

George Manning  
Professor of Psychology  
Northern Kentucky University  
Highland Heights, KY 41099

Telephone (859) 572-5443  
(859) 572-5310  
FAX (859) 572-6085  
<http://www.nku.edu/~manningg>

## EDUCATION

Graduate - University of Cincinnati  
Undergraduate - George Williams College  
Academic Year - University of Vienna

## EXPERIENCE

Professor - Northern Kentucky University  
Management and Organization, Economics, Organizational Psychology, Personal Adjustment

## CONSULTANT TO THE FOLLOWING ORGANIZATIONS

### **Business and Industry (including client or coordinating person and dates of service)**

ADP: Management Development; Organization Development (Larry Albice, Ron Shields, 1983-85)  
Advanced Computer Systems: Organization Development (Peter Senkiw, 1988)  
American Electric Power Company: Management Development; Organization Development; Employee Development (Dick Boyle, Leonard Brammel, Mike Campbell, Rob Cheripko, Pat Keene, Doug McQueen, Mike Taylor, 1990-2004)  
American Financial Group – Great American Insurance Company: Supervisory, Management, and Executive Development (Ray Benedict, Dan Keefe, Larry Otto, Jeff Walter, 1991-2004)  
AMTEX: Management Development (Sam Vinci, 1993-94)  
Ashland Federal Savings and Loan: Organization Development (Howard Slibeck, 1993)  
ATE Management Company: Stress Management; Organization Development (Dave Davis, Phil Ringo, 1974-87)  
AT&T: Communications; Stress Management; Organization Development (Mike Adams, Alec Edge, Dave Sprouse, 1982-86)  
Bank One: Management Development (John Burchtael, 1982-85)  
Baptist Healthcare System: Management Development; Employee Development (Don Blaz, Paula Blackburn, Mindy Blair, Ruth Ann Combs, Rand Eller, Karen Hill, Stacy Hinton, Florence Jones, Kerry Gillihan, Barbara Mathews, Donna Pennebaker, Bill Sisson, Jill West, 1990-2003)  
Bell Telephone: Stress Education, Total Quality Management (Cheryl Campbell, Joe Wright, 1982-94)  
Beverly Enterprises: Management Development (Kerry Kane, 1990)  
Black Clawson Company: Management Development; Total Quality Management (Steve Weatherly, 1991-93)  
Blue Grass Foods: Organization Development (Bill, Glen, and Jay Rice, 1989)  
Boehl, Stopher & Graves, LLP: Professional Development (Darryl Lavery, Ed Stopher, 2002)  
Bon Secours Health System -- Our Lady of Bellefonte: Leadership Development (Tim Holbrook, Bob Maher, 1997-2003)  
Cap Gemini America: Management Development; Organization Development (Mike Gilligan, Steve Goodman, 1997-98)  
Cardinal Hill Healthcare System: Management Development; Organization Development; Employee Training (Karen Clancy, Kerry Gillihan, Constance Herold, Beth Monarch, Peg Wernersbach, 1993-2003)  
Carlisle Construction: Organization Development (Wayne Carlisle, 1978-83)  
CAST-FAB Technologies: Management Development; Teambuilding (Jim Bushman, 1997-98)  
Central Trust Company: Communications; Management Development (Dan Graves, 1978-82)  
Century Construction: Organization Development (Mike Mangeot, 1981-83)  
Century 21: Sales Training (Lindsay Wiggington, 1980)  
Children's Hospital Medical Center: Management Development; Staff Development, Mayerson Center for Safe and Healthy Children (Mike Buncher, Patricia Myers, Carolyn Palmer, Frank Putnam, Rich Ruddy, Robert Shapiro, 1999-2002)  
CHOICECARE: Organization Development, Management Education (Mike Barber, Dan Gregorie, Judy Snyder, Sue Russell, 1993-94)  
CHOICE HOTELS: Organization Development; Managing Change; Customer Service (Pete Jordan, Steve Mullinger, Sally Rotundo, 1995-2002)  
Cianbro: Management Development (Kellie Guarino, Peter Vigue, 2002-03)

Cincinnati Gas & Electric: Management Development; Career Development; Stress Education (Dan Depperman, Michele Hanna, Bob McElfresh, John Procario, 1988-94)

Cincinnati Milacron: Customer Relations; Employee Involvement; Executive Development; Stress Education (Al Aerni, Brad Baker, Jack Cahall, Amy Johnson, George Sederberg, Paul Quealy, 1976-98)

Cinergy (CG&E - Public Service of Indiana): Professional Development (Wendy Nepute, Jim Powell, Amy Stohl, Dale Timmester, 1994-2004)

CITICASTERS: Management Development (Suzanne Cook, 1995)

Clarion Corporation: Management Development (Mary Schumer, Dick Searles, 1989)

Clark-O'Neill: Organization Development (Mary Ellen Long, 1986)

Clopay Corporation: Dealer Communications (Pat Lohse, 1990)

Columbia HCA (Pinelake Medical Center): Management Education; Strategic Planning (Harry Alvis, Florence Jones, 1994-95)

Commonwealth Hotels: Management Development (Dan Fay, Gordon Snyder, 1990-1999)

Corrections Corporation of America (CCA): Organization Development (Nancy Cook, J. Michael Quinlan, James Turner, 1999-2004)

Cracker Barrel: Management Development (Thomas Pate, 2000)

Crozer-Keystone Health System - Chess Penn Healthcare Center: Board Planning; Staff Development (Bob Smith, 2000)

Dayton Power and Light: Leadership Development; Employee Development (Judi Blair, Pat Swanke, 1998-2004)

Delmar Publishing: Communications; Stress Management (Greg Whalen, 1982-86)

Drackett Company: Management Development (Craig Hendricks, 1984-86)

