

HENRIETTE LUNDGREN, Ph.D.

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Contact Information: Learning, Leadership and Organization Development Program, Department of Lifelong Education, Administration and Policy, Mary Frances Early College of Education, University of Georgia, 403 River's Crossing, 850 College Station Road, Athens, GA 30602

Present Rank: Assistant Professor (tenure track)
Proportion Time Assignment: 45% Instruction / 45% Research / 10% Service
Graduate Faculty Status: Appointed August 2023
Highest Degree: PhD in Human Resource Studies, May 2019
Tilburg University, The Netherlands

ACADEMIC POSITIONS

2023–present **Assistant Professor**, Learning, Leadership and Organization Development (LLOD) Program, University of Georgia
Affiliate Faculty, Generative Learning and Complexity Lab, University of Georgia

2025 **Visiting Scholar**, School of Health Professions Education, Maastricht University (Netherlands)

2022 **Professorial Lecturer**, Human and Organizational Learning, The George Washington University, Graduate School of Education and Human Development

2022 **Adjunct Assistant Professor**, Adult Learning and Leadership, Columbia University, Teachers College

2013–2022 **Associated Researcher**, Organization & Leadership, Columbia University, Teachers College

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

2019–2020 **Visiting Fellow**, Human and Organizational Learning, The George Washington University, Graduate School of Education and Human Development

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

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

2007–2010 **Research Consultant**, Centre for Professional Development & Technology Assisted Lifelong Learning, University of Oxford (United Kingdom)

2007–2010 **Project Consultant**, Centre for Mutual and Employee-owned Business, Kellogg College, University of Oxford (United Kingdom)

2003 **Junior Lecturer**, Accounting and Information Management, Maastricht University, School of Business and Economics (Netherlands)

1999–2002 **Research Assistant**, Accounting and Information Management, Maastricht University, School of Business and Economics (Netherlands)

PROFESSIONAL EMPLOYMENT

- 2018–2023 **Talent Manager**, Research, Development and Engineering Division, Corning Incorporated, USA
- 2016–2018 **Director of Corporate Learning**, Byrne Dairy Incorporated, USA
- 2007–2018 **Partner and Business Trainer**, Grange Partnership LLP, UK and worldwide
- 2003–2007 **Supply Chain Manager**, Unilever Home and Personal Care, Europe

PROFESSIONAL DEVELOPMENT

- 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

INSTRUCTION

Graduate Teaching (UGA)

GradFIRST* (GRSC 7001); Evaluating and Interpreting Research (LLOD 6200/e); Training Design and Delivery (LLOD 7040e); Theory and Practice of Educational Change* (LLOD 8200); Facilitating Group Change (LLOD 8320); Career Development for Adults (LLOD 8410)

Graduate Teaching (Other Institutions)

Practicum in Organizational Learning (HOL 6100* spanning two semesters, The George Washington University); Human Resource Development in Organizations (ORLD 5062, Teachers College, Columbia University); Training and Development in HRD (EHRD 612, Texas A&M)

SUPERVISION OF STUDENT RESEARCH

Graduate student major professor

- 1 Godwini, Nichesius (2025–present) - interim
- 2 Sumner, Caitlin (2025–present)
- 3 McGee, Monique (2024–present)
- 4 Ford, Anthony (2024–present)
- 5 Lutz, Elizabeth (2024–present)
- 6 Klein, Emmaleigh (2024–present)
- 7 Tretiakova, Ekaterina (2024–present)

Completed (degree, year)

Benton, Laura (MEd, 2025); Bacon, Julie (MEd, 2024); Priddy, Tatyana (MEd, 2024)

Graduate student committee membership

- Hill, Averi (2025–present)
- Spear-Jones, Crystal, DrPH (2025–present)
- Garrard, Elle (2025–present)
- Crawford, James (2024–present)
- Bishop, Jessica (2024–present)
- Ramsey, Lynn (2024–present)
- Rousselot De Saint Ceran, Tina (2023–present)

Completed (degree, year)

Hasko, Ilir (EdD, 2026); Tissera, Chirangee (EdD, 2025); Eller, Kari (PhD, 2025); He, Weixin (PhD, 2025)

SCHOLARLY ACTIVITIES

Books

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

Scott, C., **Lundgren, H.**, and Thompson, P. (2018). *Guide to Supply Chain Management* (2nd Ed.). Springer.

Book Chapters⁺

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

Jones, J., Stewart, J., Hamlin, R.G., Kah, S., Poell, R.F., **Lundgren, H.**, and Scully-Russ, E. (2024). HRD Practitioner Roles in Organizations: Challenges, Congruence and Changes. In: T.S. Rocco, M. Lane and R.F. Poell (Eds.), *The Sage Handbook of Human Resource Development*, pp. 148-160. Sage Publishing.

Morrison, E., **Lundgren, H.**, and Sung, S.Y.¹ (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*, pp. 159-177. Emerald Publishing.

