# Peggy R. Odom-Reed, Ph.D., SPHR

Cornell Peter and Stephanie Nolan School of Hotel Administration
Cornell SC Johnson College of Business
Cornell University
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## Teaching Experience

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**Associate Teaching Professor, Cornell Peter and Stephanie Nolan School of Hotel Administration, Cornell SC Johnson College of Business**, Ithaca, NY, 2011 – Present

- Collaborate with management communication subarea to create and refine a multi-faceted business communication curriculum that prepares students for their hospitality careers
- Develop and sustain a creative academic-industry partnership with hospitality leaders for a Business Ethics Board Project that aligns with the Association to Advance Collegiate Schools of Business (AACSB) and its guiding principles of ethics and integrity, agility, and community and connectedness
    - Launched in Fall 2019 to engage over 450 undergraduate and graduate students, developing over 100 project teams in experiential learning by Fall 2026 (7th year)
    - Partnered with new and returning industry executives to lead board meeting simulations for recent—within the past year—hospitality business cases
- Received faculty teaching award for Junior/Senior Core Fall 2024 (AY 2024-2025)
- Served as the HADM 3650 course chair (2015–2025), trained and mentored 3650 Course Assistants (CAs), and successfully planned and executed Nolan's Models of Excellence (MoE) in Business Presentations competitions (ten) with industry and faculty judges and feedback providers

Experience in teaching or proposing the following undergraduate and graduate core and elective courses:

- HADM 1650—Business Writing for Hospitality Professionals, Nolan School of Hotel Administration
- HADM 3650—Persuasive Business Communication for Hospitality Leaders, Nolan School of Hotel Administration
- HADM 3670/6670—Persuasive and Ethical Communication, university-wide elective that can fulfill Cornell's Liberal Studies requirement and is approved for Dyson Business Minor for Engineers and the College of Engineering's requirement in Engineering Communications
- HADM 4990—Special Studies Project 1 (Independent Study), Nolan School of Hotel Administration
- HADM 7610—Management Communication, Nolan School of Hotel Administration
- AEM 2700—Management Communication, The Charles H. Dyson School of Applied Economics and Management

Experience in creating an eCornell course to support executive education: LSM 704 – Persuasive Writing, launched in January 2021 and updated in March 2026

- Engaged over 3,000 students (since January 2021–April 2026)
- Reached domestic students from all 50 states and Puerto Rico as well as international students from Australia, the Bahamas, Canada, Europe, Africa, Middle East, South Asia, Southeast Asia, and Central and South America

**Visiting Instructor, Ithaca College, School of Business,** Ithaca, NY, 2009

- MGMT 10301—Leadership and Communication
- MGMT 10302—Leadership Processes in Organization

**Graduate Teaching Assistant, Cornell University, College of Agriculture and Life Sciences, Department of Communication,** Ithaca, NY, 2003-2005, 1996; CALS Outstanding Teaching Assistant Award, 2003–2004

- COMM 201—Oral Communication, assistant to Toni Russo, 2005
- COMM 345—Human-Computer Interaction (HCI) Design and COMM 440 – Advanced Human-Computer Interaction (HCI) Design, assistant to Dr. Geri Gay, 2003–2004
- COMM 410—Organizational Communication, assistant to Dr. Yu Yuan, 2004
- COMM 411—Communication and Leadership, assistant to Dr. Pamela Stepp, 1996

# Education

2001–2007 Cornell University, Ph.D., Organizational Communication (minor, Social Statistics)
1995–1997 Cornell University, M.S., Organizational Communication (minor, Org. Behavior)
1991–1993 University of West Florida, B.A., Psychology (minor, Communication Studies), Cum Laude

# Research Experience and Presentations

## Publication and Other Works

*Peer-Refereed Publications:*
Odom-Reed, P.R. (2022). Lived Experience Matters: Purposeful and Persuasive Diversity, Equity, and Inclusion (DEI) Storytelling. Association for Business Communication: Proceedings of the 87th Annual International Conference, Tampa, Florida, USA and Virtual, October 3-8, 2022. Edited by Leigh Ann Whittle, Proceedings Editorial Review Board, pp. 26–28.

