HENRIETTE LUNDGREN, Ph.D.
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SUMMARY

Present Rank: Assistant Professor (tenure track)

Proportion Time Assignment: 0.4 Research / 0.4 Teaching / 0.2 Service

Graduate Faculty Status: Member of the Graduate Faculty, Appointed August 2023

Highest Degree: PhD in Human Resource Studies, May 2019
Tilburg University, The Netherlands

RESIDENT INSTRUCTION

Graduate Teaching (UGA)

Theory and Practice of Educational Change (LLOD8200, N=11)	Spring 2024	TBD
Career Development for Adults (LLOD8410, N=14)	Fall 2023	4.69*
Evaluating and Interpreting Research (LLOD6200, N=13)	Fall 2023	4.89

Graduate Teaching (Other Institutions)

Practicum in Organizational Learning (HOL6100, N=8)	Spring 2022	4.76
	Summer 2022	4.65
Human Resource Development in Organizations (ORLD5062, N=13)	Spring 2022	4.68
Training and Development in HRD (EHRD612, N=23)	Spring 2021	4.74

Student evaluations out of 5, normalized to 5-point Likert scale.

ACADEMIC POSITIONS

2019 - 2022   **The George Washington University, Graduate School of Education and Human Development**
Professorial Lecturer, Organizational Leadership and Learning (2022)
Visiting Fellow in Human and Organizational Learning (2019 - 2020)

2013 - 2022   **Columbia University, Teachers College**
Adjunct Assistant Professor, Adult Learning and Leadership (2022)
Associated Researcher, Organization & Leadership (2013 - 2022)

2021 - 2021   **Texas A&M University, School of Education and Human Development**
Adjunct Assistant Professor, Educational Administration and Human Resource Development

2015 - 2019   **Tilburg University, School of Social and Behavioural Sciences** (Netherlands)
Associated Researcher, Department of Human Resource Studies

2009 - 2013	**University of Hamburg**, **School of Education, Psychology and Human Movement** (Germany)
	Research Associate, Department of Professional Development and Lifelong Learning

2007 - 2010   **University of Oxford** (United Kingdom)
Research Consultant, Centre for Professional Development
Project Consultant, Centre for Mutual and Employee-owned Business, Kellogg College
Research Consultant, Technology Assisted Lifelong Learning

1999 - 2003   **Maastricht University, School of Business and Economics** (Netherlands)
Junior Lecturer, Accounting and Information Management (2003)
Research Assistant, Accounting and Information Management (1999 - 2002)

OTHER PROFESSIONAL EMPLOYMENT

2018 - 2023   **Corning Incorporated, USA**
Talent Manager for the Research, Development and Engineering Division

2016 - 2018   **Byrne Dairy Incorporated, USA**
Director of Corporate Learning

2007 - 2018   **Grange Partnership LLP, UK and worldwide**
Partner and Business Trainer

2003 - 2007   **Unilever Home and Personal Care, Europe**
Supply Chain Manager

SCHOLARLY ACTIVITIES

Books

Lundgren, H. (2019). Pigeonholing or Learning Instrument? On the Practice and Perception of Personality Testing in Human Resource Development. Ridderkerk, NL: Ridderprint (PhD dissertation).

Scott, C., **Lundgren, H.,** and Thompson, P. (2018) Guide to Supply Chain Management – An End-to-End Perspective (2nd Edition). Heidelberg: Springer.

Book Chapters

7. **Lundgren, H.,** Hite, L.M., and McDonald, K.S. (*in press*). The next evolution of career development: Sustainability and collaboration. In: T.S. Rocco, M. Lane, R.F. Poell and B. Shuck (Eds.), *2024 Handbook of Human Resource Development*, Sage Publishing.

6. Jones, J., Stewart, J., Hamlin, R.G., Kah, S., Poell, R.F., **Lundgren, H.,** and Scully-Russ, E. (*in press*). HRD practitioner roles in organizations: Challenges and change requirements. In: T.S. Rocco, M. Lane, R.F. Poell and B. Shuck (Eds.), *2024 Handbook of Human Resource Development*, Sage Publishing.

5. Morrison, E., **Lundgren, H.**, and Sung, S.Y. (2023) Learning to surf: Catching the waves of dynamic emotions in experiential teaching. In: Kumar, P., Culham, T., Major, R.J., and Peregoy, R. (Eds.), *Honing Self-Awareness of Faculty and Future Business Leaders – Emotions Connected with Teaching & Learning,* Emerald Publishing.