ⁱScully-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*, pp. 93-103. <https://doi.org/10.1002/ace.20455>

ⁱKroon, 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*, pp. 729-764. Bohn Stafleu Van Loghum (*in Dutch*).

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*, pp. 275-286. Stylus Publishing.

ⁱ**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.), *Literaliitätsentwicklung von Arbeitskräften*, pp. 58-66. Waxmann Verlag (*in German*).

Peer-reviewed Journal Articles

Lundgren, H., Carter, A.D., and Klein, E. (2025, online first) Cultural competence in leadership coaching education: What can we learn from the mentoring literature, *Human Resource Development Review*, 0(0), <https://doi.org/10.1177/15344843251400974>

Jones, J., **Lundgren, H.** and Poell, R. (2025). “I love and dream of a future where we’re all coaches” – An analysis of multiple perspectives on managerial coaching. *European Journal of Training and Development*, 49(5-6), 451-474. <https://doi.org/10.1108/EJTD-11-2023-0181>

Carter, A.D., and **Lundgren, H.** (2025) Learning across cultures: Perspectives on embedding cultural competence in coaching education. *International Journal of HRD Practice, Policy, and Research*, 9(1), 68-73. 10.2478/ijhrd-2025-0008

Lundgren, H., Papanagnou, D., Morrone, C., Vaid, U., Ghei, R., Bierowski, A., Watkins, K.E. and Marsick, V.J., (2025) From Research to Resources: Developing a case-based learning curriculum

* Indicates new course developments / major course redesign

⁺ All chapters published in peer-reviewed volumes

ⁱ Invited book chapters

¹ Underlined names indicate co-authors who were students at the time of writing

- for navigating clinical uncertainty. *European Journal of Training and Development* (HPE Special Issue), 49(3-4), 311-329. 10.1108/EJTD-03-2024-0044
- Michalec, B., Vaid, U., Papanagnou, D., Raj, L., **Lundgren, H.**, Alcid, G.A., Watkins, K.E. and Marsick, V.J. (2025). Exploring the presence and roles of humility when experiencing situations of uncertainty. *AEM Education & Training*, 9(1), e11055. <https://doi.org/10.1002/aet2.11055>
- Poell, R.F., Anderson, V., Carbery, R., Cho, Y.J., Kuchinke, K.P., Kwon, C., **Lundgren, H.**, and McLean, G.N. (2024). Transformation of HRD: Change is coming! *Human Resource Development International* (Editorial to HRD Transformation Special Issue), 27(5), 641-648. <https://doi.org/10.1080/13678868.2024.2414143>
- Marsick, V.J., Watkins, K.E., and **Lundgren, H.** (2024). Ready-ing HRD for complexity. *Human Resource Development International*, 27(5), 687-701. <https://doi.org/10.1080/13678868.2024.2404817>
- Lundgren, H.**, Morrison, E. and Sung, S.Y. (2024). 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*, 23(2), 265-283. <https://doi.org/10.5465/amle.2022.0004>
- Lundgren, H.**, Stewart, J., Kah, S., Jones, J., Poell, R.F., Hamlin, R.G., and Scully-Russ, E., (2024) Mind the gap – A comparative analysis of (in-)congruences in HRD role perception. *Human Resource Development International*, 27(4), 501-525. <https://doi.org/10.1080/13678868.2023.2244711>
- 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*, 7(5), 1-19. <https://doi.org/10.1002/aet2.10909>
- 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. <https://doi.org/10.1002/hrdq.21485>
- 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. <https://doi.org/10.1097/ACM.00000000000004717>
- 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. <https://doi.org/10.1177/1523422320927295>
- 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. <https://doi.org/10.1177/1534484319877058>
- 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. <https://doi.org/10.1080/13678868.2019.1621250>
- 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. <https://doi.org/10.1002/hrdq.21338>
- 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. <https://doi.org/10.1108/EJTD-09-2018-0091>
- 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. <https://doi.org/10.1108/JWL-01-2018-0019>

- 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), 305-326. <https://doi.org/10.1080/13678868.2017.1308717>
- 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. <https://doi.org/10.1108/EJTD-03-2016-0015>
- 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. <https://doi.org/10.1177/1534484315622735>
- Walczuch, R. and **Lundgren, H.** (2004). Psychological antecedents of institution-based consumer trust in e-retailing. *Information & Management*, 42(1), 159-177. <https://doi.org/10.1016/j.im.2003.12.009>
- 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. [https://doi.org/10.1016/S0263-2373\(00\)00045-1](https://doi.org/10.1016/S0263-2373(00)00045-1)

Work Submitted

- Lundgren, H., Watkins, K.E., and Marsick, V.J.** (*under review*) "Thinking out loud" and "pivoting on the fly" – An empirical review and critical incident study of how physicians engage in incidental learning amidst complexity. Submitted to *Human Resource Development Quarterly*.
- Scully-Russ, E., Ray, S., and **Lundgren, H.** (*under review*). Practitioner's pulse: A method for examining emerging topics in HRD practitioner periodicals. Submitted to *Human Resource Development Quarterly*.
- Lundgren, H., Carter, A.D., & Purser, S.E.** (*under review*) "Who you are is how you coach" – Culturally responsive coaching education in practice. Submitted to *Coaching: An International Journal of Theory, Research & Practice*.
- Lundgren, H., Marsick, V.J., and Watkins, K.E.** (*under review*). Reimagining HRD for organizational impact – Dynamic capabilities that create resource-based value. Submitted as book chapter to *Ethics International Press*.