Drake Medical Center: Leadership Development (Roberta Bradford, Nancy Byrd, Stephanie Byrd, 2002-2004)

Drawbridge Inn: Staff Training; Management Development (Jerry Deters, 1976-86)

Dupps Company: Management Development; Communication and Employee Development (John Dupps, 1984-87)

Episcopal Retirement Homes: Professional Development (Nan McCart, Lori Murrell, 2003)

Executive Inns: Supervisory Training (Paul Luersen, 1980-82)

First Transit: Executive Development (Rich Clair, John Farrell, 2000)

FRCH Worldwide Design: Management Development (Kevin Roche, 1996)

Frisch's Hotels and Restaurants: Management Development; Organization Development (Mary Bogner, Mike Conner, Marvin Fields, Carl Goodin, Ron Heineman, Steve Kibbing, Steve Martin, Becky Methany, 1978-2004)

FUJITEK: Management Development (Dave McLaughlin, Takakazu Uchiyama, 1988-89)

General Electric: Management Development (Dusty Baker, John Kinney, George Strizak, 1986-89)

Glass Menagerie: Employee Development (Tom Behle, 1985)

Grady Real Estate: Management Development; Sales Training (Jack Hoeting, George Meinhardt, 1984-85)

Griffin Industries: Organization Development (Dennis Griffin, 1979-82)

Health Alliance of Greater Cincinnati -- The Christ Hospital, University Hospital, The St. Luke Hospitals, The Jewish Hospital, The Fort Hamilton Hospital, Alliance Primary Care: Organization Development; Management Education (Connie Burkhart, Stephanie Byrd, Jack Cook, Bill Finney, Bob Griffith, Reginna Hartman, Jim Kingsbury, Nancy Kremer, Alex Rodriguez, Shawn Stovall, Phil Tempel, Dan Vinson, 1997-2004)

HealthSouth: Staff Development (Anna Bennett, Andrea Crookston, 2002)

Heartland Regional Hospital: Organization Development (Sharon Cox, Rob Followell, Ron Seal, 2001-2002)

Hillenbrand Industries: Employee Development (George Brinkmoeller, 1985)

Hilliard Lyons: Professional Development (Jim Allen, Ted Stier, 2003)

H.J. Hosea and Sons: Employee Development (David Hosea, 1975-82)

Hopple Plastics, Inc.: Management Development (Ardella Bachmann, John Hopple, 1988)

Humana Hospitals: Organization Development; Management and Staff Development (Becky Adams, Polly Marquette, 1997-98)

Huntington Bank: Management Development (Merwin Grayson Jr., John Toelke, 1989)

IBM: Stress Education; Business Ethics; Management Development; Quality Programs (Bob Axt, Cincinnati; Sherrie Bayman, Gaithersburg; John Bethea, Charlotte; Liz Bidinotto, Boulder; Barb Brangden, White Plains; Carter Brown, Bethesda; Bob Caplon, Bethesda; Bob Didio, White Plains; Sheila Feeko, Endicott; Gonzalo Goichochia, Miami; Ray Hilvert, Cincinnati; Denise Heydt, Colorado Springs; Blanch Hoffman, Gaithersburg; Ike Ison, Lexington; Alethea Jacob, Norwalk; Don Jones, World Trade; Marianne Kaiser, Rockville; Larry Kearney, Raleigh; Eva Klivington, Rossalyn; Ted Lalos, Rockville; Steve Lange, Lexington; Jim Lawrence, Boca Raton; Dinah Lockhart, Gaithersburg; Paul Maguire, White Plains; Cindy Manarin, Bethesda; Sandra Marshall, Gaithersburg; Ernie Morissey, Charlotte; Shae Murrell, Gaithersburg; Shirley Nelson, Rockville; Trish Noonan, Atlantic City; Karen Norris, Gaithersburg; Vicki Pendleton, Rockville; Pam Patrick, Sunnysvale; Vickie Powers, Gaithersburg; Jim Prescottt, Burlington; George Purcell, Poughkeepsie; Nancy Reed, Rockwell;

John Slayton, Sunnyvale; George Smith, Denver; Mauree Sutlee, Honolulu; Ann Washington, Houston; Archie Weddington, Lexington; Logan Williams, Bethesda; Paul Young, Gaithersburg, 1982-96)

Imperial Adhesives: Management Development (Bob Johnson, 1996-98)

Independent Anesthesiologists, Inc.: Organization Development (Mike Buncher, Richard Park, 1995)

Jewish Hospital – Frazier Rehabilitation Institute: Organization Development (Tracy Hurst, Jean Russell, 2003)

John Hancock Insurance Company: Personnel Assessment (Frank Clegg, 1969-70)

John C. Lincoln Health Network: Physician Education (Jan Baum, Stephan Nathan, 2003)

Johnson & Johnson - Ethicon-Endo Surgery: Management Education (Ken Bloemer, 2000)

Jones Intercable: Organization Development (Don Sutton, 1987)

Kahn's - Sara Lee: Employee Development; Sales Training; Stress Management (Dick Dedden, Kathleen Horner, Ernie Johnson, Rick Mullen, 1985-88)

Kentucky Utilities Company: Management Development (Martha Casher, Corless Wiley, 1985)

King Kwik, Inc.: Management Development; Communication and Employee Development (Bert Amann, Sam Vinci, 1970-84)

Klosterman Baking Company: Management Development; Employee Development (Carol Mullen, 1991)

Kohnen & Patton: Organizational Development (Andy Patton, Mark Zumo, 2000)

Kroger Company: Management Development; Human Resource Development (Dennis Barton, Suzanne Gaker, Paul Gibson, Steve Houchin, Dan Lainhart, Phil Lewis, Jim McLaughlin, John Strobach, Linda Tuttle, John Wagner, 1981-2003)