4. Scully-Russ, E., Cseh, M., Hakimi, L., Philip, J., **Lundgren, H.**, and Ralston, D. J. (2022). So you say our work is essential: Essential workers and the potential for transformative learning in the wake of COVID-19 social and economic disruption. *New Directions for Adult and Continuing Education*, 93–103.

3. Kroon, B., Altink-van den Berg, W.M., and **Lundgren, H.** (2021) Assessments in HRD. In: Kessels, J.W.M. and Poell, R.F. (Eds.), *Handbook Human Resource Development – Organizing Learning*, Bohn Stafleu Van Loghum *(in Dutch)*.

2. **Lundgren, H.** and Poell, R.F. (2020), Human Resource Development and Workplace Learning. In T.S. Rocco, M.C. Smith, R.C. Mizzi, L. Merriweather and Hawley, J. (Eds.), *Handbook of Adult and Continuing Education* (Chapter 29), Stylus Publishing.

1. **Lundgren, H.** (2011), "Skills for Life" – Adult Literacy Development in England, An Overview. In A. Grotlüschen, R. Kretschmann, E. Quante-Brand & K.D. Wolf (Eds.), *Literalitätsentwicklung von Arbeitskräften* (pp. 58-66), Waxmann Verlag *(in German)*.

Peer-reviewed Articles

16. Vaid, U., **Lundgren, H.,** Watkins, K.E., Alcid, G.A., Marsick, V.J., and Papanagnou, D., (2023) Making decisions "in the dark": Learning through uncertainty in clinical practice during Covid-19. *AEM Education & Training* (Impact Factor: 1.8)

15. **Lundgren, H.,** Stewart, J., Kah, S., Jones, J., Poell, R.F., Hamlin, R.G., and Scully-Russ, E., (2023) Mind the gap – A comparative analysis of (in-)congruences in HRD role perception. *Human Resource Development International*. (Impact Factor: 6.3)

14. **Lundgren, H.,** Morrison, E. and Sung, S.Y. (2023). Sparks and dynamic co-emergence – How facilitators make sense of and learn from critical incidents in experiential learning and teaching. *Academy of Management Learning & Education*, 1-19. (Impact Factor: 6.149)

13. **Lundgren, H.** and Poell, R.F. (2023). How do HRD professionals and business managers interact in organizing HRD activities? *Human Resource Development Quarterly*, 34, 177-199. (Impact Factor: 3.891)

12. Papanagnou, D., Watkins, K.E., **Lundgren, H.,** Alcid, G.A., Ziring, D., and Marsick, V.J. (2022). Informal and incidental learning in the clinical learning environment: Learning through complexity and uncertainty during Covid-19. *Academic Medicine,* 97(8), 1137-1143. (Impact Factor: 6.893)

11. Faller, P., **Lundgren, H.,** and Marsick, V.J. (2020). Overview: Why and how does reflection matter in workplace learning? *Advances in Developing Human Resources, 22*(3), 248-263. (Impact Factor: 3.1)

10. Torraco, R. and **Lundgren, H.** (2020) What HRD is doing – What HRD should be doing: The case for transforming HRD. *Human Resource Development Review,* 19(1), 39-65. (Impact Factor: 6.273)

9. Justice, S.B., Bang, A., **Lundgren, H.,** Marsick, V.J., Poell, R.F., and Yorks, L. (2020). Operationalizing reflection in experience-based workplace learning: A hybrid approach. *Human Resource Development International*, 23(1), 66-87. (Impact Factor: 6.3)

8. **Lundgren, H.,** R.F. Poell, and Kroon, B. (2019). "This is not a test": How Do HRD professionals use personality tests as tools of their professional practice? *Human Resource Development Quarterly.* 30, 175-196. (Impact Factor: 3.891)

7. **Lundgren, H.,** B. Kroon, and Poell, R.F. (2019). Pigeonholing or learning instrument? Test takers' reactions to personality testing in management development. *European Journal of Training and Development.* 43(3/4), 354-374. (Scopus Cite Score: 2.22)

6. Poell, R.F., **Lundgren, H.,** Bang, A., Justice, S., Marsick, V.J., Sung, S.Y., and Yorks, L. (2018). How do employees' individual learning paths differ across occupations? A review of 10 years of empirical research. *Journal of Workplace Learning*, 30(5), 315-334. (Scopus Cite Score: 2.5)