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*).

Teaching Resources

- Lundgren, H.**, Carter, A.D., & Reed Hughes, K. (2025, October 13) S5E7: How to be culturally responsive in coaching and mentoring, Podcast episode, In: *HRD Masterclass* (host: Darren Short). ALLbyPODCAST.
- Lundgren, H.**, Morrison, E., & Sung, S.Y. (2024) Navigating emotional sparks when facilitating experiential learning, *Academy of Management Learning & Education*, available at: <https://aom.org/research/journals/learning-and-education/amle-teaching-resources>
- Ruffin, M., Brown, C., **Lundgren, H.**, & Mazan Murata, C. (2023) Social justice and the Office of Racial Equality and Social Unity at Corning Incorporated. In: McDonald, K.S., & Hite, L.M., *Career Development – A Human Resource Development Perspective* (2nd Ed.), Routledge.

GRANTS

Funded (internal and external)

- Pending **Presidential Interdisciplinary Research Seed Grant**, University of Georgia, Co-PI, Bridging the AI/XR deployment model gap: Enhancing technology adoption in Health Professions Education Across Disciplines [\$88,485 – internal]
- 2026 **Research Collaboration Grant**, The Jinks Private Foundation, Co-PI (Jul'26-Dec'28), Developing a model to estimate the growth rate of organizational adaptive capacity as a function of employability, learning culture, and informal and incidental learning in a complex adaptive system [\$125,000 – external]
- 2025 **Visiting Scholars Grant**, Linköping University, Department of Behavioural Sciences and Learning, PI (Nov-Dec), for research visit to Linköping University, Sweden [SEK 32,500 / ~\$3,300 – external]
- Sarah H. Moss Fellowship**, Center for Teaching and Learning, University of Georgia, PI (May-Jun), Research visit to the University of Maastricht's School of Health Professions Education [\$6,000 – internal]
- 2024 **Jefferson CFDNL Pedagogy Grant**, Center for Faculty Development and Nexus Learning, Thomas Jefferson University, Co-PI (Jul'24-Jun'25), Preparing medical students for uncertainty in clinical practice using AI-generated cases for case-based learning [\$6,000 – external]
- Early Career Faculty Research Grant**, Mary Frances Early College of Education, University of Georgia, PI (Jul'24-Jun'25), Democratizing coaching through cultural competence [\$8,000 – internal]
- Team Up Collaboration Grant**, Korean Academy of Human Resource Development Association (KAHRDA), PI (Jan-Dec) HRD Transformation in Southeast Asia – Extending a transnational study [\$500 – external]
- 2023 **Generative Learning and Complexity Laboratory Small Grant**, University of Georgia, PI (Jan-Dec), Inspired by the frontlines: Adopting case-based learning for navigating organizational uncertainty and complexity [\$2,398 – internal]
- Humanities Facilitating Funds**, The George Washington University, Co-PI (September), Storying the frontline: Digital storytelling of essential workers' Covid-19 experiences [\$5,000 – external]
- 2020 **University Seminars Funding Program**, The George Washington University, Co-PI (Aug-Jun), Informal and incidental learning in times of uncertainty, Seminar Series, [\$4,000 – internal]
- Covid-19 Social Science Seminar Grant**, Tilburg University, School of Social and Behavioral Sciences, Co-PI (Aug-Jun), Informal and incidental learning in times of uncertainty, Seminar Series, [€10,000 – internal]

- 2018 **Education Grant**, Economic Development Initiative, Workforce Development Institute, PI (May-Nov), *HACCP Food Safety Training for lab technicians, quality and plant managers at Byrne Dairy*, [\$14,000 – external]
- 2017 **Development Grant**, State University of New York (SUNY), Workforce Development Grant Program, Onondaga Community College, Co-PI (Sep-Jun), *Training Within Industry (TWI): Job Relations training for supervisors at Byrne Dairy*, [\$23,880 – external]
- Development Grant**, SUNY Workforce Development Grant Program, Tompkins Cortland Community College, Co-PI (Sep-Jun), *HACCP and Preventive Controls Food Safety Plans training for lab techs, quality managers & plant managers at Byrne Dairy*, [\$24,000 – external]
- 2016 **Productivity Grant**, Manufacturing Productivity Program, National Grid, PI (Dec-Jun), *Training Within Industry (TWI): Job Instruction Training, Coaching and Train-the-Trainer for supervisors at Byrne Dairy*, [\$10,522 – external]
- Education Grant**, Economic Development Initiative, Workforce Development Institute, PI (Dec-Jan), *Training Within Industry (TWI): Job Instruction Training for supervisors at Byrne Dairy*, [\$10,000 – external]
- 2015 **Travel Grant**, Teachers College, Columbia University, to attend 17th International HRD Conference organized by UFHRD in Cork, Ireland (June), [\$1,000 – internal]
- 2013 **Travel Grant**, Canadian Association for the Study of Adult Education (CASAE), to attend the 2013 Annual Conference, in Victoria, BC, Canada (June), [C\$350 – external]