Kratz-Wilde Machine Tool Company: Management Development (Tim Schneider, 1981-83)

Life Federal Savings & Loan: Organization Development (Ed Whitehead, 1979-81)

Litton Industries: Management Development (Steve Templeton, 1981-84)

Louisville Gas and Electric Company: Management Education (Dave Vogel, Wendy Welsh, 2002-2003)

Mannesmann - Stabilus: Organization Development (Doug Lea, Heidi McMinn, Dave Richeson, 2000-2003)

Marriott Corporation: Management Development; Stress Education; Employee Development (Roy Raskin, 1982-85)

Marion Merrell Dow: Organization Development; Strategic Planning (Majo Bildstein, Maurizio Denar, Allen Ewing, Richard Jackson, Wybren de Jong, Walter Lovenberg, John Orwin, Ermanno Robbotti, Guy Tell, 1987-92)

Medisync (PriMed-Health First)-Norumbega-Martin's Point: Physicians Leadership Resource Group: Physician Leadership and Organization Development (Richard Bernstein, Charles Burger, Mark Couch, David Howes, Marty Lehenbauer, Bob Matthews, 2002-2003)

MINACT, Inc. (U.S. Job Corps): Management Development (Booker T. Jones, 1988)

Montgomery Inn: Management Development (Dean Gregory, Tom Gregory, 1984-85)

Multi-Craft Litho, Inc.; Organization Development (Tom Gibbs, Debbie Pfaff, Darryl Thiery, 1990)

National Underwriter: Sales Training; Organization Development; Customer Service (Clarence Barnes, Gary Baumgartner, Jim Stegman, 1988-95)

Oncogene Science: Management Development (Colin Goddard, 1997)

Patient First, P.S.C.: Organization Development (Chip Phillips, Don Saelinger, 1996-98)

Patron Graphics: Organization Development (Ron Hager, 1998)

People's Liberty Bank: Management Development (George Archbold, Ralph Haile, 1980-82)

Peterson Hospital - Ohio Valley Medical Center: Strategic Planning; Management Development; Staff Education (Betty Jo Sproull, 1997-2001)

Pinger -- Dan Pinger Public Relations: Stress Education (Michelle Harland, 1999-2000)

Plastic Molding Corporation: Stress Education (Thom Gerdes, Mitch Mullins, 1989)

River Region Medical Center: Organization Development (Florence Jones, 2000)

Quality International: Organization Development (Peter Jordan, Steve Mullinger, 1986-90)

Re/Max Creative Realty: Planning and Professional Development (Janice Mueller Smith, 1996)

Re/Max International: Organization Development (Bill Davis, Scott McPherson, 1995-96)

Roach, Inc.: Management Development (Rob Auble, 1981)

Rotek, Inc.: Organization Development (Charles Mitchell, 1983-86)

Signature Real Estate: Staff Development; Sales Training (Ed Packer, 1979-80)

Southwestern Ohio Steel Corporation: Management Development; Personnel Selection (Jacque Huber, 1974-81)

Squeri Foods: Management Development (Don Follmer, 1985)

Standard Publishing: Management Development; Teambuilding (Lil Weitkamp, 1995)

Strasburger Enterprises of Texas: Organization Development (Tom Strasburger, 1976)

Sun Link Health Care System -- Chestatee: Management Development (Harry Alvis, Rob Followell, 2003-04)

Sun Oil Company: Organization Development (Pete Bowker, 1971-78)

Ten Broeck Hospitals: Management Development: (John Hollinsworth, Michele Oldham, 2003-04)

Tastemaker: Leadership and Supervisory Development (David Condon, Mike Conner, Marie Nelson, Terri Stewart 1990-94)

The Nature Company: Management Development (Debi Sharkey, 1992-95)  
Total - Cook Composites and Polymers: Management Development (Dennis Hercules, George Kunkel, Judy Mourey, Paul Schaefer, 1996-97)  
TriHealth: Management Education (Will Groneman, John Prout, Jennifer Skinner, Claus von Zychlin, 2000-2004)  
Tri-State Urology Group: Organization Development (Bill Monnig, Earl Walz, 1992-2004)  
United Dairy Farmers (UDF): Management Development (Joe Pedoto, Sam Vinci, 1985)  
University of Cincinnati Medical Center -- Department of Anesthesia: Planning and Faculty Development (Phillip Bridenbaugh, 1995); Department of Family Medicine: Faculty Development (Alan David, 1997)  
University of Louisville Healthcare/Hospital: Leadership Development (Bill Tharp, James Taylor, Pam Ward, 2002-03)  
Urology of Indiana: Physician Wellbeing (Jana Abrams, Glen Brunk, 2003).  
Van Melle USA: Management Development (Melanie Bingham, Marius Van Melle, 1996-97)  
VHA New England: Leadership Development (Arnie Mattis, Kathryn Hayes-Hallowell, Bill Vanderburg, James Witherell, 2003-04)  
Wendy's International, Inc.: Management Development and Teambuilding (Brian Fields, Tom Rodenkirk, 1988-90)  
Wesley Medical Center: Management Development (Heather Brown, Ron Seal, 2004)  
West Shell: Sales Training; Management Development (George Meinhardt, Mary Jo Schuerman, John Toelke, 1979-89)  
Wolfe, Maton, Sheehan Realty: Sales Training; Management Development (Rick Wolfe, 1979-80)