5. **Lundgren, H.,** Bang, A., Justice, S.B., Marsick, V.J., Poell, R.F., Yorks, L., Clark, M., and Sung, S. Y. (2017). Conceptualizing reflection in experience-based workplace learning. *Human Resource Development International*. 20(4). 1-22. (Impact Factor: 6.3)

4. **Lundgren, H.,** B. Kroon, and Poell, R.F. (2017). Personality testing and workplace training: Exploring stakeholders, products and purpose in Western Europe. *European Journal of Training and Development*, 41(3), 198-221. (Scopus Cite Score: 2.22)

3. **Lundgren, H.** and R.F. Poell (2016). On critical reflection: A review of Mezirow's theory and its operationalization. *Human Resource Development Review,* 15(1), 3-28. (Impact Factor: 6.273)

2. Walczuch, R. and **Lundgren, H.** (2004). Psychological antecedents of institution-based consumer trust in e-retailing. *Information & Management.* 42(1), 159-177. (Impact Factor: 10.295)

1. Walczuch, R., Braven, G. v., and **Lundgren, H.** (2000). Internet adoption barriers for small firms in the Netherlands. *European Management Journal.* 18(5), 561-572. (Impact Factor: 6.11)

Work Submitted

Michalec, B., Vaid, U., Papanagnou, D., Raj, L., **Lundgren, H.,** Alcid, G.A., Watkins, K.E. and Marsick, V.J. (*under review*). Exploring the presence and roles of humility in situations of uncertainty. Submitted to *Academic Medicine*.

Jones, J., **Lundgren, H.** & Poell, R. (*under review*). "I love and dream of a future where we're all coaches" – An analysis of multiple perspectives on managerial coaching. Submitted to *European Journal of Training and Development*.

Scully-Russ, E., Ray, S., and **Lundgren, H**. (*under review*). It's trending: Key topics, issues, and emerging themes in HRD practitioner periodicals – A thematic analysis and review. Submitted to *Human Resource Development Quarterly.*

Popular Articles

Jelley, R.B., & **H. Lundgren** (2021). Personality inventories as HR development tools. *PROMPTU Magazine*, Chartered Professionals in Human Resources of Atlantic, Canada, Winter/Spring Issue.

Lundgren, H., Poell, R. F., & Kroon, B. (2019). "This is not a test": Strategies in the practice of personality testing. *Tijdschrift Voor Ontwikkeling in Organisaties (TvOO),* Issue 3 (*in Dutch*).

Lundgren, H. (2014). Personality testing in workplace learning. Tools, places, actors, chances and points of criticism. *PersonalEntwickeln*. 8.81, 1-27 *(in German)*.

Lundgren, H. (2014). Who? How? What? – Personality tests and their use in continuing education. *GdW Praxishilfen.* 119. 79-99 *(in German)*.

Lundgren, H. (2012). Pigeonholing or Learning Instrument? Personality tests and their use in continuing vocational education and training (CVET), *Magazin erwachsenenbildung.at. Das Fachmedium für Forschung, Praxis und Diskurs*. Issue 17, Vienna, Austria, available online: www.erwachsenenbildung.at/magazin/12-17/meb12-17.pdf *(in German)*.

In Progress

Lundgren, H., Papanagnou, D., Morrone, C., Vaid, U., Ghei, A., Marsick, V.J., and Watkins, K.E. (in progress) *Inspired by the Frontlines: Developing a case-based learning curriculum for navigating clinical uncertainty.*

Lundgren, H., Watkins, K.E., and Marsick, V.J. (in progress) *Incidental learning in complexity*.

Lundgren, H. (in progress) *'Tiptoeing up to the edge' – How executive coaches reflect on diversity in the client-coach relationship*.

Lundgren, H., Carter, A.D., and Klein, E. (in progress) Making the case for cultural competence in coaching: A structured literature review.

Jelley, R.B., and **Lundgren, H**. (in progress) *Investigating reactions to personality-feedback interventions: A call to action*.