Unfunded

- 2025 **Experiential Learning for Emerging and Novel Technologies (ExLENT)**, National Science Foundation (NSF), Co-PI (February), Manufacturing 4ward to Build Georgia's Advanced Manufacturing Workforce [\$1,000,000 – external]
- 2024 **Advanced Informal STEM Learning (AISL)**, National Science Foundation (NSF), Co-PI (January), Democratizing knowledge and inclusion in Industry 4.0 through AI in manufacturing [\$150,000 – external]

RECOGNITIONS AND OUTSTANDING ACHIEVEMENTS

- 2025 **1st Runner Up for Monica M. Lee Research Excellence Award**, Academy of Human Resource Development (AHRD), *Mind the gap – A comparative analysis of (in-)congruences in HRD role perception*, published in 2024 in HRDI, together with Jim Stewart, Sally Kah, S., Jenni Jones, Rob Poell, Bob Hamlin, and Ellen Scully-Russ.
- 2024 **Richard A. Swanson Research Excellence Award**, Academy of Human Resource Development (AHRD), *How do HRD professionals and business managers interact in organizing HRD activities?* (published in 2023 in HRDQ), together with Rob F. Poell.
- 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.
- 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*.
- 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* [\$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*.

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.

CONVENTION PAPERS/PROCEEDINGS

Lundgren, H., Carter, A.D., and Purser, S.E. (2026). Culturally responsive coaching education – How can we move toward a praxis of promising practices? Proceedings of the *Academy of Human Resource Development (AHRD) Annual Conference*, Dallas-Fort Worth, TX, 11-13 February.

Hirtreiter, L., Botke, J., **Lundgren, H.**, and Poell, R.F. (2025). Understanding HRD through multiple lenses: An analysis of employee, manager, and HRD professionals' perspectives in the Netherlands. Proceedings of the *24th International Asian Conference of the Academy Human Resource Development*, Bangkok, Thailand, 12-14 Nov.

Mohd Rasdi, R., Tan, F. Y., **Lundgren, H.**, Sritanyarat, D., Crocco, O. S., Jones, J., & Park, J. J. (2025). The evolving roles of human resources in the contemporary workplace. Proceedings of the *24th International Asian Conference of the Academy Human Resource Development*, Bangkok, Thailand, 12-14 Nov.

He, W., and **Lundgren, H.** (2025). Navigating organizational change: Integrating complex adaptive systems theory and community leadership for sustainable transformation. Proceedings of the *Academy of Human Resource Development (AHRD) Annual Conference*, Arlington, VA, 20-22 Feb.

Jelley, R. B., and **Lundgren, H.** (2024). Preliminary categories of reactions to personality-feedback interventions. Proceedings of the *Atlantic Schools of Business (ASB) annual conference*. Halifax, NS, 22 September. [Best paper nominee. Paper withheld from the conference proceedings at authors' request.]

Lundgren, H., Carter, A.D., and Klein, E. (2024). What can we learn from mentoring that informs cultural competence in coaching? Proceedings of the *University Forum for Human Resource Development (UFHRD) Annual Conference*, Lisbon, Portugal, 12-14 June.

Lundgren, H., Watkins, K.E., Marsick, V.E., Papanagnou, D., and Vaid, U. (2024). How does incidental learning manifest during times of uncertainty and complexity? Proceedings of the *University Forum for Human Resource Development (UFHRD) Annual Conference*, Lisbon, Portugal, 12-14 June.

Poell, R.F., **Lundgren, H.**, Jones, J., Shokunbi, O., Stewart, J., and Hamlin, R.G. (2024). To be or not to be strategic? What factors might explain the lack of strategic role for HRD professionals? Proceedings of the *University Forum for Human Resource Development (UFHRD) Annual Conference*, Lisbon, Portugal, 13 June.

Raj, L., Papanagnou, D., Vaid, U., **Lundgren, H.**, Watkins, K., Marsick, V., ... and Michalec, B. (2024). Humility in times of heightened uncertainty: A study of physician critical incidents to prepare learners for uncertainty in clinical practice. *Western Journal of Emergency Medicine: Integrating Emergency Care with Population Health*, 25(3.1).

Jones, J., **Lundgren, H.**, and Poell, R.F. (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? Proceedings of the *University Forum for Human Resource Development (UFHRD) Annual Conference*, Dublin, Ireland, 7-9 June.

