

KATE WALSH

Dean and E.M. Statler Professor
Professor of Management
School of Hotel Administration
S.C. Johnson College of Business
Cornell University
Ithaca, New York 14853
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kwm33@cornell.edu

ACADEMIC APPOINTMENTS

2017-Present, Dean and E.M. Statler Professor
School of Hotel Administration, S.C. Johnson College of Business, Cornell University

2016-2017, Interim Dean and E.M. Statler Professor,
School of Hotel Administration, S.C. Johnson College of Business, Cornell University

2012- 2016, Associate Professor of Organizational Management,
School of Hotel Administration, Cornell University

2010 – 2012, Fred G. Peelen Professor of Global Hospitality Strategy
3 Year Term Appointment
School of Hotel Administration, Cornell University

2008 – 2010, Associate Professor of Organizational Management,
School of Hotel Administration, Cornell University

2000 – 2008, Assistant Professor of Organizational Management,
School of Hotel Administration, Cornell University

EDUCATION

Ph.D. Organization Studies Department, Carroll School of Management,
Boston College, August 2000

M.P.S. Master of Professional Studies, School of Hotel Administration, Cornell
University, May 1990, Concentration in Financial and Human Resource Management

B.S. Accounting, School of Business, Fairfield University, May 1985

REFERRED PUBLICATIONS

- Walsh, K., Fleming, S. & Enz, C.A. 2016. Give and you shall receive: Organizational strategies for advancing women's careers. *Career Development International*. Vol. 21.
- Walsh, K. 2016. Applying career concepts to strengthen the work attitudes of service professionals. *The Services Industry Journal*. Vol. 36, 58-79.
- Walsh, K., Song, C. & Chen, E. 2015. Accounting for Students' Intentions to Join the Hospitality Industry: The Role of Emotional Intelligence, Service Orientation, and Industry Satisfaction. *Cornell Hospitality Quarterly*. 56: 369-382.
- Sturman, M. & Walsh, K. 2014. Strengthening the employment relationship: The effects of work-hours misfit on employee attitudes. *Journal of Organizational Behavior*, 35: 747-896.
- Walsh, K. & Gordon, J. 2010. Understanding professional service delivery: The role of organizational identification in shaping the professional-client relationship. *International Journal of Quality and Service Sciences*, 2: 217-238.
- Walsh, K., Canina, L. & Enz, C. 2008. The impact of strategic orientation on intellectual capital investments in customer service firms. *Journal of Service Research*, 10: 300-317. **2008 JSR Best Article Award Finalist.**
- Sturman, M.C., Walsh, K. & Cheramie, R.A. 2008. The value of greater human capital specificity versus transferability. *Journal of Management*, 34: 290-316.
- Walsh, K. & Gordon, J. 2008. Creating an individual work identity. *Human Resource Management Review*, 18: 46-61.
- Cheramie, R.A., Sturman, M.C. & Walsh, K. 2007. Executive career management: Switching organizations and the boundaryless career. *Journal of Vocational Behavior*, 71: 351-374.
- Walsh, K. & Taylor, M.S. 2007. Developing in-house careers and retaining management talent: What hospitality professionals want from their jobs. *The Cornell H.R.A. Quarterly*, 48: 163-182. **Nominated for Best Paper.**
- Invited reprint in: 2010. (C. A. Enz, Ed.) *The Cornell School of Hotel Administration Handbook of Applied Hospitality Strategy*. (pp. 452-472). Thousand Oaks, CA: Sage.
- Walsh, K. & Fisher, D. 2005. Performance appraisal: A potential tool for individual and organizational development. *The Learning Organization*, 12: 26-41.