Lundgren, H., Ralston, DJ, and Achenbach, K. (in progress) *Troubling broken systems through caring conversations.*

FUNDED PROJECTS & GRANTS RECEIVED

2024   **Early Career Faculty Research Grant**, Mary Frances Early College of Education, University of Georgia, PI (Feb 2024), Democratizing coaching through cultural competence [$8,000 – pending]

       Team Up Collaboration Grant, Korean Academy of Human Resource Development Association (KAHRDA), PI (Jan 2024) HRD Transformation in Southeast Asia – Extending a transnational study [$500 – funded]

       Advanced Informal STEM Learning, National Science Foundation (NSF), Co-PI (Jan 2024), Democratizing knowledge and inclusion in Industry 4.0 through AI in manufacturing [$150,000 – pending]

2023 **Generative Learning and Complexity Laboratory Small Grant**, University of Georgia, PI (Jan – Dec 2024), Inspired by the frontlines: Adopting case-based learning for navigating organizational uncertainty and complexity [$2,500 – funded]

Humanities Facilitating Funds, The George Washington University, Co-PI (September 2023), Storying the frontline: Digital storytelling of essential workers' Covid-19 experiences [$5,000 – funded]

2022 **Marchington Research Grant**, Chartered Institute of Personnel and Development, Co-PI (Nov 2022), Bridging the Gap – How do line managers and HR professionals use coaching and mentoring to drive the delivery of L&D in the workplace? [$5,735 – unfunded]

2020 **University Seminars Funding Program,** The George Washington University, Co-PI (Aug 2020 - Jun 2021), Informal and incidental learning in times of uncertainty, Seminar Series, [$4,000 – funded]

Covid-19 Social Science Seminar Grant, Tilburg University, School of Social and Behavioral Sciences, Co-PI (Aug 2020 - Jun 2021), Informal and incidental learning in times of uncertainty, Seminar Series, [€10,000 – funded]

Research Honorarium, University Forum of Human Resource Development, PI (Mar 2020), Mind the gap – On the transformation of professional practice in Human Resource Development (Netherlands) [£1,000 – unfunded]

2018 **Education Grant,** Economic Development Initiative, Workforce Development Institute, PI (May 2018 - Nov 2018)**,** *HACCP Food Safety Training for lab technicians, quality and plant managers at Byrne Dairy,* [$14,000 – funded]

2017 **Development Grant,** State University of New York (SUNY), Workforce Development Grant Program, Onondaga Community College, Co-PI (Sep 2017 - Jun 2018), *Training Within Industry (TWI): Job Relations training for supervisors at Byrne Dairy,* [$23,880 – funded]

Development Grant, SUNY Workforce Development Grant Program, Tompkins Cortland Community College, Co-PI (Sep 2017 - Jun 2018), *HACCP and Preventive Controls Food Safety Plans training for lab technicians, quality managers and plant managers at Byrne Dairy,* [$24,000 – funded]

2016 **Productivity Grant,** Manufacturing Productivity Program, National Grid, PI (Dec 2016 – Jun 2017), *Training Within Industry (TWI): Job Instruction Training, Coaching and Train-the-Trainer for supervisors at Byrne Dairy,* [$10,522 - funded]

Education Grant, Economic Development Initiative, Workforce Development Institute, PI (Dec 2016 - Jan 2017), *Training Within Industry (TWI): Job Instruction Training for supervisors at Byrne Dairy,* [$10,000 - funded]

2015 **Travel Grant,** Teachers College, Columbia University, to attend 17th International HRD Conference organized by UFHRD in Cork, Ireland (June 2015), [$1,000 – funded]

2013 **Travel Grant,** Canadian Association for the Study of Adult Education (CASAE), to attend the 2013 Annual Conference, in Victoria, BC, Canada (June 2013), [C$350 – funded]

2006 **Student of the Year Award**, Chartered Institute for Logistics and Transportation (CILT) UK (Sep 2006), [£500 – funded]

2001 **Exchange Scholarship,** European Union University Exchange Program, study abroad during Junior college year, Bocconi University, Italy (August 2001-June 2002), [€12,000 – funded]

1995 **Exchange Scholarship**, American Secondary School for International Students and Teachers (ASSIST Inc), Junior year high school exchange program Lake Forest Academy (Aug 1995-Jun 1996), [DM45,000 – funded]

RECOGNITIONS AND OUTSTANDING ACHIEVEMENTS

2023 **Cutting Edge Award**, Academy of Human Resource Development (AHRD), Mind the gap – A comparative analysis of (in-)congruences in HRD role perception, published in 2023 AHRD Conference proceedings (March 2023)

2022   **Best-of-the-Best Research Abstract Submissions** (Among Top 5 scored abstracts), Council of Emergency Medicine Directors (CORD) Academic Assembly, A deductive analysis of critical incidents from frontline physicians working during the COVID-19 pandemic, published in *CORD Conference Proceedings* (March 2022)

2021   **MED Division Junior Faculty Best Paper Award,** Academy of Management (AOM), Facilitating ethical reflective practice in the context of experiential learning: An empirical study using an enactive lens, published in *Proceedings of AOM Annual Meeting 2021* (August 2021), [$500]