### **Government (including client or coordinating person and dates of service)**

Airport Operators Council International (AOCI): Human Resources Management -- Philadelphia, Cleveland, Miami, Seattle (Jim McCormick, 1983-89)  
Area Development Districts: Barren River (Jack Eversole, Dot Darby, 1977-2003); Blue Grass (Jas Sekhon, 1975-2000); Buffalo Trace (Terrell Ross, Steve Miller, 1978-94); Cumberland Valley (John Brunner, Gatliff Craig, 1977-94); FIVCO (David Salisbury, 1974-82); Gateway (Jim Templeton, 1977-80); Green River (George Russell, Jiten Shah, Russell Sights, Jim Youngquist, 1975-95); Kentucky River (Ken Blair, Linda Gayheart, 1980-95); KIPDA (Neil Farris, 1976-80); Lincoln Trail (Jim Greer, 1980); Northern Kentucky (Gordon Mullins, Gene Archbold, 1974-79); Pennyrite (John Adams, 1979-82); Purchase (Henry Hodges, 1980)--Board and Staff Development  
Barren River Aging Council: Staff Development (Debbie McCarty, 1990)  
Birmingham-Jefferson County Transit Authority (MAX): Board and Staff Development (Al Richards, 1986-87)  
Central Contra Costa Transit Authority (CCCTA: Staff Development (Bob Patrick, 1983)  
Charlotte Transportation District: Employee Development (Dave Heinz, 1979)  
Cincinnati/Northern Kentucky Airport: Organization Development; Management Education (Ralph Drees, Robert Holscher, 1984-1993)  
Clermont County Commissioners: In the Interest of Children -- Planning and Development; Private Industry Council -- Strategic Planning; Leadership Development; Teambuilding -- Permits and Inspections (Doug Brothers, Steve Brooks, Dave Clark, Martha Dorsey, John McManus, Steve Wharton, 1993-2001)  
Clermont County Engineer: Planning and Management Development (Carl Hartman, Joe Uecker, 1996)  
Clermont County Municipal Court: Planning; Staff Development (Tom Herman, 1998)  
Cleveland-Hopkins International Airport: Communications; Organization Development (George Doughty, Cynthia Rich, 1981-90)  
Connecticut Transit Authority: Management Training; Employee Involvement; Organization Development (Dave Lee, Bob Lorah, Steve Warren, John Williams, 1980-86)  
Council on Aging of the Cincinnati Area: Professional Development (Robert Logan, 1998)  
Covington City Government: Management Development; Police Training (Joe Condit, Wally Pagan, 1974-83)  
Decatur, Illinois: Community Development (Barry Dickston, 1984-85)  
Delaware Administration for Regional Transit (DART): Stress Management; Employee Development (Pete Cipolla, Bob Taylor, 1982-86)  
Delaware Department of Transportation: Management Development (Bob Taylor, 1986)  
Denver (Stapleton) International Airport: Management Development and Teambuilding (George Doughty, 1984-87)  
Department of the Army - Headquarters, Combat Engineering: Organization Development (Jerry Warner, 1986)  
East Kentucky Health System: Organization Development (Tony Goetz, 1978-79)  
Emory University: Management and Employee Development (Elaine Gossett, Bob Hascall, 1998-99)  
Erlanger-Elsmere School System: Planning and Development (Harold Ensor, Carol Lainhart, 1988)  
Federal Aviation Administration (FAA): Organization Development (Cynthia Rich, 1994-95)  
Florence City Government: Management Education (Regina Blain, Jeffrey Koenig, Diane Whalen, 2002)  
Fort Thomas City Government: Staff Development (Dave Noran, 1976-79)