Susskind, A.M. and Odom-Reed, P.R. (2019). Team Members' Centrality, Cohesion, Conflict, and Performance in Multi-University Geographically Distributed Project Teams. *Communication Research, 46*(2), No. 2, pp. 151–178.

Susskind, A. M., Odom-Reed, P.R., and Viccari, A. E. (2011). Team Leaders and Team Members in Interorganizational Networks: An Examination of Structural Holes and Performance. *Communication Research, 38*(5), pp. 613–633.

*Non-Peer-Reviewed Publication:*
Odom-Reed, P.R. (Accepted). Models of Excellence in Business Presentations:
"Creating Innovative Hospitality, Health, and Design Solutions." CIHF Collection, Scholarly Commons.

*Practical Guide:*
Newman, A., Odom-Reed, P. R., Lennox, D. et al., Dyson and Nolan Guide to Business Writing. Management Communication (Ithaca: Cornell SC Johnson College of Business, 2015–2025).

## Conference Papers, Symposiums, and Presentations

Odom-Reed, P.R. (2023). Helping Students Achieve Higher-Order Skills with Peer Review Activities, Invited workshop presentation for Cornell University Center for Teaching Innovation, Virtual, September 2023.

Odom-Reed, P.R. (2022). Lived Experience Matters: Purposeful and Persuasive Diversity, Equity, and Inclusion (DEI) Storytelling, Accepted presentation for the 87th Annual International Conference of the Association for Business Communication, Diversity, Equity, and Inclusion Track, Virtual, October 2022.

Odom-Reed, P.R. (2020). From the Classroom to the Boardroom: Developing Leaders to Do the Right Thing, Accepted presentation for the 85th Annual International Conference of the Association for Business Communication, Innovative Instructional Methods Track, Virtual, October 2020.

Odom-Reed, P. R. (2018). Using Video Techniques for Leadership Storytelling, Track: Technology, Digital Communication, Social Media, and Web 2.0. Accepted presentation for the 83rd Annual International Conference of the Association for Business Communication, Miami, FL, October 2018.

Odom-Reed, P.R. (2018). How Do You Teach Diversity? Track: Diversity and Inclusion. Invited presentation for the 83rd Annual International Conference of the Association for Business Communication, Miami, FL, October 2018.

Odom-Reed, P. R. (2017). Practicing What We Preach: Using Diversity & Inclusion to Shape Business Communication. Accepted presentation for the 82nd Annual International Conference of the Association for Business Communication, Dublin, Ireland, October 2017.

Odom-Reed, P. R. (2017). My Favorite Assignment: Social Media Proposal. Invited presentation for the 82nd Annual International Conference of the Association for Business Communication, Dublin, Ireland.
Odom-Reed, P. R. (2016). Outsiders Looking In: Teaching Students to Communicate Across Industries. Models of Excellence in Business Presentations Program Theme: "Creating Innovative Hospitality, Health, and Design Solutions." Accepted presentation for the 81st Annual International Conference of the Association for Business Communication, Albuquerque, NM, October 2016.

Odom-Reed, P. R. (2016). How Can We Engage Students to Solve Business Problems Across Industries? Models of Excellence "Creating Innovative Hospitality, Health, and Design Solutions." Presentation for the Practice and Pedagogy: Kathy Druckman Berggren Symposium in Management and Professional Communication, Cornell University, Charles H. Dyson School of Applied Economics and Management, Ithaca, NY, September 2016.

Odom-Reed, P. R. & Susskind, A. M. (2016). Communication and Healthcare Research Ideas. Invited CIHF Faculty Fellow Presentation at the Cornell Institute for Healthy Futures Reunion Weekend, Ithaca, NY, June 2016.

Odom-Reed, P. R. (2016). Management Communication and Models of Excellence in Business Presentations Competition Program. Invited faculty presentation at the Cornell Institute for Healthy Futures (CIHF) Industry Advisory Board Meeting, Ithaca, NY, May 2016.

Odom-Reed, P. R. (2014). Have Reports Exaggerated the Decline of Email – An Aging but Enduring Technology? Accepted presentation for the 79th Annual International Convention of the Association for Business Communication, Philadelphia, PA, October 2014.