         2nd Runner Up for Monica M. Lee Research Excellence Award, Academy of Human Resource Development (AHRD), Operationalizing reflection in experience-based workplace learning: A hybrid approach, published in *Human Resource Development International* (February 2021)

         Nominated for Best Issue Award, How we SEE is how we learn: Reflection in the workplace (Special issue) published in *Advances in Developing Human Resources* (January 2021)

2020   **BEST Resilience Diamond Award**, Central New York Association for Talent Development (ATD), Team award for Corning Inc. Technology Community's learning newsletter during Covid (November 2020)

2019   **Highly Commended** for **2019 Emerald Literati Awards**, How do employees' individual learning paths differ across occupations? A review of 10 years of empirical research**,** published in *Journal of Workplace Learning* (August 2019)

2016   **Nomination** for **Alan Moon Memorial Prize,** 17th International HRD Conference, Manchester, UK (June 2016)

2015   **Nomination** for **Alan Moon Memorial Prize,** 16th International HRD Conference, Cork, Ireland (June 2015)

RESEARCH AREAS

Adult education, organizational psychology, human resource development, corporate learning, assessments, leadership development, critical reflection, professional practice, organizational sensemaking

Google Scholar (as of March 5, 2024)

Citations: 1,834 (Since 2019: 737)
h-index: 14 (Since 2019: 11)
i10-index: 14 (Since 2019: 12)

SUPERVISION OF STUDENT RESEARCH

Graduate student advisory committee memberships

5. Ramsey, Lynn, Doctoral, Learning, Leadership and Organization Development (2024 – Present)
4. Tissera, Chirangee, Doctoral, Learning, Leadership and Organization Development (2024 – Present)
3. Eller, Kari, Doctoral, Learning, Leadership and Organization Development (2023 – Present)
2. He, Weixin, Doctoral, Learning, Leadership and Organization Development (2023 – Present)
1. Rousselot De Saint Ceran, Tina, Doctoral, Learning, Leadership and Organization Development (2023 – Present)

INVITED TALKS

2023   "One Big Idea – On the use of personality assessments in learning, leadership, and organization development", University of Georgia, Athens, GA, Nov 15 (in person and underlined recorded).

         "HRD research in an era of transformation: State and future directions", Town Hall Forum panelist, Academy of HRD Conference, Minneapolis, MN, March 2 (in person).

2021   "Seeing the Other in experiential learning", Visiting Scholars Program, Graduate School of Education and Human Development, The George Washington University (research presentation), Washington DC, February 12 (virtual).

"Virtual team work using Liberating Structures", I/O Psychology, Monthly Colloquium, (workshop together with Klara von Carlsburg), University of Hamburg, Hamburg, Germany, February 25 (virtual).

2020   "Personality testing in organizational life", CS Supervisor Forum, Technology Community, Corning Incorporated, (seminar), Corning, NY, November 19 (virtual).

"Q&A on data visualization", Cornell Translational Research Summer Institute, Bronfenbrenner Center for Translational Research, (expert talk), Ithaca, NY, April 26 (recorded).

2019   "Reflection at work", Black Growth Council, Corning Incorporated, (seminar), Corning, NY, July 26 (in person).

"This is not a test – An exploration of personality testing strategies in human resources development", Tilburg University, Department of Human Resource Studies, (seminar), Tilburg, NL, May 9 (in person).

2018   "Digital technology and the value chain – How big data, RFID and social media contribute to value creation", Suffolk University, Executive Master Program iEMFC, (expert talk), Boston, MA, July 12 (in person).

"Visualize this! How to bring data alive through visualization in applied research", Cornell Translational Research Summer Institute, Bronfenbrenner Center for Translational Research, (seminar), Ithaca, NY, June 22 (in person).

2016   "Digital technology and the value chain – Mapping supply chains and identifying the customer focus", Suffolk University, Executive Master Program iEMFC, (expert talk), Boston, MA, July 21 (in person).

2014   "Testing as reflecting? – On the use of personality profiles in workplace learning", University of Oxford, Oxford Learning Institute, (seminar), Oxford, UK, March 6 (in person).

2013   "Personality tests in continuing education – Aspects, criticisms and reflection", Zurich University of Teacher Education, (seminar), Zurich, Switzerland, May 14 (*in German*).