- Walsh, K. 2004. Interpreting the impact of culture on structure: The role of change processes. *Journal of Applied Behavioral Science*, 40: 302-322.
- Invited reprint in: 2008. Daniels, J.D. & Krug, J.A. (Eds.) *Multinational Enterprise Theory*, London: Sage Publications. Volume 3: 53-72.
- Walsh, K., Enz, C.A. & Canina, L. 2004. The impact of gasoline price fluctuations on lodging demand for U.S. brand hotels. *International Journal of Hospitality Management*, 23: 505-521.
- Canina, L., Walsh, K. & Enz, C. 2003. The impact of gas prices on lodging demand for U.S. brand hotels. *Cornell H.R.A. Quarterly*, 44: 29-37.
- Walsh, K. 2003. Qualitative research: Advancing the science and practice of hospitality. *Cornell H.R.A. Quarterly*, 44: 66-74. **Nominated for Best Paper.**
- Walsh, K. 2002. Service-delivery Strategies: Three approaches to consulting for hospitality. *Cornell H.R.A. Quarterly*, 43: 37-48. **Nominated for Best Paper.**
- Walsh, K. 2001. Enz, C.A., Canina, L. & Walsh, K. 2001. Hotel industry averages: An inaccurate tool for measuring performance. *Cornell H.R.A. Quarterly*. 42: 22-32.
- Invited reprint in: 2010. (C. A. Enz, Ed.) *The Cornell School of Hotel Administration Handbook of Applied Hospitality Strategy*. (pp. 888-900). Thousand Oaks, CA: Sage.
- Walsh, K. 2000. A service conundrum: Can outstanding service be too good? *Cornell H.R.A. Quarterly*. 41: 40-50.
- Bartunek, J.M., Walsh, K. & Lacey, C.A. 2000. Dynamics and dilemmas of women leading women. *Organization Science*. 11: 589-610.
- Walsh, K., Bartunek, J.M. & Lacey, C.A. 1998. A relational approach to empowerment. In D. Rousseau & G. Cooper (Eds.), *Trends in Organizational Behavior*, Vol. 5, New York: John Wiley & Sons, 103-126.
- Stevenson, W.B., Davidson, B., Manev, I. & Walsh, K. 1998. The small world of the university: A classroom exercise in the study of networks. *Connections*, 20: 23-33.
- Jones, C. & Walsh, K. 1997. Boundaryless careers in the U.S. film industry: Understanding labor market dynamics of network organizations. *Industrielle Beziehungen*, 4: 58-73.
- Beckert, J. & Walsh, K. 1991. Development plans replace performance reviews at Harvey Hotels. *Cornell H.R.A. Quarterly*, 3: 72-80.

BOOKS

Enz, C.A., Kimes, S.E., Siguaw, J.A., Verma, R. and Walsh, K. 2016. *Achieving Success through Innovation: Cases and Insights from the Hospitality, Travel and Tourism Industry*. Edited by Glenn Withiam. New York: Business Expert Press.

BOOK CHAPTERS

Walsh, K. Sturman, M.C. & Carroll, B. 2011. Preparing for a Successful Career in the Hospitality Industry. In M.C. Sturman, J.B. Corgel & R. Verma (Eds.) *The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice*. (pp. 21-36). New Jersey: John Wiley & Sons.

Walsh, K, Sturman, M. & Longstreet, J. 2010. Key Issues in strategic human resources. In C.A. Enz (Ed.) *The Cornell School of Hotel Administration Handbook of Applied Hospitality Strategy*. (pp. 394-414). Thousand Oaks, CA: Sage.

Brownell, J. & Walsh, K. 2008. Women in Hospitality. In (B. Brotherton & R.C. Wood, Eds.) *The Sage Handbook of Hospitality Management*. (pp. 107-128). Thousand Oaks, CA: Sage.

Walsh, K., Enz, C.A. & Siguaw, J. 2003. Innovations in hospitality human resources: Cases from the U.S. lodging industry. In S. Kusluvan, (Ed.) *Managing employee attitudes and behaviors in the tourism and hospitality industry*. (pp. 787-803). New York: Nova Science Publishers, Inc.

Walsh, K. 2001. The role of relational expertise in professional service delivery. In A.F. Buono (Ed.), *Current Trends in Management Consulting*, pp. 23- 42. Greenwich, CT: Information Age Publishing.

CENTER FOR HOSPITALITY RESEARCH REPORTS

Walsh, K. & Koeingsfeld, J. 2015. A competency model for club leaders.

Walsh, K., Enz, C & Fleming, S. 2014. Female executives in Hospitality: Reflections on career journeys and reaching the top.