Odom-Reed, P. R. (2014). Gaining the Persuasion Advantage: Should We Change Our Audience Approach? Presentation at the Innovations in Professional and Business Communication: A Cross-Disciplinary Symposium for Communication Research, Pedagogy, and Dialogue, Cornell School of Hotel Administration and College of Agriculture and Life Sciences, Ithaca, NY, January 2014.

Odom-Reed, P. R. (2013). Gaining the Persuasion Advantage: Should We Change Our Audience Approach? Accepted presentation for the 78th Annual Association for Business Communication International Convention, New Orleans, LA, October 2013.

Odom-Reed, P. R., Hancock, J., & Gay, G. (2005). Presence, community, and immersion in hybrid learning environments. Paper presented by other authors on the panel – Creating a sense of presence in hybrid places, *HCI International 2005*, Las Vegas, NV, July 2005.

Odom, P. R., Susskind, A. M., & Rutherford, D. G. (2004). Do liaisons have a role in teams? Examining the influence of liaisons. Paper accepted at 2004 International Communication Association Convention, Organizational Communication Division Paper Session: Research in Teams and Leadership, New Orleans, LA, May 2004.

Shapiro, M. A., & Odom, P. R. (2004). Person effects and perceived reality. Paper accepted at 2004 International Communication Association Convention, Information Systems Division Paper Session: How Real is the Unreal? Social Reality and the Media, New Orleans, LA, May 2004.

### Graduate Research Projects and Assistantships

*Social Network Research and Distributed Collaborative Work:*

- **Research Consultant, Cornell-Weill Research Project, Cornell University**, Dr. Geri Gay, Chair, Department of Communication, Ithaca, NY, 2008
- **Doctoral Dissertation Research – Bonding and bridging social capital in collaborative learning networks, Cornell University, Department of Communication**, Committee Chair – Dr. Geri Gay, Members – Dr. John Bunge, Dr. Alex Susskind, and Dr. Yu Yuan, Ithaca, NY, 2004–2007
- **Graduate Research Assistant, Cornell University, Department of Communication**, Dr. Geri Gay, Supervising Faculty, Ithaca, NY, 2004–2005
- **Independent Research Project, Cornell University, School of Hotel Administration**, Dr. Alex Susskind, Supervising Faculty, Ithaca, NY, 2003

*Person Effects and Perceived Reality:*

**Graduate Research Assistant, Cornell University, Department of Communication**, Dr. Michael Shapiro, Supervising Faculty, Ithaca, NY, 2002–2003

*Mentoring Outcomes and Diverse Employees:*

**Master's Thesis – Examining the Outcome Values of Mentoring Relationships for Women, Minorities, and Disabled Lawyers in the United States, Cornell University, Department of Communication**, Committee Chair - Dr. Donald Schwartz, Members - Dr. Tove Hammer, Dr. Daniel McDonald, and Dr. Pamela Stepp, Ithaca, NY, 1997

## Communication Consulting and Human Resources Experience

**Communication Coaching Consultant, Cornell University**, Ithaca, NY

- SCJ Marketing Case Competition, Samuel Curtis Johnson Graduate School of Management, Competition Judge, 2018; Practice Case Coach and Competition Judge, 2020
- Graduate Writing Workshop: Writing for Results, Cornell SC Johnson College of Business, School of Hotel Administration, MMH and Cornell Baker Program, 2019
- Leadership Crisis Challenge, Cornell SC Johnson College of Business, Samuel Curtis Johnson Graduate School of Management, 2018–2019
- Orientation for Cornell Baker Program in Real Estate, 2017
- Presence Day "Pitch Perfect" Sessions, Cornell SC Johnson College of Business, Samuel Curtis Johnson Graduate School of Management, 2016
- Cornell's Real Estate Case Competition Team, School of Hotel Administration, 2014

**Leadership Coaching Consultant, Cornell University,** Ithaca, NY
- Cornell School of Industrial Labor and Relations, 2010–2016
- Samuel Curtis Johnson Graduate School of Management, 2009