Gateway Public Health District: Staff Development (Grace Eddison, 1982-84)  
Governor's Cabinet--Commonwealth of Kentucky: Organization Development (Martha Layne Collins, 1985-86)  
Governor's Office for Policy and Management: Staff Development (Ron Carson, Bill Hintze, 1987)  
**Grant Career Center: Staff Development (Ken Morrison, Barb Simpson, 1996-2002)**  
Great Oaks Joint Vocational School District: Organization Development (Harold Carr, Sharon Lowry, 1992)  
Greater Lansing Convention and Visitor's Bureau: Board Planning and Teambuilding (Tom Galyon, 1991)  
Greater Peoria Airport Authority: Organization Development (Ron Burling, 1978)  
Greater Peoria Transit Authority: Employee Development (Charles Ostendorf, 1978)  
**Greater Portland (Casco Bay) Convention and Visitors Bureau: Leadership Development (Lauren Keyser, Lynn Tillotson, Barbara Whitton, 2003)**  
**Hamilton County Board of MRDD: Organization Development (Malti Patel, 2001)**  
**Hamilton County Commissioners: Organization Development; Employee Development (Sharon Booker, John Dowlin, David Krings, 1992-2003)**  
**Hamilton County Communications Department (911 Emergency Response): Leadership Development (Bill Hinkle, 2000)**  
**Hamilton County Department of Building Inspections: Staff Development (Tonia Edwards, 2002)**  
Hamilton County Department of Environmental Services: Staff Development (Barry Burton, 1994-95)  
Hamilton County Department of Human Resources: Management Education (Wanda Coates, Don Thomas, 1993)  
**Hamilton County Juvenile Court System: Hillcrest Leadership Development (Cathy Baskett, Betty Fox, Obissogun Kokuma, Joe Zurad, 2000-2003)**  
Hampton, Virginia (Pentran) Transit Authority: Staff Development (Tom Black, 1978-80)  
Houston Transit Authority: Employee Development (Ralph Hennie, Russ Pence, 1984-85)  
Indiana Department of Corrections: Correctional Officer Training (Bill Holloway, 1970-72)  
Indianapolis International Airport: Management Development (Jim McCue, Dan Orcutt, 1983-85)  
Indianapolis Public Transportation Authority (METRO): Management Development (Jim Armington, Thomas Weakley, 1984)  
Internal Revenue Service: Stress Education (Roberta Bolten, Deborah Greene, Marilyn Martinez, Lyn Rigler, Betty Smith, Cheryl Walters, 1979-94)  
Jefferson County School System: Human Relations; Multi-Cultural Awareness (Bernard Minnes, 1977-78)  
Kansas City Area Transit Authority: Staff Development (Larry Huffman, 1976)  
Kentucky Cabinet for Human Resources: Organization Development (E. Austin Jr., Dennis Boyd, James P. Daniels, Anna Grace Day, Gerald Dutton, William Gardner, George Hancock, Don Ralph, Nancy Rawlings, Mike Robinson, Phillip Spangler, Mike Townsend, 1986-87)  
Kentucky Center for Public Issues: Organization Development (Laura Voss, 1992)  
**Kentucky Commission on Human Rights: Board Planning and Staff Education (Beverly Watts, 1993-2001)**  
Kentucky Corrections Cabinet: Planning and Organization Development (Jack Lewis, George Wilson, 1987)  
Kentucky Department of Education: Leadership Development -- Site-Based Education (Nick Melnick, 1991)  
Kentucky Department of Local Government: Staff Development (Ralph Ed Graves, Gordon Mullins, 1976-79)  
Kentucky Department of Personnel: Management Development (Thomas Greenwell, 1987)  
Kentucky Department of Justice: Institution Audit; Staff Development; Law Enforcement Training (Bob Bryant, Brett Scott, Bob Stone, 1970-81)  
Kentucky Energy Cabinet: Organization Development (George Evans, Jr., 1986)  
Kentucky Farm Bureau: Leadership Development (Faye Lowe, Doyle Cunningham, 1999)  
Kentucky Finance and Administration Cabinet: Organization Development (Gordon Duke, Jolene Greenwell, Mitchell Payne, James Ramsey, Danny Shearer, 1986-87)  
Kentucky Justice Cabinet: Planning and Organization Development (Norma Miller, 1987)  
Kentucky League of Cities: Planning and Organization Development (Sylvia Lovely, 1991)  
**Kentucky Lottery: Executive Development (Pam Dixon, Arch Gleason, Paula Ryans, Church Saufley, 1999-2000)**  
Kentucky Revenue Cabinet: Organization Development (Gary Gillis, 1987)  
**Kentucky State University: Organization Development (Bill Wilson, 2002)**  
Kentucky Transportation Cabinet: Organization Development (Leslie Dawson, 1986-87)  
**Kentucky Workforce Cabinet: One-Stop Shop/School to Work -- Leadership Development (Julia Gustafson, Lloyd Weaver, Treva Wright, 1996-2000)**  
Lake Cumberland Health District: Employee Development (Pat Bell, 1986)  
Legislative Research Commission (LRC): Staff Development (Vic Hellard, Mary Helen Miller, 1984)  
**Lehigh-Northampton Airport Authority: Management Development (Sherri Billowitz, Judith Dombraski, George Doughty, 1994-2003)**  
**Lexington Convention and Visitors Bureau: Staff Development (David Lord, 2001)**  
Lexington Transit Authority (Lextran): Employee Development (Pete Cipolla, Pat Hamrick, 1980-82)  
Louisville Board of Realtors: Broker Sales Training (Nat Sanders, 1995)

Louisville Department of Health: Employee Development (Bruce Lane, 1985)  
Manchester Transit Authority: Employee Development (Herb Pence, 1977-80)  
Memphis Transit Authority: Leadership Development; Staff Development (Fred Gilliam, Will Hudson, Mike Hufnagle, Onita Jamieson, Frank Tobey 1982-2000)  
Miami Valley Regional Transit Authority (RTA): Staff Development (Bob Edwards, 1979)  
Nashville Transit Authority: Staff Development (Jo Federspiel, Harvel Williams, 1983)  
New Perceptions: Staff Development (Elizabeth Bernard, Bob Ryan, 1997-2003)  
Norfolk Transit Authority (Tidewater): Staff Development (James Echols, 1980)  
North Carolina State University (Wolfpack): Management Development (Ron Grote, Loretta Harper, Charles Leffler, 1985-2003)  
Northern Kentucky Area Planning Commission: Planning and Organization Development (Bill Bowdy, Ralph Grieme, 1990)  
Northern Kentucky Family Health Center: Board and Staff Development (George Kent, Mike Quaranta, 1984-98)  
Northern Kentucky Independent Health District: Board and Staff Development (Pam Lee, Bob Smith, 1982-98)  
Northern Kentucky School-to-Work: Planning and Teambuilding (Lloyd Weaver, 1995)  
Northern Ohio Area-Wide Coordinating Agency (NOACA): Staff Development (Fred Pizzadez, 1985)  
NorthKey Community Care: Staff Development (Ed Muntel, Martha Stamper, 1999)  
Ohio-Kentucky-Indiana Regional Council of Governments (OKI): Staff Development; Board Planning (Martha Dorsey, James Duane, Marilyn Osborne, 1991-2000)  
Ohio Department of Education: Business and Marketing Education (Rick Mangini, 2000)  
Ohio Department of Environmental Protection: Management Development; Staff Development (Craig Kleinhenz, Bunnie Stabile, 1995-97)  
Ohio Department of Mental Hygiene and Corrections: Parole Board and Correctional Officer Training (Nick Gatz, 1970-78)  
Orlando Transit Authority (Osceola): Employee Development (Pat Hamrick, Al Meinze, Don Valtman, 1980-86)  
Paul Hoxworth Blood Center: Management Development; Employee Development (Tibor Greenwalt, Susan Halsted, Earl Walz, 1982-84)  
Pikeville College: Faculty/Staff Development (Wally Campbell, Hal Smith, 2002)  
Pittsburgh Convention and Visitors Bureau: Community Development; Management Development; Employee Training (Melissa Beck, Mary Grasha Houpt, Joyce Lee, Joe McGrath, Lynne Popash, 1990-2003)  
Pittsburgh Transportation Authority (PORT): Management Development (Tom Rochon, 1986)  
Queen City Metro: Organization Development; Human Relations; Stress Management; Employee Involvement; Diversity Education (Don Bennett, Vaughn Davis, Ed Harvey, Paul Jablonski, Tony Kouneski, 1974-97)  
St. Louis Transportation Authority (Bi-state Development Agency): Employee Development (Mike Setzer, 1984)  
San Bernardino Transit System (Omnitrans): Staff Development (Bob Chafin, Roger Chapin, Michelle Robertson, 1979-85)  
Southbend Transit Authority (TRANSPO): Employee Development (Paul Tolliver, 1980)  
Springfield Illinois: Community Development (Joe McGrath, 1985)  
Stockton Transportation District: Employee Development (Leroy Neva, 1982-83)  
TENCO Private Industry Council: Board Planning (Marlene Duffy, 1995)  
Tennessee Commission on Aging: Communications; Management Development (Charles Heugley, 1982)  
Three Rivers Health District: Staff Development (Kathy Mefford, 1984)  
Transit Authority of Northern Kentucky (TANK): Customer Relations; Management Development (Mark Donaghy, Ray Lawrence, 1973-94)  
Transit Authority of River City (TARC): Staff Development (Dave Arnett, 1983)  
Tucson Transit Authority (SUNTRAN): Employee Development (Pete Weiglin, 1980)  
Tulsa Transportation Authority: Staff Development (Lawson Albritton, Gene Gooding, Richard Taylor, 1978-87)  
United Way of Cincinnati: Staff Development (Yvonne Gray, Rob Reifsnyder, 2002)  
United States Navy: Workplace Health and Preventive Medicine (Mark Long, Sally Vickers, 2004)  
University of Georgia: Organization Planning and Development (Loretta Harper, 1999)  
University of Illinois: Organization Development (Mayer Maloney, 1984)  
University of Kentucky-Department of Agriculture: Leadership Development (Karen Davis, 2000)  
University of Miami: Professional Development (Vic Atherton, Georgia Norton, Mike White, 2003)  
University of Utah: Human Resource Development (Loretta Harper, Thuy Nguyen, 2001)  
Urban Mass Transportation Authority (UMTA): Employee Development -- Oklahoma City (Frank Enty, 1980)  
Washington Metropolitan Airport Authority: Organization Development (Clyde Bingman, Mike Brogan, Jim Wilding, 1989-90)  
Washington Metropolitan Area Transit Authority (WMATA): Management Development (Tom Black, Dick Page, 1981-82)  
Wendel Foster Center: Staff Development (Bob Mobley, JoAnne Rivas, 1982-94)