Walsh, K., Enz, C & Fleming, S. 2014. Advancing the careers of women in hospitality: Advice for the Industry.

Sun, J. & Walsh, K. 2011. Implementing Human Resource Innovations: Three Success Stories for the Service Industry.

- Enz, C.A., Walsh, K., Kimes, S.E., Siguaw, J. & Verma, R. 2010. Cases in Innovative Practices in Hospitality and Related Services. Set 4.
- Verma, R., Walsh, K., Enz, C.A., Kimes, S.E. & Siguaw, J. 2010. Cases in Innovative Practices in Hospitality and Related Services. Set 3.
- Kimes, S.E., Enz, C.A, Siguaw, J., Verma, R. & Walsh, K. 2010. Cases in Innovative Practices in Hospitality and Related Services. Set 2.
- Siguaw, J., Enz, C.A., Kimes, S.E., Verma, R. & Walsh, K. 2009. Cases in Innovative Practices in Hospitality and Related Services. Set 1.
- Canina, L., Enz, C.A. & Walsh, K. 2006. Intellectual Capital: A key driver of hotel performance.
- Taylor, M.S. & Walsh, K. 2005. Retaining management talent: What hospitality professionals want from their jobs. ***Winner of the 2007 Center for Hospitality Research Industry Relevance Award.***
- Enz, C.A., Walsh, K. & Canina, L. 2002. The influence of gasoline-price fluctuations on lodging demand: A study of branded hotels from 1988 through 2000.
- Walsh, K., Enz, C.A. & Canina, L. 2002. Developing the full picture on hotel industry averages.
- Walsh, K. (Ed.). 2002. *Managing human resources in the hospitality industry*. The Center for Hospitality Research at Cornell University.

MANUSCRIPTS UNDER REVIEW

- Walsh, K. Canina, L., Enz, C.A. & Potter, G. The value-enhancing benefits of contracted knowledge. Under revision at *Academy of Management Journal*.
- Walsh, K. & Fleming, S. Building ties to solve the identity dilemma: An identity-based model for developing women leaders. Under revision at *Academy of Management Review*.
- Walsh, K. and Koeingsfeld, J.P. Leadership competency modeling for client-focused businesses staffed by low-skilled labor. Under revision at *The Service Industries Journal*.

SELECTED RESEARCH IN PROGRESS

- Koeningsfeld, J.P. & Walsh, K. Shifting leadership for emerging markets. In preparation for *Journal of Service Research*.

Koeningsfeld, J.P. & Walsh, K. The impact of leadership strategy on firm performance. In preparation for *Leadership Quarterly*.

Walsh, K. Staying in touch. The role of old employees in generating new business. Data collection stage.

Martin, D. & Walsh, K. Factors influencing careers plans of recent college graduates. In preparation for Center for Hospitality Research Center Report.

REFERRED CONFERENCE PRESENTATIONS AND PROCEEDINGS

Walsh, K. Women professionals and the norm of reciprocity. Paper presented as part of a professional development workshop at the 2016 Academy of Management Annual Meeting.

Walsh, K. & Fleming, S. Building ties to solve the identity dilemma: An identity-based model for developing women leaders. Paper presented at the 2016 Academy of Management Annual Meeting.

Walsh, K. Canina, L. & Enz, C.A. The performance benefits of contracted knowledge. Paper presented at the 2016 Academy of Management Annual Meeting.

Walsh, K. & Koeningsfeld, J. A competency model for leading a client-focused business staffed by low-skilled labor. Paper presented at the 2013 Academy of Management Annual Meeting.

Walsh, K. & Sturman, M. The role of perceived organizational support: Testing a theoretical model using justice perceptions. Paper presented at the 2013 Academy of Management Annual Meeting.

Sturman, M., Walsh, K. & Zahn, Lindsay. Strengthening Employment Relationships: Effects of Work-Hours Misfit on Employee Attitudes. Paper presented at the 2010 Academy of Management Annual Meeting.

Sturman, M., Walsh, K. & Cheramie, R. Firm-explicit human capital: Understanding the value of firm knowledge in the labor marketplace. Paper presented at the Academy of Management Meeting, Philadelphia, PA, August 2007.
Paper included as part of Academy of Management Best Paper Proceedings.