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, Proceedings of the

- Academy of Human Resource Development (AHRD) Annual Conference*, Minneapolis, MN, 1-4 March.
- Papanagnou, D., Watkins, K.E., **Lundgren, H.**, Alcid, G.A., Ziring, D., and Marsick, V.J. (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, *Academic Medicine*, 97(115), S172.
- Scully-Russ, E., Ray, S., and **Lundgren, H.** (2022). It's trending: Key topics, issues, and emerging themes in HRD practitioner periodicals – A thematic analysis and review. Proceedings of the *Academy of Human Resource Development (AHRD) Annual Conference*, virtual, 19-21 April.
- Lundgren, H.**, Morrison, E., and Sung, S.Y. (2021). Facilitating ethical reflective practice in the context of experiential learning: An empirical study using an enactive lens. Proceedings of the *AOM Annual Meeting 2021*, virtual, July 30-August 3.
- Lundgren, H.**, and Poell, R.F. (2021). How do HRD professionals and business managers interact in organizing HRD activities? Proceedings of the *Academy of Human Resource Development (AHRD) Annual Conference*, virtual, 17-19 February.
- Torraco, R., and **Lundgren, H.** (2019). What HRD is doing – What HRD should be doing: The case for transforming HRD. Proceedings of the *Academy of Human Resource Development (AHRD) Annual Conference*, Louisville, KY, USA, 13-16 February.
- Lundgren, H.**, Bang, A., Justice, S.B., Marsick, V.J., Poell, R.F., Yorks, L., Clark, M., and Sung, S.Y. (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.
- Lundgren, H.** (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.
- Lundgren, H.** (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.
- Lundgren, H.** (2013). 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.
- Lundgren, H.** (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.
- Lundgren, H.**, & Walczuch, R. (2004) Moderated trust – The impact of power distance and uncertainty avoidance on the consumer trust formation process in e-retailing. Proceedings of the *12th Annual Cross-Cultural Meeting in Information Systems*, Washington, DC, USA, 12 December.

PRESENTATIONS

Invited Seminars / Lectures

- Lundgren, H.** (2025) Learning in uncertainty, *Department of Behavioural Sciences and Learning (IBL)*, Linköping University, Linköping, Sweden, 28 Nov.
- Lundgren, H.** & Versteegen, D. (2025) Design for learning in complexity, *School of Health Professions Education (SHE)*, Maastricht University, Maastricht, the Netherlands, 17 Jun.
- Lundgren, H.**, & Qua, S.F. (2024) Exploring change and hope through liberating structures, *Generative Learning and Complexity Laboratory (GLCL)*, Mary Frances Early College of Education, University of Georgia, Athens, GA, 12 Nov.

- Lundgren, H.** (2024) Emotional sparks as opportunities to apply anti-racism strategies, *Faculty Meeting of Lifelong Education, Administration and Policy (LEAP), Mary Frances Early College of Education, University of Georgia, Athens, GA, 9 Oct.*
- Lundgren, H.** (2024) Connecting to emotional sparks in clinical skills and small group learning, *Thomas Jefferson University, Sidney Kimmel Medical College, Philadelphia, PA, 17 & 19 Sep.*
- Lundgren, H., & Achenbach, K.** (2024) Transforming broken systems through caring conversations, *Soil Factory Network, Cornell University, Ithaca, NY, 18 Jul.*
- Lundgren, H.** (2024) Navigating emotional sparks when facilitating experiential learning, *Thomas Jefferson University, Sidney Kimmel Medical College, Philadelphia, PA, 2 May.*
- Lundgren, H.** (2023) One Big Idea – On the use of personality assessments in learning, leadership, and organization development, *University of Georgia, Athens, GA, 15 Nov.*
- Lundgren, H.** (2023) HRD research in an era of transformation: State and future directions, *Town Hall Forum, Academy of HRD Conference, Minneapolis, MN, 2 Mar.*
- Lundgren, H.** (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, 29 Sep.*
- Lundgren, H.** (2022) Experiences in experiential learning, *Cornell University, Ann S. Bowers College of Computing and Information Science, Ithaca, NY, 20 Apr.*
- Lundgren, H.** (2021) Organizational learning in practice, *Maastricht University, School of Business and Economics, Learning in Organizations, Maastricht, NL, 15 Nov.*
- Lundgren, H.** (2021) Seeing the Other in experiential learning, *Visiting Scholars Program, Graduate School of Education and Human Development, The George Washington University, Washington DC, 12 Feb.*
- Lundgren, H.** (2021) Learning paths through HRD and workplace learning, *University of Illinois, Department of Education Policy, Organization and Leadership, Principles of Human Resource Development, Champaign, IL, 15 Sep.*
- Lundgren, H.** (2021) Organization development and learning, *University of Illinois, Department of Education Policy, Organization and Leadership, Principles of Human Resource Development, Champaign, IL, 20 Apr.*
- Lundgren, H., & von Carlsburg, K.** (2021) Virtual teamwork using Liberating Structures, *I/O Psychology, Monthly Colloquium, University of Hamburg, Hamburg, Germany, 25 Feb.*
- Lundgren, H.** (2020) Personality testing in organizational life, *CS Supervisor Forum, Technology Community, Corning Incorporated, Corning, NY, 19 Nov.*
- Lundgren, H.** (2020) Q&A on data visualization, *Cornell Translational Research Summer Institute, Bronfenbrenner Center for Translational Research, Ithaca, NY, 26 Apr.*
- Lundgren, H.** (2020) Personality assessments in workplace learning, *School of Social Sciences, University of Antwerp, Workplace Learning, Antwerp, Belgium, 25 Mar.*
- Lundgren, H.** (2019) Reflection at work, *Black Growth Council, Corning Incorporated, Corning, NY, 26 Jul.*
- Lundgren, H.** (2019) This is not a test – An exploration of personality testing strategies in human resources development, *Tilburg University, Department of Human Resource Studies, Tilburg, NL, 9 May.*
- Lundgren, H.** (2018) Digital technology and the value chain – How big data, RFID and social media contribute to value creation, *Suffolk University, Executive Master Program iEMFC, Boston, MA, 12 Jul.*