Worcester Transit Authority: Employee Development (Herb Pence, 1985)

**Professions, Trades and Associations (including client or coordinating person and dates of service)**

ACI-NA -Airport Council International -- North America: Organization Development (George Doughty, Patty Hahn, 1993)

Administrative Management Society: Stress Education (Mary Gray, 1981-82)

American Association of Airport Executives (AAAE): Executive Development; Supervisory Training (Ron Kelley, 1977-83)

**American Medical Association: Physician Education (Janice Fleszar, 1999-2003)**

American Pubic Transit Association (APTA): Management Development; Stress Education (Bob Buchanon, 1986)

American Society of Training Directors (ASTD): Management Development; Human Resource Development (Jack Cahall, Steve McMillen, 1976-1990)

Associated General Contractors of America: Management Training (William Stewart, 1968-72)

Association for Quality and Participation (AQP): The Human Side of Work (Cathy Kramer, Sara Olberding, Marlene Romer, Lil Weitkamp, 1989-92)

**Blue Ridge Institute: Leadership Development (Elizabeth Gower, Terry Tolan, 2001)**

Canadian Renderers Association: Communications; Stress Education (Ron Trickey, 1980-81)

Central Kentucky Personnel Association: Management Development (George Binder, 1984)

Cincinnati Board of Realtors: Communications; Human Relations; Leadership (Margo Tarr, 1979-84)

Cincinnati Convention and Visitors Bureau: Staff Development (George Demarest, Mike Wilson, 1981-82)

Cincinnati Editors Association: Communications (Martha Doyle, 1982)

Cincinnati Health Consortium: Professional Development (Kerry Leffler, 1999)

Cincinnati Personnel Association: Human Relations (Ardella Bachmann, Linda Gravett, 1987)

**Cincinnati Public Relations Association: Professional Development (Julie Maslov, 2000)**

Cincinnati State College: Management Education (Jerri Thomas, 1991)

Clermont Chamber of Commerce: Management Development (Dennis Begue, 1985-87)

**Clinical Laboratory Managers Association: Management Education (Lois Bonner, Ellen Christen, Mary Beth Kasper, Deborah Wolterman, 1991-2003)**

Covington Urban Renewal (ACT): Community Development -- Government, Business, Neighborhood (Ralph Haile, 1979-80)

Engineering Council of Missouri: Executive Development (Erwin Breihan, 1978-79)

**Executive Women International: Leadership Development (Jean Morrison, 2000)**

Federal Womens' Programs: Stress Education (Meg Owen, 1982)

Financial Women International: CEO Communications (Donna Elam, 1990)

Governor's Conference on Leadership: Management Education (Gordon Mullins, 1980)

Graduate Realtors Institute: Sales Training (Dick Rushing, 1977-79)

Greater Cincinnati Restaurant Association: Stress Education; Management Development (Dan Fay, Pat Huller 1981-91)

Indiana Apartment Association: Management Development (Sharon Raybourne, 1981)

**International Association of Convention and Visitor Bureaus: Leadership Development (Elaine Fellin, Minah Lee, 2000-2002)**

International Auditors Association -- Ohio, Kentucky, Indiana: Stress Education; Communications; Leadership (Tom Carlisle, Tom Kassekert, Allen Stone, 1983-90)