Walsh, K., Canina, L. & Enz, C.A. Investment of Intellectual Capital in Predicting Future Firm Performance: An Exploration of Service Firms. Paper presented at the Academy of Management Meeting, Honolulu, HI, August 2005.

- Walsh, K. & Taylor, M.S. Reframing organizational commitment within a contemporary careers framework. Paper presented at the Academy of Management Meeting, Seattle, WA, August 2003.
- Walsh, K. & Gordon, J. Creating an Individual Work Identity. Paper presented at the Academy of Management Meeting, Denver, CO, August 2002.
- Walsh, K. & Jones, C.Q. Contextual framework for the study of knowledge: Examining the U.S. Film Industry. Paper presented at the Academy of Management Meeting, Denver, CO, August, 2002.
- Simons, T.L., Walsh, K. & Sturman, M.C., Battle of the biggies: The relative influence of job satisfaction and affective commitment on organizational outcomes. Paper presented at the Academy of Management Meeting, Washington, D.C., August, 2001.
- Walsh K. Relational expertise and professional service delivery. Paper presented at the Academy of Management Meeting, Toronto, CA, August, 2000.
Winner of Best Paper Award.
- Walsh, K. Delivering expertise: Identity and relationship building in professional services. Paper presented at the Academy of Management Meeting, Chicago, IL, August, 1999.
- Walsh, K. Providing breakthrough service: A socio-cognitive model. Paper presented at the Academy of Management Meeting, Boston, MA, August, 1997.
- Walsh, K., Bartunek, J.M. & Lacey, C.A. Dilemmas of leading an empowering women's group as revealed through the leadership succession processes: The "queen of the universe" is dead. Paper presented at the Academy of Management Meeting Boston, MA, August, 1997.
- Walsh, K. & Fisher, D. Performance appraisal: A potential tool for individual and organizational development. Paper presented at the Eastern Academy of Management Meeting, Brunswick, NJ, May, 1997.
Paper included as part of Best Paper Proceedings, 177- 180.
- Walsh, K. & Jones, C. Principles of interfirm partnering: How homophily and multiplexity influence project team formation. Paper presented at the Eastern Academy of Management Meeting, Brunswick, NJ, May, 1997.
- Jones, C. & Walsh, K. Principles of interfirm partnering: How signaling strategies influence project team formation. Paper presented at the 17th annual International Sunbelt Social Network Conference, San Diego, CA, February, 1997.

Walsh, K. Interpreting the relationship between culture and structure: My story of one multinational. Paper presented at the 4th annual Organizational Studies Doctoral Student Conference, Chicago, IL, September, 1996.

Winner of Best Paper Award.

Walsh, K. 1995. Leaders, Change and Sensemaking: What is the Role of the Domino Effect?" Paper presented at the 3rd annual Organizational Studies Doctoral Student Conference, Chapel Hill, NC, September, 1995.

TEACHING AND EXECUTIVE EDUCATION EXPERIENCE

Cornell University. Courses taught include survey undergraduate freshman course "Organizational Behavior and Human Relations Skills" from 2000-2016; "Career Planning for the Hospitality Industry" upperclassman elective, 2010-2016; "Hospitality Entrepreneurship Project Group" upperclassman elective in Fall 2009; "Training in the Hospitality Industry" upperclassman elective in Fall 2007, 2002; required MBA graduate course, "Human Resource Management" in Spring 2001.

- Fall 2015, Spring 2013 and Fall 2012: Career Planning course overall rating of 5.00 out of 5.00; mean rating for all faculty teaching upperclassmen electives: 4.65, 4.55 and 4.42 out of 5.00.

- Fall 2015, Fall 2014 OB core courses overall rating of 4.83 and 4.94 out of 5.00; mean rating for all faculty teaching upperclassmen: 4.33 and 4.55 out of 5.00.

Executive Education Courses Taught

Essential Skills for Leadership

Training Design & Delivery Skills for Managers

Ethics: An Exploration of Contemporary Challenges

Making Your Industry Imprint through Career Planning

Diversity and Conflict Management

Leadership: Motivating Others to Perform

Managing Organizational Change Processes

Building and Enhancing Teams

Participants include: The School of Hotel Administration General Managers Program, The School of Hotel Administration Professional Development Program, The Club Management Association of America, The International Association of Assembly Managers, The Amusement Industry Institute.