- Lundgren, H.** (2018) Visualize this! How to bring data alive through visualization in applied research, *Cornell Translational Research Summer Institute, Bronfenbrenner Center for Translational Research*, Ithaca, NY, 22 Jun.
- Lundgren, H.** (2016) Digital technology and the value chain – Mapping supply chains and identifying the customer focus, *Suffolk University, Executive Master Program iEMFC*, Boston, MA, 21 Jul.
- Lundgren, H.** (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, 11 Mar.
- Lundgren, H.** (2014) Testing as reflecting? – On the use of personality profiles in workplace learning, *University of Oxford, Oxford Learning Institute*, Oxford, UK, 6 Mar.
- Lundgren, H.** (2013) Personality tests in continuing education – Aspects, criticisms and reflection, *University of Education*, Zurich, Switzerland, 14 May.
- Lundgren, H.** (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, 31 May.

Conference Talks

- Vaid, U., Papanagnou, D., Ziring, D., **Lundgren, H.**, Watkins, K.E., & Marsick, V.J. (2026). Engaging learners in uncertainty: From observation to assessment in UME, *Northeast Group on Educational Affairs (NEGEA) Annual Conference of the AAMC*, Scranton, PA, 11-13 Mar.
- Jooste, B., Kim, Y.N., **Lundgren, H.**, & Park, J.J. (2026). Intersecting HRD and HPE to promote clinician well-being as a systems level, *Proceedings of the Academy of Human Resource Development (AHRD) Annual Conference*, Dallas-Fort Worth, TX, 11-13 February.
- Crocco, O., Jones, J., **Lundgren, H.**, Park, J.J., Mohd Rasdi, R., & Sritanyarat, D. (2025). HR Transformation in Southeast Asia – A Panel on the Implications of Transnational Studies, *24th International Asian Conference of the Academy Human Resource Development*, Bangkok, Thailand, 12-14 Nov.
- Ramsey, L., Watkins, K.E., and **Lundgren, H.** (2025). What generative potential does a complex systems framework hold for career development? *American Association for Adult and Continuing Education (AAACE) Annual Conference*, Virtual, 26 Sep.
- Lundgren, H.**, & Verstegen, D. (2025). Design for learning in complexity – How to stimulate learning transfer of health professionals in complex learning environments, *University Forum for Human Resource Development (UFHRD) Annual Conference*, Belfast, N. Ireland, 11-13 Jun.
- Lundgren, H.** (2025). Incidental learning in complexity – Collaborative research in the health professions, *Mary Frances Early College of Education Annual Research Conference, University of Georgia*, Athens, GA, 30 Apr.
- Lundgren, H.** & Carter, A.D. (2025). Embracing cultural competence in coaching – A learning lab, *Learning, Leadership and Organization Development (LLOD) Coaching Symposium, University of Georgia*, Lawrenceville, GA, 11 Apr.
- Vaid, U., **Lundgren, H.**, Papanagnou, D., Ghei, R., Marsick, V.J., & Watkins, K.E. (2024). Case-based learning to prepare medical students for uncertainty in clinical practice: Easier said than done, *The Generalist Medical Conference (TGME) Annual Conference*, Atlanta, GA, 7-8 Nov.
- Lundgren, H., Ralston, D.J., & Achenbach, K. (2024). Troubling broken systems through caring conversations, *International Transformative Learning Conference (ITLC)*, Siena, Italy, 11-13 Sep.