International Fire and Arson Association: Leadership Development (Eugene Jewel, 1976-80)

International Harvester Credit Union: Board Training (Lewis Jones, 1979)

Junior Achievement: Leadership Training (Doug Dressman, 1979-84)

Kentucky Banking Association: Personnel Management (Roxann Platek, 1989)

**Kentucky Bar Association: Professional Education (Jan Clark, Bruce Davis, Sherry Hayden, Lewis Payne, 2001-04)**

Kentucky Council on Aging: Aging Needs and Services (Fanny Dorsey, 1977-80)

Kentucky Credit Union League: Board and Staff Development (Dave Countin, 1982-84)

Kentucky Health Department: Management Development (Grace Eddison, 1982-84)

Kentucky Health Directors' Association: Organization Planning (Kathy Mefford, Bob Smith, 1996-97)

Kentucky Homebuilders Association: Management Development (Don Wiedeman, 1980-82)

Kentucky Home Health Association: Management Development (Linda Bouland, Karen Hinkle, 1997)

Kentucky Hotel and Motel Association: Communication; Employee Relations (Steve Mullinger, 1979)

**Kentucky Medical Insurance MICOA: Professional Development (David Hester, 2000)**

Kentucky Real Estate Commission: Communications; Human Relations (Nat Sanders, Linda Woodruff, 1973-81)

**Leadership Kentucky: Organization Development; Leadership Development (Julie Schmidt, Angela Woodward, 1991-2001)**

Legacy of Northern Kentucky: Leadership Development (Mike Hammons, Tom Miller, 2002)

Louisville Board of Realtors: Sales Training; Management Development (Nat Sanders, 1978-94)

Maine Development Foundation: Leadership (Kellie Guarino, Cheryl Miller, 2001)

Medical Library Association: Professional Development (Lisa McCormick, 2000)

Medical Office Managers Association: Communication and Leadership (Joan Henson, Susan Miller, 1994)

Meeting Planners International - Ohio, Kentucky, Indiana: Communications; Professional Development (Pat Kayser, Dwight Loken, 1981-83)

Miami Valley Management Association: Management Development (Ed Nangle, 1966-70)

Midwest Association of Convention and Visitor Bureaus: Communication; Leadership Development; Business Ethics (June Creager, Jane Foley, Mike Wilson, 1994-96)

National Forum for Black Public Administrators: Leadership Development (Karen Bearden, Mitchell Payne, 1993-2002)

National Association of Real Estate License Law Officials (NARELLO): Leadership; Communications (Rick Wolfe, 1979-82)

National Association of Regional Councils (NARC): Executive Development; Employee Involvement; Ethics in Government; Stress Management; Building a Regional Team (Patsy Chappelle, George Gaberlavage, Dick Hartman, Janice Villet, 1982-95)

National Association of Wholesaler - Distributors: Executive Development (Corine Fox, 2000-2002)

National Council on Drug and Alcohol Abuse: Valuing Diversity; Professional Ethics (Barbara Herman, 1992)

National Council of Local Administrators: The Human Side of Work (Ron Edge, 1991)

National Intramural Recreational Sports Association (NIRSA): Communications; Teambuilding (Judith Bryant, 1991)

New Jersey Credit Union League: Board and Staff Training (Carla Tallau, 1984)

Northern Kentucky Chamber of Commerce: Management Education (Joe Jennings, 1991)

Northern Kentucky Convention and Visitors Bureau: Communications and Teamwork (Reggie Smith, 1978-80)

Northern Kentucky Human Resources Association: Business Ethics; Strategic Planning; Managing Complex Change (Ardella Bachmann, Pat Byrns, Ed Flick, Terri Stewart, 1987-98)

Northern States Utilities Association: Human Resources Development (Corless Wiley, 1985)

Ohio Credit Union League: Communications; Board Training (Larry Templeton, 1979)

Ohio Hospital Association: Participative Management: Employee Involvement; Human Resources Development (Debbe Endress, Joe Ruggles, 1990-98)

Ohio State University -- John Glenn Institute: Management Development - Ohio City Management Association (Cindy Holodnak, 2000)

Paperboard Packaging Council: Managing Complex Change (Richard Garber, Bob Neff, 1997)

Savings and Loan League of Kentucky: Communications; Stress Management (Jerry Bell, 1980)

Southeastern Aging Conference: Stress and Change (Nelda Barnett, 1982)

Tourism Council of Greater Cincinnati: Professional Development (Elise Hyder, Diane Spurlock, 1999)

United Automobile Workers (UAW): Labor Leadership (Bill LeMaster, 1975-82)

United States Postal Employees: Board and Staff Development (Anne Martin, 1979)

United States Renderers Association: Communication; Employee Education; Executive Development (George Becker, Bob Horan, Bob Warner, 1985-89)

United Way of Kentucky: Leadership Development (Deby Davis, Steve Perkins, Tim Ritchie, Terry Tolan, 1999-2003)

United Way - South East Association: Leadership Development (Joe Tolan, 2003)

University of Cincinnati: Management Training; Executive Development (Howard Bell, Larry Graziani, Charles Leffler, Chris Potter, Robert VeVerka, Mary Francis Warner, 1981-2004)

University of Georgia (SERDI): Executive Development (George Dick, Paul Hardy, Jim Youngquist, 1999-2002)

University of Kentucky: Hopkinsville Community College: Faculty and Staff Development (Mary Helen Adams, 1986)

Young Presidents Organization (YPO): Executive Development (Larry Albice, Wayne Carlisle, Bob Neff, Phil Ringo, Bob Sumerel, 1985-96)



## POSITIONS HELD

1966-1970	Labor Relations Ford Motor Company
1970-1972	Assistant Professor of Business Northern Kentucky University
1972-1975	Associate Professor of Business Northern Kentucky University
1975-present	Professor of Psychology Northern Kentucky University