**Senior Staffing Representative**, Austin Human Resources, **Minnesota Mining and Manufacturing (3M) Company**, Austin, TX, 1997–2001
- Partnered with business leaders and employees to successfully execute an innovative New Employee Orientation process with prescribed services and accountability procedures
- Managed 3M Austin Student Programs and served as Staffing Lead for College Relations/ Recruiting Teams to source highly competitive technical and business candidates to managers
- Chaired Recruiting and Retention Action Subcommittee and proposed career development action plans to Executive Vice-President and other organizational leaders
- Developed site's Affirmative Action Plan, and supported managers in executing plan
- Participated in Supervisory Development courses, including Leading Change, Conflict Resolution, Listening/Communication, and Trust

## State and Federal Government Experience

***Certified Correctional Probation Officer,* Florida Department of Corrections**, **Probation and Parole**, Pensacola, FL, 1994–1995
- Completed Probation Officer's Basic Recruit Certification Training
- Developed and implemented plans of supervision to meet client needs
- Served in advocacy role with judges, attorneys, and program directors for client development

***Office Automation Support,* Defense Activity for Non-Traditional Education Support (DANTES)**, **United States Department of Defense**, Pensacola, FL, 1990–1993
- Provided support for distance learning, independent study reimbursement program and ensured accurate documentation for ~ $850,000 in transactions
- Utilized computerized filing system and various software to manage reimbursement process
- Earned certificate of award to recognize outstanding performance from United States Navy

## Academic Service and Awards

- Chair, Undergraduate Admissions Selection Committee, Cornell Nolan School of Hotel Administration, 2025–present, 2018–2021; Team Captain, 2017–2018; Member, 2016–present
- Faculty Fellow, Court-Kay-Bauer Hall, Cornell University, August 2026–present
- Business Expert Faculty Consultant, Student Evaluation Tool (SET) Project and successful launch for Spring 2026 end-of-semester evaluations across the college, Cornell SC Johnson College of Business, April 2025–April 2026
- Faculty Advisor, Black Auteurs Guild, 2024–2025
- C-Factor Organizing Committee Member, Cornell SC Johnson College of Business, 2018–present
  *Professional Awards*
  - 2018 Marcom Gold Award for the 2018 Inaugural C-Factor Competition, Category – Strategic Communications and Communication Education and Training, awarded by the Association of Marketing and Communication Professionals (AMCP)
  - Honorable Mention for Strategic Communications and Special Events
  - 2020 Gold Quill Award of Excellence, Communication Training and Education
- Faculty Fellow, Founding Group, Cornell Institute for Healthy Futures, 2015–present
- Faculty Advisor, Cornell Nolan School of Hotel Administration, 2013–present