CONFERENCES

Papers & Abstracts

2023   "Bridging the gap – How do line managers and HRD professionals use coaching and mentoring to drive the delivery of L&D in the workplace?" (Working paper presentation together with Jenni Jones and Rob F. Poell), *Proceedings of the University Forum for Human Resource Development (UFHRD)* Annual Conference, in person, 7-9 June.

"Mind the gap – A comparative analysis of (in-)congruences in HRD role perception" (Paper presentation together with Sally Kah, Jenni Jones, Rob F. Poell, Jim Stewart, Robert G. Hamlin, and Ellen Scully-Russ, *Proceedings of the Academy of Human Resource Development (AHRD) Annual Conference*, Minneapolis, MN, 1-4 March.

2022   "Informal and Incidental Learning in complex clinical environments: An examination of critical incidents of frontline physicians during the COVID-19 pandemic and implications for medical education" (Abstract presentation together with Dimitri Papanagnou, Urvashi Vaid, Victoria J. Marsick, Grace Alcid, Deborah Ziring and Karen E. Watkins), *Academic Medicine*, *97*(115), S172.

"It's trending: Key topics, issues, and emerging themes in HRD practitioner periodicals – A thematic analysis and review*"* (Paper presentation together with Ellen Scully-Russ and Sarah Ray), *Proceedings of the Academy of Human Resource Development (AHRD) Annual Conference*, virtual, 19-21 April.

2021   "Facilitating ethical reflective practice in the context of experiential learning: An empirical study using an enactive lens" (Paper presentation together with Emily Morrison and Seo Yoon Sung), *Proceedings of AOM Annual Meeting 2021,* virtual, July 30 - August 3.

"How do HRD professionals and business managers interact in organizing HRD activities?" (Paper presentation together with Rob F. Poell), *Proceedings of the Academy of Human Resource Development (AHRD) Annual Conference*, virtual, 17-19 February.

2019   "What HRD is doing – What HRD should be doing: The case for transforming HRD," (Paper presentation together with Rich Torraco), *Proceedings of the Academy of Human Resource Development (AHRD) Annual Conference*, Louisville, KY, USA, 13-16 February.

2015   "Conceptualizing and operationalizing reflection in experience-based learning," *Proceedings of the 16th International Conference on HRD (UFHRD) on Research and Practice across Europe*, Cork, Ireland, 3-5 June.

2014   "Me, myself, and I – On the role of self-reflection in adult education," *Proceedings of the 55th Annual Adult Education Research Conference (AERC),* Penn State University, Harrisburg, PA, USA, 5-7 June.

2013   "Testing as reflecting? Preliminary findings from a study involving personality testing in CVET," *Proceedings of the European Society for Research on the Education of Adults (ESREA) Triennial Conference*, Berlin, Germany, 4-7 September.

       "On critical reflection: Functionalizing "levels of reflection" within empirical transformative learning research," *Proceedings of the Canadian Association for the Study of Adult Education (CASAE) Annual Conference*, Victoria, Canada, 3-5 June.

2012   "Using personality tests in workplace training: Can we speak of transformative learning?" *Proceedings to the European Conference on Educational Research (ECER)*, Cadiz, Spain, 18-21 September.

2004   "Moderated trust – The impact of power distance and uncertainty avoidance on the consumer trust formation process in e-retailing", presented by Rita Walczuch, *Proceedings of the 12th Annual Cross-Cultural Meeting in Information Systems*, Washington, DC, USA, 12 December.

Presentations

2024   "Integrating life-informed complexity for practical professional and higher education" (Symposium together with Ahreum Lim, Aliki Nicolaides, Trish Barefield, Neal Herr, Dimitrios Papanagnou, Jill Jinks, Karen E. Watkins, and Sean Justice), *American Education Research Association (AERA) Annual Conference*, Philadelphia, PA, 11-14 April.

       "Reintegrating the self in health professions education: Navigating complex professional development" (FOCUS session together with Christopher Bolden, Andrew Sanghyun Lee, Dimitrios Papanagnou, Jennifer Jihae Park, and Genevieve Snider), *Academy of Human Resource Development (AHRD) Annual Conference*, Arlington, VA, 21-24 February.

       "Inquiry into theories, research, education, and practice: Continuing the conversation on transforming HRD" (FOCUS session together with Valerie Anderson, Ronan Carberry, Yonjoo Cho, K. Peter Kuchinke, Chang-kyu Kwon, Gary McLean, and Rob F. Poell), *Academy of Human Resource Development (AHRD) Annual Conference*, Arlington, VA, 21-24 February.