Invited Keynote Speaker at the 2009 International Association of Assembly Managers Annual Meeting.

Earned the highest and second highest evaluation in the January 2013 General Managers Program for the courses Leadership: Making your Industry Imprint and Leadership: Building your Team's Capabilities, respectively. (4.92 and 4.86 out of 5.00).

Earned the third highest evaluation for all PDP Summer 2010, Ithaca courses for the Course: "Essential Skills for Leadership" (4.88 out of 5.00).

Earned the highest evaluation for all PDP Summer 2007, Ithaca courses for the Course: "Training Design & Delivery Skills for Managers" (4.96 out of 5.00).

ACADEMIC SERVICE AND PROFESSIONAL AFFILIATIONS

- Executive Team Member, Gender and Diversity in Organizations Division, Academy of Management, 2016-Present
- Editorial Board, *Journal of Management*, Reappointed for 2nd term, 2014-Present.
- Editorial Board, *The Cornell Quarterly*, 2002-2010.
- Editorial Board, *The Learning Organization*.
- ***Recipient of the Reviewer of the Year Award, 2007.***
- ***Finalist for Best Reviewer of the Year Award, 2006.***
- Ad Hoc Reviewer for *Academy of Management Journal*.
- Ad Hoc Reviewer for *International Journal of Human Resource Management*
- Ad Hoc Reviewer for *Journal of Management*.
- Ad Hoc Reviewer for *Organization Research Methods*.
- Ad Hoc Reviewer for *Organization Science*.
- Ad Hoc Reviewer for *Journal of Applied Social Psychology*.
- Ad Hoc Reviewer for *Academy of Management Executive*.
- Ad Hoc Reviewer for *Scandinavian Journal of Management*.
- Ad Hoc Reviewer for *Service Science*.
- Ad Hoc Reviewer for *Journal of Hospitality and Tourism Research*.
- Ad Hoc Reviewer for *Annals of Tourism Research*.
- Ad Hoc Reviewer for *International Journal of Hospitality Management*.
- Ad Hoc Reviewer for *The Service Industries Journal*.
- Ad Hoc Reviewer for *The Cornell Quarterly*.
- Invited speaker, Pre-Conference Workshop, Academy of Management, 2015
- Invited speaker, Pre-Conference Doctoral Consortium, Academy of Management, 2001.
- Chair and Discussant, Academy of Management.
- Ad Hoc Reviewer for Academy of Management, 2003-1998.
- Ad Hoc Reviewer for Eastern Academy of Management, 1998-1997.
- Ad Hoc Reviewer for Organizational Studies Doctoral Student Organization, 1996- 1995.
- Member since 1994 of Academy of Management

UNIVERSITY/SCHOOL OF HOTEL ADMINISTRATION SERVICE

- Elected Member, Cornell University Faculty Committee, 2016.
- Member, Educational Policy Committee, 2015-2016.