- Faculty Speaker, Women's History Month: Voices of Our College, Faculty and Staff Lunch Series, Cornell SC Johnson College of Business, March 2026
- Faculty Reviewer, Dossier Review for Teaching Professor Title Change, Cornell Duffield College of Engineering, Engineering Communications Program, March 2026
- Finalist, 2025 FeedbackFruits' Learning Design Community (LDC) Award, Collaborative Learning Excellence category, "Enhancing Leadership Storytelling through Peer Review," October 2025
- Faculty Teaching Award, Cornell Nolan School of Hotel Administration, Cornell SC Johnson College of Business, Junior/Senior Core, Fall 2024 (AY 2024-2025)
- Course Chair, HADM 3650, Cornell Nolan School of Hotel Administration, 2015–2025 (June 2025) Successfully planned and executed Nolan's Models of Excellence in Business Presentations competitions, with industry and faculty judges and feedback providers
    - Fall 2015: Trends Affecting the Hospitality Industry
    - Spring 2016: Creating Innovative Hospitality, Health, and Design Solutions – A Collaboration with the Cornell Institute for Healthy Futures (CIHF)
    - Fall 2016: Solving Societal Problems Through Hospitality
    - Spring 2017: Leading in Politically Uncertain Times
    - Fall 2017: International Challenges in Hospitality
    - Spring 2018: Innovative Hospitality, Health, and Design Solutions – A Collaboration with the Cornell Institute for Healthy Futures (CIHF)
    - Fall 2018: Improving the Lives of Employees
    - Spring 2019: Ethical Challenges in the Hospitality Industry
    - Fall 2019: The Hospitality Industry Reaches Out: What We Can Learn from Other Industries or Teach Other Industries
    - Fall 2021: The Future of the Hospitality Industry–Creating Post-COVID Innovative Solutions
- Contributor, Cornell University's Inclusive Excellence Podcast Series, Episode 25: Blackness at Cornell, Part III
    - Featured as selected work in Black Women Writers course, AML 3624, Professor Mamie Webb Hixon, University of West Florida, 2021–2025
    - Launched July 24, 2020, and surpassed 1K listens before the end of 2020
- Faculty Participant, Hotel Ezra Cornell (HEC) Conference, Cornell School of Hotel Administration, Ithaca, NY, 2013–2019; 2025 (HEC 100th, April 2025); 2026
- Faculty Panelist, Cornell Days Coffee Chat, Welcome Session, and Nolan Panel, Cornell SC Johnson College of Business, April 2025
- Committee Member, Community-Engaged Learning Cross-College Strategic Implementation Committee, Cornell SC Johnson College of Business, 2020–2024
- Committee Member, Student Learning Committee, Cornell SC Johnson College of Business, 2018–2023 Assurance of Learning Plan, Association to Advance Collegiate Schools of Business (AACSB)
- Faculty Panelist, Women's History Month – A Conversation with Women in the Academy, Cornell SC Johnson College of Business Faculty and Staff Roundtable Lunch Series, March 2024
- Reappointment Review Committee, Cornell SC Johnson College of Business Academic Reviews, 2017–2018, 2019, 2023
- Faculty Panelist, Research and Revelation: Graduate School, National Society of Minorities in Hospitality (NSMH) 34th Annual Conference, Ithaca, NY, 2023
- Council Member, Leadership Council on Combating Racism and Promoting Diversity, Inclusion, Equity, and Belonging, Curriculum and Classroom Committee, Cornell SC Johnson College of Business, 2020–2023
- Cornell Perkins Prize and SCL D&I Award Committee Member, Cornell University, 2019, 2023
- Member, Working Group S: Educational Requirement for Students, Cornell University, 2020–2021
- Faculty Participant, Ye Hosts Honorary Society's Initiation Program, Cornell School of Hotel Administration, Ithaca, NY, 2014–2019
- Diversity, Inclusion, and Belonging Council Member, Cornell SC Johnson College of Business, 2019
- Faculty Panelist and Participant, Cornell Days, Cornell SC Johnson College of Business, 2019
- Faculty Participant, SCJ Diversity Hosting Dinner, Cornell SC Johnson College of Business, 2019