- Anderson, V., Fontinha, R., Cho, Y., **Lundgren, H.**, Poell, R.F., & Saunders, M. (2024). Teaching research methods in HRD: New directions and opportunities, *University Forum for Human Resource Development (UFHRD) Annual Conference*, Lisbon, Portugal, 12-14 Jun.
- Michalec, B., Papanagnou, D., Vaid, U., Ghei, R., **Lundgren, H.**, Watkins, K.E., & Marsick, V.J. (2024). Embracing humility in times of heightened clinical uncertainty: A study of physician critical incidents, *Northeast Group on Educational Affairs (NEGEA) Annual Conference of the AAMC*, NYC, NY, 29-31 May.
- Lim, A., Nicolaidis, A., Barefield, T., Herr, N., Papanagnou, D., Jinks, J., **Lundgren, H.**, Watkins, K.E., & Justice, S. (2024). Integrating life-informed complexity for practical professional and higher education, *American Education Research Association (AERA) Annual Conference*, Philadelphia, PA, 11-14 Apr.
- Lundgren, H.**, & Klein, E. (2024). Cultural competence in coaching: A reflection on academic partnership, *Lifelong Education, Administration, and Policy (LEAP) Graduate Student Network (GSN) Symposium*, Lawrenceville, GA, 16 Mar.
- Boldon, C., Lee, A.S., **Lundgren, H.**, Papanagnou, D., Park, J.J., & Snider, G. (2024). Reintegrating the self in health professions education: Navigating complex professional development, *Academy of Human Resource Development (AHRD) Annual Conference*, Arlington, VA, 21-24 Feb.
- Lundgren, H.**, Anderson, V., Carberry, R., Cho, Y., Kuchinke, K.P., Kwon, C., McLean, G., & Poell, R.F. (2024). Inquiry into theories, research, education, and practice: Continuing the conversation on transforming HRD, *Academy of Human Resource Development (AHRD) Annual Conference*, Arlington, VA, 21-24 Feb.
- Poell, R.F., **Lundgren, H.**, Watkins, K.E., Nicolaidis, A., Marsick, V.J., Scully-Russ, E., Papanagnou, D., Herr, N., Alcid, G., Hakimi, L., & Ralston, D.J. (2023). Learning in complexity, uncertainty, and precarity, *University Forum for Human Resource Development (UFHRD) Annual Conference*, Dublin, Ireland, 7-9 Jun.
- Lundgren, H.**, Anderson, V., Carberry, R., Cho, Y., McLean, G., & Poell, R.F. (2023). Are we really serious about transformation? The role of HRD in a changing global context, *University Forum for Human Resource Development (UFHRD) Annual Conference*, Dublin, Ireland, 7-9 Jun.
- Lundgren, H.**, Stewart, J., Hamlin, R.G., Jones, J., Kah, S., Poell, R.F., & Scully-Russ, E. (2022). HRD professionals' role in three countries, *University Forum for Human Resource Development HRD (UFHRD) Annual Conference*, based at Sheffield Hallam University, UK, 8-10 Jun.
- Papanagnou, D., **Lundgren, H.**, Vaid, U., Alcid, G., Ziring, D., Watkins, K.E., & Marsick, V.J. (2022). Getting comfortable with not knowing: Creating strategies for a medical student uncertainty curriculum informed by critical incidents during COVID-19, *Northeast Group on Educational Affairs (NEGEA) Annual Conference of the AAMC*, 10-12 May.
- Lundgren, H.**, Papanagnou, D., Vaid, U., Alcid, G., Watkins, K.E., & Marsick, V.J. (2022). Informal and Incidental Learning during uncertain times: Lessons learned from critical incidents of frontline physicians working during the COVID-19 pandemic, *Academy of Human Resource Development (AHRD) Annual Conference*, 19-21 Apr.
- Scully-Russ, E., Cseh, M., **Lundgren, H.**, Hakimi, L., Ralston, D.J., & Philip, J. (2022). Rethinking the meaning of essential work: Informal and incidental learning about and in essential work, *Academy of Human Resource Development (AHRD) Annual Conference*, 19-21 Apr.
- Ralston, D.J., Marsick, V.J., Watkins, K.E., Nicolaidis, A., Scully-Russ, E., Cseh, M., **Lundgren, H.**, Papanagnou, D., Herr, N., & Hakimi, L. (2022). Learning and transformation of human and social material systems in times of disruption: An experiential session, *International Transformative Learning Conference (ITLC)*, 6-9 Apr.
- Papanagnou, D., Watkins, K.E., **Lundgren, H.**, Vaid, U., Alcid, G., & Marsick, V.J. (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, *ReThink Clinical Reasoning Conference sponsored by McMaster University*, 16 Feb.
- Papanagnou, D., **Lundgren, H.**, Watkins, K.E., Marsick, V.J., Vaid, U., Alcid, G., & Ziring, D. (2021). Preparing learners for uncertainty in clinical practice: Opportunities for informal and incidental learning in formal curriculum, *The Generalist in Medical Education (TGME) 42nd Annual Conference*, 3-5 Nov.
- Lundgren, H.**, Marsick, V.J., Watkins, K.E., Russell, C., & Faller, P. (2021). Action Learning Conversations (ALC) for perspective taking and sensemaking, *UFHRD Action Learning Symposium*, 21 Apr.
- Lundgren, H.**, Faller, P., Kowalski, R., Marsick, V.J., Morrison, E., Nicolaidis, A., Poell, R.F., Russell, C., Sung, S.Y., Walker, J., & Yorks, L. (2021). Workplace learning and reflection in disruptive and complex times, *Academy of Human Resource Development (AHRD) Annual Conference*, 17-19 Feb.
- Lundgren, H.**, Watkins, K.E., Nicolaidis, A., Herr, N., Marsick, V.J., Papanagnou, D., Scully-Russ, E., Hakimi, L., & Poell, R.F. (2021). Informal and incidental learning during times of uncertainty, *Academy of Human Resource Development (AHRD) Annual Conference*, 17-19 Feb.
- Lundgren, H.**, Scully-Russ, E., Kuchinke, P., Leimbach, M., & Torracco, R. (2020). Mind the gap – On the transformation of professional practice in HRD, *Academy of Human Resource Development (AHRD) Annual Conference*, Atlanta, GA, 26-29 Feb.
- Lundgren, H.** (2020). This is not a test – Six sensemaking strategies for professional practice, *Academy of Human Resource Development (AHRD) Annual Conference*, Atlanta, GA, 26-29 Feb.
- Lundgren, H.**, & Qua, S.F. (2019). Using Liberating Structures to give and get from conference participants, *Academy of Human Resource Development (AHRD) Annual Conference*, Louisville, KY, 13-16 Feb.
- Lundgren, H.**, Marsick, V.J., Poell, R.F., & Yorks, L. (2018). Conceptualizing and operationalizing reflection in experience-based workplace learning: Multiple perspectives, *Academy of Human Resource Development (AHRD) Annual Conference*, Richmond, VA, 15-17 Feb.
- Lundgren, H.** (2018). Pigeonholing or learning instrument? – Reflecting critically on the use of personality testing, *Academy of Human Resource Development (AHRD) Annual Conference*, Richmond, VA, 15-17 Feb.