- Member, University Panel for Sexual Harassment or Sexual Assault Cases, 2015- present.
- Member, Marketing Tenure Track Line Search Committee, 2015.
- Member, Undergraduate Admissions Selection Committee, 2014.
- Chair, Organizational Behavior Tenure Track Line Search Committee, 2013.
- Member, School of Hotel Administration Diversity Committee, 2013-2014.
- Member, Pamela Moulton, Finance Interim Review Committee, 2012-2013.
- Member, School of Industrial and Labor Relations Ad Hoc Tenure Committee, 2013.
- Co-chair, Committee for Developing Women Hospitality Leaders, 2011-2014.
- Member, Cornell University Appeals Committee, 2011-present.
- Faculty Advisor for Cornell University Football Team, 2007-present.
- Co-Chair, Cornell University Academic Calendar Committee, 2011-2012.
- Member, Library Advisory Group on Implementing a Consolidated Library Model for Hospitality, Labor, and Management, 2010-2012.
- Member, Johnson Museum Director Onboarding Team, 2011-2012.
- Member, Faculty Policy Committee, 2009-2012.
- Member, Cornell University Academic Calendar Committee, 2010-2011.
- Chair, Entrepreneurship Search Committee, 2011.
- Co-Chair, Taskforce Committee to Consider a Consolidated Library Model for Cornell's Three Management Libraries, 2010.
- Member, School of Industrial and Labor Relations Ad Hoc Tenure Committee, 2010.
- Member, James Hesford Tenure Committee, 2009.
- Member, Admissions Selection Committee, 2007-2010, 2014
- Member, Dissertation Committee, Jin-Young Kim, 2008-present.
- Faculty Fellow for Alpha Phi Sorority, 2007-2008.
- Member, Dissertation Committee, Masako S. Taylor, 2006.
- Member, Professional Development Program Evaluation Committee, 2006.
- Member, Dean Search Committee, 2005.
- Member, Admissions Interviewing Team, 2000-2007, 2012 -
- Member, Marketing Search Committee, 2003.
- Member, Finance Search Committee, 2001
- Member, Drown Prize Selection Committee, 2001.
- Academic Advisor, 2001- present.

ACADEMIC HONORS

- Faculty Fellow, Cornell Institute for Healthy Futures, 2015-present.
- Center for Hospitality Research, Research Grant, 2013.
- Recipient of the Teacher of the Year Award, Senior/Graduate Elective, 2011 –2012.
- Recipient of the Teacher of the Year Award, Freshman Core, 2010–2011.
- Recipient of the Dean's Teaching Excellence Award, 2010.
- Awarded the Fred G. Peelen Chair of Hospitality Strategy, 20010–2012, a three year chair given to selected faculty at the rank of Associate.
- Named Merrill Presidential Scholar Outstanding Educator, 2008.
- Cornell H.R.A. Quarterly, Best Paper Award Finalist 2008.
- Cornell Center for Hospitality Research 2007 Industry Relevance Award.
- Cornell H.R.A. Quarterly, Best Paper Award Finalist 2003.

- Cornell H.R.A. Quarterly, Best Paper Award Finalist 2002.
- 2010, Nominated for Best Teacher, Greek Fraternity and Sorority System.
- 2009, Nominated for Best Teacher, Greek Fraternity and Sorority System.
- 2008, Nominated for Best Teacher, Greek Fraternity and Sorority System.
- **2007, Winner of Best Teacher, Greek Fraternity and Sorority System.**
- 2006, Nominated for Best Teacher, Greek Fraternity and Sorority System.
- 2005, Nominated for Best Teacher, Greek Fraternity and Sorority System.
- 2004, Nominated for Best Teacher, Greek Fraternity and Sorority System.
- **2003, Winner of Best Teacher, Greek Fraternity and Sorority System.**
- Academy of Management Meeting, Best Paper Award, 2000.
- Organizational Studies Doctoral Student Conference, Best Paper Award, 1996.
- Recipient of Boston College's Donald J. White Teaching Excellence Award.

INDUSTRY EXPERIENCE

Nikko Hotels International, New York, New York, 7/91 - 8/94

Corporate Director of Training and Development

Responsible for the plan, design and evaluation of company-wide training systems implemented at Nikko's five U.S. properties. Types of training included orientation, skill-based training and documentation, teambuilding, supervisory development, sales skill building and executive level counseling.

The Harvey Hotel Company, Dallas, Texas, 6/90 - 7/91

Corporate Training Manager

Responsible for the refinement, implementation and evaluation of Harvey's management development programs. Acted as a consultant and facilitator to all levels of management on organizational development activities.

Loews Corporation, New York, New York, 10/87 - 8/88

Senior Auditor

Performed detailed procedural and application reviews of operations at corporate headquarters and in the hotel, shipping and tobacco divisions.

AMAX, INC., Greenwich, Connecticut, 6/85 - 10/87

Senior Auditor

Assumed responsibility for overseeing and completing full scope financial audits and EDP application reviews of various subsidiaries and divisions.

Staff Auditor

Evaluated the effectiveness of manual/computer controls and determined the reasonableness of financial statement account balances. Trained by the former audit firm of Arthur Young & Co.

New York State Certified Public Accountant.