- Faculty Participant, Diversity Networking Reception, Cornell SC Johnson College of Business, 2019
- Faculty Speaker, National Society of Minorities in Hospitality Candid Conversations, Cornell School of Hotel Administration, Ithaca, NY, 2019
- Faculty Panelist, Prospective Students' Visit from New York City Public Schools, Cornell School of Hotel Administration, Ithaca, NY, 2018–2019
- Faculty Participant, Cornell Hospitality Icon & Innovators Awards Gala, New York, NY, 2017–2019
- Moderator, Mosaic Forum: "A Discussion About Campus Climate," Cornell Reunion, Ithaca, NY, 2018
- Campus Experience Subcommittee, Presidential Task Force on Campus Climate, 2017–2018
- Diversity and Inclusion Task Force, Cornell SC Johnson College of Business, 2016–2017
- SHA Brown Bag Conversation Series, Invited Guest Speaker, "Social Networking and Communication in Today's Divided America," Cornell School of Hotel Administration, Ithaca, NY, 2017
- Faculty Participant, Cornell SC Johnson College of Business Inaugural Ceremony, Ithaca, NY, 2017
- Diversity Panel Speaker
    - Forward: Minorities in Business, Alpha Kappa Alpha Sorority, Inc. Mu Upsilon Chapter, Ithaca, NY 2016
    - Diversity Day Discussion, National Society of Minorities in Hospitality, Cornell School of Hotel Administration, Ithaca, NY, 2015
- ACEF/SHA Writing Award Selection Committee, School of Hotel Administration, 2014, 2016
- Faculty Participant, Lecturer Search for Information Systems/Technology, Management Communication, and Real Estate, Cornell School of Hotel Administration, 2015–2016
- Judge, Hotelie Entrepreneurs' First Mobile App Business Plan Competition, Cornell School of Hotel Administration, Ithaca, NY, 2015
- Faculty Participant, Cornell's 150th Charter Day Ceremony, Ithaca, NY, 2015
- Faculty Participant, Undergraduate Admissions Interviews, Cornell School of Hotel Administration, 2014–2015
- Faculty Participant, Interview Process for the Director of Career Management, Cornell School of Hotel Administration, Ithaca, NY, 2014
- Small Group Facilitator, Cornell's New Student Reading Project, Ithaca, NY, 2014
- Ethics Discussion Group Facilitator, Cornell School of Hotel Administration, Ithaca, NY, 2012
- Judge, Models of Excellence in Business Presentations Competition, Cornell School of Hotel Administration, Ithaca, NY, 2011
- Provost Diversity Fellow, Cornell University, Ithaca, NY, 2005–2006
- The Chancellor's List for Outstanding Graduate Students, Ithaca, NY, 2004–2005
- Outstanding Graduate Teaching Assistant Award, Department of Communication, Cornell University, Ithaca, NY, recognized by the College of Agriculture and Life Sciences, 2003–2004
- State University of New York Fellow, Cornell University, Ithaca, NY, 1995–1997, 2001–2003

## Professional Development

- Business Ethics Board Project – Academic-Industry Partnership, 2019–present
- Cornell's Center for Teaching Innovation, Feedback Program and Workshops
    - CTI Mid-Semester Feedback Program, October 2020, October 2021, March 2023, October 2023, March 2024, October 2024, March 2025, October 2025, March 2026, and October 2026
    - Faculty Enrichment Series, Setting Expectations with Your Students, August 2024
    - "Helping Students Achieve Higher-Order Skills with Peer Review Activities" Workshop Panel Presenter, September 2023
    - "FeedbackFruits," August 2020, December 2021, and August 2022; FeedbackFruits Design Meeting, May 2023
    - "Getting Started with Poll Everywhere," August 2020

  - Online Teaching – Guided Course Support Workshop Track A, August 2020
    - "Best Practices for Online Learning: Lessons from Spring 2020"
    - "Planning for Fall 2020"
    - "Assessing Learning Online"
    - "Making Course Materials Accessible"
    - "Planning for Inclusion in Online Learning"
    - "Building Community in Online Spaces"
    - "Active Learning in Online Spaces"
  - "Ally Training Workshop," August 2020
  - "CTI Training for Online Instruction," March 2020
  - "Planning for Remote Teaching: Creating and Sharing Video Online," March 2020
  - "Tools to Empower Students' Meaningful Classroom Communication," January 2017
  - "Creative Ideas to Engage Your Students," January 2017
  - "Deans' Teaching & Learning Workshop – Practical Learning Analytics: A Guide to Examining Student Data and Learning," April 2016
  - "Creating Engagement by Connecting with Students," January 2016
  - "How to Get Started Flipping Your Classroom," January 2016
- Association for Business Communication Conference, Presenter and Participant, October 2013–2014, 2016–2018, 2020, 2022; Participant, October 2011, 2023, 2024, 2025
- Student Evaluations Demystified: Turn Feedback into Success While Staying True to Your Teaching Style, Harvard Business Impact (formerly Harvard Business Publishing Education), Webinar, January 2025
- Teaching with Cases: Engage, Energize, and Challenge Your Students Seminar, Harvard Business Impact (formerly Harvard Business Publishing Education), Certificate of Completion, Virtual Seminar, October 2024
- Understanding the Student Experience Panel Discussion, Cornell Provost's Office of Faculty Development & Diversity, Virtual, October 2024
- CU 400: Understanding Your Responsibility in the Admission Selection Process, November 2024, October 2023
- Maintaining a Harassment-Free Workplace, October 2019; Cornell University, Employee Responsibility – Sexual and Related Misconduct, November 2020, September 2021, October 2022, October 2023, September 2024, October 2025
- Teaching with AI: Practical Approaches to Using Generative AI in Class, Participant, Harvard Business Impact (formerly Harvard Business Publishing Education) Certificate of Completion, Virtual Seminar, May 2024
- NAACP Invited Attendee, 55th NAACP Image Awards Live Show, Los, Angeles, CA, March 2024
- ChatGPT, Generative AI, and the Future of Business Communication Virtual Webinar, May 2023
- Spring 2023 Cornell Big Red Teaching Days, Ithaca, NY, March 2023
- Bullying in the Academy: Public Talk on Workplace Bullying in Higher Education with Dr. Leah Hollis, Cornell University, Ithaca, NY, and Virtual, March 2023
- Navigating the Perfect Storm: How the Pandemic Is Forcing a Reimagination of Higher Education and Workforce Preparedness, Raghu Krishnamoorthy, Senior Fellow and Director of the Chief Learning Officer Program, University of Pennsylvania; Amy Bernstein, Editor, Harvard Business Review and Vice President and Executive Editorial Director; Harvard Business Impact (formerly Harvard Business Publishing Education) Virtual, February 2023
- The Student Experience: A Conversation with Marla Love, Robert W. and Elizabeth C. Staley Dean of Students, Cornell Provost's Office of Faculty Development and Diversity, February 2023
- Celebrating five years of CIHF: Reflections on the Evolving Landscape of Health, Hospitality, and Design, Cornell Institute for Healthy Futures, Ithaca, NY, October 2021