2023   "Learning in complexity, uncertainty, and precarity" (FOCUS session together with Rob F. Poell (presenter), Karen E. Watkins, Aliki Nicolaides, Victoria J. Marsick, Ellen Scully-Russ, Dimitrios Papanagnou, Neal Herr, Grace Alcid, Lily Hakimi, DJ Ralston), *University Forum for Human Resource Development (UFHRD) Annual Conference*, in person, 7-9 June.

       "Are we really serious about transformation? The role of HRD in a changing global context" (Symposium together with Valerie Anderson, Ronan Carbery, Yonjoo Cho, Gary McLean, and Rob F. Poell), *University Forum for Human Resource Development (UFHRD) Annual Conference*, in person, 7-9 June.

2022   "HRD professionals' role in three countries" (Presentation together with Jim Stewart, Robert G. Hamlin, Jenni Jones, Sally Kah, Rob F. Poell and Ellen Scully-Russ), *University Forum for Human Resource Development HRD (UFHRD) Annual Conference*, online, based at Sheffield Hallam University, 8-10 June.

       "Getting comfortable with not knowing: Creating strategies for a medical student uncertainty curriculum informed by critical incidents during COVID-19" (Presented together with Dimitrios Papanagnou, Urvashi Vaid, Grace Alcid, Deborah Ziring, Karen E. Watkins and Victoria J. Marsick), *Northeast Group on Educational Affairs (NEGEA) Annual Conference of the AAMC*, virtual, 10-12 May.

"Informal and Incidental Learning during uncertain times: Lessons learned from citical incidents of frontline physicians working during the COVID-19 pandemic (Focus session together with Dimitrios Papanagnou, Urvashi Vaid, Grace Alcid, Karen E. Watkins and Victoria J. Marsick), *Academy of Human Resource Development (AHRD)* Annual Conference, virtual, 19-21 April.

"Rethinking the meaning of essential work: Informal and incidental learning about and in essential work," (Focus session together with Ellen Scully-Russ, Maria Cseh, Lily Hakimi, D.J. Ralston and Jerry Philip), *Academy of Human Resource Development (AHRD)* Annual Conference, virtual, 19-21 April.

"Learning and transformation of human and social material systems in times of disruption: An experiential session" (Experiential workshop presented together with D.J. Ralston, Victoria J. Marsick, Karen E. Watkins, Aliki Nicolaides, Ellen Scully-Russ, Maria Cseh, Dimitri Papanagnou, Neal Herr, and Lily Hakimi), *International Transformative Learning Conference (ITLC)*, virtual, 6-9 April.

"Informal and incidental learning in complex clinical environments: An examination of critical incidents of frontline physicians during the COVID-19 pandemic and implications for medical education," (Presented together with Dimitrios Papanagnou, Karen E. Watkins, Urvashi Vaid, Grace Alcid, and Victoria J. Marsick), *ReThink Clinical Reasoning Conference* sponsored by McMaster University, virtual, 16 February.

2021   "Preparing learners for uncertainty in clinical practice: Opportunities for informal and incidental learning in formal curriculum," (Problem solving session together with Dimitrios Papanagnou, Deborah Ziring, Karen E. Watkins, Victoria J. Marsick, Urvashi Vaid and Grace Alcid), *The Generalist in Medical Education (TGME)* 42nd Annual Conference, virtual, 3-5 November.

"Action Learning Conversations (ALC) for perspective taking and sensemaking," (Workshop session together with Victoria J. Marsick, Karen E. Watkins, Cynthia Russell and Pierre Faller), *UFHRD Action Learning Symposium*, virtual, 21 April 2021.

"Workplace learning and reflection in disruptive and complex times," (Focus session together with Pierre Faller, Rita Kowalski, Victoria J. Marsick, Emily Morrison, Aliki Nicolaides, Rob F. Poel, Cynthia Russell, SeoYoon Sung, Jude Walker and Lyle Yorks), *Academy of Human Resource Development (AHRD)* Annual Conference, virtual, 17-19 February.

"Informal and incidental learning during times of uncertainty," (Focus session together with Karen E. Watkins, Aliki Nicolaides, Neal Herr, Victoria J. Marsick, Dimitrios Papanagnou, Ellen Scully-Russ, Lily Hakimi and Rob F. Poell), *Academy of Human Resource Development (AHRD)* Annual Conference, virtual, 17-19 February.

2020   "Mind the gap – On the transformation of professional practice in HRD," (Focus session together with Ellen Scully-Russ, Peter Kuchinke, Michael Leimbach, and Rich Torraco), *Academy of Human Resource Development (AHRD)* Annual Conference, Atlanta, GA, USA, in person, 26-29 February.