## CURRENT STUDIES AND INTERESTS

- The Changing Meaning of Work
- Organization Development
- Coping Skills for Personal and Social Adjustment
- Humanistic Psychology

## PUBLICATIONS - Author of the following books:

- **The Art of Leadership**
- **Stress: Living and Working in a Changing World**
- **Building Community: The Human Side of Work**
- **Stress Without Distress: Rx For Burnout**
- **Communication: The Miracle of Dialogue**
- **Human Behavior: Why People Do What They Do**
- **Ethics: Fire In A Dark World**
- **Leadership: Nine Keys To Success**
- **Morale: Quality Of Work Life**
- **Performance: Managing For Excellence**
- **Groupstrength: Quality Circles At Work**

## HONORS

Professor of the Year - Northern Kentucky University

Strongest Influence Award - Northern Kentucky University Alumni Association

Graduation Honors       - George Williams College  
                                  - University of Vienna  
                                  - University of Cincinnati

## PERSONAL

Family - Wife and three children  
Home - Trenton, Maine  
Age - 61 years



*PSY 302 The Human Side of Work*

Psychology of work behavior; interpersonal relations and organizational effectiveness; communication, morale, stress, leadership styles, values, ethics, problem solving techniques, and cross-cultural aspects of the work experience. The approach to learning is experiential and may include some field assignments.

*PSY 350 Training Group Theory and Laboratory Method*

Small groups and development of interpersonal effectiveness; individual and group roles; resolution of conflicts; interpersonal trust; personal growth; helping relationships.

*PSY 370 Humanistic Psychology*

Humanistic Psychology in historical context: Greek, Renaissance, and modern developments; comparison with psychoanalysis and behaviorism; major theories of Allport, Fromm, Maslow, Jung, Rogers, Frankl, and Perls; central themes -- experience, identity, meaning, freedom, responsibility, and human potential for growth.

**Addresses, Studies and Articles:**

1. "The Use and Abuse of Psychological Tests," Ohio Parole Board, 1970
2. "Evaluation of Training at the Ohio Correctional Academy," State of Ohio, 1971
3. "Evaluation of Management and Performance at the Frenchburg Correctional Facility," Commonwealth of Kentucky, 1972
4. "Management Training for the Indiana Department of Corrections -- Based Upon Critical Incident Analysis," State of Indiana, 1972
5. "Roles and Responsibilities of Union Leadership," United Automobile Workers, 1975
6. "Communications -- Power of the Spoken Word," American Society of Training Directors, 1976
7. "Caught in the Middle -- Problems and Potentials for Front-line Supervisors," American Association of Airport Executives, 1977
8. "Motivation: of Chimps, Children, and Man," Jefferson County School Board, 1977
9. "Leadership -- The Cornerstone of Fire Service," Ohio State University International Arson Investigation School, 1978
10. "The Quality Movement -- Democracy at Work," Cincinnati Milacron, 1979
11. "Personality Styles and Resolving Conflict: Chocolate, Vanilla or Strawberry -- which are you?" National Association of Real Estate License Law Officials, 1979
12. "Stress Without Distress in Public Service," Governor's Conference on State and Local Government, 1980
13. "Planning, Implementation, and Evaluation of Programs for the Aging," U.S. Conference on Aging, 1981
14. "Managing for Productivity -- Surviving the Breakup," AT&T, 1982
15. "Organizational Excellence -- Strategies for Success," IBM Corporation, 1982
16. "Quality: If Japan Can Do It, Why Can't We....In Public Service," Governor's Conference on State and Local Government, 1984
17. "Strategic Planning for Boards and Managements," Airport Operators Council International, 1988
18. "A Participative Management Primer," Journal for Quality and Participation, 1989
19. "Teaching Business Ethics," The Balance Sheet, 1989
20. "Ethics in Government," National Association of Regional Councils, 1990
21. "Developing an Ethical Climate for Excellence," Journal for Quality and Participation, 1990
22. "Participative Management: Quality is a Team Sport," Ohio Hospital Association, 1990
23. "How to Manage Morale," Personnel Journal, 1990
24. "Work Morale: It's Value, Measurement and Development," Western Illinois Journal of Business, 1990
25. "Mapping Work Group Morale," Journal for Quality and Participation, 1991
26. "Communication for Safety: Personality Plays a Part -- in the cockpit, control tower, and boardroom," Federal Aviation Administration, 1991
27. "Work Morale Assessment and Development for the Clinical Laboratory Manager," Clinical Laboratory Management Review, 1992
28. "Work Morale in the 1990's," SAM Advanced Management Journal, Summer, 1992
29. "The Role of the Black Leader in American Society: Moral Dilemmas, Levels of Morality, and Value Systems," National Forum for Black Public Administrators, 1993
30. "Stress Prevention: The 1x3x7=21 Plan," Clinical Laboratory Management Review, 1993
31. "Paradigm Shifts in Quality Management and Ethics Development," Business Forum, 1994
32. "The Art of Caring Leadership," Young Presidents Organization, 1995
33. "Building Community in the Workplace," National Association of Regional Councils, 1995
34. "Survival on the Healthcare Island," Cincinnati Hospital Association, 1998

35. "Managing Complex Change," Emory University, 1999
36. "Life, Work, and the Pursuit of Balance," Ohio State University - John Glenn Institute, 2000
37. "The Human Side of Work," Maine Development Foundation, 2001
38. "Physician Wellbeing: Handling the Frenzy, Frustration and Fatigue," American Medical Association, 2003
39. "Managing the Stress of Being a Lawyer," Kentucky Bar Association, 2003
40. "Workplace Health and The Role of Family," U.S. Navy, 2004
41. "Leadership Ethics: Fire in a Dark World," University of Georgia, 2004