- Inspire HR Symposium – Training & Development; Diversity, Equity, and Inclusion; Talent Management; Benefits and Wellness; Leadership, Personal Growth, and Organizational Effectiveness; Compensation, Recognition & Human Experience; Talent Acquisition; Employment Law and Regulations; and Workforce Productivity and The Future of Work Post-COVID; Virtual, June 2021
- Cornell SC Johnson College of Business
    - "How to Use Pronouns," co-hosted by the College's Diversity and Inclusion team and LGBTQ Resource Center, August 2020
    - Zoom Training Sessions, March 2020
- Cornell Provost's Office of Faculty Development & Diversity Workshops
    - "Supporting Student Well-Being in the Remote Environment," April 2020
    - "Assessing and Mitigating Privacy Risks of Online Teaching," April 2020
- Management Communication Education and Alumni Engagement, Meeting Participant, Cornell SC Johnson College of Business, New York City, NY, June 2019
- Cornell School of Hotel Administration, London Faculty Immersion Trip, Participant, London, England, United Kingdom, January 2019
- Association of Business Communication Conference Workshop, "Engaging Classroom Interaction: Strategies & Best Practices to Promote Learning," Participant, Miami, FL, October 2018
- Cornell School of Hotel Administration, Implicit Bias Workshop – "Factors That Impact Our Ability to Respond Effectively," Participant, Ithaca, NY, October 2018
- Cornell School of Hotel Administration, Teaching Conversations, Participant, Ithaca, NY, February 2018
- Cornell Conflict Resolution Skills for Faculty: Effective Interactions in Organizations (EIO) Series, Academic HR, Ithaca, NY, January 2018
- Cornell Faculty Leadership Development Program, Participant, Ithaca, NY, January 2018
- Cornell Hospitality Research Summit, Participant and Industry Video Interviewer, Ithaca, NY, October 2017
- Cornell School of Hotel Administration, Food & Beverage Operations Industry Immersion Trip, Participant, New York City, NY, June 2017
- Management Communication Association (MCA) Annual Conference, Participant, Cornell University, Ithaca, NY, June 2017
- Cornell Hospitality Health and Design Symposium 2016, Cornell Institute for Healthy Futures, Faculty Fellow Participant, Ithaca, NY, October 2016
- Cornell Institute for Healthy Futures Inauguration Celebration's panel sessions, Faculty Fellow Participant, Ithaca, NY, November 2015
- Connections: A Regional Conference on Professional and Technical Communication, Ithaca College, Ithaca, NY, January 2015
- Cornell College of Agriculture and Life Sciences' Teaching Experience Two-Day Workshop: Promoting More Effective Teaching and Learning, Faculty Participant, Ithaca, NY, June 2014
- Respect@Cornell: Eliminating Harassment & Discrimination Workshop, April 2014
- Post-2014 Innovations in Professional and Business Communication Workshop, Cornell University, Ithaca, NY, March 2014
- McGraw-Hill Business Communication Workshop, Invited Participant, University of North Carolina – Chapel Hill, NC, August 2012