"This is not a test – Six sensemaking strategies for professional practice," (HRDTalk), *Academy of Human Resource Development (AHRD)* Annual Conference, Atlanta, GA, USA, in person, 26-29 February.

2019   "Using Liberating Structures to give and get from other conference participants," (Professional development workshop together with S Fisher Qua), *Academy of Human Resource Development (AHRD)* Annual Conference, Louisville, KY, USA, in person, 13-16 February.

2018   "Conceptualizing and operationalizing reflection in experience-based workplace learning: Multiple perspectives," (Focus session together with Victoria J. Marsick, Rob F. Poell and Lyle Yorks), *Academy of Human Resource Development (AHRD)* Annual Conference, Richmond, VA, USA, in person, 15-17 February.

"Pigeonholing or learning instrument? – Reflecting critically on the use of personality testing in HRD," (Professional development workshop), *Academy of Human Resource Development (AHRD)* Annual Conference, Richmond, VA, USA, in person, 15-17 February.

Posters

2012   "Schubladendenken oder Lerninstrument? Der Einsatz von Persönlichkeitsprofilen in der betrieblichen Weiterbildung," *Deutsche Gesellschaft für Erziehungswissenschaften (DGfE)*, Sektionstagung Erwachsenenbildung Annual Meeting, Bonn, Germany, in person, 28 September (*in German*).

Guest Lectures

2022   "Learning and performance – Bridging organizational needs during times of uncertainty", Cornell University, School of Industrial and Labor Relations, Training & Development in Organizations, Ithaca, NY, September 29 (in person)

"Experiences in experiential learning", Cornell University, Ann S. Bowers College of Computing and Information Science, Ithaca, NY, April 20 (virtual)

2021   "Organizational learning in practice", Maastricht University, School of Business and Economics, Learning in Organizations, Maastricht, NL, November 15 (virtual)

"Organization development and learning", University of Illinois, Department of Education Policy, Organization and Leadership, Principles of Human Resource Development, Champaign, IL, April 20 (virtual)

"Learning paths through HRD and workplace learning", University of Illinois, Department of Education Policy, Organization and Leadership, Principles of Human Resource Development, Champaign, IL, September 15 (virtual)

2020   "Personality assessments in workplace learning", School of Social Sciences, University of Antwerp, Workplace Learning, Antwerp, Belgium, March 25 (virtual)

2016   "Minimum Foods – A case study in organizational change", Tilburg University, School of Behavioural and Social Sciences, Department of Human Resource Studies, Organizational Change, Tilburg, NL, March 11 (in person)

2011   "Personality assessments in practice: A critical review of the MBTI", University of Hamburg, School of Education, Psychology and Human Movement, Department of Professional Development and Lifelong Learning, Competency Assessments, Hamburg, Germany, May 31 (in person)

EXECUTIVE TRAINING

Since 2007, I have developed and facilitated multi-day workshops, online learning courses, and blended learning programs across the **Human Resources, Organization Development and Management** curriculum (accumulating ~3,500 hours of executive classroom training/teaching):

- Training and Development
- Assessments
- Emotional Intelligence
- Change Management
- Workplace Culture

- Managing Conflict
- Project Management
- Women in Technology
- Working in Teams
- Virtual Facilitation

EDITORIAL BOARD MEMBERSHIP

2022 -   Human Resource Development Review (HRDR)

PUBLIC SERVICES PERFORMED

2023 -   Reviewer, National Science Foundation (NSF), nsf.gov
2020 - 2023   Advisory Board Member, Global Latino Organization, Employee Resource Group, corning.com
                Emerging Committee Member, Association for Talent Development, CNY Chapter, cnyatd.org
2019 -   Reviewer, various international peer-reviewed journals including HRDR, HRDI and JMD
2019 -   Keeton House Fellow, West Campus, Cornell University, williamkeetonhouse.cornell.edu
2018 -   Reviewer, Academy of Human Resource Development (AHRD) Annual Conference, ahrd.org
2017   Chair, Continuous Improvement Council at MACNY, macny.org
2008 - 2012   Founder and Community Organizer, Free Cakes for Kids UK, freecakesforkids.org.uk

CERTIFICATIONS

2023   Executive Coaching Certification, Columbia University
2021   Teaching and Learning in the Diverse Classroom, Cornell University Certificate of Achievement
2011   Certificate of Competence in Occupational Testing (Level 1), British Psychological Society