Poster Presentations

- Achuncho, M.S., & **Lundgren, H.** (2026). An inquiry into the development and implementation of Master's of Health Profession Education (MHPE) and certificate programs from benchmark universities, *Health Professions Education (HPE) Connect '26*, University of Michigan, Ann Arbor, MI, 13 Apr.
- Lundgren, H.**, Crocco, O., Park, J.J., Mohd Rasdi, R., Sritanyarat, D., & Jones, J. (2025). Indigenous research in Southeast Asia: Conceptualizing ethical principles for collaborative empirical HRD research, *Academy of Human Resource Development (AHRD) Annual Conference*, Arlington, VA, 20-22 Feb.
- Scully-Russ, E., Cseh, M., **Lundgren, H.**, Ralston, D.J., & Welch, T. (2024). Broken systems under repair: Weaving ethics of care and human flourishing into the work and lives of essential workers, *Academy of Human Resource Development (AHRD) Annual Conference*, Arlington, VA, 21-24 Feb.

PUBLIC SERVICE

2020–2023 Advisory Board Member, Global Latino Organization, Employee Resource Group

- 2020–2023 Emerging Committee Member, Association for Talent Development, Central NY Chapter
2019–2023 Keeton House Fellow, West Campus, Cornell University
2008–2012 Founder and Community Organizer, Free Cakes for Kids UK

PROFESSIONAL SERVICE

Service to Professional Societies

- 2025–Present Chair (Elect), Health Professions Education SIG, Academy of Human Resource Development (AHRD)
2025–Present Associate Editor, Human Resource Development Quarterly
2024–Present Reviewer, Malcolm S. Knowles Dissertation of the Year Award, AHRD
2023 Panel Reviewer, National Science Foundation
Reviewer, International Transformative Learning Conference
2022–Present Editorial Board Member, Human Resource Development Review
2018–Present Reviewer, AHRD Annual Conference

Ad-hoc Manuscript Reviewer

- 2019–Present Reviewer, various international peer-reviewed journals including *Human Resource Development Quarterly (HRDQ)*, *Human Resource Development International (HRDI)*, *Studies in Continuing Education Journal (SCEJ)*, *Journal of Management Development (JMD)*, *New Horizons in Adult Education and Human Resource Development (NHAEHRD)*, *Review of Educational Research (RER)*

Service on Department, College, University Committees

- 2026 Member of Search Committee, Assistant Director of HRPP, Chair: Tammy Andros (University)
2024–Present Member of Scholarship Committee, Mary Frances Early College of Education (College)
2024–Present Coach of EdD Program, Cohort 8, Learning, Leadership, Organization Development (Program)
2024–Present Co-lead of EdD Program, Learning, Leadership, Organization Development (Program)
2024–Present Member of ad-hoc faculty retreat organizing committee, Lifelong Education, Administration and Policy (LEAP, Department)
2023–Present Member of Anti-Racism Council, LEAP (Department)