## External Associations, Certification, and Service

*Academic and Professional Associations and Certification:*

- National Association for the Advancement of Colored People (NAACP), Silver Life-Subscribing member, March 2023–present
- National Association of African Americans in Human Resources, member, September 2022–present
- Cornell Black Alumni Association, September 2022–present

- National Association of Parliamentarians, member, November 2020–present
- Society for Human Resource Management (SHRM), member, June 2016–present
- Association for Business Communication, member, October 2011–present
    - Diversity, Equity, and Inclusion Committee, Three-year renewable term, 2017–2020, 2021–2023
    - ABC's Distinction in the Practice of Diversity and Inclusion Award Committee, July–August 2022
    - Session Chair, 83rd International Annual Conference, October 2018
    - D&I Ad Hoc Committee member, April–August 2017
    - Eastern Region Recruiting Committee member, 2014
- HR Certification Institute, Senior Professional in Human Resources (SPHR), 2017–present, three-year recertification cycle, 2027–2029; Professional in Human Resources (PHR), 2001–2016

*Community or Board Service:*

- Alpha Kappa Alpha Sorority, Inc., Life Member (more than 30 years of active service)
    - Fundraising Champion, 2025 Walk to End Alzheimer's, Ithaca/Cortland, NY, October 2025, 2026
    - Financial Secretary, Omicron Nu Omega Chapter, Ithaca, NY, 2017–2019; 2024–2025
    - Executive Committee member, Omicron Nu Omega, Ithaca, NY, 2008-2011, 2017–2025
    - Chaplain, Omicron Nu Omega Chapter, Ithaca, NY, 2019–2024
    - Parliamentarian, Omicron Nu Omega Chapter, Ithaca, NY, 2018–2024
    - Chair, Omicron Nu Omega Chapter Scholarship Committee, 2011–2012, 2018–2024; Committee Member, 2013–2017
    - Team Alpha Kappa Alpha 1908 Captain, Cancer Resource Center of Finger Lakes (CRCFL) Walkathon/5K Run, Ithaca, NY, 2008–2011, 2015–2016, 2018–2022
    - Great Lakes Region Constitution Committee Member, 2010–2014
    - President and Executive Board Chair, Omicron Nu Omega Chapter, Ithaca, NY, 2010–2011
    - Outstanding Leadership Certificate of Achievement, Great Lakes Region, 2010
    - Vice President, Omicron Nu Omega Chapter, Ithaca, NY, 2008–2009
    - Standards Chair, Omicron Nu Omega Chapter, Ithaca, NY, 2008
    - Treasurer, Omicron Nu Omega Chapter, Ithaca, NY, 2002–2006
- Belle Sherman Elementary School PTA, Enrichment Program Treasurer, 2024–2026
- Jack and Jill of America, Inc. – Youth Leadership Development and Community Service, Member, Syracuse Chapter, Syracuse, NY, May 2020–present
    - Executive Board Member and Chaplain, November 2020–May 2023; June 2026–present
    - Chair, Fundraising and Foundation Committees, December 2021–May 2022; Committee Member, October 2020–May 2022, January 2023–May 2023
    - Member, Membership Committee, June 2025–present
- United Way of Tompkins County, Cornell University's United Way Annual Campaign, Donor, 2011–present
- Village at Ithaca – Nonprofit organization for educational advocacy, equity, and excellence for underserved students in Tompkins County, Ithaca, NY
    - Board President and Executive Committee Chair, January 2024–May 15, 2024
    - Board Member, October 2018–May 15, 2024
    - Nominating Committee Chair, January 2023–December 2023
    - Board Vice President, September 2020–December 2023
    - Development/Capital Campaign Committee Member, October 2019–December 2023