandeville, LA, 2007.

"Human Resources and the Knowledge Worker" for U.S. Department of Energy Strategic Petroleum Reserve Performance Excellence Conference, Kenner, LA, 2006.

'Managing Generations X and Y' for the Employer Workforce Development Network, Green Bay, WI, 2002.

"Supervision", full day seminar to first time line and staff supervisors, Cedar Falls Utilities, 2000.

"Team Leadership", full seminars to business professionals, University of Northern Iowa, 1999 to 2000.

"Navigating Change", full day seminar to business professionals, University of Northern Iowa, 1999 to 2000.

"Presenting Presentations", University of Nebraska-Lincoln, 1999.

X. PROFESSIONAL WORK EXPERIENCE

CFO/Illustrator

Phoofa LLC, November 2002- 2007

Illustrated, published and marketed family books, prepared financial statements.

Benefits Administrator, Systems Consultant, Trainer and H.R. Analyst

American General Finance, Evansville, IN, January 1992-July 1994.

Progressed through a series of professional positions from H.R. Analyst to Manager of the Benefits Department and staff. Managed a three year project on the justification and implementation of a new HR/payroll information system. Responsible for \$15 million budget in Benefits Department.

Performed an internal consultant role in human resources, marketing and operations after completing a three month management training program on Main Event Management and Model-Netics.

HRIS Consultant and Trainer

The Hunter Group, Chicago, IL, October 1989-October 1990.

Consulted organizations on the implementation of new human resource information systems. Developed training programs and materials, customized software, and trained personnel. Directly interacted with clients in scheduling, training, customizing software, and problem solving.

Compensation Analyst

Quaker Oats Company, Chicago, IL, July 1988-October 1989.

Provided administrative and analysis services for corporate compensation programs, including salary planning, long-term stock incentives, and management bonus programs. Performed salary surveys. Developed and maintained information systems. Served on job evaluation committee.

HR Assistant/Data Coordinator

Chicago Specialty (now Moen), Wheeling, IL, October 1987-July 1988.

Developed and maintained employee data systems for unionized manufacturing company. Computerized employee records and human resource reports. Interviewed for production, non-exempt and exempt positions. Organized company events.

XI. MEMBERSHIP IN ACADEMIC AND PROFESSIONAL ORGANIZATIONS

Academy of Management (1994 to present).

Society of Human Resource Management (1994 to present).

Jebnet – Jesuit MBA Director Network – (2006 to 2013)

Program for Women and Successful Aging, University of Nebraska at Omaha (1996-2005)

XII. ACTIVITIES

Running, fitness, camping, hiking, golfing, reading, and road trips.