

James Stapp

The Charles H. Dyson School of Applied Economics and Management
Cornell SC Johnson College of Business
College of Agriculture and Life Sciences
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EDUCATION

MFA in English Oklahoma State University	2012
BA in English Literature Oklahoma State University	2005
BA in Journalism/Broadcasting with focus in Public Relations Oklahoma State University	2001

TEACHING EXPERIENCE

Lecturer of Marketing and Management Communication The Charles H. Dyson School of Applied Economics and Management SC Johnson College of Business Cornell University Ithaca, NY 14853	2021-Present
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- Planned course activities and developed curriculum for AEM 2700 Management Communication core course for undergraduate students and for AEM 5700 MPS Management Communication core course for MPS graduate students.
- Supervised and coordinated multiple Teaching Assistants across all sections.
- Held regular conferences with students.
- Led class discussion and lectures and gave individual and team feedback.

Lecturer Spears School of Business Department of Management Oklahoma State University Stillwater, OK	2014-2021
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- Planned course activities and developed curriculum for Business Communication and Online Business Communication.
- Graded all assignments.
- Held regular conferences with students.

- Led class discussion and lectures.
- Managed courses through Brightspace and Canvas LMS.
- Participated in Virtual Business Professional project, a six-week global project that gives students real-world experience using communication and collaboration technologies employed in today's corporate environment.

Instructor of Composition

2013-2014

Northern Oklahoma College
Stillwater, OK

- Planned course activities and developed curriculum for First-Year Composition.
- Graded all assignments.
- Managed courses through Blackboard LMS.
- Held regular conferences with students.
- Led class discussion and lectures.

Graduate Teaching Assistant

2007-2010

Department of English, Oklahoma State University

- Planned course activities for Freshman Composition and Introduction to Creative Writing.
- Graded all assignments.
- Held regular conferences with students.
- Led class discussion and lectures.

Writing Center Consultant

2006-2007

Oklahoma State University Writing Center

- Worked as a tutor in the OSU Writing Center.
- Provided one-on-one instruction, focusing on idea development, argumentation, grammar, and style in student writing.

PROFESSIONAL EXPERIENCE

Operations Manager

2014-2018

Yost Lake Country Club
Glencoe, OK

- Oversaw daily operations of historic, 100-year-old seasonal lake resort with average operating income of \$150,000 annually.
- Supervised staff of six employees across multiple departments, including training and collaboration on several large projects each seasonal year.
- Communicated with over 150 dues-paying members on a consistent basis, navigating customer service issues and mitigating corporate liability.
- Facilitated communication with suppliers and vendors to ensure timely meeting of organizational objectives, resulting in improved efficiency.
- Planned and executed purchasing decisions of operational equipment and projects for capital improvement.

- Delegated duties to subordinates and prioritized multiple plans to ensure smooth operations during peak season activities, often dealing with over 300 clients and members.
- Reported directly to Board of Directors, presenting operational reports monthly.
- Certified Class C Water System Operator by Department of Environmental Quality, State of Oklahoma.

General Manager

2010-2013

Daddy O’s Music Co.,
Stillwater, OK

- Controlled daily operations of independent musical instrument retail business, overseeing six employees and responsible for \$500,000 in gross annual sales.
- Managed purchasing of inventory, inventory control policies, and point-of-sale logistics across hundreds of SKUs.
- Administered accounts receivable and payable department, overseeing a net profit increase of 15 percent during tenure due to spearheading new lines and increased efficiencies and outreach.
- Promoted and influenced customer purchase decisions through tailored communication and outreach, going beyond the transaction—assisting in creating a community of likeminded individuals intent on organizational success.
- Customized and created up to eight traditional and social media marketing campaigns per fiscal year, leading to increase in customer base and net profit.
- Certified Silver Level Technician by Taylor Guitars.

Editorial Assistant

2007-2009

Cimarron Review
Oklahoma State University

- Read and approved fiction submissions for publication in one of the oldest quarterlies in the nation.
- Spearheaded an online audio companion publication for selected stories and poems.

CONFERENCE PRESENTATIONS

Stapp, James, Anders, Abram, Aritz, Jolanta, Cardon, Peter, Carradini, Stephen, Fleishman, Carolin, Getchell, Kristen, Heidewald, Jeannette, Ogilvie, Andrew (2023) “AI and Business Communication Research Summit,” International Association for Business Communication Conference, Denver, Colorado.

Stapp, James, Quagliata, Andrew (2022) “Moving from Monologue to Dialogue: Reimagining How to Teach Oral Communication,” International Association for Business Communication Conference, Tampa, Florida.

Stapp, James, Keller, Karl, Morse, Jenny, Shwom, Barbara, (2022) “Know When to Hold ‘Em, Know When to Fold ‘Em: When to Walk Away from a Consulting Gig,” Panel Leader, International Association for Business Communication Conference, Tampa, Florida.

Stapp, James, Cardon, Peter, Aritz, Jolanta, Fleischmann, Carolin, Getchell, Kristen, Carradini, Stephen, Habing, Ma (2021) “Artificial Intelligence for Business Communication,” Conference Workshop Co-Coordinator, International Association for Business Communication Conference, Online.

Stapp, James. (2021) "My User Manual," in "My Favorite Assignment: Selections from the ABC 2021 Annual Conference," International Association for Business Communication Conference, Online.

Stapp, James, Cardon, Peter, Aritz, Jolanta, Fleischmann, Carolin, Getchell, Kristen, Carradini, Stephen, Habing, Ma (2020) “Artificial Intelligence for Business Communication,” Conference Workshop Co-Coordinator, International Association for Business Communication Conference, Online.

Stapp, James, Owens, Rita, Goettsch, Karin, Waters, Eric (2020) “Our First or Best Communication Consulting Gigs: Yours Too,” Panel Participant, International Association for Business Communication Conference, Online.

Stapp James, Cardon, Peter, Aritz, Jolanta, Fleischmann, Carolin, Elhaddaoui, Terri, Getchell, Kristen, Helens-Hart, Rose, Iivonen, Kirsti, Insignares, Frank, Li, Xiaoli, Logemann, Minna. (2020) “What Happens to Global Virtual Teams When a Pandemic Hits? Maintaining Normalcy and Motivation with Disruption All Around,” International Association for Business Communication Conference, Online.

Stapp, James (2019) “The PowerPoint Slide That Killed: Revisiting a Powerful Pedagogical Tool for the Business Communication Classroom,” International Association for Business Communication Conference, Detroit, Michigan.

Stapp, James. (2019) “‘Pre-suasion’ and the President: The Persuasive Communication Techniques of Donald Trump,” Corporate Communication International Conference, Los Angeles, CA.

Stapp, James (2018) “The Amazon Six-Pager: Harnessing the Power of Narrative Memos in Business Communication Courses,” International Association for Business Communication Conference, Miami, Florida.

Stapp, James. (2018) “New Thought Leaders in Persuasion: Integrating Fresh Voices and Research in Teaching Business Students and Practitioners,” Corporate Communication International Conference, New York, NY.

Stapp, James. (2017) “The Changing Art of Persuasion: New Thoughts on an Ancient Subject,” International Association for Business Communication Conference, Dublin, Ireland.

Stapp, James. (2009) “Cal Ripley and the Riptones” (Fiction Reading), National Pop Culture Association/American Culture Association Conference, New Orleans, Louisiana.

Stapp, James. (2009) “Shell” (Fiction Reading) Southwest Texas Pop Culture Association/American Culture Association Conference, Albuquerque, New Mexico.

Stapp, James. (2007) “City Gardens” (Fiction Reading) Regional Fiction Writers Group, South Central Modern Language Association Conference, Memphis, Tennessee.

Stapp, James. (2007) “Off the Reservation: Place, Memory, and Reconciliation in Sherman Alexie’s *Ten Little Indians*,” Southwest Texas Pop Culture Association/American Culture Association Conference, Albuquerque, New Mexico.

Stapp, James. (2007) “Let’s Chat: The New Virtual Center,” International Writing Center Association Conference, Houston, TX.

CONSULTING EXPERIENCE

Professional Development Consultant/Corporate Trainer 2018-Present

Rise Communication Consultants

Center for Executive and Professional Development

Oklahoma State University

- Develop and lead onsite and public programs on professional communication for outreach of business school.
- Clients include private, public, and government agencies:
 - Chesapeake Energy
 - ONE Gas
 - Oklahoma Healthcare Authority
 - Certificate for Emerging Leaders in Manufacturing
 - Oklahoma Municipal Clerks and Treasurers
 - Certificate of Effective Management and Leadership
 - Chickasaw Nation

SERVICE/PROFESSIONAL DEVELOPMENT

Committee Member, Business Practices Committee, Association for Business Communication
2023-present

Facilitator for 2023 Cornell Dyson Summer Reading Program

Faculty Advisor for Vision Brand Consulting, Cornell Dyson student consulting club, 2022-present

Faculty Advisor for Ashling, Cornell student art organization, 2022-present

Facilitator for 2022 Cornell Dyson Summer Reading Program

Faculty Judge for 2022 Cornell SC Johnson MBA Marketing Case Competition

Faculty Fellow for Inclusive Excellence for the Cornell Dyson Office of Diversity and Inclusion, 2021-Present,

Facilitator for 2021 Cornell Dyson Summer Reading Program

Faculty Judge for 2021 Cornell SC Johnson MBA Marketing Case Competition

Faculty Mentor for 2021 Hilton Hospitality Hackathon, Cornell University

Research Assistant for Federico Aime, Ph.D.'s 2016-2017 project "Organizational Identity and Strategic Action."

Written Assessment Evaluator for Spears School of Business AACSB accreditation 2015, 2017, 2019.

Attended 2016 Southwest Association for Business Communication Conference in Oklahoma City, OK.

PUBLICATIONS

Stephen Carradini, Kristen Getchell, Peter Cardon, Carolin Fleischmann, Jolanta Aritz, James Stapp. Evidence-based recommendations for recorded-meetings policies. *Business Horizons*, Volume 67, Issue 1, 2024, 83-92.

Getchell, K. M., Carradini, S., Cardon, P. W., Fleischmann, C., Ma, H., Aritz, J., & Stapp, J. (2022). Artificial Intelligence in Business Communication: The Changing Landscape of Research and Teaching. *Business and Professional Communication Quarterly*, 85(1), 7–33.

Stapp, James, Cardon, Peter, Aritz, Jolanta, Fleischmann, Carolin, Elhaddaoui, Terri, Getchell, Kristen, Helens-Hart, Rose, Iivonen, Kirsti, Insignares, Frank, Li, Xiaoli, Logemann, Minna et al. (2020). "What Happens to Global Virtual Teams When a Pandemic Hits? Maintaining Normalcy and Stability with Disruption All Around." *The Western ABC Bulletin*, 2.1.

Stapp, James. (2016). "Participants." *Bindlestiff*.

MEMBERSHIPS AND CERTIFICATIONS

Corporate Communication International

Federation of Business Disciplines
Association for Business Communication
TRACOM Social Style and Versatility Accredited and Certified Instructor

AWARDS

2020 Nominee and Finalist for Oklahoma State University Online Teaching Excellence Award
2019 Spears School of Business Innovation in Pedagogy Award
2018 “Golden Acorn” Best Presentation Award, Corporate Communication International